

## ONE-STOP CAREER CENTER CERTIFICATION

South Dakota has developed a One-Stop delivery system that brings together workforce development, educational, and other service agencies that are individually administered and funded but offer a seamless customer-focused service delivery network that enhances access to services and improves long-term employment outcomes for individuals receiving services. The Workforce Development Council (WDC), with the agreement of the Governor, designates and certifies the One-Stop Operator to ensure a consistent level of services provided across the One-Stop delivery system and measures the progress of One-Stop Career Centers, also termed Job Service Offices, toward specified goals and maintenance of quality standards.

Workforce development and training systems must offer current workers and the emerging workforce opportunities to acquire world-class skills that meet employer demands while increasing productivity. The workforce system must be comprehensive, flexible, innovative, employer-driven, customer-focused, and performance-based. The workforce system must also respond to customer needs and be adaptable to the rapid changes in the global economy. Technology will be used in the delivery of services to the extent it is feasible.

To ensure the One-Stop delivery system meets minimum quality standards, including the effective integration of services and requirements in WIOA, the WDC has developed minimum One-Stop Career Center certification criteria. This standard certification criterion promotes the objectives of South Dakota's WIOA State Plan. The WDC is authorized to certify Comprehensive and Affiliate One-Stop Career Centers in South Dakota no less than every three program years.

The certification process will include a review based on the One-Stop Certification checklist (3.3-1B), the Americans with Disabilities Act (ADA) checklist located at [ADAchecklist.org](http://ADAchecklist.org), and an Equal Opportunity monitor based on [Element Seven of the Nondiscrimination Plan](#). The initial certification on July 1, 2017, did not include ADA or Equal Opportunity.

### ***Comprehensive One-Stop Career Centers***

Comprehensive One-Stop Career Centers are a physical location where job seekers and employers have walk-in access to programs, services, and activities of all required one-stop partners. A comprehensive One-Stop Center must have at least one WIOA Title I staff physically present. As a single-area state, South Dakota must have at least one comprehensive physical center.

The Comprehensive One-Stop Center must:

- Provide Career Services as described in Career Services [Policy 5.4](#);
- Provide access to training services as described in Training Services [Policy 5.8](#);
- Provide access to Employment and Training services available through WIOA Title I Statewide Funding;
- Provide workforce and labor market information;
- Identify as the American Job Center through the primary electronic resources, printed materials, and facility signage;
- Provide physical and programmatic accessibility to individuals with disabilities; and
- Provide access to programs and activities carried out by One-Stop partners as identified in One-Stop Program Services List [Form 3.2](#);
  - Access must be made available in one of the following methods:
    - Having a One-Stop partner program staff member physically present at the One-Stop Center;
    - Having a staff member from a different partner program trained to provide information to customers about the partner's program; or
    - Making available a direct linkage through technology to program staff who can provide meaningful information or services.
      - Direct Linkage is providing direct connection at the One-Stop Center, within a reasonable time, by phone or through a real-time Web-based communication to a program staff member who can provide program information or services to the customer. Direct linkage cannot exclusively be providing a phone number, website, or information such as a pamphlet.

### ***Affiliate One-Stop Career Centers***

An affiliate One-Stop Center is a physical location that makes one or more of the one-stop partners' programs, services, and activities available to job seekers and employers. These sites supplement and enhance customer access to workforce services of the one-stop system. An affiliate site is not required to provide access to every required one-stop partner program or offer walk-in access to services during regular business days. An affiliate site cannot only offer employment services as described in the Wagner-Peyser Act. An affiliate site must be physically and programmatically accessible to individuals with disabilities.

## **PROCESS**

The Director of Workforce Development will coordinate with the One-Stop Operator and the manager of the One-Stop Center to schedule the review. At least 30 days prior to the review a formal letter will be mailed to the One-Stop manager providing, but not limited to:

- A timeline of the review
- Scope of the review
- One-Stop Career Center Certification Checklist [3.3-1B](#)

Circumstances may dictate an announcement of the review to be shorter than 30 days. These exceptions are expected to be used sparingly and will be arranged in consultation with the One-Stop manager.

The exit meeting will provide a summary of the review. Additional technical assistance based on the review may be scheduled by the One-Stop Operator, manager, or labor program specialist.

## **MONITORING REPORTS**

The Director of Workforce Development will issue a report to the One-Stop Operator and manager within 45 days of the exit meeting. The report will summarize the results of the monitoring activity with findings, required actions, areas of concern, suggestions, and positive practices as applicable.

### ***Finding and Required Action***

Findings are identified as issues or practices not compliant with the federal laws, regulations, and guidance, and state policies and procedures. Each finding will have a corresponding required action identifying the steps necessary to resolve the finding. If the required action for an ADA finding is not completed by the response due date identified in the monitor report, a plan of action to resolve the finding will be developed and included in the manager's resolution response.

### ***Area of Concern and Suggestion***

Areas of concern are issues, policies, or practices observed during the review that negatively impact the ability to effectively manage the grant or provide services to participants. They may also be red flags or risk areas that, if not corrected, could lead to an area of non-compliance in future monitoring reviews. Each area of concern will have a corresponding suggestion for improving the issue or practice. DLR managers and sub-recipients are encouraged, but not required, to implement the suggested action for improving the issue or practice.

### ***Positive Practice***

Positive practices are practices or outcomes identified during the review that are sufficiently effective or innovative to warrant highlighting in the report and may be shared with other One-Stop Career Centers.

## **RESOLUTION**

Within 45 days of the report issued by the Director of Workforce Development, the manager shall respond with supporting documentation regarding the findings and required action. A response to the areas of concern and suggestions may also be included if the manager chooses. If more time is needed to complete the required action, a corrective action plan should be included to identify steps and a timeline to correct the finding(s).

If findings are sufficiently resolved, after review and evaluation of the response and supporting documentation, the Director of Workforce Development will seek certification from the Workforce Development Council (WDC).

If findings are not sufficiently resolved, the Director of Workforce Development may require additional action(s) before seeking certification from the WDC.

**APPEAL PROCESS**

The One-Stop Center Manager or One-Stop Operator may appeal the items identified in the Monitoring Report(s). This appeal must be made in writing to the DLR Cabinet Secretary within 30 days of the final determination. The letter should not exceed one page and must explain the reason for the appeal. The Secretary will provide a final response to the appeal in writing within 30 days.

# CERTIFICATION CHECKLIST

LOCAL OFFICE REVIEWED:

DATE:

COMPREHENSIVE

AFFILIATE

PROVISION OF SERVICES:		DESCRIPTION/COMMENTS
Eligibility determination for WIOA Title I Adult, DW, Youth	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Outreach, intake, and orientation to information and services available through the one-stop delivery system	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Initial assessment of skill levels ( <i>including literacy, numeracy, and English language proficiency</i> ), aptitudes, abilities ( <i>including skills gaps</i> ), and supportive service needs	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Development of an individualized employment plan	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Provision of direct linkage referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Provision of workforce and labor market information <ul style="list-style-type: none"> <li>• Job vacancy listings</li> <li>• Job skills to meet job vacancy listings</li> <li>• Information regarding in-demand occupations, earnings, skills requirements, and opportunities for advancement</li> <li>• Non-traditional employment</li> </ul>	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Provision of information on: <ul style="list-style-type: none"> <li>▪ Eligible training providers</li> <li>▪ Performance and cost information on eligible providers of training by the program</li> <li>▪ Providers of adult education</li> <li>▪ Eligible providers of Youth workforce investment</li> <li>▪ Providers of vocational rehabilitation services activities</li> </ul>	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Provision of information regarding how the State is performing on the performance accountability measures	<input type="checkbox"/> YES <input type="checkbox"/> NO	

## CERTIFICATION CHECKLIST

Provision of information and referral relating to the availability of support services or assistance	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Services, as appropriate for an individual to obtain or retain employment: <ul style="list-style-type: none"> <li>• Group workshops</li> <li>• Individualized career planning</li> <li>• Short-term prevocational services</li> <li>• Internships and work experiences</li> <li>• Workforce preparation activities</li> <li>• Financial literacy services</li> <li>• Job search and relocation assistance</li> <li>• English language acquisition and integrated education and training programs</li> </ul>	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Access to training services as described in section 134(c)(3), including serving as the point of access to training services for participants in accordance with section 134(c)(3)(G)	<input type="checkbox"/> YES <input type="checkbox"/> NO	
12 months of follow up services to include workplace counseling	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Provides job search, placement, recruitment, and other labor exchange services authorized under the Wagner-Peyser Act: <ul style="list-style-type: none"> <li>▪ Business Services</li> <li>▪ RA claims filing assistance</li> </ul>	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Strives to meet the workforce needs of businesses: <ul style="list-style-type: none"> <li>• Staff understand the skill needs of businesses;</li> <li>• Identify appropriate strategies for assisting employers with workforce needs;</li> <li>• Align business services with One Stop partners to create a unified voice.</li> </ul>	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Access to programs and services through electronic means.	<input type="checkbox"/> YES <input type="checkbox"/> NO	

## CERTIFICATION CHECKLIST

ORGANIZATION AND MANAGEMENT		DESCRIPTION/COMMENTS
Does the office facilitate integrated partnerships?	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Are services organized by function rather than the program? <i>(staff communication, cross-training, teams)</i>	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Procedures are in place to assure coordination of and avoid duplication among One-Stop delivery system partner programs	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Are activities completed to ensure communication regarding policy, procedure implementation?	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Is professional development offered to all One-Stop staff?	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Are all One-Stop staff informed kept up to date with Labor Market Trends?	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Are activities completed to ensure continuous improvement is made to respond to specific customer feedback?	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Strives for continuous improvement?	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Work or meeting space is available at the One-Stop Center for visiting partner programs, whenever feasible and available	<input type="checkbox"/> YES <input type="checkbox"/> NO	

## CERTIFICATION CHECKLIST

<p>Are resources available to customers in the Resource Room? <i>(computers, phone, pamphlets)</i></p>	<input type="checkbox"/> YES  <input type="checkbox"/> NO	
<p>American Job Center identified primary electronic resources, printed materials, and facility signage?</p>	<input type="checkbox"/> YES  <input type="checkbox"/> NO	
<p>Physical accessibility in compliance with Americans with Disabilities Act standards.</p>	<input type="checkbox"/> YES  <input type="checkbox"/> NO	
<p>Programmatic accessibility in compliance with WIOA Section 188.</p> <ul style="list-style-type: none"> <li>• Reasonable accommodations, including assistive technology, are available for individuals with disabilities if needed.</li> <li>• Ability to effectively communicate with persons with disabilities.</li> </ul>	<input type="checkbox"/> YES  <input type="checkbox"/> NO	
<p>Operates in a cost-efficient manner?</p>	<input type="checkbox"/> YES  <input type="checkbox"/> NO	
<p>Services are provided outside of normal business hours as needed?</p>	<input type="checkbox"/> YES  <input type="checkbox"/> NO	

## CERTIFICATION CHECKLIST

PROGRAMS AVAILABLE IN ONE-STOP CENTER		MOU IN PLACE	DESCRIPTION/COMMENTS
Title I WIOA Adult & Dislocated Worker	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Is a Title I staff member physically present?	<input type="checkbox"/> YES <input type="checkbox"/> NO		
Does this One-Stop office have a program other than Wagner-Peyser offered more than 50% of the time?	<input type="checkbox"/> YES <input type="checkbox"/> NO		
Title I WIOA Youth	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Wagner-Peyser	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	
SCSEP	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Vocational Rehabilitation	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Reemployment Assistance	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	
SNAP E & T	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	

## CERTIFICATION CHECKLIST

TANF	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Trade Adjustment Assistance	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Adult Education	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Housing and Urban Development	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Career & Technical Education	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Jobs for Veterans State Grant	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Community Service Block Grant	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Second Chance Act	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Job Corps	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	
National Farmworker Jobs Program	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	

# CERTIFICATION CHECKLIST

Native American Programs	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	
Other	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	

**REVIEWER'S SIGNATURE:**

**TITLE:**

**DATE**

**WIOA §121, §134, §188  
20 CFR §678.300-678.320, 678.800  
TEGL 16-16, 36-11**