

ONE-STOP CAREER CENTER CERTIFICATION

Certification Assessment Policy

INTRODUCTION

As provided by the Workforce Innovation and Opportunity Act of 2014, the Workforce Development Council, with agreement of the Governor, must designate and certify the One-Stop Operator in its local area. Certification ensures a consistent level of services provided across the One-Stop delivery system. One way this can be accomplished is by measuring the progress of One-Stop Career Centers toward specified goals and maintenance of quality standards.

PURPOSE

The Workforce Innovation and Opportunity Act (WIOA) Section 121 (e)(2)(A) states that each area must operate at least one comprehensive One-Stop. Section 134(c)(1)(i), states the State is responsible “to establish a one-stop delivery system...”

For South Dakota to remain competitive in today's knowledge-based economy, its workforce system is critical. 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.

In an effort to ensure that the One-Stop delivery system meets minimum quality standards, including the effective integration of services, and in anticipation of meeting requirements in WIOA, the South Dakota Workforce Development Council has developed minimum One-Stop Career Center certification criteria. This standard certification criteria was developed to promote the belief that the One-Stop delivery system must meet the objectives of South Dakota's Strategic State Plan.

POLICY

The South Dakota Workforce Development Council (SDWDC), with agreement of the Governor of South Dakota, is authorized to certify South Dakota One-Stop Career Centers. Notwithstanding the above, South Dakota has developed a One-Stop delivery system through the South Dakota Department of Labor and Regulation (SDDLRL) where employment, training, and support services have been co-located.

To be considered as a Comprehensive or Affiliate One-Stop Career Center, each One Stop delivery system in South Dakota will develop a One Stop Career Center Operation Plan that will be complete by October 1, 2018 and updated every two years. This plan must align with the goals outlined in the South Dakota Strategic State Plan and address the items identified in this checklist. This checklist will be reviewed by the Workforce Development Council every two years.

Comprehensive One-Stop Career Centers include those locations with the four WIOA core programs co-located in one location. Affiliate One-Stop Career Centers include those locations with three or more WIOA required programs co-located in those locations. Locations that provide access to one of the WIOA core or required programs are part of the One-Stop delivery system but do not meet the definition of Comprehensive or Affiliate.

Comprehensive and Affiliate Career Centers must identify as the American Job Center through the primary electronic resources, printed materials, and facility signage.

Comprehensive and Affiliate Career Centers will be certified by the Workforce Development Council no less than every three years. This certification process will include a review based on the One-Stop Certification checklist, the American with Disabilities Act Checklist located at www.ADAchecklist.org, the Equal Opportunity review, and state developed measurements (Attachment A). The initial certification to take place by July 1, 2017 will include not include the American Disabilities Act Checklist, the Equal Opportunity review, or state developed measurements.

ONE-STOP CERTIFICATION CHECKLIST

Certification Assessment Checklist

Local Office Reviewed: _____

Date: ____/____/____

Are the following services provided?			Description/Comments
Eligibility determination	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Outreach, intake and orientation to information and services available through the one-stop delivery system	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Initial assessment of skill levels (including literacy, numeracy and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Labor exchange services	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Provision of referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Provision of workforce and labor market information	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Provision of information on: <ul style="list-style-type: none"> -Performance and cost information on eligible providers of training by program, -Eligible providers of Youth workforce investment activities. - Providers of adult education, -Providers of career and technical education activities available to school dropouts, and -Providers of vocational rehabilitation services 	YES <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	NO <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Provision of information regarding how the State is performing on the performance accountability measures	YES <input type="checkbox"/>	NO <input type="checkbox"/>	

Services Provided (cont.)			Description/Comments
Provision of information and referral relating to the availability of support services or assistance	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Provision of information and assistance regarding filing claims for unemployment compensation	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not funded under WIOA	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Services, as appropriate for an individual to obtain or retain employment	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Follow-up services	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Provides job search, placement, recruitment, and other labor exchange services authorized under the Wagner-Peyser Act: <ul style="list-style-type: none"> • Business Services • UI claims filing assistance 	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Access to programs and activities carried out by One-Stop partners through Direct Linkage	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
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);	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Access to the data, information, and analysis described in section 15(a) of the Wagner-Peyser Act	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Does this One Stop center meet the workforce development needs of businesses? How?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	

Organization and Management			Description/Comments
Does the office facilitate integrated partnerships?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Are services organized by function rather than program? (staff communication, cross training, teams)	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Procedures are in place to assure coordination of and avoid duplication among One-Stop delivery system partner programs.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Are activities completed to ensure communication regarding policy, procedure implementation?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Is professional development offered to all One-Stop staff?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Are all One-Stop staff informed kept up-to-date with Labor Market Trends?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Are activities completed to ensure continuous improvement is made to respond to specific customer feedback?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Work or meeting space is available at the One-Stop Center for visiting partner programs, whenever feasible and available.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Are resources available to customers in the Resource Room? (computers, phone, pamphlets)	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
American Job Center identified on primary electronic resources, printed materials, and facility signage	YES <input type="checkbox"/>	NO <input type="checkbox"/>	

Programs available in One-Stop Center			MOU in place?	Description/Comments
Title I WIOA Adult & Dislocated Worker	YES <input type="checkbox"/>	NO <input type="checkbox"/>	YES <input type="checkbox"/>	
Title I WIOA Youth	YES <input type="checkbox"/>	NO <input type="checkbox"/>	YES <input type="checkbox"/>	
Wagner Peyser	YES <input type="checkbox"/>	NO <input type="checkbox"/>	YES <input type="checkbox"/>	
SCSEP	YES <input type="checkbox"/>	NO <input type="checkbox"/>	YES <input type="checkbox"/>	
Vocational Rehabilitation	YES <input type="checkbox"/>	NO <input type="checkbox"/>	YES <input type="checkbox"/>	
Unemployment Insurance	YES <input type="checkbox"/>	NO <input type="checkbox"/>	YES <input type="checkbox"/>	
SNAP E & T	YES <input type="checkbox"/>	NO <input type="checkbox"/>	YES <input type="checkbox"/>	
TANF E & T	YES <input type="checkbox"/>	NO <input type="checkbox"/>	YES <input type="checkbox"/>	
TAA	YES <input type="checkbox"/>	NO <input type="checkbox"/>	YES <input type="checkbox"/>	
Adult Education	YES <input type="checkbox"/>	NO <input type="checkbox"/>	YES <input type="checkbox"/>	
HUD	YES <input type="checkbox"/>	NO <input type="checkbox"/>	YES <input type="checkbox"/>	
Career & Technical Education	YES <input type="checkbox"/>	NO <input type="checkbox"/>	YES <input type="checkbox"/>	
Jobs for Veterans State Grant	YES <input type="checkbox"/>	NO <input type="checkbox"/>	YES <input type="checkbox"/>	
Community Service Block Grant	YES <input type="checkbox"/>	NO <input type="checkbox"/>	YES <input type="checkbox"/>	
Second Chance Act	YES <input type="checkbox"/>	NO <input type="checkbox"/>	YES <input type="checkbox"/>	
Job Corps	YES <input type="checkbox"/>	NO <input type="checkbox"/>	YES <input type="checkbox"/>	
National Farmworker Jobs Program	YES <input type="checkbox"/>	NO <input type="checkbox"/>	YES <input type="checkbox"/>	
Other	YES <input type="checkbox"/>	NO <input type="checkbox"/>	YES <input type="checkbox"/>	
Does this One-Stop office have a program other than Wagner-Peyser offered more than 50% of the time?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	YES <input type="checkbox"/>	

Accessibility Assessment			Description/Comments
Has there been an ADA Accessibility Study completed? When?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
What reasonable solutions were able to be made?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Has there been an Equal Opportunity review completed? When?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
What reasonable solutions were able to be made?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	

Comprehensive

Affiliate

Reviewer's Signature: _____

Date: ___/___/___

Board Recommendation for improvement:

Board Certification Recommendation: Yes No

Workforce Development Council Chair Signature: _____

Date: ___/___/___

Attachment A: Office Measurement Worksheet