



Workforce Development Council  
**ONE-STOP CENTER CERTIFICATION REVIEW**

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To ensure the One-Stop delivery system meets minimum quality standards, including the effective integration of services, and in anticipation of meeting requirements in the Workforce Innovation and Opportunity Act (WIOA), the South Dakota Workforce Development Council (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 South Dakota One-Stop Career Centers. Refer to [One-Stop Career Center Certification](#) Policy 3.3 for more information

# ONE-STOP CAREER CENTER REVIEW

## Huron Job Service

A review was completed on February 26, 2021.

### COMPLIANCE FINDINGS

**FINDING #1:** Case Notes Policy 5.3 states that case notes must be entered within 15 working days from the date of contact. Based on the review, some files did not have timely case notes. In one instance, the case note was entered five months after contact with the participant. The note indicated the contact happened on August 5, 2020, and the note was not entered until January 14, 2021. Additionally, a few case notes were not detailed enough to know which service was received.

**Required Action #1:** As a team, review Case Notes Policy 5.3. During the review, develop a plan of how this will be prevented going forward (for example, staff will rotate one-hour blocks when they can focus on data entry, then provide us with a schedule). Provide a copy of the plan and a signature page of those in attendance.

**FINDING #2:** Employment Plan Policy 4.11 states all that Employment Plans must be signed, provided to the participant, and uploaded into SDWORKS document management system. Some files did not have an Employment Plan. In addition, some Employment Plans only included one objective to meet the goal(s).

**Required Action #2:** As a team, review Employment Plan Policy 4.11. During the review, develop a sample Employment Plan. Provide a copy of the sample Employment Plan and a signature page of those in attendance.

**FINDING #3:** Selective Service Policy 4.6 states, "The state of South Dakota will ensure all males born on or after January 1, 1960, must present documentation showing compliance with the Selective Service registration requirement." and "Male participants who enter the WIOA program at age 17 or younger and attain age 18 while participating in the program must be registered for Selective Service by the 30th day after their 18th birthday to remain eligible for WIOA services." Several files reviewed did not have selective service verification uploaded. DLR cannot enroll a participant without Selective Service information on file.

**Required Action #3:** As a team, review Selective Services Policy 4.6. During the review, develop a plan of how this will be prevented going forward. Provide the plan and a signature page of those in attendance.

### RESOLUTION

*Completed on June 28, 2021*

*Completed on June 28, 2021*

*Completed on June 29, 2021*

### AMERICANS WITH DISABILITIES ACT (ADA)

**ADA FINDING #1 – MEDIUM EFFORT:** Accessible parking spaces are less than 8 feet wide with an access aisle at greater 5 feet wide.

**ADA Required Action #1:** Repaint all handicap accessible parking spaces in accordance with ADA specifications.

**ADA FINDING #2 – MEDIUM EFFORT:** Accessible parking space signs are less than 60 inches above the ground. Also, ensure van-accessible parking spaces are properly identified with a sign that includes the International Symbol of Accessibility.

### RESOLUTION

*Completed on July 19, 2021*

**ADA Required Action #2:** To meet ADA requirements, install all handicap parking signs so the bottom of the sign is 60 inches above the ground. Also, ensure “van accessible” signs are located at the van accessible spaces.

*Completed on July 19, 2021*

**ADA FINDING #3 – LOW EFFORT:** Main entrance door takes less than 5 seconds to close from an open position of 90 degrees to a position of 12 degrees from the door latch.

**ADA Required Action #3:** Adjust main building entrance doors with closers to close from a 90-degree position to close in a minimum of 5 seconds.

*Completed on July 19, 2021*

**ADA FINDING #4 – LOW EFFORT:** No signs are designating permanent rooms and spaces not likely to change over time, e.g. room numbers and letters, room names, and exit signs.

**ADA Required Action #4:** Order ADA-approved braille signs for the following rooms and install per ADA Standards:

*Completed August 13, 2021*

- Business Resource Room
- Office
- Conference Room (2)
- Employment Specialist
- Supply Room
- Testing / Computer Lab
- Storage Room
- and Manager’s Office

**ADA FINDING #5 – LOW EFFORT:** Both restroom door closers take less than 5 seconds to close from an open position of 90 degrees to a position of 12 degrees from the latch.

**ADA Required Action #5:** Adjust the closers on both restroom doors to take at least 5 seconds to close from an open position of 90 degrees to a position of 12 degrees from the latch.

*Completed on July 19, 2021*

**ADA FINDING #6 – LOW EFFORT:** Both restroom doors require more than 5 pounds of maximum force to open.

**ADA Required Action #6:** Adjust both doors to the ADA requirement of 5 pounds or less of force to open.

*Completed on July 19, 2021*

**ADA FINDING #7 – LOW EFFORT:** Restroom coat hooks do not meet the ADA requirement of any less than 15 inches and no greater than 48 inches above the floor.

**ADA Required Action #7:** Lower existing coat hooks in the restrooms to a maximum height of 48 inches or install additional coat hooks between 15 inches and 48 inches above the floor.

*Completed on July 19, 2021*

**ADA FINDING #8 – LOW EFFORT:** Restroom pipes for the sink are not insulated or otherwise configured to protect against contact per ADA guidelines.

**ADA Required Action #8:** Install insulation on pipes under the sink or otherwise configure to protect against contact.

*Completed on July 19, 2021*

**ADA FINDING #9 – LOW EFFORT:** Both restroom door pulls, on each side, are not operable with one hand.

**ADA Required Action #9:** Install door pulls on both sides of the restroom doors in each restroom to be operable with one hand and not require tight grasping, pinching, or twisting of the wrist.

*Completed on July 19, 2021*

**DLR RECOMMENDATION**

DLR recommends continuing with the American Job Center Affiliate Site Certification for this location.

\_\_\_\_\_  
Kendra Ringstmeyer, DLR Director of Workforce Development

\_\_\_\_\_  
Date

**CERTIFICATION**

The Workforce Development Council (WDC) recognizes the criteria detailed in the Workforce Innovation and Opportunity Act (WIOA) One-Stop Career Center Certification (OSC) Policy 3.3, has been met. All findings listed above have been successfully completed. Therefore, the Monitor is closed and certification for the Huron Job Service is approved through June 30, 2025.

Signed and approved by the undersigned on behalf of the Workforce Development Council Members.

\_\_\_\_\_  
Lee Anderson, Chairman, Workforce Development Council

\_\_\_\_\_  
Date

# ONE-STOP CAREER CENTER REVIEW

## Madison Job Service

A review was completed on February 26, 2021.

### COMPLIANCE FINDINGS

**FINDING #1:** Employment Plan Policy 4.11 states all that Employment Plans must be signed, provided to the participant, and uploaded into SDWORKS document management system. Some files did not have an Employment Plan and/or included only one objective to meet the goal(s).

**Required Action #1:** As a team, review Employment Plan Policy 4.11. During the review, develop a sample Employment Plan. Provide a copy of the Employment Plan and a signature page of those in attendance.

**FINDING #2:** Support Services Policy 5.34 states that a support service may only be provided to participants to enable their participation in WIOA services and tied to that specific service. Support services are being offered without any clear connection to ongoing services.

**Required Action #2:** As a team, review Support Services Policy 5.34 and provide a signature page of those in attendance.

### RESOLUTION

*Completed on June 24, 2021*

*Completed on June 30, 2021*

### AMERICANS WITH DISABILITIES ACT (ADA)

**ADA FINDING #1 – MEDIUM EFFORT:** Accessible parking spaces are less than 8 feet wide with an access aisle at greater 5 feet wide.

**ADA Required Action #1:** Repaint all handicap accessible parking spaces in accordance with ADA specifications.

**ADA FINDING #2 – MEDIUM EFFORT:** Accessible parking space signs are less than 60 inches above the ground. Also, ensure van-accessible parking spaces are properly identified with a sign that includes the International Symbol of Accessibility.

**ADA Required Action #2:** To meet ADA requirements, install all handicap parking signs so the bottom of the sign is 60 inches above the ground. Also, ensure “van accessible” signs are located at the van accessible spaces.

**ADA FINDING #3 – LOW EFFORT:** Main entrance door takes less than 5 seconds to close from an open position of 90 degrees to a position of 12 degrees from the door latch.

**ADA Required Action #3:** Adjust main building entrance doors with closers to close from a 90-degree position to close in a minimum of 5 seconds.

**ADA FINDING #4 – LOW EFFORT:** No signs are designating permanent rooms and spaces not likely to change over time, e.g. room numbers and letters, room names, and exit signs.

**ADA Required Action #4:** Order ADA-approved braille signs for the following rooms and install per ADA Standards:

- Supply Room
- Testing / Computer Lab
- Business Resource Room
- Manager’s Office

### RESOLUTION

*Completed on August 3, 2021*

*Completed on August 3, 2021*

*Completed on August 3, 2021*

*Completed on June 30, 2021*

- Vocational Rehabilitation Office
- RE Claims Tech Office
- and Conference Room.

**ADA FINDING #5 – LOW EFFORT:** Restroom pipes for the sink are not insulated or otherwise configured to protect against contact per ADA guidelines.

**ADA Required Action #5:** Install insulation on pipes under the sink or otherwise configure to protect against contact.

*Tentative:  
waiting on  
parts*

**ADA FINDING #6 – LOW EFFORT:** The flush control on the water closet does not meet ADA guidelines.

**ADA Required Action #6:** Replace the tank with one that has a flush handle on the open side of the water closet.

*Tentative:  
waiting on  
parts*

**DLR RECOMMENDATION**

DLR recommends continuing with the American Job Center Affiliate Site Certification for this location.

\_\_\_\_\_  
Kendra Ringstmeyer, DLR Director of Workforce Development

\_\_\_\_\_  
Date

**CERTIFICATION**

The Workforce Development Council (WDC) recognizes the criteria detailed in the Workforce Innovation and Opportunity Act (WIOA) One-Stop Career Center Certification (OSC) Policy 3.3, has been met. All findings listed above have been successfully completed. Therefore, the Monitor is closed and certification for the Madison Job Service is approved through June 30, 2025.

Signed and approved by the undersigned on behalf of the Workforce Development Council Members.

\_\_\_\_\_  
Lee Anderson, Chairman, Workforce Development Council

\_\_\_\_\_  
Date

# ONE-STOP CAREER CENTER REVIEW

## Mitchell Job Service

A review was completed on February 26, 2021.

### COMPLIANCE FINDINGS

**FINDING #1:** Employment Plan Policy 4.11 states all that Employment Plans must be signed, provided to the participant, and uploaded into SDWORKS document management system. Some files did not have an Employment Plan and/or included only one objective to meet the goal(s).

**Required Action #1:** As a team, review Employment Plan Policy 4.11. During the review, develop a sample Employment Plan. Provide a copy of the Employment Plan and a signature page of those in attendance.

**FINDING #2:** Support Services Policy 5.34 states that a support service may only be provided to participants to enable their participation in WIOA services and tied to that specific service. Support services are being offered without any clear connection to ongoing services.

**Required Action #2:** As a team, review Support Services Policy 5.34 and provide a signature page of those in attendance.

### RESOLUTION

*Completed on  
June 24, 2021*

*Completed on  
June 30, 2021*

### AMERICANS WITH DISABILITIES ACT (ADA)

**ADA FINDING #1 – MEDIUM EFFORT:** Accessible parking spaces are less than 8 feet wide with an access aisle at greater 5 feet wide.

**ADA Required Action #1:** Repaint all handicap accessible parking spaces in accordance with ADA specifications.

**ADA FINDING #2 – MEDIUM EFFORT:** Accessible parking space signs are less than 60 inches above the ground. Also, ensure van-accessible parking spaces are properly identified with a sign that includes the International Symbol of Accessibility.

**ADA Required Action #2:** To meet ADA requirements, install all handicap parking signs so the bottom of the sign is 60 inches above the ground. Also, ensure “van accessible” signs are located at the van accessible spaces.

**ADA FINDING #3 – LOW EFFORT:** Main entrance door takes less than 5 seconds to close from an open position of 90 degrees to a position of 12 degrees from the door latch.

**ADA Required Action #3:** Adjust main building entrance doors with closers to close from a 90-degree position to close in a minimum of 5 seconds.

**ADA FINDING #4 – LOW EFFORT:** No signs are designating permanent rooms and spaces not likely to change over time, e.g. room numbers and letters, room names, and exit signs.

**ADA Required Action #4:** Order ADA-approved braille signs for the following rooms and install per ADA Standards:

- Supply Room
- Testing / Computer Lab
- Business Resource Room
- Manager’s Office

### RESOLUTION

*Completed on  
August 3,  
2021*

*Completed on  
August 3,  
2021*

*Completed on  
August 3,  
2021*

*Completed on  
June 30, 2021*

- Vocational Rehabilitation Office
- RE Claims Tech Office
- and Conference Room.

**ADA FINDING #5 – LOW EFFORT:** Restroom pipes for the sink are not insulated or otherwise configured to protect against contact per ADA guidelines.

**ADA Required Action #5:** Install insulation on pipes under the sink or otherwise configure to protect against contact.

*Tentative:  
waiting on  
parts*

**ADA FINDING #6 – LOW EFFORT:** The flush control on the water closet does not meet ADA guidelines.

**ADA Required Action #6:** Replace the tank with one that has a flush handle on the open side of the water closet.

*Tentative:  
waiting on  
parts*

**DLR RECOMMENDATION**

DLR recommends continuing with the American Job Center Affiliate Site Certification for this location.

\_\_\_\_\_  
Kendra Ringsteyer, DLR Director of Workforce Development

\_\_\_\_\_  
Date

**CERTIFICATION**

The Workforce Development Council (WDC) recognizes the criteria detailed in the Workforce Innovation and Opportunity Act (WIOA) One-Stop Career Center Certification (OSC) Policy 3.3, has been met. All findings listed above have been successfully completed. Therefore, the Monitor is closed and certification for the Madison Job Service is approved through June 30, 2025.

Signed and approved by the undersigned on behalf of the Workforce Development Council Members.

\_\_\_\_\_  
Lee Anderson, Chairman, Workforce Development Council

\_\_\_\_\_  
Date



# ONE-STOP CAREER CENTER REVIEW

## Sioux Falls Job Service

A review was completed on February 26, 2021.

### COMPLIANCE FINDINGS

**FINDING #1:** Selective Service Policy 4.6 states all-male participants who enter a WIOA Title I program at age 17 or younger and reach age 18 while participating in the program must be registered for Selective Service by the 30th day after their 18th birthday to remain eligible for WIOA services. Several files reviewed did not have selective service information. DLR cannot enroll a participant without Selective Service information on file.

### RESOLUTION

**Required Action #1:** Review Selective Services Policy 4.6 as a team. Provide a signature page of those in attendance and a plan of how this will be prevented in the future.

*Completed on June 22, 2021*

**FINDING #2:** Training Services Policy 5.8 and Occupational Skills Policy 5.27 state a case note must provide justification and eligibility to support the training service. Additionally, a justification note should include analysis and recommendations from the Employment Specialist and be entered into SDWORKS Case Notes. All funding determination must be outlined. Details should be provided in the corresponding policy for the service. A few files reviewed were missing this training justification note.

**Required Action #2:** As a team, review Training Services Policy 5.8 and Occupational Skills Policy 5.27. Provide one sample of a justification note for training.

*Completed on August 3, 2021*

### AMERICANS WITH DISABILITIES ACT (ADA)

**ADA FINDING #1 – MEDIUM EFFORT:** Accessible parking spaces are less than 8 feet wide with an access aisle greater than five feet wide.

### RESOLUTION

**ADA Required Action #1:** Repaint all handicap accessible parking spaces in accordance with ADA specifications.

*Tentative Completion Date August 2022*

**ADA FINDING #2 – LOW EFFORT:** The Conference Room door takes less than 5 seconds to close from an open position of 90 degrees to a position of 12 degrees from the door latch.

**ADA Required Action #2:** Adjust the Conference Room door to close from a 90-degree position to close in a minimum of 5 seconds.

*Completed on June 23, 2021*

**ADA FINDING #3 – MEDIUM EFFORT:** The reception countertop has less than 17 inches of floor space from the floor to the bottom of the counter.

**ADA Required Action #3:** Adjust or replace the reception countertop to a minimum of 17 inches and no greater than 25 inches of clear floor space between the floor and the bottom of the counter.

*Completed on June 16, 2021*

**ADA FINDING #4 – MEDIUM EFFORT:** In both the men's and women's assessable stall both water closets are greater than 19 inches high.

**ADA Required Action #4:** Adjust the height of both water closets in the men's and women's accessible stalls so it is no less than 17 inches and no greater than 19 inches above the floor.

*Completed on June 29, 2021*

**ADA FINDING #5 – LOW EFFORT:** In the women’s accessible stall, door pulls on both sides of the door are not operable with one hand and require a tight grasp, pinch, or twist of the wrist to open.

**ADA Required Action #5:** Replace the locking mechanism of the accessible stall in the women’s restroom so it is easily opened with one hand and easier to turn to the locked position.

*Completed on  
July 6, 2021*

**DLR RECOMMENDATION**

DLR recommends continuing with the American Job Center Affiliate Site Certification for this location.

\_\_\_\_\_  
Kendra Ringstmeyer, DLR Director of Workforce Development

\_\_\_\_\_  
Date

**CERTIFICATION**

The Workforce Development Council (WDC) recognizes the criteria detailed in the Workforce Innovation and Opportunity Act (WIOA) One-Stop Career Center Certification (OSC) Policy 3.3, has been met. All findings listed above have been successfully completed. Therefore, the Monitor is closed and certification for the Sioux Falls Job Service is approved through June 30, 2025.

Signed and approved by the undersigned on behalf of the Workforce Development Council Members.

\_\_\_\_\_  
Lee Anderson, Chairman, Workforce Development Council

\_\_\_\_\_  
Date