

## ONE-STOP CAREER CENTER CERTIFICATION

South Dakota has developed a One-Stop delivery system through DLR. Employment, training, and support services are co-located. 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.

In an effort 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 South Dakota One-Stop Career Centers.

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

Comprehensive One-Stop Career Centers are a physical location where job seekers and employers can access 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.

The Comprehensive One-Stop Center must provide:

- Career Services as described in Career Services [Policy 5.4](#);
- Access to training services as described in Training Services [Policy 5.8](#);
- Access to Employment and Training services available through WIOA Title I Statewide Funding;
- Access to programs and activities carried out by One-Stop partners as identified in One-Stop Program Services List [Form 3.2](#);
- Workforce and labor market information; and
- Physical and programmatic accessibility to individuals with disabilities.

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 location that makes one or more of the one-stop partners' programs, services, and activities to job seekers and employer customers. An affiliate does not need to provide access to every required one-stop partner program. 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.

Comprehensive Career Centers will be certified by the WDC no less than every four program years and must identify as the American Job Center through the primary electronic resources, printed materials, and facility signage.

The certification process will include a review based on the One-Stop Certification checklist (3.3-1B), active file review reports, data validation reports, the Americans with Disabilities Act (ADA) checklist located at [ADAchecklist.org](http://ADAchecklist.org), an Equal Opportunity monitor based on [Element Seven of the Nondiscrimination Plan](#), monitor in compliance with Migrant Seasonal Farmworker provisions, and DLR developed measurements and WIOA performance indicators. The initial certification on July 1, 2017, did not include ADA, Equal Opportunity, DLR developed measurements or WIOA performance indicators.

## 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:

- An agenda
- 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 should 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**

ARE THE FOLLOWING SERVICES PROVIDED?			DESCRIPTION/COMMENTS
Eligibility determination	YES	NO	
Outreach, intake, and orientation to information and services available through the one-stop delivery system	YES	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	YES	NO	
Labor exchange services	YES	NO	
Provision of referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system	YES	NO	
Provision of workforce and labor market information	YES	NO	
Provision of information on: <ul style="list-style-type: none"> <li>▪ Performance and cost information on eligible providers of training by the program</li> <li>▪ Eligible providers of Youth workforce investment activities</li> </ul>	YES	NO	

## CERTIFICATION CHECKLIST

<p><i>(Provision of information cont.)</i></p> <ul style="list-style-type: none"> <li>▪ Providers of adult education</li>   <li>▪ Providers of career and technical education activities available to school dropouts</li>   <li>▪ Providers of vocational rehabilitation services</li> </ul>			
Provision of information regarding how the State is performing on the performance accountability measures	YES	NO	
Provision of information and referral relating to the availability of support services or assistance	YES	NO	
Provision of information and assistance regarding filing claims for unemployment compensation	YES	NO	
Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not funded under WIOA	YES	NO	
Services, as appropriate for an individual to obtain or retain employment	YES	NO	
Follow-up services	YES	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>	YES	NO	

## CERTIFICATION CHECKLIST

Access to programs and activities carried out by One-Stop partners through Direct Linkage	YES	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)	YES	NO	
Access to the data, information, and analysis described in section 15(a) of the Wagner-Peyser Act	YES	NO	
Does this One-Stop Center meet the workforce development needs of businesses? How?	YES	NO	

ORGANIZATION AND MANAGEMENT			DESCRIPTION/COMMENTS
Does the office facilitate integrated partnerships?	YES	NO	
Are services organized by function rather than the program? <i>(staff communication, cross-training, teams)</i>	YES	NO	
Procedures are in place to assure coordination of and avoid duplication among One-Stop delivery system partner programs	YES	NO	
Are activities completed to ensure communication regarding policy, procedure implementation?	YES	NO	
Is professional development offered to all One-Stop staff?	YES	NO	

## CERTIFICATION CHECKLIST

Are all One-Stop staff informed kept up to date with Labor Market Trends?	YES	NO	
Are activities completed to ensure continuous improvement is made to respond to specific customer feedback?	YES	NO	
Strives for continuous improvement?	YES	NO	
Work or meeting space is available at the One-Stop Center for visiting partner programs, whenever feasible and available	YES	NO	
Are resources available to customers in the Resource Room? <i>(computers, phone, pamphlets)</i>	YES	NO	
American Job Center identified primary electronic resources, printed materials, and facility signage?	YES	NO	
Operates in a cost-efficient manner?	YES	NO	
Active File Review			
Data Validation Review			
Contribution towards WIOA Section 116 negotiated performance indicators			

## CERTIFICATION CHECKLIST

Access to programs and services	YES	NO	
Provision of Priority of Service for the Adult program	YES	NO	
Youth expenditure ratio of In-School Youth to Out-of-School Youth			
20% youth work-based learning expenditures			
75% SCSEP training expenditures and usage of SCSEP slots in service territory			
Appropriate staff timecoding	YES	NO	
State Plan Waivers			

PROGRAMS AVAILABLE IN ONE-STOP CENTER			MOU IN PLACE	DESCRIPTION/COMMENTS
Title I WIOA Adult & Dislocated Worker	YES	NO	YES	
Title I WIOA Youth	YES	NO	YES	



## CERTIFICATION CHECKLIST

Wagner Peyser	YES	NO	YES	
SCSEP	YES	NO	YES	
Vocational Rehabilitation	YES	NO	YES	
Reemployment Assistance Division	YES	NO	YES	
SNAP E & T	YES	NO	YES	
TANF	YES	NO	YES	
TAA	YES	NO	YES	
Adult Education	YES	NO	YES	
HUD	YES	NO	YES	
Career & Technical Education	YES	NO	YES	

## CERTIFICATION CHECKLIST

Jobs for Veterans State Grant	YES	NO	YES	
Community Service Block Grant	YES	NO	YES	
Second Chance Act	YES	NO	YES	
Job Corps	YES	NO	YES	
National Farmworker Jobs Program	YES	NO	YES	
Native American Programs	YES	NO	YES	
Other	YES	NO	YES	
Does this One-Stop office have a program other than Wagner-Peyser offered more than 50% of the time?	YES	NO	YES	

**REVIEWER'S SIGNATURE:**

**TITLE:**

**DATE**

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