



## Tulsa Area Workforce Development Board, Inc.

*Proudly serving Creek, Osage, Pawnee and Tulsa Counties in Oklahoma*

# Center Certification Policy

**Board Approved: August 17, 2017**

Oklahoma Works, a proud partner of the American Job Center Network

*Workforce Tulsa is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.*

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*Center Certification Policy – TU2017-082017*

# Center Certification Policy Changes Overview

## Most Recent Policy Changes:

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Board Approval: 08 17 2017

Executive Committee Approval: 08 10 2017

Oversight Committee Approval: 07 31 2017

**Reason:** To provide guidance on the center certification process that is mandated under WIOA and Oklahoma Workforce Development Issuance #07-2017. This policy is used to locally define the required process.

## Rescinded:

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# Tulsa Area Workforce Development Board

## Center Certification Policy

Board Approved: 08 17 2017

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### I. Purpose:

To define the local procedures to be used, as guided by the Oklahoma Office of Workforce Development (OOWD), to prepare and submit for initial and subsequent center certification approval.

### II. Authority:

The Workforce Innovation and Opportunity Act (WIOA) Sections 101(d)(6), 121(e)(2), 121(g)(1), 121(g)(3), 188, Training and Employment Guidance Letter (TEGL) 16-16; 20 CFR 678.800 (a)(3), and CFR 678 Subpart F; 20 CFR 678.400-430; 20 CFR 678.800(b)); 20 CFR 361.400-430; 29 CFR 38; 34 CFR 463.410-430; 20 CFR 678.300(d)(3); Title I, II, III of the Americans with Disability Act; Oklahoma Works Workforce System Access for All; Oklahoma Workforce Development Issuance (OWDI) #07-2017.

### III. Background:

WIOA envisions high-quality workforce one-stop systems that are business driven, customer-centered, integrated, and tailored to meet the needs of the local workforce development area. The law emphasizes the need for partnerships and strategies that align workforce development, education, and economic development programs with regional needs.

The workforce one-stop system must be comprehensive, flexible, innovative, employer-driven, customer-focused and performance-based. The workforce one-stop system must also respond to customer needs, and be adaptable to the rapid changes in the global economy.

In an effort to ensure that the workforce one-stop system meets minimum quality standards, including the effective integration of services, and in anticipation of meeting requirements in WIOA, the Oklahoma Office of Workforce Development has developed a minimum standard for American Job Center (AJC) certification and has instructed the local workforce developments boards to meet those standards.

### IV. Definitions:

#### A. Affiliate Center

An affiliated site, or affiliate one-stop center, is physical location that makes available to job seeker and employer customers one or more of the one-stop partner programs, services, and activities with a physical presence of combined staff more than 50 percent of the time the center is open. An affiliated site does not need to provide access to every required one-stop partner program.

#### B. Center Certification Team (CCT)

The CCT will be established by Local Workforce Development Board's (LWDB). The CCT teams must not have any conflict of interests with the local area and the size and its membership are appointed by the LWDB. The CCT are responsible for conducting independent and objective evaluations of the American Job Centers and affiliate centers and shall make certification recommendations to the LWDB.

#### C. Comprehensive Center

A comprehensive one-stop center is a physical location where job seeker and employer customers can access the programs, services, and activities of all required one-stop partners. A comprehensive one-stop center must have at least one title I staff person physically present, with access to all required partner services.

**D. Direct Linkage**

A direct linkage means providing direct connection at the AJC, 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.

**E. Specialized Center**

A center that address specific needs. (i.e. youth, key industry sectors, etc.). The specialized centers are not required to be certified.

**V. Local Policy:**

Under WIOA, the state is tasked with developing and implementing objective criteria and procedures for use by local areas in assessing and certifying comprehensive and affiliate one-stop centers for effectiveness, including customer satisfaction, physical and technology accessibility, and continuous improvement. Each local area must have at least one physical comprehensive one-stop center location that provides on-demand access to career services, training services, employment services, and all required programs and data, but may also incorporate affiliated or specialized centers.

**A. Comprehensive Center**

All comprehensive one-stop centers and the technology they provide to Job Seekers must be accessible to individuals with disabilities, as described in 29 CFR part 38, the implementing regulations of WIOA sec.188.

The comprehensive one-stop center must provide:

1. Career services, described in 20 CFR 678.430 and TEGL 16-16;
2. Access to training services described in 20 CFR 680.200;
3. Access to any employment and training activities carried out under sec.134(d) of WIOA;
4. Access to programs and activities carried out by one-stop partners listed in 20 CFR 678.400 through 678.410, including the Employment Service program authorized under the Wagner-Peyser Act, as amended by WIOA title III (Wagner-Peyser Act Employment Service program); and
5. Workforce and labor market information.

“Access” to each partner program and its services means:

1. Having a program staff member physically present at the one-stop center; or
2. Having a staff member from a different partner program physically present at the one-stop center appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or
3. Making available a direct linkage through technology to program staff who can provide meaningful information or services.

**B. Affiliate Center**

An affiliated site does not need to provide access to every required one-stop partner program. The frequency of program staff’s physical presence in the affiliated site will be determined at the local level and incorporated into the Workforce Tulsa Workforce System Partner Memorandum of Understanding.

### C. Specialized Center

Any network of one-stop partners or specialized centers, as described in 20 CFR 678.300(d)(3), must be connected to the comprehensive one-stop center and any appropriate affiliate one-stop centers, for example, by having processes in place to make referrals to these centers and the partner programs located in them.

## VI. Center Evaluation

To evaluate AJCs and affiliate centers the LWDBs must first develop a "Center Certification Team" (CCT), then use the appropriate Certification Checklist provided under state guidance, OWDI #07-2017. Upon completion of the evaluation there are four certification determinations that may be assigned to each Center:

1. Certification;
2. Certification with Standard for Excellence designation;
3. Provisional Certification with a requirement that one-stop operators provide action plans and timelines for meeting certification standards; or
4. Not Certified or Decertified.

The type of certification is determined by the percentage of each criterion met:

1. **Certification** may be awarded if 100% of benchmark criteria and no less than 50% of general criteria are met;
2. Certification with **Standard for Excellence** designation may be awarded if 100% of benchmark criteria and more than 50% of Standard for Excellence criteria are met;
3. **Provisional Certification** may be awarded if less than 100% but not less than 75% of benchmark criteria are met; or
4. Centers are considered **not certified or decertified** if less than 75% of benchmark criteria are met.

## VII. Center Certification Process

It is required that the LWDB develop a "Center Certification Team" (CCT) to evaluate each center, every two years. The process must be updated in the Local Plan. The One-Stop Operator shall submit an application, to the Board, requesting certification for each comprehensive and affiliate center (Attachment A: Center Certification Application).

The Board Staff, being the primary contacts for the CCT, will provide the CCT with the certification application and electronic materials to begin a desk and onsite review. The CCT must review documentation such as memorandums of understanding, procedure manuals, customer satisfaction surveys, etc.

Upon conclusion of the review, the CCT shall hold an exit meeting with the One-Stop Operator, Board Staff, and other relevant staff to communicate their findings.

If it is determined that a center did not meet certification criteria, the One-Stop Operator shall develop and provide the CCT a plan of action on any "required" criteria that were not met. The One-Stop Operator shall have 30 calendar days, from the conclusion of the exit meeting, to develop and submit a plan of action to the CCT and Board. The Board may request of the One-Stop Operator a corrective action plan to meet all other criteria identified above and beyond the basic certification standard.

The One-Stop Operator shall have 30 calendar days, upon submission of the action plan, to complete all corrections identified therein. Once the One-Stop Operator communicates in writing the corrections complete, the CCT team will have 30 calendar days to complete a follow up review utilizing the same method as the initial evaluation.

Upon completion of follow up review, the CCT shall present the completed Certification Checklist and a letter signed by the CCT to the LWDB recommending which of the four determinations to assign to each center. Once the recommendation is approved by the LWDB, the board shall obtain the signature of the CLEO(s) for final approval.

Once the LWDB and CLEO approve the certification of a comprehensive or affiliate one-stop center, the LWDB chair or designee submits electronically all executed letters and copies of the completed Certification Checklist and necessary documentation to OOWD.

The Center Certification Process shall be as follows, unless otherwise directed by the Workforce Tulsa Executive Director:

The timeline represented below may vary slightly if items are completed/submitted in less time than provided. This timeline occurs during even numbered Program Years (2018, 2020, 2022, etc.)

December	One-Stop Operator Complete and Submit Application
January	Convene CCT
February	Complete Audit Audit Report Completed Exit Meeting
March	Correction Plan Due to CCT and Board
April	Correction Plan Completed One-Stop Operator Notification Due and Received by Board
May	Convene CCT for Final Review
June	Board Approval of Certification CLEO Signature Submission to OOWD

**VIII. Compliance:**

- All records may be reviewed for monitoring purposes.
- In support of the goal of continuous improvement, each certified site will provide an annual report to the LWDB, due August 1 each year detailing the progress toward reaching and exceeding standards set forth in the certification criteria. The LWDB must provide the OOWD a copy of said report.

**IX. Attachments**

- Attachment A: Center Certification Application
- Attachment B: Center Certification Tool



## Center Certification Application

Organization Name: \_\_\_\_\_ Date: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Site to be Certified: \_\_\_\_\_

Certified as a/an:

Comprehensive Center

Site Address: \_\_\_\_\_

Affiliate Center

Website: \_\_\_\_\_

Hours of Operation: \_\_\_\_\_

Current Certification Status: \_\_\_\_\_

Desk Review Materials Provided (written procedures, business plans, Access for All Certification, etc.):

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\_\_\_\_\_  
One-stop Operator Signature

\_\_\_\_\_  
Date

## Oklahoma Works (One-Stop) Center Certification Checklist

*(This form is to be completed by the Certification Team for on-site review.)*

COMPREHENSIVE OKLAHOMA WORKS (ONE-STOP) CENTER CERTIFICATION CHECKLIST				
<b>Date:</b>				
<b>Comprehensive Center Address:</b>				
<b>Contact Name:</b>		<b>Contact Phone:</b>	<b>Contact Email:</b>	
STANDARDS			MET	NOT MET
1. Governance of One Stop Operations				
1.1*	The local MOU between the local workforce board and required one-stop partners is signed and in place			
1.2*	The local MOU reflects the name and location of the comprehensive Oklahoma Works (One-Stop) Center(s) and the way in which required partners will integrate services within the center			
1.3*	The Center is implementing the MOU specifications applicable to the center			
1.4*	The Oklahoma Works (One-Stop) Operator is competitively selected and is in compliance with state and federal guidelines			
1.5*	Roles and responsibilities of the one-stop operator within the Oklahoma Works (One-Stop) Center are clearly identified			
1.6*	Roles and responsibilities of the Career Services Provider within the one-stop center are clearly identified			
1.7*	At least one Title I staff person and one Wagner-Peyser ES staff person physically present			
1.8+	The one-stop center is operating in a cost-efficient manner			
1.9+	The one-stop center actively conducts outreach and provides access to non-co-located partner customers to participate in one-stop center-based services such as workshops and recruitment events			
1.10+	System marketing materials provide an overview of all partner services for distribution to customers at the one-stop center and at all non-co-located partner locations			
1.11+	The one-stop center connects with the community through multiple community partnerships and community access points			
1.12+	The one-stop center staff identifies with the one-stop system (and not just their specific program), believes that all customers are shared customers, and contributes to providing a positive experience for every customer			
1.13+	The one-stop center strives to increase the number and percentage of all customers placed in high wage, sustainable employment			
1.14+	The one-stop center strives to increase the number and percentage of all customers receiving skill development and training services			



<b>2. Responsiveness to needs of participants</b>			
2.1+	The one-stop center operates optimum business hours and identifies consistent timeframes outside of regular business hours to accommodate customers' work, child care, or transportation needs. Discussions regarding business hours are conducted periodically with the LWDB and reflected in meeting minutes		
2.2+	The one-stop center delivers both on-site and virtual services		
2.3+	All one-stop center staff know the region's target sectors, can identify regional sector pathways, and understand what those mean in terms of providing services to customers		
2.4+	The one-stop center has skill development and training opportunities for customers at all skill levels and levels of experience		
2.5+	The one-stop center has a robust menu of training services, and has staff who are able to assist customers with access and enrollment in these programs, including career pathways, integrated education and training, workforce preparation, work-based learning, and apprenticeships		
2.6+	The one-stop center staff are committed to and competent in helping customers navigate career pathways		
2.7+	The one-stop center does not have cumbersome entry requirements that prohibit easy access to education and training that leads to industry-recognized credentials		
2.8+	The one-stop center actively promotes targeted sector opportunities and high-demand occupations to all Oklahoma Works customers		
2.9	Required partners identify specific ways the one-stop center will integrate services and referrals among partner programs, as identified in local plans Describe how:		
2.10	Required partners will begin tracking the outcomes of integrated services and referrals and compile the outcomes in a report available to the board and public Describe how:		
2.11	A customer feedback process is in place and issues are addressed regularly Describe how:		
2.12	Website functionality is user friendly to all customers, including mobile compatibility, accessibility, well-organized information architecture, well-formatted content that is easy to scan, fast load times, compatible with multiple browsers, effective navigation, accessible interface, and has current and working links to resources Describe how:		
<b>3. Responsiveness to needs of businesses</b>			
3.1+	The one-stop center has a defined strategy in place to regularly seek and capture employer advice in the design and delivery of demand-driven services for job seekers		
3.2+	The one-stop center offers a wide range of one-stop center-based services for employers including referral of qualified candidates, on-site recruitment, pre-employment testing, skills verification, and hiring and training subsidies		
3.3+	The one-stop center regularly identifies areas of needed technical assistance to improve business results and taps available resources to obtain needed assistance		

3.4	Required partners identify specific ways the center will respond to economic needs of the local area, as specified in local plans Describe how:		
3.5	Required partners identify specific ways in which the one-stop center will match businesses with the skilled workers they seek. This should include existing business relationships as well as the development of new relationships. These goals should be documented in the local plan or MOU for each required partner Describe how:		
3.6	A customer feedback process is in place and issues are addressed regularly Describe how:		
3.7	A business services team is in place and working cooperatively		
<b>4. Physical Site</b>			
4.1*	The “Oklahoma Works a proud partner of the American Job Center network” identifier is highly visible inside and outside of the facility		
4.2+	The Center is easily identified in the community Describe how:		
4.3+	Center interior and exterior exudes a professional and friendly environment Describe how:		
4.4+	Customers who take public transportation can access the one-stop center within a reasonable distance		
4.5+	Adequate parking (including accessible parking) is available for customers who drive to the facility		
4.6+	Interior signage results in easy navigation for customers		
4.7+	Meeting rooms are sufficient to meet partner and/or job seeker and business customer demands		
4.8+	Adequate safety and security precautions are in place to protect both customers and staff		
4.9+	Emergency Action plan is up to date and easily accessible. (29 CFR Part 1910.38; 29 CFR Part 1910.38) More information can be found on the <a href="https://www.osha.gov/pls/oshaweb/owadisp.show_document?p_table=STANDARDS&amp;p_id=9726">OSHA website</a> : ( <a href="https://www.osha.gov/pls/oshaweb/owadisp.show_document?p_table=STANDARDS&amp;p_id=9726">https://www.osha.gov/pls/oshaweb/owadisp.show_document?p_table=STANDARDS&amp;p_id=9726</a> ) Location of plan and plan date:		
4.10	Center hours are easily identifiable Describe how and note the hours listed:		
4.11	The one-stop is accessible consistent with the Oklahoma Works Workforce <a href="https://www.ok.gov/abletech/Workforce_for_All/index.html">Access for All</a> standards found on the ABLE Tech website ( <a href="https://www.ok.gov/abletech/Workforce_for_All/index.html">https://www.ok.gov/abletech/Workforce_for_All/index.html</a> )		
4.12	Participants have the opportunity to request that services be provided outside of business hours, as needed, and a written center procedure documents how requests are accommodated		
<b>5. Performance</b>			
5.1+	The one-stop center contributes to the achievement of WIOA Performance Indicators for all Core Program Partners		
5.2	Performance outcomes are tracked by required partners and are periodically reported to the LWDB, as reflected in meeting minutes		
5.3	The policies, processes, and actions of the one-stop center support the achievement of all partners’ negotiated local levels of performance		

<b>6. Resource Area(s)</b>			
6.1+	There is technology available to assist all customers (including those with disabilities and those who are non-English speaking) Describe how:		
6.2	Resource areas include high-quality, up-to-date information about the services and supportive services available		
6.3	There are sufficient computers stations to meet customer needs		
6.4	Internet access and governance Describe the precautions for ensuring non-abuse of internet access.		
6.5	Staff assistance is readily available Describe how:		
6.6	There is sufficient space and work areas for customers and it is easily accessible from public areas Describe how:		
6.7	A calendar of services and events is easily available Describe how:		
<b>7. Equal Opportunity Awareness</b>			
7.1+	The Local Equal Opportunity Officer periodically reviews the one-stop center's policies, procedures, and facility for accessibility and equal opportunity and provides recommendations and technical assistance		
7.2*	The one-stop center implements the veteran's preference and priority of service requirements		
7.3	Periodic program partner staff trainings are provided on Equal Opportunity practices		
7.4	Program partner staff are able to demonstrate they know how to use assistive technologies and are aware of the available resources		
7.5	The center provides reasonable accommodations in order to avoid discrimination and meet individual's needs, as necessary (e.g.- allowing an individual with cognitive disabilities extra time to complete forms)		
7.6	Program partner staff are able to effectively and appropriately communicate with individuals with disabilities		
7.7	Corrective action plans are developed if required partners or customers identify barriers to participation in services		
<b>8. Programmatic Accessibility</b>			
8.1*	All basic and individualized career services are available in person or on demand via technology at or through the center		
8.2*	Customers have access to training services, education services, employment services, supportive services, and business services at/through the one-stop center		
8.3*	All services are available on demand through a direct connection with the one-stop center within a reasonable time, either through onsite staff or via real-time technology consistent with the "direct linkage" requirement		
8.4*	The "Oklahoma Works a proud partner of the American Job Center network" identifier appears on all products, programs, activities, services, facility and related property		
8.5+	Required partners specify how referrals and direct linkage are made, document the referral and direct linkage system in place, and articulate how referrals and direct linkage are tracked and corrective action plans are put in place, if needed		

8.6+	Staff at the one-stop center are cross-trained and provided information on all required programs, services, and activities in the one-stop center and have received an orientation to all partner programs and services		
8.7+	All program services, not just those through vocational rehabilitation, are made available to and are accessible to all individuals, including those with disabilities as detailed in the Oklahoma Works Workforce Access for All initiative		
8.8+	The one-stop center has a system in place to promptly greet all customers, identify their needs and reason for their visit, and quickly connect them to appropriate services		
8.9+	All co-located partners have identified the Career Services that are applicable to their program and the one-stop center has developed methods to align/integrate the delivery of those services		
8.10	Participant applications and assessment tools do not seek duplicative information for individuals enrolled in multiple programs		
8.11	All one-stop center staff are able to make knowledgeable referrals to partner programs		
8.12	Staff can explain the circumstances when individuals with disabilities receive separate or different services and that they are ensured to be as effective as services provided to others		
8.13	Assistive technology devices or other auxiliary aids are readily available		
8.14	A written policy explains how required partners in the one-stop center make reasonable accommodations and includes procedures for handling requests for accommodations		
8.15	The one-stop center's resources include bilingual materials or an on-demand translation service, if needed		
8.16	Required partners take specific steps to coordinate programs, service delivery, and referrals, such as: Staff work in functional rather than program teams (as evidenced by an organizational chart that reflects functional roles)		
8.17	Phone, real-time Web-based communications or other technology is physically present, enables real-time interaction (e.g., via Skype) and is accessible to the Web Content Accessibility Guidelines 2.0, AA		
<b>9. Continuous Improvement</b>			
9.1*	The one-stop center provides workforce and labor market information		
9.2+	Required partners and the one-stop operator use periodic performance reports and customer satisfaction results to identify goals and tactics for improving outcomes		
9.3+	A system is in place to assess the satisfaction of both co-located and non-co-located partners with the one-stop center and its services		
9.4+	The required one-stop partners meet on a regular basis to discuss the one-stop system and the one-stop center's contribution to the system, and make recommendations for continuous improvement		
9.5+	The one-stop center has regular staff meetings with all one-stop center staff (i.e., the staff of all onsite partners regardless of program) to build relationships, provide updates on center activities, and discuss strategies for one-stop center improvement		
9.6+	The one-stop center is an integral partner in the implementation of the Board's integrated business services strategy and seeks to minimize redundant employer contacts while maximizing access to system-wide, integrated business services		

9.7+	The one-stop center staff have received customer service and customer-centered design training		
9.8+	All one-stop center staff have received training on how to use labor market information to help customers identify career pathways, develop in-demand skills and credentials, and find jobs		
9.9+	All one-stop center staff have received training under the Oklahoma Works Workforce Access for All initiative on serving individuals with barriers to employment, including customers with disabilities		
9.10+	There is a capacity building and/or professional development plan for staff and partners		
9.11	LWDB meeting minutes reflect discussion about outcomes and strategic improvements		
9.12	Customer satisfaction survey records indicate regular data collection		
9.13	Customer satisfaction survey data can be disaggregated by category of customer (employer or job seeker)		
9.14	Customer satisfaction surveys allows customers to provide comments		
9.15	Customer satisfaction survey results are periodically reported to the LWDB and used to identify continuous improvement efforts		
9.16	The one-stop center has a process in place for customers to provide feedback or complaints outside of the customer feedback survey. The process should identify how complaints are tracked and corrective action plans are implemented		
9.17	The one-stop center has internal systems in place to identify and track operational efficiency and effectiveness		
9.18	Joint training in new policies, procedures or regulatory guidance is available to one-stop center staff and program partners in a timely manner		
9.19	The one-stop center has a system and procedures in place to provide professional development in WIOA compliance and customer service		
9.20	The one-stop center has an established process for examining how the center will identify and respond to technical assistance needs of customers		

# Oklahoma Works (One-Stop) Center Certification Checklist

*(This form is to be completed by the Certification Team for on-site review.)*

AFFILIATE OKLAHOMA WORKS ( ONE-STOP) CENTER CERTIFICATION CHECKLIST				
<b>Date:</b>				
<b>Affiliate Center Address:</b>				
<b>Contact Name:</b>	<b>Contact Phone:</b>	<b>Contact Email:</b>		
STANDARDS			MET	NOT MET
1. Governance of One Stop Operations				
1.1*	The local MOU between the local workforce board and required one-stop partners is signed and in place			
1.2*	The local MOU reflects the name and location of the affiliate Oklahoma Works (One-Stop) Center(s) and the way in which required partners will integrate services within the center			
1.3*	The Center is implementing the MOU specifications applicable to the center.			
1.4*	The Oklahoma Works (One-Stop) Operator is competitively selected and is in compliance with state and federal guidelines			
1.5*	Roles and responsibilities of the one-stop operator within the Oklahoma Works (One-Stop) Center are clearly identified			
1.6*	Roles and responsibilities of the Career Services Provider within the one-stop center are clearly identified			
1.7+	The one-stop center is operating in a cost-efficient manner			
1.8+	The one-stop center staff identifies with the one-stop system (and not just their specific program), believes that all customers are shared customers, and contributes to providing a positive experience for every customer			
1.9+	The one-stop center strives to increase the number and percentage of all customers receiving skill development and training services			
2. Responsiveness to needs of participants				
2.1+	The one-stop center has skill development and training opportunities for customers at all skill levels and levels of experience			
2.2+	The one-stop center staff are committed to and competent in helping customers navigate career pathways			
2.3+	The one-stop center does not have cumbersome entry requirements that prohibit easy access to education and training that leads to industry-recognized credentials			
2.4+	The one-stop center actively promotes targeted sector opportunities and high-demand occupations to all Oklahoma Works customers			
2.5	Required partners identify specific ways the one-stop center will integrate services and referrals among partner programs, as identified in local plans Describe how:			
2.6	Required partners will begin tracking the outcomes of integrated services and referrals and compile the outcomes in a report available to the board and public Describe how:			

**AFFILIATE OKLAHOMA WORKS ( ONE-STOP) CENTER CERTIFICATION CHECKLIST**

**Date:**

**Affiliate  
Center Address:**

**Contact Name:**

**Contact Phone:**

**Contact Email:**

**STANDARDS**

**MET**

**NOT  
MET**

2.7 A customer feedback process is in place and issues are addressed regularly  
Describe how:

2.8 Website functionality is user friendly to all customers, including mobile compatibility, accessibility, well-organized information architecture, well-formatted content that is easy to scan, fast load times, compatible with multiple browsers, effective navigation, accessible interface, and has current and working links to resources  
Describe how:

**3. Responsiveness to needs of businesses**

3.1+ The one-stop center has a defined strategy in place to regularly seek and capture employer advice in the design and delivery of demand-driven services for job seekers

**4. Physical Site**

4.1\* The “Oklahoma Works a proud partner of the American Job Center network” identifier is highly visible inside and outside of the facility

4.2+ The Center is easily identified in the community  
Describe how:

4.3+ Center interior and exterior exudes a professional and friendly environment  
Describe how:

4.4+ Interior signage results in easy navigation for customers

4.5+ Adequate safety and security precautions are in place to protect both customers and staff

4.6+ Emergency Action plan is up to date and easily accessible. (29 CFR Part 1910.38; 29 CFR Part 1910.38)  
More information can be found on the [OSHA website:](https://www.osha.gov/pls/oshaweb/owadisp.show_document?p_table=STANDARDS&p_id=9726)  
([https://www.osha.gov/pls/oshaweb/owadisp.show\\_document?p\\_table=STANDARDS&p\\_id=9726](https://www.osha.gov/pls/oshaweb/owadisp.show_document?p_table=STANDARDS&p_id=9726))  
Location of plan and plan date:

4.7 Center hours are easily identifiable  
Describe how and note the hours listed:

4.8 The one-stop center is accessible consistent with the Americans with Disabilities Act’s (ADA) standards

**5. Performance**

5.1+ The one-stop center contributes to the achievement of WIOA Performance Indicators for all Core Program Partners

5.2 Performance outcomes are tracked by required partners and are periodically reported to the LWDB, as reflected in meeting minutes

**AFFILIATE OKLAHOMA WORKS ( ONE-STOP) CENTER CERTIFICATION CHECKLIST**

**Date:**

**Affiliate  
Center Address:**

**Contact Name:**

**Contact Phone:**

**Contact Email:**

**STANDARDS**

**MET**

**NOT  
MET**

5.3 The policies, processes, and actions of the one-stop center support the achievement of all partners negotiated local levels of performance

**6. Resource Area(s)**

6.1+ There is technology available to assist all customers (including those with disabilities and those who are non-English speaking)  
Describe how:

6.2 Resource areas include high-quality, up-to-date information about the services and supportive services available

6.3 Internet access and governance  
Describe the precautions for ensuring non-abuse of internet access:

6.4 Staff assistance is readily available  
Describe how.

6.5 A calendar of services/events is easily available  
Describe how:

**7. Equal Opportunity Awareness**

7.1+ The Local Equal Opportunity Officer periodically reviews the one-stop center's policies, procedures, technology and facility for accessibility and equal opportunity and provides recommendations and technical assistance

7.2\* The one-stop center implements the veteran's preference and priority of service requirements

7.3 Periodic program partner staff trainings are provided on Equal Opportunity practices

7.4 Program partner staff are able to demonstrate they know how to use assistive technologies and are aware of the available resources

7.5 The center reasonably modifies procedures to avoid discrimination and meet individual's needs, as necessary (e.g.- allowing an individual with cognitive disabilities extra time to complete forms)

7.6 Program partner staff are able to effectively and appropriately communicate with individuals with disabilities

7.7 Corrective action plans are developed if required partners or customers identify barriers to participation in services

**8. Programmatic Accessibility**

8.1\* All basic and individualized career services are available in person or on demand via technology at or through the center

8.2\* Customers have access to training services, education services, employment services, supportive services, and business services at/through the one-stop center

**AFFILIATE OKLAHOMA WORKS ( ONE-STOP) CENTER CERTIFICATION CHECKLIST**

**Date:**

**Affiliate  
Center Address:**

**Contact Name:**

**Contact Phone:**

**Contact Email:**

STANDARDS		MET	NOT MET
8.3*	All services are available on demand through a direct connection with the one-stop center within a reasonable time, either through onsite staff or via technology in real time consistent with the “direct linkage” requirement		
8.4*	The “Oklahoma Works a proud partner of the American Job Center network” identifier is highly visible inside and outside of the facility		
8.5*	The “Oklahoma Works a proud partner of the American Job Center network” identifier appears on all products, programs, activities, services, facility and related property		
8.6+	Required partners specify how referrals and direct linkages are made, document the referral and direct linkage system in place, and articulate how referrals and direct linkage are tracked and corrective action plans are put in place, if needed		
8.7+	Staff at the one-stop center are cross-trained and provided information on all required programs, services, and activities in the one-stop center and have received an orientation to all partner programs and services		
8.8+	All program services, not just those through vocational rehabilitation, are made available and are accessible to individuals with disabilities as detailed in the Oklahoma Works Workforce Access for All initiative		
8.9+	The one-stop center has a system in place to promptly greet all customers, identify their needs and reason for their visit, and quickly connect them to appropriate services		
8.10	Phone, real-time Web-based communications or other technology is physically present and enables real-time interaction (e.g., via Skype)		
8.11	Required partners take specific steps to coordinate programs, service delivery, and referrals, such as: Staff work in functional rather than program teams (as evidenced by an organizational chart that reflects functional roles)		
8.12	Participant applications and assessment tools do not seek duplicative information for individuals enrolled in multiple programs		
8.13	All one-stop center staff are able to make knowledgeable referrals to partner programs		
8.14	Staff can explain the circumstances when individuals with disabilities receive separate or different services and that they are ensured to be as effective as services provided to others		
8.15	Assistive technology devices or other auxiliary aids are readily available		
8.16	A written policy explains how required partners in the one-stop center make reasonable accommodations and includes procedures for handling requests for accommodations		

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**STANDARDS**

**MET**

**NOT  
MET**

8.17 The one-stop center’s resources include bilingual materials or an on-demand translation service, if needed

**9. Continuous Improvement**

9.1+ Partners and the one-stop operator use periodic performance reports and customer satisfaction survey results to identify goals and tactics for improving outcomes

9.2+ The one-stop center has regular staff meetings with all one-stop center staff (i.e., the staff of all onsite partners regardless of program) to build relationships, provide updates on center activities, and discuss strategies for one-stop center improvement

9.3+ The one-stop center is an integral partner in the implementation of the Board’s integrated business services strategy and seeks to minimize redundant employer contacts while maximizing access to system-wide, integrated business services

9.4+ The one-stop center staff have received customer service and customer-centered design training

9.5+ All one-stop center staff have received training on how to use labor market information to help customers identify career pathways, develop in-demand skills and credentials, and find jobs

9.6+ All one-stop center staff have received training under the Oklahoma Works Workforce Access for All initiative on serving individuals with barriers to employment, including customers with disabilities

9.7+ There is a capacity building and/or professional development plan for staff and partners

9.8 LWDB meeting minutes reflect discussion about outcomes and strategic improvements

9.9 Customer satisfaction survey records indicate regular data collection

9.10 Customer satisfaction survey data can be disaggregated by category of customer (employer or job seeker)

9.11 Customer satisfaction surveys allows customers to provide comments

9.12 Customer satisfaction survey results are periodically reported to the LWDB and used to identify continuous improvement efforts

9.13 The one-stop center has a process in place for customers to provide feedback or complaints outside of the customer feedback survey. The process should identify how complaints are tracked and corrective action plans are implemented

9.14 The one-stop center has internal systems in place to identify and track operational efficiency and effectiveness

9.15 Joint training in new policies, procedures or regulatory guidance is available to one-stop center staff and program partners in a timely manner

**AFFILIATE OKLAHOMA WORKS ( ONE-STOP) CENTER CERTIFICATION CHECKLIST**

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**Affiliate  
Center Address:**

**Contact Name:**

**Contact Phone:**

**Contact Email:**

**STANDARDS**

**MET**

**NOT  
MET**

9.16	The one-stop center has a system and procedures in place to assess staff members' skills and core competencies, as well as gaps		
9.17	The one-stop center has an established process for examining how the center will identify and respond to technical assistance needs of customers		