

**ILLINOIS WORKFORCE INNOVATION BOARD CRITERIA AND PROCEDURES  
FOR CERTIFYING COMPREHENSIVE ONE-STOP CENTERS UNDER THE  
WORKFORCE INNOVATION AND OPPORTUNITY ACT OF 2014 (WIOA)**

**PURPOSE AND  
APPLICABILITY**

These guidelines fulfill the WIOA requirement that the State workforce development board, in consultation with chief elected officials (CEOs) and local boards, establish objective criteria and procedures for use by local boards in assessing and certifying comprehensive one-stop centers (Sec. 121(g)(1)).

Each local area must have at least one physical location – a comprehensive one-stop center – that provides on-demand access to career services, training services, employment services and all required programs and data.

These State criteria and procedures set the standard for local workforce boards to apply to ensure each comprehensive one-stop center meets minimum criteria for certification. Local boards may develop additional criteria to respond to labor market, economic, demographic or other conditions or priorities within their region or local area.

**GOALS**

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

High-quality, comprehensive one-stop centers are designed to:

1. ***Serve jobseekers and workers*** by increasing access to and opportunities for employment, education, training and support services that help them overcome barriers and succeed in the labor market, and
2. ***Serve businesses*** by finding workers possessing the skills required and through access to other supports, including education and training for their current workforce.

Establishing State standard certification criteria helps ensure a minimum level of quality and consistency of services in comprehensive one-stop centers throughout Illinois, regardless of their location. These criteria and procedures are also intended to ensure objectivity in the certification process while allowing local flexibility to develop additional criteria or service coordination requirements responding to the needs of their regional economies.

**SCOPE**

These guidelines:

1. Establish minimum criteria for local boards to apply when assessing and certifying comprehensive one-stop centers in their areas;
2. Provide procedures for local boards to evaluate and certify comprehensive one-stop centers; and
3. Prescribe timelines for local certification of comprehensive one-stop centers and for reporting outcomes to the State.

**ORGANIZATION  
OF GUIDELINES**

These guidelines are organized into five sections:

**SECTION 1** – Minimum certification criteria

**SECTION 2** – Procedures for local certification of comprehensive one-stop centers

**SECTION 3** – Procedures for State certification if the local board is the one-stop operator

**SECTION 4** – Timelines for certification

**SECTION 5** – Ongoing reporting of certification reviews and approvals

**APPENDIX** – Summary of minimum certification criteria and indicators

**SECTION 1 –  
MINIMUM  
CERTIFICATION  
CRITERIA**

The State Board, in consultation with the chief elected officials (CEOs) and local boards, must establish objective criteria and procedures for local boards to apply when certifying comprehensive one-stop centers. Following are the general descriptions of four categories of required certification criteria. More detailed certification criteria are summarized as Appendix 1.

**A. EFFECTIVENESS CRITERIA**

These criteria evaluate the comprehensive one-stop center's effectiveness in meeting the workforce development needs of participants and the employment needs of businesses. They also evaluate whether the center is operating in a cost-efficient manner, coordinating services among partner programs, and providing maximum access to partner program services at times that meet participant needs (§ 678.800(b)).

Effectiveness also means required partners focus on outcomes and have the capacity to measure attainment of outcomes and goals.

## **B. PHYSICAL ACCESSIBILITY CRITERIA**

Minimum certification criteria are required by WIOA to evaluate the comprehensive one-stop center's physical accessibility. This includes ensuring that the comprehensive one-stop center's location and layout are inclusive of individuals regardless of their range of abilities and mobility. This also requires the physical characteristics of the facility to comply with 29 CFR part 37, the 2010 or most recent ADA standards for Accessible Design and the Uniform Federal Accessibility Standards.

## **C. PROGRAMMATIC ACCESSIBILITY CRITERIA**

These criteria evaluate the comprehensive one-stop center's programmatic accessibility, ensuring it provides equal access to all required programs, services and activities to eligible participants and to employers regardless of their range of abilities, mobility, age, language, learning style, intelligence or education level. Essentially, services must be made available without unlawful discrimination.

Programmatic accessibility also means services are provided on-demand, in real time in the physical one-stop or via technology consistent with the "direct linkage" requirement defined in WIOA.

## **D. CONTINUOUS IMPROVEMENT CRITERIA**

These criteria evaluate the comprehensive one-stop center's continuous improvement, meaning the center has the mechanisms and processes in place and has the capacity to assess and improve upon the effectiveness, physical accessibility and programmatic accessibility of the center.

Continuous improvement includes supporting the achievement of the negotiated levels of performance for the local indicators of performance (§ 678.800(c)).

## **SECTION 2 – PROCEDURE FOR LOCAL CERTIFICATION OF COMPREHENSIVE ONE-STOP CENTERS**

1. A local memorandum of understanding (MOU) with agreement about services to be provided, the location(s) at which they will be provided, the method of service delivery and the cost sharing of infrastructure and one-stop system costs must be in place and executed prior to the certification of the comprehensive one-stop center.
  - a. A local service matrix completed as part of the MOU negotiation process will serve as a key document during the process of

certifying comprehensive one-stop centers. A local service matrix must be completed consistent with the Governor's Guidelines to State and Required Program Partners regarding negotiating costs and services.

2. Starting July 1, 2017 (per § 678.635), the local area must also competitively select a one-stop operator as described in the local MOU. The MOU must be consistent with the Governor's Guidelines regarding negotiating costs and services prior to certifying the comprehensive one-stop center. Because § 678.635 states the one-stop operator does not have to be competitively selected until July 1, 2017, the requirement for a one-stop operator to be in place prior to the certification of the comprehensive one-stop center does not apply for the program year beginning July 1, 2016.
3. The board chair or designee will convene and lead a Local Certification Team to conduct an independent, objective evaluation of the one-stop center seeking certification. Team members will include the local board chair or designee. The local board chair or designee will select additional certification team members from the following:
  - a. Two representatives of the four core program partners,
  - b. Two representatives of required program partners of a comprehensive one-stop center outside of the local area, only one of whom can be a Title IB partner, and
  - c. Other individuals identified by the board chair or designee.
4. The Local Certification Team will conduct the evaluation of the one-stop center seeking certification as a comprehensive one-stop center. This process will include the following primary steps:
  - a. Reviewing a completed MOU and other necessary material in advance of an onsite evaluation;
  - b. Scheduling an onsite evaluation with a tour of the facility;
  - c. Completing a comprehensive one-stop center certification checklist during the onsite evaluation.
5. The Local Certification Team shall send the completed certification checklist and a letter signed by the Local Certification Team and the chief elected official(s) to the local board recommending whether to approve the certification as a comprehensive one-stop center.
6. The local board will ultimately determine whether to certify the one-stop center as a comprehensive center.

- a. To certify a comprehensive one-stop center, the local board must formally approve the recommendation from the Local Certification Team according to its bylaws. The board chair or designee will submit a copy of the executed letter of approval along with a copy of the completed certification checklist to an individual designated by the State Workforce Board Executive Committee.
  - b. In the event that the Local Certification Team recommends that a comprehensive one-stop center not be certified, the local board will send a letter signed by the Local Certification Team and CEOs to the one-stop operator with specific corrective action items that must be taken before certification can be approved. A copy of the letter shall be sent to the individual designated by the State Workforce Board Executive Committee.
    - i. Once the one-stop operator informs the local board chair that all issues preventing certification have been resolved, the local board chair or designee can reconvene the Local Certification Team to conduct a follow-up evaluation using the same method as the initial evaluation.
7. Once the local board approves the certification of a comprehensive one-stop center, the local board chair or designee submits all executed letters and copies of the completed certification checklists to the individual designated by the State Workforce Board Executive Committee. This will allow the comprehensive one-stop center to receive infrastructure funding under the State funding mechanism, if required, per the Governor's Guidelines to State and Local Program Partners Negotiating Costs and Services Under WIOA.

**SECTION 3:  
PROCEDURES FOR  
STATE  
CERTIFICATION  
IF THE LOCAL  
BOARD IS THE  
ONE-STOP  
OPERATOR**

1. In circumstances where the local board is serving as the one-stop operator with approval from the Governor and CEO in accordance with WIOA Sec. 107(g)(2) and § 679.410, then the State must certify the comprehensive one-stop center in that area.
2. An individual designated by the State Workforce Board Executive Committee will convene a State Certification Team to conduct an independent, objective evaluation using the process and methods similar to the local certification evaluation process.

**SECTION 4:  
TIMELINES FOR  
CERTIFICATION**

1. Local boards may begin the process of certifying their comprehensive one-stop centers while negotiating their memoranda of understandings (MOUs); however, the executed MOU must be in place before local boards can approve the comprehensive one-stop center certifications.

2. The initial certification of comprehensive one-stop centers should be completed by April 30, 2016. A local area must have an MOU in place before a comprehensive one-stop center can be certified. For the program year beginning July 1, 2016, a comprehensive one-stop center can be certified even if a one-stop operator has not yet been competitively selected. For program years beginning July 1, 2017, a one-stop operator must also be in place prior to certification of comprehensive one-stop centers.
3. Local boards must review and update the certification criteria for their comprehensive one-stop centers at least every two years as part of the process of updating their Local Plans and in concert with changes made to the criteria by the State Workforce Board.
4. Local boards must certify comprehensive one-stop centers in their LWIAs at least once every three years, assessing the effectiveness, physical and programmatic accessibility and the continuous improvement of the comprehensive one-stop centers.

**SECTION 5:  
ONGOING  
REPORTING OF  
CERTIFICATION  
REVIEWS AND  
APPROVALS**

1. Each time a local board reviews and updates the certification criteria and process for the comprehensive one-stop center, the local board must submit an update to the individual designated by the State Workforce Board Executive Committee.
2. Each time a local board certifies a comprehensive one-stop center, the local board must submit the executed letter of certification and a completed certification checklist to the individual designated by the State Workforce Board Executive Committee.

**APPENDIX:  
DRAFT  
CERTIFICATION  
CRITERIA AND  
INDICATORS**

1. Appendix 1 includes a table outlining the minimum requirements for certification, as well as indicators that the required criteria are met.
  - a. The left hand column provides minimum requirements per WIOA, the draft rules and Federal guidance issued to date. Citations are provided where applicable.
  - b. The middle column identifies the minimum certification criteria developed for Illinois' certification process consistent with the law.
  - c. The right hand column provides indicators that the criteria have been met. These indicators are examples, not requirements.

**APPENDIX 1**  
**DRAFT CERTIFICATION CRITERIA AND INDICATORS**

MINIMUM REQUIREMENTS PER WIOA, DRAFT RULES AND FEDERAL GUIDANCE	MINIMUM CERTIFICATION CRITERIA	INDICATOR THAT REQUIREMENT IS MET
<b>A. EFFECTIVENESS CRITERIA</b>		
1. <b>Governance:</b> All required governing documents are in place prior to the comprehensive one-stop center's certification	1.1. The local MOU and, if applicable, an agreement between the chief elected officials (CEOs) are in place	1.1.1. The MOU accurately reflects the name and location of the comprehensive one-stop center and the way in which required partners will integrate services there (§ 678.500) 1.1.2. A CEO agreement, if applicable, accurately reflects the roles and processes for appointing board members, designating a grant recipient and fiscal agent, collaborating on planning activities and other governance functions
	1.2. By July 1, 2017, a one-stop operator is competitively selected and procurement documents clearly delineate the role and responsibilities of the daily operations of the center and its staff	1.2.1. The one-stop operator selected in a competitive procurement process is in place by July 1, 2017, per § 678.635, with clear conflicts of interest policies and procedures demonstrating internal controls
2. <b>Responsiveness to needs of participants:</b> The one-stop center meets the needs of participants as established in local and regional plans (§ 678.800)	2.1. Required partners identify specific ways the one-stop center will integrate services and referrals among program partners as specified in the local and regional plans	2.1.1. Required partners' policies and procedures for service delivery identify standards for integration and referrals consistent with § 678.500 2.1.2. A local service matrix accurately reflects which and how services are provided through the one-stop center 2.1.3. Required partners identify and document general outcomes and goals for serving participants consistent with the priorities established in the local and regional plans 2.1.4. Outcomes reports to the local board are

MINIMUM REQUIREMENTS PER WIOA, DRAFT RULES AND FEDERAL GUIDANCE	MINIMUM CERTIFICATION CRITERIA	INDICATOR THAT REQUIREMENT IS MET
		available and reflected in board meeting minutes
3. <b>Responsiveness to needs of businesses:</b> The one-stop center meets the needs of local businesses as established in local and regional plans (§ 678.435 and 678.800)	3.1. Required partners identify specific ways the center will respond to economic needs of the local area as specified in the local and regional plans, as well as in outcome reports to the local board	3.1.1. A local service matrix accurately reflects services available at the one-stop center to meet the needs of employers 3.1.2. Outcome reports to the local board are documented, available and reflected in the board meeting minutes
	3.2. Required partners identify specific ways in which the one-stop center will match businesses with the skilled workers they seek (§ 678.435), and reports outcomes to the local board	3.2.1. Desired outcomes and goals related to serving businesses are identified and documented for each required partner 3.2.2. Outcome reports to the local board are documented, available and reflected in the minutes of local board meetings
4. <b>Performance:</b> The one-stop center supports the achievement of negotiated local levels of performance per Sec. 121(g)(B)(i)	4.1. Required program partners, with assistance from the one-stop operator, develop a reporting system(s) <sup>1</sup> for the ongoing tracking of performance outcomes and periodic reporting to the local board	4.1.1. Prior to June 30, 2017, performance reporting system(s) are in place and functional 4.1.2. After June 30, 2017, <i>core</i> program partners periodically assess and report on the negotiated levels for the primary indicators of performance (dates per Sec. 116(b)(iv) and § 677.170) 4.1.3. After June 30, 2017, <i>required</i> program partners periodically assess and report on agreed-upon performance measures 4.1.4. After June 30, 2017, local board meeting minutes reflect that periodic performance reports were presented and discussed
5. <b>Program coordination:</b> The one-stop center prioritizes program coordination,	5.1. Partner programs take specific steps such as the following to coordinate	5.1.1. Specific steps taken to integrate services and referrals are documented;

<sup>1</sup> State required partners continue to work on developing a system for reporting performance outcomes under WIOA.

MINIMUM REQUIREMENTS PER WIOA, DRAFT RULES AND FEDERAL GUIDANCE	MINIMUM CERTIFICATION CRITERIA	INDICATOR THAT REQUIREMENT IS MET
including collaborative efforts among required program partners to provide access to integrated programs, services and activities (Sec. 121(g)(B)(ii))	<p>programs, service delivery and referrals<sup>2</sup>:</p> <ul style="list-style-type: none"> <li>a. Staff work in functional rather than program teams</li> <li>b. Front desk and intake staff are trained to complete an initial assessment of a participant's needs and inform them of the services available</li> </ul>	<p>for example:</p> <ul style="list-style-type: none"> <li>a. The one-stop center organization chart reflects functional roles rather than program roles</li> <li>b. Internal procedures reflect functional roles and coordinated service delivery</li> <li>c. Material used to train front desk and intake staff include procedures in completing initial assessments and communicating all services available through the one-stop center</li> <li>d. Frontline staff can demonstrate knowledge about basic eligibility requirements of each program and make knowledgeable referrals to partner programs (<a href="#">TEGL 4-15</a>)</li> </ul>
	5.2. Intake forms and basic assessment tools are streamlined between programs, minimizing the need for participants to complete multiple forms ( <a href="#">TEGL 4-15</a> )	<p>5.2.1. Participant applications and assessment tools do not seek duplicative information for individuals enrolled in multiple programs</p> <p>5.2.2. The one-stop operator can provide written descriptions of efforts to streamline intake and assessments between programs</p>
	6.1. Resource teams consist of integrated program partners	6.1.1. Resource room staff job descriptions and procedures reflect cross-program functions
6. <b>Operational coordination:</b> The one-stop center prioritizes operational coordination, ensuring streamlined and efficient service delivery and administration (suggested in preamble of § 678.800(b))	6.2. Resource rooms include high-quality, up-to-date information about the services and supportive services available	6.2.1. Resource room material about available services aligns with a local service matrix and includes a date or other method of indicating that it is current

<sup>2</sup> As outlined in the vision for the one-stop delivery system, [TEGL 4-15](#), issued August 13, 2015

MINIMUM REQUIREMENTS PER WIOA, DRAFT RULES AND FEDERAL GUIDANCE	MINIMUM CERTIFICATION CRITERIA	INDICATOR THAT REQUIREMENT IS MET
	6.3. Websites and resource materials provide information about all programs and services available in the one-stop	6.3.1. All services described on the one-stop center's website and resource materials align with a local service matrix
	6.4. Business services teams include representatives of all core program partners to avoid duplication and to encourage collaboration	6.4.1. A record of business service team meetings reflect participation by all core program partners
7. <b>Service hours:</b> The one-stop center provides maximum access to partner program services during regular business hours and any timeframes determined by the local board to be feasible and effective (§ 361.800(b))	7.1. The local board considers optimum business hours and any timeframes outside of regular business hours to accommodate customers' work, child care or transportation needs (§ 678.800(b) and § 361.305)	7.1.1. Local board meeting minutes reflect discussion and decisions regarding regular business hours and availability of services outside of those hours 7.1.2. Regular business hours are clearly visible outside and inside the center 7.1.3. Directions for arranging services outside of regular business hours are clearly stated and available
8. <b>Equal opportunity awareness:</b> One-stop center staff and program partners are familiar with and apply laws, regulations and policies regarding nondiscrimination and equal opportunity for individuals with disabilities (§ 361.800(b)) <sup>3</sup>	8.1. Staff and program partner trainings cover such topics as: a. The obligation to communicate to customers that auxiliary aids and accommodations are available b. Instructions for using TDD/TTY and other adaptive technologies c. Reasonably modifying procedures to avoid discrimination and to meet individual needs (e.g., allowing an individual with a cognitive disability extra time to complete forms) d. Effective strategies for communicating with individuals with disabilities	8.1.1. Staff and program partners can demonstrate they know how to use the adaptive technologies and are aware of available resources

<sup>3</sup> Additional guidance is available in a final rule for the "[Implementation of the Nondiscrimination and Equal Opportunity Provisions of the WIOA](https://www.federalregister.gov/articles/2015/07/23/2015-17637/implementation-of-the-nondiscrimination-and-equal-opportunity-provisions-of-the-workforce-innovation)" <https://www.federalregister.gov/articles/2015/07/23/2015-17637/implementation-of-the-nondiscrimination-and-equal-opportunity-provisions-of-the-workforce-innovation>.

MINIMUM REQUIREMENTS PER WIOA, DRAFT RULES AND FEDERAL GUIDANCE	MINIMUM CERTIFICATION CRITERIA	INDICATOR THAT REQUIREMENT IS MET
	8.2. Required partners ensure customers have access to services according to local Equal Opportunity policy, WIOA Section 188 and Section 504 of the Rehabilitation Act of 1973	8.2.1. Corrective action plans are developed if required partners or customers identify barriers to participation in services
<b>B. PHYSICAL ACCESSIBILITY CRITERIA</b>		
1. <b>Physical layout:</b> The location and physical layout of the one-stop center eliminates structural barriers and is accessible to individuals of all capabilities (Sec. 188; § 678.800(e) and (§ 361.800(b))	1.1. The one-stop center's layout supports a culture of inclusiveness, guided by laws and regulations including WIOA Sec. 188 and 29 CFR part 37, as well as applicable State and local laws	1.1.1. The layout of the one-stop center is observed as easily accessible, usable by individuals with disabilities and absent of physical barriers as defined by the <a href="#">ADA Standards for Accessible Design</a> and <a href="#">Uniform Federal Accessibility Standards (UFAS)</a>
2. <b>One-stop center location:</b> The location of the one-stop center is accessible by public transportation, driving or walking	2.1. The location of the one-stop center is recognizable in a high-traffic area	2.1.1. The one-stop center sign is visible from the public access road
	2.2. Customers who take public transportation can access the one-stop center within a reasonable distance	2.2.1. The local board has considered whether the location of the comprehensive one-stop center is within a "reasonable walking distance" from public transportation stops
	2.3. Adequate parking is available and accessible for customers who drive to the facility	2.3.1. The one-stop center has a dedicated parking lot suitable for the anticipated number of customers 2.3.2. The parking lot has spaces closest to the door dedicated and marked for individuals with disabilities
<b>C. PROGRAMMATIC ACCESSIBILITY CRITERIA</b>		
1. <b>Career services:</b> Customers have equal access at or through the one-stop center to the 13 required career services to adults or dislocated workers consistent with the provisions of WIOA Sec.134(c)(2) and §680 Subpart A	1.1. Services available at the center are provided in accordance with the completed "Local Service Matrix"	1.1.1. The center completed a local service matrix 1.1.2. A local service matrix accurately reflects that all 13 required career services are available in person or on demand via technology at or through the center

MINIMUM REQUIREMENTS PER WIOA, DRAFT RULES AND FEDERAL GUIDANCE	MINIMUM CERTIFICATION CRITERIA	INDICATOR THAT REQUIREMENT IS MET
<p>2. <b>Program services:</b> Customers have access at or through the one-stop center to training services, education services, employment services, supportive services and business services in accordance the applicable sections of WIOA and the applicable regulations and laws governing the required programs (Sec. 121(e) and Secs. 129, 134 and others)</p>	<p>2.1. Access to training services is provided at or through the one-stop center in accordance with § 680.200</p>	<p>2.1.1. A local service matrix accurately reflects services available in person or on demand via technology at the one-stop center</p> <p>2.1.2. The coordinated service delivery method and approach is accurately described in the local MOU</p>
	<p>2.2. Access to employment services and activities through Wagner-Peyser services is provided at or through the one-stop center in accordance with §678.400</p>	
	<p>2.3. Business services, including workforce and labor market information, are provided at or through the one-stop center in accordance with §463.435</p>	
<p>3. <b>Direct linkage:</b> Customers have access to on-demand services in person and via technology at or through the one-stop center in compliance with WIOA’s “direct linkage” requirement and definition of “access” per § 678.300(d) and (e) and Sec. 188 per 29 CFR part 37</p>	<p>3.1. 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</p>	<p>3.1.1. Staff resources include the definition of “direct linkage”</p> <p>3.1.2. Phone, real-time Web-based communications or other technology is physically present and enables real-time interaction (e.g., via Skype)</p> <p>3.1.3. The one-stop center has documented procedures for responding in a “reasonable time” to demands for services via technology in accordance with direct linkage requirements</p> <p>3.1.4. The one-stop center’s communications technologies include call logs or other methods of tracking demand for real-time services</p>
	<p>3.2. To ensure not all services provided are virtual, at least Title I staff is physically present at the facility or is covered by partner program staff during shift transitions or breaks (§ 678.305(a) and 463.305(a))</p>	<p>3.2.1. A local service matrix indicates Title IB staff are stationed at the center</p>
	<p>3.3. Staff members physically present at the one-stop center are appropriately</p>	<p>3.3.1. Documentation indicates cross-training expectations and a schedule for the</p>

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	trained to provide information about all required programs, services and activities in the one-stop center	3.3.2. cross-training sessions Documentation indicates in which programs, services and activities staff and required partners are trained
4. <b>Equal access:</b> Each program or activity is made available to individuals with disabilities in the most integrated setting appropriate to meet their unique needs consistent with Sec. 188, set forth at 29 CFR part 37 and § 678.800(b)(4)	4.1. All program services, not just those through vocational rehabilitation, are made available to individuals with disabilities per § 678.800	4.1.1. Career planners collaborate with the customers to develop individual employment plans encompassing all program services appropriate to meet the individuals' needs and goals
	4.2. If individuals with disabilities receive separate or different services from customers who do not have disabilities, center staff can demonstrate why different services were necessary	4.2.1. 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
5. <b>Accommodations:</b> The one-stop center provides reasonable accommodations for individuals with disabilities or language barriers to fully access services (29 CFR 37.34(a) and § 678.800(b)(1))	5.1. The one-stop center has the capacity to accommodate individuals with disabilities through available equipment, policies and other resources, including bilingual staff, materials or translation services	5.1.1. Assistive technology devices or other auxiliary aids are readily available 5.1.2. A written policy explains how required partners in the one-stop center make reasonable accommodations and includes procedures for handling requests for accommodations 5.1.3. The one-stop center's resources include bilingual materials or an on-demand translation service, if needed
6. <b>Common identifier:</b> The one-stop center displays the one-stop delivery system common identifier as the location for required programs, services and activities under WIOA and per § 678.900	6.1. One-stop center signage, logos, marketing material and products reflect the "American Job Center" identifier to be easily recognizable as the location where programs, services and activities are available	6.1.1. The "American Job Center" identifier is highly visible inside and outside of the facility 6.1.2. The "American Job Center" identifier appears on all products, programs, activities, services, facility and related property
<b>D. CONTINUOUS IMPROVEMENT CRITERIA</b>		
1. <b>Improving performance:</b> Required partners engage local boards in making	1.1. Required partners and the one-stop operator use periodic performance	1.1.1. Work plans for efforts to improve outcomes are documented and available

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strategic improvements to achieve performance goals consistent with Sec. 1116(c)(2) and (3) and Sec. 121(g)(2)(B)	reports to identify specific goals and tactics for improving outcomes	<p>1.1.2. Specific goals and metrics for measuring outcomes are identified in the work plans for improvement</p> <p>1.1.3. Local board meeting minutes reflect that the performance data and State benchmarks, if available, helped inform decision-making about strategic improvements</p>
2. <b>Customer feedback:</b> The one-stop center has a systemic method of collecting and analyzing feedback from customers, including job seekers and businesses; and the feedback is used to continuously improve service delivery and operations consistent with § 678.800(3)(b)	2.1. Customer satisfaction surveys for participants and businesses invite feedback about the following at a minimum: <ul style="list-style-type: none"> <li>a. The way in which customers access the services</li> <li>b. Overall satisfaction with services provided</li> <li>c. Satisfaction level with the courtesy, knowledge and responsiveness of staff</li> <li>d. Timeliness of services provided</li> <li>e. Accessibility and availability of program services</li> <li>f. Physical accessibility of the facility</li> <li>g. Ideas for improvement</li> </ul>	<p>2.1.1. Customer satisfaction survey data indicates regular collection</p> <p>2.1.2. Customer satisfaction survey data can be disaggregated by service, by program and by category of customer, including by customers with disabilities</p> <p>2.1.3. Customer satisfaction survey data is disaggregated to determine whether individuals with disabilities are uninhibited from participating in each program and service</p>
	2.2. Results of customer satisfaction surveys are reported to the local board	2.2.1. Local board meeting minutes reflect that customer satisfaction data was considered in decision-making about continuous improvement efforts
	2.3. The one-stop center has a systemic process for identifying customer complaints and developing appropriate responses or corrective actions	<p>2.3.1. A mechanism exists for customers to be able to provide feedback outside of the routine customer feedback survey</p> <p>2.3.2. The receipt of customer complaints is dated and tracked</p> <p>2.3.3. Corrective action plans addressing</p>

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		customer complaints are documented with plans for implementation
<b>3. Evaluations of internal operations:</b> Internal procedures and systems monitor operational effectiveness and opportunities for improvement § 678.305 and suggested in the preamble of § 678.800(b)	3.1. The one-stop center has internal systems in place to identify and track operational efficiency and effectiveness	3.1.1. Customer satisfaction survey results indicate the timeliness in which services were provided in person or via technology was satisfactory 3.1.2. Required partners periodically review the timeliness in which services were provided to identify improvements
	3.2. External systems or mechanisms are used to obtain objective feedback about operational efficiency and effectiveness	3.2.1. A system is in place to invite an external, objective program partner from another local area to serve as a “secret shopper” at least annually
<b>4. Professional development of staff:</b> The one-stop center staff and required partners invest in continual professional development <sup>4</sup> to ensure employees and required partners are aware of the implications of evidence-based research and can implement the latest policies and procedures established that the local, State and Federal levels (§ 678.800(c))	4.1. Joint training in new policies, procedures or regulatory guidance is available to one-stop center staff and program partners in a timely manner	4.1.1. Joint trainings are provided with documented attendance and dates 4.1.2. Materials from joint trainings are available as a resource after trainings 4.1.3. A policy manual or other guidance is current and easily accessible by staff
	4.2. One-stop center staff roles and responsibilities are clear, starting with orientation and continuing throughout employment as roles and responsibilities change	4.2.1. One-stop center staff work together as a team to meet customer needs 4.2.2. Staff orientation materials exist and describe each function and how the employee fits into the integrated one-stop center operations
	4.3. The one-stop center has a system and procedures in place to assess staff members’ skills and core competencies, as well as gaps	4.3.1. Center-wide skills gap analyses are documented and available
	4.4. Center staff and required partners demonstrate motivation to continue advancing their skills ( <a href="#">TEGL 4-15</a> )	4.4.1. Goals and opportunities for skills development are documented 4.4.2. Documentation verifies staff took advantage of opportunities provided

<sup>4</sup> Suggested by the Vision for the One-Stop Delivery System, [TEGL 4-15](#)