

**APPENDIX 1
CERTIFICATION CRITERIA AND INDICATORS**

| MINIMUM REQUIREMENTS PER WIOA, DRAFT RULES AND FEDERAL GUIDANCE | MINIMUM CERTIFICATION CRITERIA | INDICATOR THAT REQUIREMENT IS MET | INITIAL CERTIFICATION (JULY 1, 2017) | CONTINUED CERTIFICATION (JULY 1, 2018) |
|---|---|---|--------------------------------------|--|
| A. EFFECTIVENESS CRITERIA | | | | |
| 1. Governance: 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. Responsiveness to needs of participants: 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. The MOU identifies standards for integration and referrals consistent with § 678.500 2.1.2. The 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 | √ | √ √ |

| MINIMUM REQUIREMENTS PER WIOA, DRAFT RULES AND FEDERAL GUIDANCE | MINIMUM CERTIFICATION CRITERIA | INDICATOR THAT REQUIREMENT IS MET | INITIAL CERTIFICATION (JULY 1, 2017) | CONTINUED CERTIFICATION (JULY 1, 2018) |
|---|---|---|--------------------------------------|--|
| | | established in the local and regional plans 2.1.4. Outcomes reports to the local board are available. | | √ |
| 3. Responsiveness to needs of businesses: 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. Performance: 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) ¹ 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 | | √ √ √ |

¹ 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 | INITIAL CERTIFICATION (JULY 1, 2017) | CONTINUED CERTIFICATION (JULY 1, 2018) |
|---|---|--|--------------------------------------|--|
| | | <p>4.1.4. assess and report on agreed-upon performance measures</p> <p>After June 30, 2017, local board meeting minutes reflect that periodic performance reports were presented and discussed</p> | | √ |
| <p>5. Program coordination: The one-stop center prioritizes program coordination, including collaborative efforts among required program partners to provide access to integrated programs, services and activities (Sec. 121(g)(B)(ii))</p> | <p>5.1. Partner programs take specific steps such as the following to coordinate programs, service delivery and referrals²:</p> <ul style="list-style-type: none"> a. Staff work in functional rather than program teams 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 | <p>5.1.1. Specific steps taken to integrate services and referrals are documented; for example:</p> <ul style="list-style-type: none"> a. The one-stop center organization chart reflects functional roles rather than program roles b. Internal procedures reflect functional roles and coordinated service delivery 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 d. Frontline staff can demonstrate knowledge about basic eligibility requirements of each program and make knowledgeable referrals to partner programs (TEGL 4-15) | | √ |
| | <p>5.2. Intake forms and basic assessment tools are streamlined between programs, minimizing the need for participants to complete multiple forms (TEGL 4-15)</p> | <p>5.2.1. The one-stop operator can provide written descriptions of efforts to streamline intake and assessments between programs</p> | | √ |

| MINIMUM REQUIREMENTS PER WIOA, DRAFT RULES AND FEDERAL GUIDANCE | MINIMUM CERTIFICATION CRITERIA | INDICATOR THAT REQUIREMENT IS MET | INITIAL CERTIFICATION (JULY 1, 2017) | CONTINUED CERTIFICATION (JULY 1, 2018) |
|--|---|--|--------------------------------------|--|
| <p>6. Operational coordination: The one-stop center prioritizes operational coordination, ensuring streamlined and efficient service delivery and administration (suggested in preamble of § 678.800(b))</p> | 6.1. Resource teams consist of integrated program partners | 6.1.1. Resource room staff job descriptions and procedures reflect training in required programs available at the one-stop center | | √ |
| | 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 includes a date or other method of indicating that it is current | √ | |
| | 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 service teams include representatives of all core program partners | 6.4.1. A record of business services team meetings reflect participation by all core program partners | | √ |
| <p>7. Service hours: 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))</p> | <p>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)</p> | 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 | | √ | | |
| <p>8. Equal opportunity awareness: One-stop center staff and program partners are familiar with and apply laws, regulations and policies regarding nondiscrimination and equal opportunity for</p> | <p>8.1. Staff and program partner trainings cover such topics as:</p> <p>a. The obligation to communicate to customers that auxiliary aids and accommodations are available</p> | 8.1.1. Staff and program partners can demonstrate they know how to use the adaptive technologies and are aware of available resources | | √ |

| MINIMUM REQUIREMENTS PER WIOA, DRAFT RULES AND FEDERAL GUIDANCE | MINIMUM CERTIFICATION CRITERIA | INDICATOR THAT REQUIREMENT IS MET | INITIAL CERTIFICATION (JULY 1, 2017) | CONTINUED CERTIFICATION (JULY 1, 2018) |
|---|--|---|--|--|
| individuals with disabilities (§ 361.800(b)) ² | <ul style="list-style-type: none"> b. Instructions for using TDD/TTY and other adaptive technologies c. Making reasonable modifications to policies, practices and 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 | | | |
| | 8.2. 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 | Ensuring customers access to services. | Corrective actions plans to barriers identified. |
| B. PHYSICAL ACCESSIBILITY CRITERIA | | | | |
| 1. Physical layout: The location and physical layout of the one-stop center eliminates structural barriers and is accessible to individuals of all capabilities (Sec. 188; § | 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 ADA Standards for Accessible Design and Uniform Federal Accessibility Standards (UFAS) | √ | |

² 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 | INITIAL CERTIFICATION (JULY 1, 2017) | CONTINUED CERTIFICATION (JULY 1, 2018) |
|--|--|---|--------------------------------------|--|
| 678.800(e) and (§ 361.800(b)) | | | | |
| 2. One-stop center location: 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. The location of the one-stop center is accessible by public transportation and recognizable from the public access road | 2.2.1. The one-stop center sign is visible from the public access road | √ | |
| | | 2.2.2. The local board has determined what a “reasonable distance” is 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 | | |
| C. PROGRAMMATIC ACCESSIBILITY CRITERIA | | | | |
| 1. Career services: 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 | √ | |
| 2. Program services: 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 | 2.1. Access to training services is provided at or through the one-stop center in accordance with § 680.200 | 2.1.1. A local service matrix accurately reflects services available in person or on demand via technology at the one-stop center | √ | |
| | 2.2. Access to employment services and activities through Wagner-Peyser services is provided at or through the one-stop center | 2.1.2. The coordinated service delivery method and approach is accurately described in the local MOU | √ | |

| MINIMUM REQUIREMENTS PER WIOA, DRAFT RULES AND FEDERAL GUIDANCE | MINIMUM CERTIFICATION CRITERIA | INDICATOR THAT REQUIREMENT IS MET | INITIAL CERTIFICATION (JULY 1, 2017) | CONTINUED CERTIFICATION (JULY 1, 2018) |
|---|--|--|--------------------------------------|--|
| sections of WIOA and the applicable regulations and laws governing the required programs (Sec. 121(e) and Secs. 129, 134 and others) | in accordance with §678.400 | | | |
| | 2.3. Business services, including workforce and labor market information, are provided at or through the one-stop center in accordance with §463.435 | | | |
| 3. Direct linkage: 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 | 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 | 3.1.1. Staff resources include the definition of “direct linkage” 3.1.2. Phone, real-time Web-based communications or other technology is physically present and enables real-time interaction (e.g., via Skype) 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 3.1.4. The one-stop center’s communications technologies include call logs or other methods of tracking demand for real-time services | √ √ | √ √ |
| | 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)) | 3.2.1. A local service matrix indicates Title IB staff are stationed at the center | √ | |

| MINIMUM REQUIREMENTS PER WIOA, DRAFT RULES AND FEDERAL GUIDANCE | MINIMUM CERTIFICATION CRITERIA | INDICATOR THAT REQUIREMENT IS MET | INITIAL CERTIFICATION (JULY 1, 2017) | CONTINUED CERTIFICATION (JULY 1, 2018) |
|---|--|--|--------------------------------------|--|
| | 3.3. Staff members physically present at the one-stop center are appropriately trained to provide information about all required programs, services and activities in the one-stop center | 3.3.1. Documentation indicates cross-training expectations and a schedule for cross-training sessions 3.3.2. Documentation indicates in which programs, services and activities staff and required partners are trained | √ | √ |
| 4. Equal access: 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. Accommodations: 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 makes 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 | √ √ √ | |

| MINIMUM REQUIREMENTS PER WIOA, DRAFT RULES AND FEDERAL GUIDANCE | MINIMUM CERTIFICATION CRITERIA | INDICATOR THAT REQUIREMENT IS MET | INITIAL CERTIFICATION (JULY 1, 2017) | CONTINUED CERTIFICATION (JULY 1, 2018) |
|--|---|--|--------------------------------------|--|
| 6. Common identifier: 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 | √ | √ |
| D. CONTINUOUS IMPROVEMENT CRITERIA | | | | |
| 1. Improving performance: Required partners engage local boards in making strategic improvements to achieve performance goals consistent with Sec. 1116(c)(2) and (3) and Sec. 121(g)(2)(B) | 1.1. Required partners and the one-stop operator use periodic performance reports to identify specific goals and tactics for improving outcomes | 1.1.1. Work plans for efforts to improve outcomes are documented and available 1.1.2. Specific goals and metrics for measuring outcomes are identified in the work plans for improvement 1.1.3. Local board meeting minutes reflect that the performance data and State benchmarks, if available, helped inform decision-making about strategic improvements | | √ √ √ |
| 2. Customer feedback: 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: a. The way in which customers access the services b. Overall satisfaction with services provided c. Satisfaction level with the courtesy, knowledge and responsiveness of staff | 1.1.1. Customer satisfaction survey data indicates regular collection 1.1.2. Customer satisfaction survey data can be disaggregated by service, by program and by category of customer, including by customers with disabilities 1.1.3. Customer satisfaction survey data is disaggregated to determine whether individuals with disabilities are uninhibited from participating in each program and service | | √ √ √ |

| MINIMUM REQUIREMENTS PER WIOA, DRAFT RULES AND FEDERAL GUIDANCE | MINIMUM CERTIFICATION CRITERIA | INDICATOR THAT REQUIREMENT IS MET | INITIAL CERTIFICATION (JULY 1, 2017) | CONTINUED CERTIFICATION (JULY 1, 2018) |
|---|--|--|--------------------------------------|---|
| | d. Timeliness of services provided e. Accessibility and availability of program services f. Physical accessibility of the facility g. Ideas for improvement | | | |
| | 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 | 2.3.1. A mechanism exists for customers to be able to provide feedback outside of the routine customer feedback survey 2.3.2. The receipt of customer complaints is dated and tracked 2.3.3. Corrective action plans addressing customer complaints are documented with plans for implementation | √ √ | √ |
| 3. Evaluations of internal operations: 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 | | √ √ Comment – The word “timeliness” in the indicators is a relative term to be defined by local procedures. |
| | 3.2. External systems or mechanisms are used to obtain objective feedback | 3.2.1. A system is in place to invite an external, objective program partner | | √ |

| MINIMUM REQUIREMENTS PER WIOA, DRAFT RULES AND FEDERAL GUIDANCE | MINIMUM CERTIFICATION CRITERIA | INDICATOR THAT REQUIREMENT IS MET | INITIAL CERTIFICATION (JULY 1, 2017) | CONTINUED CERTIFICATION (JULY 1, 2018) |
|--|--|---|--------------------------------------|--|
| | about operational efficiency and effectiveness | from another local area to serve as a “secret shopper” at least annually | | |
| 4. Professional development of staff: The one-stop center staff and required partners invest in continual professional development ³ to ensure employees and required partners are aware of the implications of evidence-based research and can implement the latest policies and procedures established at 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 learning and growing their skills (TEGL 4-15) | 4.4.1. Goals and opportunities for skills development are documented 4.4.2. Documentation exists to verify staff took advantage of professional development opportunities provided | | √ √ |

³ Suggested by the Vision for the One-Stop Delivery System, [TEGL 4-15](#)