

# SOUTHERN WORKFORCE BOARD, INC.



## CENTER CERTIFICATION POLICY

**SWB - #128**

**Approved August 9, 2017**

**Amended August 14, 2019 per OWDI #01-2019**



SWB is an Equal Opportunity Employer/Program and Activities. Auxiliary aids and services are available upon request to individuals with disabilities.

BABEL NOTICE (29 C.F.R. § 38.9(g) (3)): This document contains vital information. If English is not your preferred language, contact One Stop Operator, ososouthern@gmail.com, 1414 E. Wade Watts Ave. McAlester, Ok. 74501 (580)634-1853 TTD/TTY: 711 or 800-722-0353 to obtain translation and/or interpretation services for the content of this document

## SWB CENTER CERTIFICATION POLICY

**PURPOSE:** To define the local processes and procedures to be used, as guided by the Oklahoma Office of Workforce Development (OOWD), to evaluate and certify comprehensive and affiliate Oklahoma Works – A Proud Partner of the American Job Center Network (One-Stop) Centers.

**BACKGROUND:** WIOA envisions high-quality American Job Center (AJC) 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.

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. These State criteria and procedures set the standards for which local workforce boards must apply to ensure each comprehensive and affiliate one-stop center meets minimum criteria for certification. Per WIOA Sec. 121 (g)(3), **LWDBs may develop additional criteria to respond to labor market, economic, demographic, or other conditions or priorities within their region or local area.**

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, at a minimum, developing (including the provision of education and training for their current workforce) and/or finding (internally and through access to other supports) workers possessing the skills required to keep their companies globally competitive.

WIOA Sec. 121(g)(1) requires the State workforce development board (state board), in consultation with chief local elected officials (CLEOs) and LWDBs, to establish objective criteria and procedures for use by LWDBs in assessing and certifying comprehensive and affiliate one-stop centers for effectiveness, including customer satisfaction, physical and technology accessibility, and continuous improvement. LWDBs must establish a certification team to certify one-stop sites at least once every two years in order for those sites to share infrastructure costs among the required partners. In order to ensure an aligned schedule of updating the certification criteria and conducting the certifications, the OOWD established that the certification team shall certify one-stop sites every two years. . In accordance with 20 CFR 678.800 (a)(3), when the LWDB serves as the Oklahoma Works (One-Stop) Operator, the state board must certify the one-stop center. Establishing State standard certification criteria helps ensure a minimum level of quality and consistency of services in Oklahoma Works (one-stop) centers throughout Oklahoma, 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.

### REFERENCES:

- The Workforce Innovation and Opportunity Act (WIOA) Sections 101(d)(6), 121(e)(2), 121(g)(1), 121(g)(3)
- Training and Employment Guidance Letter (TEGL) 16-16

- 20 CFR 678.800 (a)(3), and 188 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 of the Americans with Disabilities Act, which applies to employment settings ([http://www.ada.gov/ada\\_title\\_I.htm](http://www.ada.gov/ada_title_I.htm))
- Title II of the Americans with Disabilities Act, which applies to state and local governments ([http://www.ada.gov/ada\\_title\\_II.htm](http://www.ada.gov/ada_title_II.htm))
- Title III of the Americans with Disabilities Act, which applies to private places of public accommodation ([http://www.ada.gov/ada\\_title\\_III.htm](http://www.ada.gov/ada_title_III.htm))
- Oklahoma Accessibility Initiative ([https://www.ok.gov/abletech/Workforce\\_for\\_All/index.html](https://www.ok.gov/abletech/Workforce_for_All/index.html))

## **Types of Oklahoma Works (One-Stop) Centers**

### **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.

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.

Customers will have access to these programs, services, and activities during regular business days and hours at a comprehensive one-stop center. The Southern Workforce Board (SWB) may establish other service hours at other times to accommodate the schedules of individuals who work on regular business days.

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

- (1) Having a program staff member physically present at the one-stop center;
- (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.

A “**direct linkage**” means providing direct connection at the one-stop center, within a reasonable time, by phone or through a real-time Web-based communication to a program staff member who can provide program information or services to the customer.

A “**direct linkage**” cannot exclusively be providing a phone number or computer website that can be used at an individual’s home; providing information, pamphlets, or materials; or making arrangements for the customer to receive services at a later time or on a different day. If the direct

linkage is provided via telephone, access must be a phone line dedicated to serving one-stop customers in a timely manner. If the direct linkage is provided via technology, access must enable trained staff to provide remote assistance through technology such as live web chat (e.g. Skype, Facetime), video conference, or other similar technology that involves a form of one-on-one assistance. As applicable and practical, one-stop partners should make services accessible to individuals electronically in a way that improves efficiency, coordination, and quality in the delivery of one-stop partner services.

All comprehensive one-stop centers and the technology they provide to Job Seekers will be accessible to individuals with disabilities, as described in 29 CFR part 38, the implementing regulations of WIOA sec.188. Oklahoma's Accessibility Initiative was developed as a system-wide effort and includes two parts to the Oklahoma's Accessibility Initiative Certification in Oklahoma. One considers accessibility in the physical space and the other considers accessibility in technology. Both focus on the environments that Job Seekers interact with when participating in services provided by the Oklahoma Works Workforce System Partners and Workforce Areas work through the Oklahoma's Accessibility Initiative process to achieve certification.

### **Affiliate Center**

An affiliated site, or affiliate one-stop center, is a site that makes available to job seeker and employer customers one or more of the one-stop partners' 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. The frequency of program staff's physical presence in the affiliated site will be determined at the local level. Affiliated sites are access points in addition to the comprehensive one-stop center(s) in each local area. If used by local areas as a part of the service delivery strategy, affiliate sites will be established in a manner that supplements and enhances customer access to services. All affiliated sites will be accessible to individuals with disabilities, as described in 29 CFR part 38, the implementing regulations of WIOA sec. 188.

If Wagner-Peyser Act employment services are provided at an affiliated site, there must be at least one or more other partners in the affiliated site with a physical presence of combined staff more than 50 percent of the time the center is open. Additionally, the other partner must not be the partner administering local veterans' employment representatives, disabled veterans' outreach program specialists, or unemployment compensation programs. If Wagner-Peyser Act employment services and any of these 3 programs are provided at an affiliated site, an additional partner or partners must have a presence of combined staff in the center more than 50 percent of the time the center is open.

SWB will examine lease agreements and property holdings throughout the one-stop delivery system in order to use property in an efficient and effective way.

### **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. Wagner-Peyser Act employment services cannot stand alone in a specialized center. Unlike comprehensive and affiliate centers, specialized centers do not need to be certified.

### **Minimum Certification Criteria**

The Governor's Council for Workforce and have (GCWED), in consultation with the CLEOs and LWDBs, must establish objective criteria and procedures for SWB to apply when certifying comprehensive and affiliate Oklahoma Works (One-Stop) Centers.

Categories comprising the Oklahoma Works (One-Stop) Center certification criteria include:

- Customer Focus
- Operations and Infrastructure
- Equal Opportunity and Accessibility
- Personnel
- Continuous Improvement

These categories of criteria stem from the four larger categories identified in WIOA. These are:

**A. Effectiveness Criteria**

These criteria evaluate the comprehensive and affiliate Oklahoma Works (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 physically or through direct linkage on demand and in real time, and providing maximum access to partner program services at times that meet participant needs, including providing services outside of regular business hours where there is a workforce need, as identified by the LWDB. (20 CFR 678.800(b)). Effectiveness also means required partners focus on outcomes and have the capacity to measure attainment of goals and other outcomes.

**B. Physical Accessibility Criteria**

Minimum certification criteria are required by WIOA to evaluate the comprehensive and affiliate Oklahoma Works (One-Stop) Center's physical accessibility. This includes ensuring that the center's location and layout are inclusive of individuals regardless of their range of abilities and mobility, and that reasonable accommodations for access are provided, when appropriate. This also requires the physical characteristics of the facility to conform to checkpoints found in the Oklahoma's Accessibility Initiative [Physical Accessibility Checklist](#).

Physical accessibility also involves **technology accessibility** (see details below in programmatic accessibility criteria).

**C. Programmatic Accessibility Criteria**

These criteria evaluate the comprehensive Oklahoma Works (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 actions include, but are not limited to:

1. Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against any persons, including those with disabilities;
2. Administering programs in the most appropriate integrated setting;
3. Communicating with persons with disabilities as effectively as with others; and
4. Providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in and enjoy the benefits of, the program or activity.

**Technology.** In addition, minimum certification criteria are required in Oklahoma to evaluate the One-Stop Center's technology environment for accessibility. This includes ensuring that the center's website, social media and other software offered for use by Job Seekers is accessible. Such technology must adhere to the Web Content Accessibility Guidelines 2.0, Level AA. In addition, the center must conform to the Oklahoma's Accessibility Initiative Information and Communication Technology Checkpoints. In instances where the center does not meet all of the checkpoints, the center will create an Equally Effective Alternative Access Plan.

The full Oklahoma's Accessibility Initiative certification process details the requirements necessary, and provides tools, to receive certification under Oklahoma's Accessibility Initiative.

**D. Continuous Improvement Criteria**

These criteria evaluate the comprehensive and affiliate Oklahoma Works (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. This includes a regular process for identifying and responding to technical assistance needs, a regular system of continuing professional staff development, and having systems in place to capture and respond to specific customer feedback. Continuous improvement also includes supporting the achievement of the negotiated levels of performance for the local indicators of performance (20 CFR 678.800(c)).

Detailed certification criteria are identified in Attachment A: Oklahoma Works (One-Stop) Center Certification Checklist (Certification Checklist). To evaluate one-stop centers on the required certification criteria, SWB will use the Certification Checklist. GCWED, in consultation with CLEOs and LWDBs, must review and update the Certification Checklist criteria every two years as part of the review and modification of the WIOA State Plan.

SWB may establish additional criteria and/or set higher standards for service coordination than those established by the State. If they do, they must also review and update those additional criteria and standards every two years as part of the WIOA Local Plan update process. Any additional criteria must be clearly identified in addenda to the Certification Checklist.

There are three possible certification determinations that may be assigned to an Oklahoma Works (One-Stop) Center: (1) certification, (2) provisional certification with a requirement that one-stop operators provide action plans and timelines for meeting certification standards, and (3) not certified or decertified.

Certification is determined by the following scoring benchmarks:

**Full Certification:**

- Certification may be awarded if 100% of met/not met criteria and an average score of "2" or higher for each category is achieved.

**Provisional Certification:**

- Provisional certification may be awarded if 75-100% of met/not met criteria and an average score of "1.5" or higher for each category of certification.

**Not Certified or Decertified:**

- Centers may not be considered certified and/or will be decertified if less than 75% of met/not met criteria and/or the average score for each category is less than “1.5”.

**Procedure for Local Certification of Comprehensive and Affiliate Oklahoma Works (One-Stop) Centers**

**A. Center Evaluation and Certification Frequency**

Oklahoma Works (One-Stop) Center sites will be evaluated and certified no less than once every two years. SWB may direct “for-cause” site evaluation and certification as determined appropriate and warranted, as a result of a complaint or concern.

**B. Certification Teams**

Oklahoma Works (One-Stop) Center certification teams will be established by SWB and will be responsible for conducting independent and objective evaluations of one-stop sites and making certification recommendations to the SWB. While SWB has discretion in forming the review team’s size and membership, the certification team will include a minimum of two evaluators. Foremost, certification team members must be free of conflicts of interest in the Center. For example, those conducting the review and recommending certification must not include any program partner with staff physically co-located in the center or a one-stop operator who is responsible for the delivery of career services within the center. Certification teams may include local experts who represent targeted populations, experts from the state level, a third-party evaluator, or experts from outside of the local area to ensure evaluations are objective, so long as they have no conflict of interest with the comprehensive and affiliate site(s). The certification team may include representatives from each of the core partner programs. Certification teams must not be comprised of SWB members, its One-Stop Operator, or its fiscal agent. Certification teams may only include one SWB staff member from that area. A representative from the team will be identified as the primary contact person.

**C. Process**

SWB has established a process for center certification, which will be updated every two years as part of the Local Plan update process. This process is established within a local policy, and include a timeline for the completion of the process. The process will include at least one on-site observation visit.

**D. Non-Certification**

If an existing comprehensive and affiliate one-stop center is ultimately not certified following a standard or “for-cause” evaluation, SWB and one-stop operator will make a plan to ensure continuity of service between the time a site is not certified and another has been found and certified.

**E. Review of Certification Procedures**

SWB will review and update the evaluation criteria every two years as part of the review and modification of the state and local planning process.

**An example process that may be used or tailored to fit a local area’s needs:**

- Request** - Each comprehensive and affiliate center must file an application requesting certification. Application should include:
  - Organization name;
  - Date;
  - Contact person;

- Phone;
  - Email;
  - Site to be certified;
  - Website;
  - Hours of operation;
  - Current Certification Status (not applicable for initial certification request); and
  - Desk Review materials – including any written procedures, business plans, Oklahoma’s Accessibility Initiative certifications, Emergency Action Plans, and other related items.
2. **Desk Review** - The local review team’s primary contact person will provide the Certification Review Team with the certification request and electronic materials to begin a desk review. The review team members should familiarize themselves with the materials provided, as they will be helpful during the on-site reviews
  3. **On-Site Review** – The local review team will conduct an on-site review. Team members will evaluate each met/not met and scored criteria, and after evaluation will come to consensus for each of the criteria evaluated. This will be scheduled and conducted within sixty (60) days of the request.
  4. **Documentation** – The local review team must identify hard data and documentation when making their determination. This data may include: reports, minutes, signed MOUs, procedures manuals, customer satisfaction data, surveys and questionnaires, and interviews with customers, partners, and staff, and performance information.
  5. **Exit Interview** – ~~OOWD recommends~~ The local certification team may hold an exit interview ~~occur~~ with the One-Stop Operator, board staff and other relevant staff within two (2) weeks of the on-site review. The exit Interview should note any best practices by the one-stop system and any areas that were not met. For measures not met, the One-Stop Operator should provide the review team with a solution and time line for meeting the measure(s).
  6. **Certification Determination**- Once the review has been completed, the Local Certification Team will present within 30 days the completed Certification Checklist and a letter signed by the Local Certification Team to the LWDB recommending which of the four determinations to assign to the center: (1) certification, (2) provisional certification with a requirement that one-stop operators provide action plans and timelines for meeting certification standards, or (3) not certified or decertified.

Provisional certifications must provide a detailed description of the issues/concerns identified so one-stop operators has sufficient information around which to develop required action plans and timelines.

Once the recommendation is approved by the SWB, the board must get the signature of the CLEO for final approval. In the event that the Local Certification Team recommends that a comprehensive or affiliate one-stop center not be certified, SWB will send a letter signed by the Local Certification Team to the one-stop operator with specific corrective action items that must be taken before certification can be approved. SWB will submit a copy of the letter electronically to OOWD. Once the one-stop operator informs the SWB Board chair that all issues

preventing certification have been resolved, the SWB Board chair or designee can reconvene the Local Certification Team to conduct a follow-up evaluation using the same method as the initial evaluation.

Once SWB and CLEO approve the certification of a comprehensive or affiliate one-stop center, the SWB Board chair or designee submits electronically all executed letters and copies of the completed Certification Checklist and necessary documentation to OOWD. *The core and required partners must share infrastructure cost of the certified comprehensive center regardless of State or Local funding mechanism.*

- 7. Re-Certification** - In order to be eligible to receive infrastructure funding under the state infrastructure funding mechanism, the one-stop center must be certified every 2 years.

**Ongoing Reporting of Certification Reviews and Approvals**

Each time SWB reviews and updates the certification criteria and process for the comprehensive or affiliate Oklahoma Works (One-Stop) Center, SWB will electronically submit an update to OOWD.

If the certification team certifies/decertifies a comprehensive or affiliate one-stop center or provides an action plan for improvement, SWB will electronically submit the executed letter and a completed Certification Checklist with necessary documentation to OOWD.

**TIMELINE:** *Certification is a prerequisite for one-stop centers to be eligible to receive infrastructure funding.* If SWB is unable to certify all of its comprehensive and affiliate Oklahoma Works (One-Stop) Centers by the deadline, SWB will submit electronically to OOWD by the same date a Certification Extension Plan that must include:

- a list of centers not yet certified,
- an explanation of why they are not yet certified, .
- a plan using the timeline below for how the uncertified centers will be certified, and a technical assistance request (if needed) to complete the certification by the timeline below.

<b>Deadline</b>	<b>Deliverable</b>
April 30, 2019	SWB will notify all Centers of baseline requirements and certification criteria so they may prepare to meet the certification requirements.
June 30, 2019	If unable to certify comprehensive and affiliate centers by August 31, 2019, SWB will submit to the State Board their Certification Extension Plan.
August 31, 2019	SWB will complete the certification process.
August 31, 2019	If SWB is the one-stop operator, a self-assessment of the criteria will be submitted to the state board for review, verification, and a decision.
September 15, 2019	For those centers that did not meet certification requirements, SWB will set target dates and action plans to be completed by October 31, 2019.

September 30, 2019	SWB will submit to the state board the Board-approved certification decision with required continuous improvement plans.
November 30, 2019	If SWB is the one-stop operator, the State Board will issue a certification decision with required continuous improvement plans.

Attachment A. Evaluation Summary for Oklahoma Works AJC Certification  
Attachment B. SWB, Inc. Center Certification Request Application Form

**ATTACHMENT A TO OWDI #01-2019:  
Evaluation Summary for Oklahoma Works  
AJC Certification**

**Center Information**

Local Area Name:	
Oklahoma Works AJC Name & Address:	
Type of center:	Comprehensive      Affiliate      Specialized
Date of On-Site Evaluation:	

**Certification Team**

Evaluator Name:			
Evaluator Email:			
Evaluator Phone Number:			

**Scoring**

	# Items Met	# Items Not Met	Avg. Section Score
Customer Focus			
Operations & Infrastructure			
Equal Opportunity & Accessibility			
Continuous Improvement			
Personnel			

- **Full certification** may be awarded if 100% met/not met criteria *and* an average score of “2” or higher for each category is achieved.
- **Provisional certification** may be awarded if 75-99.99% of met/not met criteria *and* an average score of “1.5” or higher is achieved for each category of certification.
- **Not certified or decertified** is achieved if less than 75% of the met/not met criteria *and/or* the average score for each category is less than “1.5”.

**Oklahoma Works AJC Certification Checklist (for Affiliate & Comprehensive Centers)**

**Customer Focus**

Local Area Name:	
Oklahoma Works AJC Name & Address:	
Type of center:	Comprehensive      Affiliate      Specialized
Date of On-Site Evaluation:	
Evaluator Name:	

**Must Meet Criteria**

		Met	Not Met
CF.1	The AJC provides access to customers for skill development and training opportunities in a wide range of skill levels and levels of experience.		
CF.2	Customers have access to both on-site and virtual services including: basic and individualized career services, training services, education services, employment services, supportive services, and business services at/through the one-stop center.		
CF.3	Center hours are easily identifiable. The center ensures that customers are provided access to services in normal business hours and is able to assist customers outside of regular business hours to accommodate customers' work, child care, or transportation needs. Discussions regarding business hours are conducted periodically within the center meetings.		
CF.4	A customer satisfaction feedback process is in place and issues are addressed regularly.		
CF.5	The center implements the veteran's preference and priority of service requirements.		
CF.6	The one-stop is striving to meet the Oklahoma Works Workforce Access for All Standards and/or there is an active EEAAP plan in place for continuous improvement. Technology is available to assist all customers.		
CF.7	The one-stop center regularly identifies areas of needed technical assistance to improve business results and taps available resources to obtain needed assistance.		
CF.8	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.		

CF.9	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.		
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### Scored Criteria

		Score		
CF.10A	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.	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectation
CF.11B	One-stop center staff is readily available to assist customers and staff are integrated in the one-stop system (and not just their specific program). All staff contribute to providing a positive experience for every customer.	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectation
CF.12C	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. All one-stop center staff are able to make knowledgeable referrals to partner programs.	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectation

### Evaluator Notes

**Oklahoma Works AJC Certification Checklist (for Affiliate & Comprehensive Centers)**

**Operations and Infrastructure**

Local Area Name:	
Oklahoma Works AJC Name & Address:	
Type of center:	Comprehensive      Affiliate      Specialized
Date of On-Site Evaluation:	
Evaluator Name:	

**Must Meet Criteria**

		Met	Not Met
OI.1	The “Oklahoma Works a proud partner of the American Job Center network” identifier is highly visible inside and outside of the facility and meets state criteria. <b><i>If Not:</i></b> <i>There is a plan in place for the center to display “Oklahoma Works a proud partner of the American Job Center network” inside and outside of the facility and meets state criteria.</i>		
OI.2	Adequate parking (including accessible parking) is available for customers who drive to the facility.		
OI.3	Meeting rooms are available to meet partner and/or job seeker and business customer demands.		
OI.4	Safety and security precautions are in place to protect both customers and staff.		
OI.5	The resource area has workspace and computer stations available to meet customer needs. Assistive technology, devices or other auxiliary aids are readily available to assist those with disabilities and those who are non-English speaking.		
OI.6	Resource areas include up-to-date information about the services and supportive services available. The one-stop center’s resources include bilingual materials or an on-demand translation service, if needed.		
OI.7	Internet access is available at the center. There is a policy in place to prevent abuse and misconduct of internet access.		
OI.8	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. Phone, real-time Web-based communications or other technology is physically present, enables real-time interaction (e.g., via Skype). <b><i>(Comprehensive Center only)</i></b>		

## Scored Criteria

		Score		
OI.9A	The center reflects a professional and friendly environment. 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	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectation
OI.10B	The one-stop center strives to increase the number and percentage of all customers placed in high wage, sustainable employment.	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectation
OI.11C	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 makes recommendations for continuous improvement.	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectation

## Evaluator Notes

***Oklahoma Works AJC Certification Checklist (for Affiliate & Comprehensive Centers)***

**Equal Opportunity & Accessibility**

Local Area Name:	
Oklahoma Works AJC Name & Address:	
Type of center:	Comprehensive      Affiliate      Specialized
Date of On-Site Evaluation:	
Evaluator Name:	

**Must Meet Criteria**

		Met	Not Met
EOA.1	The physical and programmatic accessibility of the one-stop center has been assessed by the local board, as required in 20 CFR 679.370.		
EOA.2	The Emergency Action plan is up to date and easily accessible. (29 CFR Part 1910.38; 29 CFR Part 1910.38)		
EOA.3	The one-stop is accessible consistent with Oklahoma’s Accessibility Initiative standards found on the ABLE Tech website and is accessible to the Web Content Accessibility Guidelines 2.0, AA.		
EOA.4	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.		
EOA.5	There are procedures in place to receive and respond to programmatic grievances and complaints.		
EOA.6	All program services 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.		
EOA.7	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		



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**Oklahoma Works AJC Certification Checklist (for Affiliate & Comprehensive Centers)**

**Scored Criteria**

		Score		
EOA.8A	Assistive technology devices or other auxiliary aids are readily available.	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectation
EOA.9B	The one-stop center's resources include bilingual materials or an on-demand translation service and are tailored to the populations served.	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectation
EOA.10C	Program partner staff are able to demonstrate they know how to use assistive technologies and are aware of the available resources.	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectation

**Evaluator Notes**



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**Oklahoma Works AJC Certification Checklist (for Affiliate & Comprehensive Centers)**

**Continuous Improvement**

Local Area Name:	
Oklahoma Works AJC Name & Address:	
Type of center:	Comprehensive      Affiliate      Specialized
Date of On-Site Evaluation:	
Evaluator Name:	

**Must Meet Criteria**

		Met	Not Met
CI.1	The policies, processes, and actions of the one-stop center support the achievement of all partners' negotiated local levels of performance.		
CI.2	Performance data is tracked for daily operations and overall one-stop center performance and trends are identified.		
CI.3	Customer satisfaction survey records indicate regular data collection. Customer satisfaction surveys are segmented by the type of customer (employer or job seeker) and allows for comments to be provided by customers.		

**Scored Criteria**

		Score		
CI.4A	The one-stop center regularly uses results from performance reports and customer satisfaction surveys to identify strategies and set goals in order to improve outcomes	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectation
CI.5B	A process is in place to receive and resolve customer complaints promptly and effectively.	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectation

CI.6C	The one-stop center strives to increase the number and percentage of all customers receiving skill development and training services.	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectation
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**Evaluator Notes**

**Oklahoma Works AJC Certification Checklist (for Affiliate & Comprehensive Centers)**

**Personnel**

Local Area Name:	
Oklahoma Works AJC Name & Address:	
Type of center:	Comprehensive      Affiliate      Specialized
Date of On-Site Evaluation:	
Evaluator Name:	

**Must Meet Criteria**

		Met	Not Met
P.1	Roles and responsibilities of the one-stop operator within the Oklahoma Works One-Stop Center are clearly defined.		
P.2	Professional Development is provided to all one-stop center staff, including customer service and customer-centered design training.		
P.3	Program partner staff trainings are regularly provided on Equal Opportunity practices.		
P.4	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		
P.5	There is evidence that career services are provided within the Oklahoma Works One-Stop Center.		
P.6	If there is at least one Wagner-Peyser ES staff physically located in the center, then there is at least one other system partner physically present in the center. ( <b>Comprehensive Center only</b> )		

P.7	All one-stop center staff are able to make knowledgeable referrals to partner programs.		
P.8	The one-stop center has regular staff meetings with one-stop center staff to build relationships, provide updates on center activities, and discuss strategies for one-stop center improvement.		
P.9	Continuous improvement plans are developed when required partners or customers identify barriers to participation in services.		

### Scored Criteria

		Score		
P.10A	The center engages in an interactive process to identify and provide reasonable accommodations and meet individual's needs, as necessary (e.g. - allowing an individual with cognitive disabilities extra time to complete forms). The process includes a procedures for handling requests for accommodations.	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectation
P.11B	One-stop center staff are able to demonstrate on how they use labor market information to help customers identify career pathways, develop in-demand skills and credentials, and find jobs.	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectation
P.12C	Program partner staff are able to effectively and appropriately communicate with individuals with disabilities.	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectation

### Evaluator Notes



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**SOUTHERN OKLAHOMA WORKFORCE BOARD, INC.**

P.O. BOX 744  
DURANT, OKLAHOMA 74702

**CENTER CERTIFICATION REQUEST APPLICATION**

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

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

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

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

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

<p>Certified as a/an:</p> <p><input type="checkbox"/> Comprehensive Center</p> <p><input type="checkbox"/> Affiliate Center</p>
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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