APPLICATION FOR CERTIFICATION OF ONE STOP CENTERS

The Workforce Innovation and Opportunity Act (WIOA) envisions high-quality One Stop Centers that are business-driven, customer-centered, and tailored to meet the needs of regional economies. One Stop Centers are designed to 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 secure high-paying jobs. Additionally, One Stop Centers are structured to assist businesses by finding workers possessing the skills required through access to other supports, including education and training for their current workforce.

WIOA requires all One Stop Centers to meet certification requirements, including assessments of their effectiveness, physical and programmatic accessibility, and continuous improvement. These District-wide standard certification criteria help to ensure a level of quality and consistency of services at all One Stop Centers. These criteria and assessments are also intended to ensure flexibility to develop additional criteria or service coordination requirements responding to the needs of the regional economies.

The Workforce Investment Council, with the agreement of the Mayor, is responsible for certifying and recertifying comprehensive, affiliate, and satellite One-Stop Centers every 2 years. A location must be certified in order to receive funds. Through the One-Stop certification process, the WIC seeks to establish uniform standards for One-Stop Centers, and will work with the One-Stop Operators to ensure such standards are being met.

The Code of Federal Regulations at 20 CFR 678.800 and 34 CFR 463.800 defines the process and elements required for One Stop Certification. See full citations at: **https://www.law.cornell.edu/cfr/text/20/678.800** and **https://www.law.cornell.edu/cfr/text/34/463.800**

The One Stop Certification evaluation of effectiveness for One Stops for the District of Columbia will meet all Federal requirements and will include how well the One Stop Center integrates available services for participants and businesses, meets the workforce development needs of participants and the employment needs of local employers, operates in a cost-efficient manner, coordinates services among the One Stop partner programs, and provides access to partner program services to the maximum extent practicable, including providing services outside of regular business hours where there is a workforce need, as identified by the Local WDB. The evaluation will take into account feedback from One Stop customers.

The Certification process includes evaluation of how well the One Stop Center ensures equal opportunity for individuals with disabilities to participate in or benefit from One Stop Center services. This evaluation includes criteria evaluating how well the One Stops and delivery systems take actions to comply with the disability-related regulations implementing WIOA sec. 188, set forth at 29 CFR part 38. This action includes, but is not limited to:

(1) Providing reasonable accommodations for individuals with disabilities;
(2) Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities;
(3) Administering programs in the most integrated setting appropriate;

(4) Communicating with persons with disabilities as effectively as with others;

(5) 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; and

(6) Providing for the physical accessibility of the One Stop Center to individuals with disabilities.

The evaluation of continuous improvement includes how well the One Stop Center supports the achievement of the negotiated local levels of performance for the indicators of performance for the local area described in sec. 116(b)(2) of WIOA and part 463. Other continuous improvement factors include 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.

WIC guidance found in the WIC-WIOA Policy Manual outlines the elements required for Certification. The process and Criteria below are taken from that Manual and built upon best national practices from around the U.S. While the DC Workforce Investment Council expects high performance from its workforce system, the WIC also recognizes that some elements may be newer during the 2017-2018 program year and so One Stops may be in a process of working toward full certification.

INSTRUCTIONS

This application is to be completed by the One Stop Operator, and submitted to the DC Workforce Investment Council on behalf of each location seeking designation as a *comprehensive* or *affiliate* One Stop Center. Each criterion must first be self-evaluated by the One Stop Operator as to whether the One Stop Center meets the requirements by checking "Attained" or "Not Attained". The completed application will be provided to the Local Certification Team to use as the initial basis for its evaluation.

- If "Attained" is selected, the Applicant must provide the "Basis for Determination" by marking each indicator for which evidence is provided, or marking "Other" and referencing additional evidence that is being provided.
- If "Not Attained" is selected, the Applicant must describe the necessary minor improvements that will be put in place in the next 30 days to fully meet the criterion.

To facilitate the timely completion of the certification process, supporting documentation and evidence of the achievement of each indicator must be referenced in the submission and either 1) included as attachments to the Application where appropriate and reasonable, or 2) made available so as to be verifiable through a desk review or site visit by the Local Certification Team. Applicants must make reference in their application submission to the supporting documentation in the Comments section of each criterion.

IDENTIFYING INFORMATION

One Stop or Affiliate Site Seeking Certification:

One Stop Center or Affiliate Address:

Contact Person:

Contact Phone Number and Email:

Date of Assessment:

Local Certification Team Leader and Members:

Current Certification Level (check one):

☐ Comprehensive One Stop Center
☐ Affiliate
☐ Partner Access Point

If requesting a different certification level, check level requested:

☐ Comprehensive One Stop Center
☐ Affiliate
☐ Partner Access Point

A. EFFECTIVENESS CRITERIA	
1. BUSINESS PLAN The One Stop has submitted a Business Plan to the WIC that meets the WIC's requirements.	

CERTIFICATION CRITERION 1:	BASIS FOR DETERMINATION:	CERTIFICATION TEAM APPROVAL DECISION:
CERTIFICATION CRITERION 1: The Business Plan is a required first step for Certification and provides the One Stop's commitment to achieving the goals of WIOA and the WIC. **Applicant Self-Determination:** ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	**BASIS FOR DETERMINATION:** **(check all that apply)** ☐ The Business Plan completed by the One Stop includes: ☐ Customer Target Groups (both jobseekers and employers, and including any special populations) ☐ Marketing, Community Outreach, and Recruitment Strategies (including a plan for increased enrollment in various programs and increased use of facilities) ☐ Physical and Programmatic Accessibility (including how individuals with disabilities will be served) ☐ Cultural Competency Plan ☐ One Stop partners and the ways in which services will be integrated ☐ Services Mix and Delivery Structure (including resource and service map, customer flow, and identification of a system for referral to training services and use of ITAs) ☐ Supportive Services and Barrier Remediation Strategies (including those that may be offered by community-based partners) ☐ Business Services Functional Alignment Strategy ☐ Organizational Structure ☐ Management Structure (including Site Management) ☐ Staffing Plan and Case Management Caseload Strategy ☐ Staff Development and Capacity Building ☐ Mandatory Partner Engagement ☐ Sustainability Plan (current sustainability practices/plan) ☐ Resource Allocation Report (including	**CERTIFICATION TEAM APPROVAL DECISION:** ☐ APPROVED ☐ NOT APPROVED **If Approved, Comments below.** **OR** **If Not Approved, Improvements and action plan to achieve certification:**

	Identification of leveraged resources with various funding streams, educational grants, and other financial aid programs) ☐ Management Information System ☐ Performance Outcomes ☐ Performance Management Plan ☐ Monitoring and Evaluation Plan ☐ Customer Feedback Data (including a description of the process for obtaining and using feedback information) **Applicant Comments and Reference to Supporting Documentation:** (As noted in instructions, Applicant should make reference here to the type and format of documentation that is either attached or available for review to support the applicant meets the criterion.)	

2. CUSTOMER FOCUSED CENTER
The One Stop provides a welcoming atmosphere and high-quality services for job-seekers and businesses.

CERTIFICATION CRITERION 1:	BASIS FOR DETERMINATION: (check all that apply)	CERTIFICATION TEAM APPROVAL DECISION:
The One Stop uses customer-focused processes such as integrated and expert welcoming and intake for all customers who enter the American Job Center that consider how front-desk staff and counselors provide seamless and coordinated customer-centered services. **Applicant Self-Determination:** ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	☐ One Stop-wide policies or procedures exist to ensure customers receive seamless and coordinated service. ☐ Observation demonstrates that customers are directed efficiently and effectively to the appropriate services. ☐ Other – describe below the basis used for determination. **Applicant Comments and Reference to Supporting Documentation:**	☐ APPROVED ☐ NOT APPROVED **If Approved, Comments below.** **OR** **If Not Approved, Improvements and action plan to achieve certification:**

3. STAFFING and CROSS TRAINING One Stop staff have clear job descriptions, receive regular performance reviews, and are provided continual professional development.		
CERTIFICATION CRITERION 1: One Stop staff roles and responsibilities are clear at all stages of service delivery. **Applicant Self-Determination:** ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	**BASIS FOR DETERMINATION:** **(check all that apply)** ☐ Evidence is provided that One Stop staff understand their roles and responsibilities. ☐ Other – describe below the basis used for determination. **Applicant Comments and Reference to Supporting Documentation:**	**CERTIFICATION TEAM APPROVAL DECISION:** ☐ APPROVED ☐ NOT APPROVED **If Approved, Comments below.** **OR** **If Not Approved, Improvements and action plan to achieve certification:**

CERTIFICATION CRITERION 2: A functional organizational chart has been developed. **Applicant Self-Determination:** ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	BASIS FOR DETERMINATION: **(check all that apply)** ☐ The functional organizational chart includes all partners providing services at the One Stop and their reporting relationships. ☐ Other – describe below the basis used for determination. **Applicant Comments and Reference to Supporting Documentation:**	CERTIFICATION TEAM APPROVAL DECISION: ☐ APPROVED ☐ NOT APPROVED **If Approved, Comments below.** **OR** **If Not Approved, Improvements and action plan to achieve certification:**

CERTIFICATION CRITERION 3: The One Stop has a system and procedures in place to assess staff members' skills and core competencies. **Applicant Self-Determination:** ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	BASIS FOR DETERMINATION: **(check all that apply)** ☐ A personnel evaluation process is in place or planned that includes employee development goals, as appropriate. ☐ Other – describe below the basis used for determination. **Applicant Comments and Reference to Supporting Documentation:**	**CERTIFICATION TEAM APPROVAL DECISION:** ☐ APPROVED ☐ NOT APPROVED **If Approved, Comments below.** **OR** **If Not Approved, Improvements and action plan to achieve certification:**

CERTIFICATION CRITERION 4:	BASIS FOR DETERMINATION:	CERTIFICATION TEAM APPROVAL DECISION:

The One Stop provides regular and ongoing staff development that is appropriate for each individual's specialty as well as more general staff development needs.
 	
Applicant Self-Determination:
 	
☐ Attained
☐ Pending Attainment
 	
Minor improvements needed and action plan to fully meet certification criterion:
	(check any that apply)
	☐ A staff training plan has been developed to address topics including:
	  ☐ Customer service (in-person and phone)
	  ☐ Using technology and other online resources
	  ☐ Performance indicators, their importance, and how staff contribute to them
	  ☐ Accessibility and understanding the basics of assistive technology
	  ☐ Safety and security
	  ☐ Ethics
	  ☐ Other – describe below the basis used for determination.
	
	Applicant Comments and Reference to Supporting Documentation:
		☐ APPROVED
		
		☐ NOT APPROVED
		
		If Approved, Comments below.
		OR
		If Not Approved, Improvements and action plan to achieve certification:

CERTIFICATION CRITERION 5:	BASIS FOR DETERMINATION:	CERTIFICATION TEAM APPROVAL DECISION:
Staff development activity includes cross-training from differing programs to share expertise about integrated intake, customer flow, eligibility and services of each partner's programs, needs of specific populations, and how services can be accessed at the American Job Center and in the community.	**(check any that apply)** ☐ Cross-training curricula and evidence of training sessions ☐ Other – describe below the basis used for determination.	☐ APPROVED ☐ NOT APPROVED
Applicant Self-Determination: ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	**Applicant Comments and Reference to Supporting Documentation:**	**If Approved, Comments below.** **OR** **If Not Approved, Improvements and action plan to achieve certification:**

4. RESPONSIVENESS TO THE NEEDS OF JOB SEEKERS The One Stop meets the needs of participants as established in local and regional plans.		
CERTIFICATION CRITERION 1: Required partners identify specific ways the One Stop integrates services and referrals among program partners. **Applicant Self-Determination:** ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	**BASIS FOR DETERMINATION:** **(check all that apply)** ☐ Documentation exists that all job seeker services are provided through the One Stop as well as how they are provided. ☐ Other – describe below the basis used for determination. **Applicant Comments and Reference to Supporting Documentation:**	**CERTIFICATION TEAM APPROVAL DECISION:** ☐ APPROVED ☐ NOT APPROVED **If Approved, Comments below.** **OR** **If Not Approved, Improvements and action plan to achieve certification:**

CERTIFICATION CRITERION 2:	BASIS FOR DETERMINATION:	CERTIFICATION TEAM APPROVAL DECISION:
Job seekers have multiple avenues to access system services including both on-site/in-person, and virtual methods. **Applicant Self-Determination:** ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	**(check all that apply)** ☐ Documentation and evidence exist that job seeker services are offered through the One Stop, online technology, and in access points such as libraries, partner agencies' locations, etc. ☐ Other – describe below the basis used for determination. **Applicant Comments and Reference to Supporting Documentation:**	☐ APPROVED ☐ NOT APPROVED **If Approved, Comments below.** **OR** **If Not Approved, Improvements and action plan to achieve certification:**

5. RESPONSIVENESS TO THE NEEDS OF BUSINESSES The One Stop meets the needs of local businesses as established in local and regional plans.		
CERTIFICATION CRITERION 1: Required partners identify specific ways the One Stop responds to local and regional economic and workforce needs. **Applicant Self-Determination:** ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	**BASIS FOR DETERMINATION:** **(check all that apply)** ☐ Documentation exists that a full menu of business services are provided through the One Stop and how they are provided. ☐ Other – describe below the basis used for determination. **Applicant Comments and Reference to Supporting Documentation:**	**CERTIFICATION TEAM APPROVAL DECISION:** ☐ APPROVED ☐ NOT APPROVED **If Approved, Comments below.** **OR** **If Not Approved, Improvements and action plan to achieve certification:**

CERTIFICATION CRITERION 2:	BASIS FOR DETERMINATION:	CERTIFICATION TEAM APPROVAL DECISION:
The One Stop has a local Business Services Team (BST) comprised of knowledgeable business services partners with the ability to connect employers to a full range of partner services. **Applicant Self-Determination:** ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	**(check all that apply)** ☐ A list of BST members by title and organization is available. ☐ Updates and information from the BST are regularly provided to the DC Workforce Investment Council. ☐ Other – describe below the basis used for determination. **Applicant Comments and Reference to Supporting Documentation:**	☐ APPROVED ☐ NOT APPROVED **If Approved, Comments below.** **OR** **If Not Approved, Improvements and action plan to achieve certification:**

CERTIFICATION CRITERION 3:	BASIS FOR DETERMINATION:	CERTIFICATION TEAM APPROVAL DECISION:
Each BST has a standardized process for contacting employers in each targeted industry sector and the capability of providing direct access to appropriate services or referral to others who can provide those services. **Applicant Self-Determination:** ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	**(check all that apply)** ☐ BST members are knowledgeable of all available services and of the unique needs of various industry sectors. ☐ Appropriate team members are identified to serve as resources for employer service delivery. ☐ The BST participates in community-based, business-focused events as appropriate. ☐ Other – describe below the basis used for determination. **Applicant Comments and Reference to Supporting Documentation:**	☐ APPROVED ☐ NOT APPROVED **If Approved, Comments below.** **OR** **If Not Approved, Improvements and action plan to achieve certification:**

CERTIFICATION CRITERION 4: The BST partners with employers to identify their needs and provide timely solutions.	BASIS FOR DETERMINATION: (check all that apply)	CERTIFICATION TEAM APPROVAL DECISION:
Applicant Self-Determination: ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	☐ The BST develops customized business services proposals for employer customers that detail a range of potential solutions to meet employers' need and challenges. ☐ Other – describe below the basis used for determination. **Applicant Comments and Reference to Supporting Documentation:**	☐ APPROVED ☐ NOT APPROVED **If Approved, Comments below.** **OR** **If Not Approved, Improvements and action plan to achieve certification:**

6. PERFORMANCE		
The One Stop supports the achievement of negotiated local levels of performance.		
CERTIFICATION CRITERION 1: Core partners, with assistance from the One Stop Operator and their respective agencies, periodically share performance information with the DC WIC. **Applicant Self-Determination:** ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	**BASIS FOR DETERMINATION:** **(check all that apply)** ☐ Performance reporting system(s) are in place and functional and used by One Stop staff. ☐ Core partners commit to sharing performance information. ☐ Other – describe below the basis used for determination. **Applicant Comments and Reference to Supporting Documentation:**	**CERTIFICATION TEAM APPROVAL DECISION:** ☐ APPROVED ☐ NOT APPROVED **If Approved, Comments below.** **OR** **If Not Approved, Improvements and action plan to achieve certification:**

7. PROGRAMMATIC COORDINATION

The One Stop prioritizes program coordination, including collaborative efforts among required program partners to provide access to integrated programs, services and activities.

CERTIFICATION CRITERION 1:	BASIS FOR DETERMINATION: (check all that apply)	CERTIFICATION TEAM APPROVAL DECISION:
Partner programs coordinate programs, service delivery and referrals at the One Stop in accordance with the MOU. **Applicant Self-Determination:** ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	☐ Steps are taken toward integrating referrals. For example, staff work collaboratively across programs to meet participants' service needs. ☐ Staff are trained to complete an initial assessment of participants' needs and inform them of the services available from all partner programs. ☐ Other – describe below the basis used for determination. **Applicant Comments and Reference to Supporting Documentation:**	☐ APPROVED ☐ NOT APPROVED **If Approved, Comments below.** **OR** **If Not Approved, Improvements and action plan to achieve certification:**

8. OPERATIONAL COORDINATION The One Stop prioritizes operational coordination, ensuring streamlined and efficient service delivery and administration and expedited customer flow.		
CERTIFICATION CRITERION 1: Customers are provided information about all services available through the One Stop in a service-focused, customer-friendly manner. **Applicant Self-Determination:** ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	**BASIS FOR DETERMINATION:** **(check all that apply)** ☐ All customers, as appropriate, are offered an orientation of the services available in various modes (e.g., in-person with staff, videos, written materials) and in various formats (e.g., for individuals with sight or hearing disabilities or limited English and/o literacy). ☐ Other – describe below the basis used for determination. **Applicant Comments and Reference to Supporting Documentation:**	**CERTIFICATION TEAM APPROVAL DECISION:** ☐ APPROVED ☐ NOT APPROVED **If Approved, Comments below.** **OR** **If Not Approved, Improvements and action plan to achieve certification:**

CERTIFICATION CRITERION 2: Best practices in internal communication are adopted. **Applicant Self-Determination:** ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	**BASIS FOR DETERMINATION:** **(check all that apply)** ☐ Regular meetings are held with all on-site staff (e.g., monthly). ☐ Staff are able to communicate suggestions and concerns to management on such issues as customer flow, customer service, and related issues for continuous improvement purposes. ☐ Other – describe below the basis used for determination. **Applicant Comments and Reference to Supporting Documentation:**	**CERTIFICATION TEAM APPROVAL DECISION:** ☐ APPROVED ☐ NOT APPROVED **If Approved, Comments below.** **OR** **If Not Approved, Improvements and action plan to achieve certification:**

CERTIFICATION CRITERION 3: Resource center functions include high-quality, up-to-date information about available career services, training, and supportive services. **Applicant Self-Determination:** ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	BASIS FOR DETERMINATION: **(check all that apply)** ☐ Resource center material describes available services and includes a date or other method of indicating it is current. ☐ Other – describe below the basis used for determination. **Applicant Comments and Reference to Supporting Documentation:**	CERTIFICATION TEAM APPROVAL DECISION: ☐ APPROVED ☐ NOT APPROVED **If Approved, Comments below.** **OR** **If Not Approved, Improvements and action plan to achieve certification:**

CERTIFICATION CRITERION 4:	BASIS FOR DETERMINATION:	CERTIFICATION TEAM APPROVAL DECISION:
Websites and resource materials provide information about all programs and services available in the One Stop. **Applicant Self-Determination:** ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	**(check all that apply)** ☐ All services described on the One Stop's website and resource materials align with services actually provided or offered. ☐ Other – describe below the basis used for determination. **Applicant Comments and Reference to Supporting Documentation:**	☐ APPROVED ☐ NOT APPROVED **If Approved, Comments below.** **OR** **If Not Approved, Improvements and action plan to achieve certification:**

9. 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.		
CERTIFICATION CRITERION 1: Optimum business hours and timeframes outside of regular business hours accommodate customers' work, child care or transportation needs. **Applicant Self-Determination:** ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	**BASIS FOR DETERMINATION:** **(check all that apply)** ☐ The One Stop offers evening and weekend hours and posted hours visible on-site and online attest to this. ☐ Evidence (through meeting minutes or other notes) is provided that the One Stop partners have discussed the appropriate business hours and determined the current hours to be suitable. ☐ Information on business hours is clearly visible outside and inside the One Stop. ☐ Other – describe below the basis used for determination. **Applicant Comments and Reference to Supporting Documentation:**	**CERTIFICATION TEAM APPROVAL DECISION:** ☐ APPROVED ☐ NOT APPROVED **If Approved, Comments below.** **OR** **If Not Approved, Improvements and action plan to achieve certification:**

10. EQUAL OPPORTUNITY IMPLEMENTATION AND AWARENESS One Stop staff and program partners are familiar with and apply laws, regulations and policies regarding nondiscrimination and equal opportunity for all customers.		
CERTIFICATION CRITERION 1: Assurance of implementation of the nondiscrimination and equal opportunity provisions of WIOA has been implemented. **Applicant Self-Determination:** ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	**BASIS FOR DETERMINATION:** **(check all that apply)** ☐ An accessibility survey has been completed within the past three years with identified deficiencies corrected or a plan for correction identified. ☐ Nondiscrimination plan has been developed and implemented. ☐ Other – describe below the basis used for determination. **Applicant Comments and Reference to Supporting Documentation:**	**CERTIFICATION TEAM APPROVAL DECISION:** ☐ APPROVED ☐ NOT APPROVED **If Approved, Comments below.** **OR** **If Not Approved, Improvements and action plan to achieve certification:**

CERTIFICATION CRITERION 2: Staff and program partner trainings cover key topics in providing services in a universal and nondiscriminatory manner.	BASIS FOR DETERMINATION: (check all that apply)	CERTIFICATION TEAM APPROVAL DECISION:
Applicant Self-Determination: ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	☐ Staff and program partners demonstrate they are knowledgeable about using and accessing assistive resources to meet the needs of all customers and comply with federal requirements. ☐ Other – describe below the basis used for determination. **Applicant Comments and Reference to Supporting Documentation:**	☐ APPROVED ☐ NOT APPROVED **If Approved, Comments below.** **OR** **If Not Approved, Improvements and action plan to achieve certification:**

CERTIFICATION CRITERION 3:
Required partners ensure all customers have access to all services.
 	
Applicant Self-Determination:
 	
  ☐ Attained
 	
  ☐ Pending Attainment
 	
Minor improvements needed and action plan to fully meet certification criterion.
	BASIS FOR DETERMINATION:
	(check all that apply)
	☐ Assistive technology is provided to customers with disabilities (e.g., visual, hearing, physical) to access computers and other One Stop resources/services.
	☐ Resources and services are made accessible to customers with language and literacy barriers.
	☐ Corrective action plans are developed if any required partners or customers identify barriers to participation in services.
	☐ Other – describe below the basis used for determination.
	
	Applicant Comments and Reference to Supporting Documentation:
		CERTIFICATION TEAM APPROVAL DECISION:
		
		  ☐ APPROVED
		
		  ☐ NOT APPROVED
		
		If Approved, Comments below.
		OR
		If Not Approved, Improvements and action plan to achieve certification:

11. COST EFFECTIVENESS		
The One Stop delivers services in a cost-effective manner.		
CERTIFICATION CRITERION 1: The One Stop provides cost-effective services and seeks efficiencies while maintaining high quality service. Duplicative or redundant services are kept to a minimum and funds are leveraged to the greatest degree possible. **Applicant Self-Determination:** ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	**BASIS FOR DETERMINATION:** **(check all that apply)** ☐ Budget maintains a cost-per-participant or cost-per-registrant that is competitive with national standards or other best practices. ☐ Budget and MOU demonstrate efficient use of WIOA funds and partner contributions. ☐ Proof of leveraged resources is provided. ☐ Other – describe below the basis used for determination. **Applicant Comments and Reference to Supporting Documentation:**	**CERTIFICATION TEAM APPROVAL DECISION:** ☐ APPROVED ☐ NOT APPROVED **If Approved, Comments below.** **OR** **If Not Approved, Improvements and action plan to achieve certification:**

B. ACCESSIBILITY AND INFRASTRUCTURE CRITERIA	
1. PHYSICAL LAYOUT The location and physical layout of the One Stop eliminates structural barriers and is accessible to customers of all capabilities.	

| CERTIFICATION CRITERION 1:
The One Stop's layout supports a culture of access and inclusiveness, guided by federal, and District laws and regulations.

Applicant Self-Determination:

☐ Attained
☐ Pending Attainment

Minor improvements needed and action plan to fully meet certification criterion: | BASIS FOR DETERMINATION:
(check all that apply)
☐ Monitoring documents attest to the One Stop's compliance with ADA standards.
☐ If deficiencies are identified, a corrective action plan has been developed with a timeline for remediation.
☐ Other – describe below the basis used for determination.

Applicant Comments and Reference to Supporting Documentation: | CERTIFICATION TEAM APPROVAL DECISION:

☐ APPROVED

☐ NOT APPROVED

If Approved, Comments below.
OR
If Not Approved, Improvements and action plan to achieve certification: |

CERTIFICATION CRITERION 2:	BASIS FOR DETERMINATION:	CERTIFICATION TEAM APPROVAL DECISION:
The One Stop has space and capacity appropriate for customer needs, customer traffic and key One Stop functions. **Applicant Self-Determination:** ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	**(check all that apply)** ☐ The One Stop layout is clear and logical in terms of customer navigation and flow. ☐ The resource room area provides customers with privacy and access to the internet, printers, copiers and fax machines. ☐ Other – describe below the basis used for determination. **Applicant Comments and Reference to Supporting Documentation:**	☐ APPROVED ☐ NOT APPROVED **If Approved, Comments below.** **OR** **If Not Approved, Improvements and action plan to achieve certification:**

CERTIFICATION CRITERION 3: Technology to support One Stop functions is up-to- date and operational. **Applicant Self-Determination:** ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	**BASIS FOR DETERMINATION:** **(check all that apply)** ☐ The One Stop has current and adequate technology, e.g., projectors, videoconferencing, hardware and software, technology-related infrastructure. ☐ Other – describe below the basis used for determination. **Applicant Comments and Reference to Supporting Documentation:**	**CERTIFICATION TEAM APPROVAL DECISION:** ☐ APPROVED ☐ NOT APPROVED **If Approved, Comments below.** **OR** **If Not Approved, Improvements and action plan to achieve certification:**

2. ONE STOP LOCATION The One Stop is accessible by public transportation, driving or walking.		
CERTIFICATION CRITERION 1: The One Stop is accessible by public transportation and recognizable from the nearest public access road. **Applicant Self-Determination:** ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	**BASIS FOR DETERMINATION:** **(check all that apply)** ☐ The One Stop is a "reasonable distance" from public transportation stops as determined by the WIC. ☐ The One Stop sign is visible from the public access road. ☐ Other – describe below the basis used for determination. **Applicant Comments and Reference to Supporting Documentation:**	**CERTIFICATION TEAM APPROVAL DECISION:** ☐ APPROVED ☐ NOT APPROVED **If Approved, Comments below.** **OR** **If Not Approved, Improvements and action plan to achieve certification:**

CERTIFICATION CRITERION 2: Adequate parking is available and accessible for customers who drive to the facility.	BASIS FOR DETERMINATION: (check all that apply)	CERTIFICATION TEAM APPROVAL DECISION:
Applicant Self-Determination: ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	☐ The One Stop has suitable parking for the anticipated number of customers. ☐ The parking lot has spaces closest to the door dedicated and marked for individuals with disabilities. ☐ Other – describe below the basis used for determination. **Applicant Comments and Reference to Supporting Documentation:**	☐ APPROVED ☐ NOT APPROVED **If Approved, Comments below.** **OR** **If Not Approved, Improvements and action plan to achieve certification:**

3. ONE STOP APPEARANCE AND SAFETY The One Stop is well maintained and provides a safe space for customers and staff.		
CERTIFICATION CRITERION 1: The One Stop maintains a professional and welcoming appearance. **Applicant Self-Determination:** ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	**BASIS FOR DETERMINATION:** **(check all that apply)** ☐ The One Stop and its furnishings are clean and in working order. ☐ One Stop staff wear name badges identifying themselves as staff of the One Stop (rather than staff of their respective agencies/programs). ☐ The One Stop's exterior is clean and well maintained (building, landscaping, driveway, sidewalks, etc.). ☐ Other – describe below the basis used for determination. **Applicant Comments and Reference to Supporting Documentation:**	**CERTIFICATION TEAM APPROVAL DECISION:** ☐ APPROVED ☐ NOT APPROVED **If Approved, Comments below.** **OR** **If Not Approved, Improvements and action plan to achieve certification:**

| CERTIFICATION CRITERION 2: The One Stop provides a safe and secure environment for its employees and customers.

Applicant Self-Determination:

☐ Attained
☐ Pending Attainment

Minor improvements needed and action plan to fully meet certification criterion: | **BASIS FOR DETERMINATION:**
(check all that apply)

☐ The One Stop has security in place that is appropriate to the center and the local area (e.g., security personnel, locks/security keypads, security cameras, etc.).
☐ A written emergency response plan exists that addresses the full range of potential emergency situations and evacuation procedures and is shared with all One Stop partners and their staff.
☐ Confidential information (paper and electronic) is handled sensitively and appropriately and is secured in a locked location when not attended by staff.
☐ All new staff and partners receive an orientation in One Stop safety and security.
☐ Other – describe below the basis used for determination.

Applicant Comments and Reference to Supporting Documentation: | **CERTIFICATION TEAM APPROVAL DECISION:**

☐ APPROVED

☐ NOT APPROVED

If Approved, Comments below.
OR
If Not Approved, Improvements and action plan to achieve certification: |

4. COMMON IDENTIFIER The One Stop displays the One Stop delivery system common identifier as the location for required programs, services and activities.		
CERTIFICATION CRITERION 1: One Stop center signage, logos and marketing material reflect the District identifier and/or "American Job Center Network". **Applicant Self-Determination:** ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	**BASIS FOR DETERMINATION:** **(check all that apply)** ☐ The common identifier is highly visible inside and outside of the facility. ☐ The common identifier appears on products and materials. ☐ Other – describe below the basis used for determination. **Applicant Comments and Reference to Supporting Documentation:**	**CERTIFICATION TEAM APPROVAL DECISION:** ☐ APPROVED ☐ NOT APPROVED **If Approved, Comments below.** **OR** **If Not Approved, Improvements and action plan to achieve certification:**

5. PROGRAM SERVICES All customers have equal opportunity to access at or through the One Stop all training, education, employment, support and business services in accordance with the applicable sections of WIOA.		
CERTIFICATION CRITERION 1: Access to all available training services is provided at or through the One Stop. **Applicant Self-Determination:** ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	**BASIS FOR DETERMINATION:** **(check all that apply)** ☐ Information on training options is readily available to customers in the resource center. ☐ Staff demonstrate comprehensive knowledge of available training opportunities. ☐ Customer files demonstrates that customers receive appropriate training based on their needs. ☐ Reports on training show a sufficient range of types of training (ITAs, OJT, other) and training topics by industry and occupation. ☐ Other – describe below the basis used for determination. **Applicant Comments and Reference to Supporting Documentation:**	**CERTIFICATION TEAM APPROVAL DECISION:** ☐ APPROVED ☐ NOT APPROVED **If Approved, Comments below.** **OR** **If Not Approved, Improvements and action plan to achieve certification:**

6. DIRECT LINKAGE Customers have access to a program staff member from each Partner program, who can provide program information or services, within a reasonable time, by phone or through a real-time web-based communication.	

CERTIFICATION CRITERION 1: All Partner services are available on demand through a direct connection with the One Stop, either through on-site staff or through technology consistent with the "direct linkage" requirement. **Applicant Self-Determination:** ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	**BASIS FOR DETERMINATION: (check all that apply)** ☐ Staff resources include the definition of "direct linkage". ☐ Basic technology is physically present and enables real-time interaction (e.g., through Skype). ☐ Documentation or observation indicates which program staff are stationed at the One Stop. ☐ Staff work with customers to develop individual employment plans encompassing all program services appropriate to meet customers' needs and goals. ☐ Other – describe below the basis used for determination. **Applicant Comments and Reference to Supporting Documentation:**	**CERTIFICATION TEAM APPROVAL DECISION:** ☐ APPROVED ☐ NOT APPROVED **If Approved, Comments below. OR If Not Approved, Improvements and action plan to achieve certification:**

7. ACCOMMODATIONS The One Stop provides reasonable accommodations for customers with disabilities, language, or literacy barriers to fully access all services.		
CERTIFICATION CRITERION 1: The One Stop has the capacity to accommodate customers with disabilities through available equipment, policies, and other resources. **Applicant Self-Determination:** ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	**BASIS FOR DETERMINATION:** **(check all that apply)** ☐ Assistive technology devices or other auxiliary aids are readily available. ☐ One Stop staff can explain how the center handles the range of requests for accommodations. ☐ Other – describe below the basis used for determination. **Applicant Comments and Reference to Supporting Documentation:**	**CERTIFICATION TEAM APPROVAL DECISION:** ☐ APPROVED ☐ NOT APPROVED **If Approved, Comments below.** **OR** **If Not Approved, Improvements and action plan to achieve certification:**

CERTIFICATION CRITERION 2: The One Stop can connect customers to bilingual staff, materials or translation services. **Applicant Self-Determination:** ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	BASIS FOR DETERMINATION: **(check all that apply)** ☐ The One Stop's resources include bilingual materials or on-demand translation. ☐ Other – describe below the basis used for determination. **Applicant Comments and Reference to Supporting Documentation:**	CERTIFICATION TEAM APPROVAL DECISION: ☐ APPROVED ☐ NOT APPROVED **If Approved, Comments below.** **OR** **If Not Approved, Improvements and action plan to achieve certification:**

CERTIFICATION CRITERION 3: The One Stop provides information about available resources and services to customers of varying literacy levels.	BASIS FOR DETERMINATION: (check all that apply)	CERTIFICATION TEAM APPROVAL DECISION:
Applicant Self-Determination: ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	☐ Written materials are developed for a minimum literacy level determined jointly by center staff and partners in consultation with the local board. ☐ Other – describe below the basis used for determination. **Applicant Comments and Reference to Supporting Documentation:**	☐ APPROVED ☐ NOT APPROVED **If Approved, Comments below.** **OR** **If Not Approved, Improvements and action plan to achieve certification:**

C. CONTINUOUS IMPROVEMENT CRITERIA	
1. CUSTOMER FEEDBACK The One Stop has a systematic method of collecting and analyzing feedback from job seeker and business customers.	

| **CERTIFICATION CRITERION 1:**
The One Stop tracks customer activity, customer experience and employment outcomes.

Applicant Self-Determination:

☐ Attained
☐ Pending Attainment

Minor improvements needed and action plan to fully meet certification criterion: | **BASIS FOR DETERMINATION:**
(check all that apply)
☐ The One Stop tracks job seeker activity.
☐ The One Stop tracks business customer activity.
☐ The One Stop has a process for identifying and responding to customer complaints.
☐ Staff meet to review and assess customer feedback.
☐ Other – describe below the basis used for determination.

Applicant Comments and Reference to Supporting Documentation: | **CERTIFICATION TEAM APPROVAL DECISION:**

☐ APPROVED

☐ NOT APPROVED

If Approved, Comments below.
OR
If Not Approved, Improvements and action plan to achieve certification: |

CERTIFICATION CRITERION 2: Results of customer satisfaction surveys are reported to the local board. **Applicant Self-Determination:** ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	BASIS FOR DETERMINATION: **(check all that apply)** ☐ Board minutes reflect that customer satisfaction data is shared. ☐ Other – describe below the basis used for determination. **Applicant Comments and Reference to Supporting Documentation:**	CERTIFICATION TEAM APPROVAL DECISION: ☐ APPROVED ☐ NOT APPROVED **If Approved, Comments below.** **OR** **If Not Approved, Improvements and action plan to achieve certification:**

2. EVALUATION OF INTERNAL OPERATIONS Internal procedures and systems are monitored and assessed vis-à-vis operational effectiveness and opportunities for improvement.		
CERTIFICATION CRITERION 1: Internal systems are in place to identify and track operational efficiency and effectiveness. **Applicant Self-Determination:** ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	**BASIS FOR DETERMINATION:** **(check all that apply)** ☐ An evaluation plan is in place that includes key questions, data sources and methods of analysis for assessing operational efficiency and effectiveness. ☐ Other – describe below the basis used for determination. **Applicant Comments and Reference to Supporting Documentation:**	**CERTIFICATION TEAM APPROVAL DECISION:** ☐ APPROVED ☐ NOT APPROVED **If Approved, Comments below.** **OR** **If Not Approved, Improvements and action plan to achieve certification:**

3. IMPROVING PERFORMANCE Core partners engage local boards in using customer feedback and operational data to continuously improve service delivery, operations and performance.		
CERTIFICATION CRITERION 1: Customer feedback is used to improve quality and use resources most effectively. **Applicant Self-Determination:** ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	**BASIS FOR DETERMINATION:** **(check all that apply)** ☐ Meeting minutes or documentation reflect that customer feedback and performance data helped inform decision-making about strategic improvements. ☐ Other – describe below the basis used for determination. **Applicant Comments and Reference to Supporting Documentation:**	**CERTIFICATION TEAM APPROVAL DECISION:** ☐ APPROVED ☐ NOT APPROVED **If Approved, Comments below.** **OR** **If Not Approved, Improvements and action plan to achieve certification:**

CERTIFICATION CRITERION 2:	BASIS FOR DETERMINATION:	CERTIFICATION TEAM APPROVAL DECISION:
Core partners share their organization's goals to better align programs and ensure that all partners' capacity is fully utilized. **Applicant Self-Determination:** ☐ Attained ☐ Pending Attainment **Minor improvements needed and action plan to fully meet certification criterion:**	**(check all that apply)** ☐ Partner agencies' goals are shared with center managers. ☐ Other – describe below the basis used for determination. **Applicant Comments and Reference to Supporting Documentation:**	☐ APPROVED ☐ NOT APPROVED **If Approved, Comments below.** **OR** **If Not Approved, Improvements and action plan to achieve certification:**

D. LOCAL CERTIFICATION TEAM RECOMMENDATION

Taking into consideration all criteria and indicators, the local certification team:

☐ Recommends certification – all criteria and indicators have been met.

☐ Recommends provisional certification pending implementation of the following improvements on Criteria as outlined in the Application and described below, by the specified dates. Explanation (includes dates for completion):

☐ Does not recommend certification.
Explanation:

1. NOTABLE PRACTICES

Please identify any strengths, best practices, or other notable practices of this One Stop center:

2. IMPROVEMENT OPPORTUNITIES

Going forward, in what areas should the One Stop consider strengthening its performance in:

Effectiveness?

Physical and programmatic accessibility?

Continuous improvement?

3. OTHER COMMENTS

Please provide any additional comments related to this application:

E. SIGNATURES

As the representative of the One Stop or Affiliate Center listed above, I submit the Application for Certification, Business Plan and supporting material for the identified One Stop Center, and confirm that it reflects the state of the One Stop Center.

_____   _____
Signature   Printed Name

_____   _____
Title   Date

_____   _____
Organization

As a member of the local certification team, I concur with the certification recommendation identified in Section D. (Attach additional signature pages, if needed.)

_____   _____
Signature   Printed Name

_____   _____
Title   Date

_____   _____
Organization

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Signature   Printed Name

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Title   Date

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Title   Date

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Organization