



APPLICATION FOR CERTIFICATION OF ONE-STOP CENTERS

The Workforce Innovation and Opportunity Act (WIOA) established a national network of Comprehensive and Affiliate One-Stop Centers and Community Access Points that are customer-centered and tailored to meet the needs of local and 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 to help them succeed in the labor market and secure high-paying jobs. Additionally, One-Stop Centers assist businesses by recruiting, screening and training new workers and organizing training for their current workforce. Community Access Points are emerging nationally as an effective way to connect neighborhoods and hard to serve target populations to local workforce development services, by having processes in place to make referrals to One-Stop Centers and partner programs. The District selects one or more One-Stop Operator(s)(OSO) to coordinate and improve the connection between Centers, workforce system partners and customers.

This document describes how an entity may apply to become a certified Comprehensive or Affiliate One-Stop Center. All Centers must meet certification requirements, including assessments of their effectiveness, physical and programmatic accessibility, and plans for continuous improvement. Through the One-Stop certification process, the DC seeks to establish uniform standards for the One-Stop delivery system and will work with the OSO to ensure such standards are being met.

The DC WIC, with the agreement of the Mayor, is responsible for certifying and recertifying Comprehensive, and Affiliate Centers and any Community Access Points every 3 years. The Code of Federal Regulations at 20 CFR 678.800 and 34 CFR 463.800 defines the process and elements required for certification. See the full citations at: <https://www.law.cornell.edu/cfr/text/20/678.800> and <https://www.law.cornell.edu/cfr/text/34/463.800>.

INSTRUCTIONS

This application may be completed by one or more entities (the “Applicant”) and submitted to the DC WIC, through the OSO, on behalf of each location seeking designation as a *Comprehensive* or *Affiliate* One-Stop Center. A separate application **must** be submitted for each location. Each criterion must first be self-evaluated by the Applicant concerning whether the location meets the requirements by checking “Attained” or “Pending Attainment”. The completed application will be used by the DC WIC Certification Team 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 “Pending Attainment” is selected, the Applicant must describe the necessary minor improvements that will be put in place 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 verified through a desk review, virtually using electronic means, or through a site visit by the Certification Team. Applicants must make reference in their application submission to the supporting documentation in the comments section for each criterion.

IDENTIFYING INFORMATION

Entity Seeking Certification or Recertification:

Proposed One-Stop Center Address:

Contact Person:

Contact Person Phone Number and Email Address:

Certification Sought (check one):

- Initial certification
- Recertification

Certification Level Sought (check one):

- Comprehensive Center
- Affiliate Center

Date of Assessment:

Certification Team Leader and Members:

A. EFFECTIVENESS CRITERIA

1. CENTER PLAN

The Applicant has submitted a Center Plan for the location that meets the certification requirements.

CERTIFICATION CRITERION 1:	BASIS FOR DETERMINATION: (check all that apply)	CERTIFICATION TEAM ASSESSMENT:
<p>The Center Plan provides required information and has been approved by the DC WIC.</p> <p>Applicant Self-Determination:</p> <p><input type="checkbox"/> Attained <input type="checkbox"/> Pending Attainment</p> <p>Minor improvements needed and action plan to fully meet certification criterion:</p>	<p><input type="checkbox"/> The Center Plan includes a complete description of each of the following:</p> <ul style="list-style-type: none"><input type="checkbox"/> Location Description<input type="checkbox"/> Customer Target Groups<input type="checkbox"/> Programs and Services<input type="checkbox"/> Marketing and Recruitment Strategies<input type="checkbox"/> Physical and Programmatic Accessibility<input type="checkbox"/> Organizational Structure and Site Management<input type="checkbox"/> Staffing and Training Plan<input type="checkbox"/> Operational Plan<input type="checkbox"/> Management Information System<input type="checkbox"/> Resource Allocation<input type="checkbox"/> Performance Plan<input type="checkbox"/> Recertification <p>Applicant comments and reference to supporting documentation: (As noted in the instructions, the Applicant must list documentation that is either attached to the Application or readily available for review)</p>	<p><input type="checkbox"/> APPROVED</p> <p><input type="checkbox"/> NOT APPROVED</p> <p>If Not Approved, recommended improvements or actions to achieve certification:</p>

2. LOCATION

The location is accessible by public transportation, driving or walking.

CERTIFICATION CRITERION 1:

The Center 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 location is a “reasonable distance” from public transportation as determined by the DC WIC.
- The sign is visible from the public access road.
- The Center has hours posted and clearly visible on-site and online.
- Other – describe below the basis used for determination.

Applicant comments and reference to supporting documentation:

CERTIFICATION TEAM ASSESSMENT:

- APPROVED
- NOT APPROVED

If Not Approved, recommended improvements or actions to achieve certification:

<p>CERTIFICATION CRITERION 2:</p> <p>Adequate parking is available and accessible for customers who drive to the facility.</p> <p>Applicant Self-Determination:</p> <p><input type="checkbox"/> Attained <input type="checkbox"/> Pending Attainment</p> <p>Minor improvements needed and action plan to fully meet certification criterion:</p>	<p>BASIS FOR DETERMINATION: (check all that apply)</p> <p><input type="checkbox"/> The location has suitable parking for the anticipated number of customers. <input type="checkbox"/> The parking lot has spaces closest to the door dedicated and marked for individuals with disabilities. <input type="checkbox"/> Other – describe below the basis used for determination.</p> <p>Applicant comments and reference to supporting documentation:</p>	<p>CERTIFICATION TEAM ASSESSMENT:</p> <p><input type="checkbox"/> APPROVED <input type="checkbox"/> NOT APPROVED</p> <p>If Not Approved, recommended improvements or actions to achieve certification:</p>
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<p>CERTIFICATION CRITERION 3:</p> <p>The location has space and capacity appropriate for customer needs, customer traffic and key services.</p> <p>Applicant Self-Determination:</p> <p><input type="checkbox"/> Attained <input type="checkbox"/> Pending Attainment</p> <p>Minor improvements needed and action plan to fully meet certification criterion:</p>	<p>BASIS FOR DETERMINATION: (check all that apply)</p> <p><input type="checkbox"/> The layout is clear and logical in terms of customer navigation and flow.</p> <p><input type="checkbox"/> Customers have privacy when needed and access to the internet, printers, copiers and fax machines.</p> <p><input type="checkbox"/> Other – describe below the basis used for determination.</p> <p>Applicant comments and reference to supporting documentation:</p>	<p>CERTIFICATION TEAM ASSESSMENT:</p> <p><input type="checkbox"/> APPROVED</p> <p><input type="checkbox"/> NOT APPROVED</p> <p>If Not Approved, recommended improvements or actions to achieve certification:</p>
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3. APPEARANCE AND SAFETY

The location is well maintained and provides a safe space for customers and staff.

<p>CERTIFICATION CRITERION 1:</p> <p>The site maintains a professional and welcoming appearance.</p> <p>Applicant Self-Determination:</p> <p><input type="checkbox"/> Attained <input type="checkbox"/> Pending Attainment</p> <p>Minor improvements needed and action plan to fully meet certification criterion:</p>	<p>BASIS FOR DETERMINATION: (check all that apply)</p> <p><input type="checkbox"/> The site exterior is clean and well maintained (building, landscaping, driveway, sidewalks, etc.).</p> <p><input type="checkbox"/> The site interior and furnishings are clean and in working order.</p> <p><input type="checkbox"/> Other – describe below the basis used for determination.</p> <p>Applicant comments and reference to supporting documentation:</p>	<p>CERTIFICATION TEAM ASSESSMENT:</p> <p><input type="checkbox"/> APPROVED</p> <p><input type="checkbox"/> NOT APPROVED</p> <p>If Not Approved, recommended improvements or actions to achieve certification:</p>
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<p>CERTIFICATION CRITERION 2:</p> <p>The location provides a safe and secure environment for its employees and customers.</p> <p>Applicant Self-Determination:</p> <p><input type="checkbox"/> Attained <input type="checkbox"/> Pending Attainment</p> <p>Minor improvements needed and action plan to fully meet certification criterion:</p>	<p>BASIS FOR DETERMINATION: (check all that apply)</p> <p><input type="checkbox"/> The location has security in place that is appropriate for the local area.</p> <p><input type="checkbox"/> A written emergency response plan exists that addresses the full range of potential emergency situations and evacuation procedures and is shared with all Center and partner staff.</p> <p><input type="checkbox"/> Confidential information (paper and electronic) is handled sensitively and appropriately and is secured when not attended by staff.</p> <p><input type="checkbox"/> All Center and partner staff receive an orientation in safety and security.</p> <p><input type="checkbox"/> Other – describe below the basis used for determination.</p> <p>Applicant comments and reference to supporting documentation:</p>	<p>CERTIFICATION TEAM ASSESSMENT:</p> <p><input type="checkbox"/> APPROVED</p> <p><input type="checkbox"/> NOT APPROVED</p> <p>If Not Approved, recommended improvements or actions to achieve certification:</p>
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4. PROGRAMMATIC COORDINATION
Center services are effectively coordinated and delivered.

<p>CERTIFICATION CRITERION 1:</p> <p>Processes are in place to coordinate and deliver Center services.</p> <p>Applicant Self-Determination:</p> <p><input type="checkbox"/> Attained <input type="checkbox"/> Pending Attainment</p> <p>Minor improvements needed and action plan to fully meet certification criterion:</p>	<p>BASIS FOR DETERMINATION: (check all that apply)</p> <p><input type="checkbox"/> The required partner programs are available through the site.</p> <p><input type="checkbox"/> A comprehensive resource and service map exists, including a customer flow chart for both job seekers and employers and for both physical and virtual services.</p> <p><input type="checkbox"/> Adequate space, supplies and resources (cubicles, computers, printers, Internet, etc.) are available for co-located partners.</p> <p><input type="checkbox"/> Regular meetings are held with all on-site staff (e.g., monthly).</p> <p><input type="checkbox"/> A communication procedure exists for keeping staff, partners, the OSO and DC WIC informed.</p> <p><input type="checkbox"/> A “contingency plan” clearly describes plans for handling unexpected closures, relocations, etc. and effectively delivering services and tracking outcomes during an interruption (such as with the COVI-19 pandemic).</p> <p><input type="checkbox"/> Other – describe below the basis used for determination.</p> <p>Applicant comments and reference to supporting documentation:</p>	<p>CERTIFICATION TEAM ASSESSMENT:</p> <p><input type="checkbox"/> APPROVED</p> <p><input type="checkbox"/> NOT APPROVED</p> <p>If Not Approved, recommended improvements or actions to achieve certification:</p>
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5. DIRECT LINKAGE

Customers have access to a program staff member from each non-co-located 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 Center, either through on-site staff or through technology consistent with the “direct linkage” requirements found in §678.305(d)(3)(ii)(a).

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 meet the definition of “direct linkage.”
- Technology is physically present and enables real-time interaction (e.g., through Skype).
- Other – describe below the basis used for determination.

Applicant comments and reference to supporting documentation:

CERTIFICATION TEAM ASSESSMENT:

- APPROVED
- NOT APPROVED

If Not Approved, recommended improvements or actions to achieve certification:

6. SERVICE INTEGRATION

The Center integrates available services for participants and businesses.

CERTIFICATION CRITERION 1:

The Center uses customer-focused processes such as an integrated and expert welcoming and intake team available for all customers. Front-desk staff and counselors provide coordinated and seamless customer-centered 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)**

- Center partners coordinate service delivery and referrals.
- Policies or procedures exist to ensure customers receive coordinated and seamless service.
- Staff are connected to the Business Services Team.
- Staff are trained to accurately assess participants' needs and develop individual employment plans encompassing all program services appropriate to meet their needs and goals.
- Steps are taken to effectively manage cross-referrals and jointly serve customers. For example, staff work collaboratively across programs to meet participants' service needs.
- Staff can 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 ASSESSMENT:

- APPROVED
- NOT APPROVED

If Not Approved, recommended improvements or actions to achieve certification:

7. MARKETING AND RECRUITMENT

Customers have access to accurate information about Center services.

CERTIFICATION CRITERION 1:

The Center provides information about and access to services to the maximum extent practicable.

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 website offers information about all programs and services available in the Center and all services described on the website align with services actually provided or offered.
- Information about all services available through the Center is available to customers in the resource center.
- All customers are offered an orientation about the services available (e.g., in-person with staff, videos, written materials) and in various formats (e.g., for individuals with disabilities or limited English and/or literacy).
- Staff demonstrate comprehensive knowledge of available services, training opportunities and other resources and supports.
- Other – describe below the basis used for determination.

Applicant comments and reference to supporting documentation:

CERTIFICATION TEAM ASSESSMENT:

- APPROVED
- NOT APPROVED

If Not Approved, recommended improvements or actions to achieve certification:

8. RESPONSIVENESS TO THE NEEDS OF JOB SEEKER AND BUSINESS CUSTOMERS

The Center meets the needs of customers and connects them to services.

CERTIFICATION CRITERION 1:

Customer needs are met.

Applicant Self-Determination:

- Attained
- Pending Attainment

Minor improvements needed and action plan to fully meet certification criterion:

**BASIS FOR DETERMINATION:
(check all that apply)**

- Observation demonstrates or documentation exists (i.e. IEPs, case notes, work orders, outcomes, etc.) that jobs seeker and business customers are directed efficiently to and effectively receive the appropriate services or training based on their needs.
- Other – describe below the basis used for determination.

Applicant comments and reference to supporting documentation:

CERTIFICATION TEAM ASSESSMENT:

- APPROVED
- NOT APPROVED

If Not Approved, recommended improvements or actions to achieve certification:

9. STAFFING AND TRAINING

Staff have clear job descriptions and receive regular performance reviews.

CERTIFICATION CRITERION 1:

An 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 organizational chart includes reporting relationships.
- Other – describe below the basis used for determination.

Applicant comments and reference to supporting documentation:

CERTIFICATION TEAM ASSESSMENT:

- APPROVED
- NOT APPROVED

If Not Approved, recommended improvements or actions to achieve certification:

<p>CERTIFICATION CRITERION 2:</p> <p>Staff roles and responsibilities are clear.</p> <p>Applicant Self-Determination:</p> <p><input type="checkbox"/> Attained <input type="checkbox"/> Pending Attainment</p> <p>Minor improvements needed and action plan to fully meet certification criterion:</p>	<p>BASIS FOR DETERMINATION: (check all that apply)</p> <p><input type="checkbox"/> Evidence exists that staff understand their roles and responsibilities and receive regular performance reviews.</p> <p><input type="checkbox"/> Center staff wear name badges identifying themselves as staff of the Center (rather than staff of their respective agencies/programs).</p> <p><input type="checkbox"/> Other – describe below the basis used for determination.</p> <p>Applicant comments and reference to supporting documentation:</p>	<p>CERTIFICATION TEAM ASSESSMENT:</p> <p><input type="checkbox"/> APPROVED</p> <p><input type="checkbox"/> NOT APPROVED</p> <p>If Not Approved, recommended improvements or actions to achieve certification:</p>
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<p>CERTIFICATION CRITERION 3:</p> <p>The Center has a system in place to regularly assess staff members' skills and individual performance and provide continuing professional staff development appropriate for each individuals' specialty.</p> <p>Applicant Self-Determination:</p> <p><input type="checkbox"/> Attained <input type="checkbox"/> Pending Attainment</p> <p>Minor improvements needed and action plan to fully meet certification criterion:</p>	<p>BASIS FOR DETERMINATION: (check all that apply)</p> <p><input type="checkbox"/> A personnel evaluation process is in place or planned that includes employee development goals and opportunities. <input type="checkbox"/> Other – describe below the basis used for determination.</p> <p>Applicant comments and reference to supporting documentation:</p>	<p>CERTIFICATION TEAM ASSESSMENT:</p> <p><input type="checkbox"/> APPROVED <input type="checkbox"/> NOT APPROVED</p> <p>If Not Approved, recommended improvements or actions to achieve certification:</p>
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<p>CERTIFICATION CRITERION 4:</p> <p>The Center provides regular and ongoing general staff development, including cross-training to share expertise about integrated intake, customer flow, eligibility for and services provided by each partner program, and the needs of specific populations.</p> <p>Applicant Self-Determination:</p> <p><input type="checkbox"/> Attained <input type="checkbox"/> Pending Attainment</p> <p>Minor improvements needed and action plan to fully meet certification criterion:</p>	<p>BASIS FOR DETERMINATION: (check all that apply)</p> <p><input type="checkbox"/> A staff training plan has been developed to address topics including:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Customer service (in-person and by phone) <input type="checkbox"/> Using technology (e.g., hardware and software, including assistive technology) <input type="checkbox"/> Performance indicators, their importance, and how staff contribute to them <input type="checkbox"/> Providing services in a universal and nondiscriminatory manner <input type="checkbox"/> Safety and security <input type="checkbox"/> Ethics <input type="checkbox"/> Evidence of cross-training curricula and training sessions. <p><input type="checkbox"/> Other – describe below the basis used for determination.</p> <p>Applicant comments and reference to supporting documentation:</p>	<p>CERTIFICATION TEAM ASSESSMENT:</p> <p><input type="checkbox"/> APPROVED</p> <p><input type="checkbox"/> NOT APPROVED</p> <p>If Not Approved, recommended improvements or actions to achieve certification:</p>
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10. COST EFFECTIVENESS

The Center delivers services in a cost-effective manner.

<p>CERTIFICATION CRITERION 1:</p> <p>The Center provides cost-effective services and seeks efficiencies while maintaining high quality service.</p> <p>Applicant Self-Determination:</p> <p><input type="checkbox"/> Attained <input type="checkbox"/> Pending Attainment</p> <p>Minor improvements needed and action plan to fully meet certification criterion:</p>	<p>BASIS FOR DETERMINATION: (check all that apply)</p> <p><input type="checkbox"/> The Center’s operating budget. <input type="checkbox"/> Evidence of leveraged resources. <input type="checkbox"/> Other – describe below the basis used for determination.</p> <p>Applicant comments and reference to supporting documentation:</p>	<p>CERTIFICATION TEAM ASSESSMENT:</p> <p><input type="checkbox"/> APPROVED <input type="checkbox"/> NOT APPROVED</p> <p>If Not Approved, recommended improvements or actions to achieve certification:</p>
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B. PHYSICAL AND PROGRAMMATIC ACCESSIBILITY

1. PHYSICAL LAYOUT

The location and physical layout of the Center is accessible to customers of all capabilities.

CERTIFICATION CRITERION 1:

The Center floor plan meets the ADA Checklist criteria.

Applicant Self-Determination:

- Attained
- Pending Attainment

Minor improvements needed and action plan to fully meet certification criterion:

**BASIS FOR DETERMINATION:
(check all that apply)**

- ADA Checklist criteria have been met.
- If deficiencies have been 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 ASSESSMENT:

- APPROVED
- NOT APPROVED

If Not Approved, recommended improvements or actions to achieve certification:

2. PROGRAMMATIC ACCESSIBILITY

The location communication provides meaningful access and opportunity to participate in all services for customers with disabilities and who are limited English proficient.

CERTIFICATION CRITERION 1:

The location has sufficient supports (available equipment, policies and processes, 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)**

- A policy exists for making reasonable and timely accommodations for individuals with disabilities to ensure physical access, program access, and/or effective communication.
- Staff can receive, handle, and refer requests for accommodations.
- The Center has provided a list of the supports offered at the Center to provide effective communication for people with disabilities.
- Each support on the list is operational.
- Staff can demonstrate how to use the supports.
- Staff or policies do not impose segregated, additional, different or lesser eligibility or other criteria for services, aid, training or benefits for individuals with disabilities.
- The Center has language access policies and procedures in place for serving limited English proficient customers through oral interpretation and/or written translation services (e.g., bilingual staff, language line services or other arrangement or contract provider).
- The Center staff is trained on how to ensure meaningful access and a meaningful opportunity to participate in programs and activities for LEP customers.
- Accommodations and language services are provided free-of-charge to customers.

Applicant comments and reference to supporting documentation:

CERTIFICATION TEAM ASSESSMENT:

- APPROVED
- NOT APPROVED

If Not Approved, recommended improvements or actions to achieve certification:

C. CONTINUOUS IMPROVEMENT CRITERIA

1. CUSTOMER FEEDBACK

The Center has systems in place to capture and respond to specific customer feedback.

CERTIFICATION CRITERION 1:

Customer feedback is used to continuously improve service delivery, operations, and performance.

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 location has a process for capturing and responding to customer feedback.
- Staff meet to review and assess customer feedback.
- Customer feedback and performance data inform decision-making about strategic improvements.
- Other – describe below the basis used for determination.

Applicant comments and reference to supporting documentation:

CERTIFICATION TEAM ASSESSMENT:

- APPROVED
- NOT APPROVED

If Not Approved, recommended improvements or actions to achieve certification:

2. MONITORING AND EVALUATION

Internal procedures and systems are monitored for compliance and evaluated to foster continuous improvement.

CERTIFICATION CRITERION 1:

The Center has a monitoring plan in place to ensure compliance.

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 internal monitoring plan is in place to identify compliance with the Center Agreement.
- Monitoring findings are promptly acted upon to achieve compliance.
- Other – describe below the basis used for determination.

Applicant comments and reference to supporting documentation:

CERTIFICATION TEAM ASSESSMENT:

- APPROVED
- NOT APPROVED

If Not Approved, recommended improvements or actions to achieve certification:

<p>CERTIFICATION CRITERION 2:</p> <p>The Center has a strategy in place to regularly evaluate and continuously improve Center performance.</p> <p>Applicant Self-Determination:</p> <p><input type="checkbox"/> Attained <input type="checkbox"/> Pending Attainment</p> <p>Minor improvements needed and action plan to fully meet certification criterion:</p>	<p>BASIS FOR DETERMINATION: (check all that apply)</p> <p><input type="checkbox"/> Center evaluation includes key questions, data sources and methods to assess Center efficiency and effectiveness.</p> <p><input type="checkbox"/> The 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 677.</p> <p><input type="checkbox"/> Other – describe below the basis used for determination.</p> <p>Applicant comments and reference to supporting documentation:</p>	<p>CERTIFICATION TEAM ASSESSMENT:</p> <p><input type="checkbox"/> APPROVED</p> <p><input type="checkbox"/> NOT APPROVED</p> <p>If Not Approved, recommended improvements or actions to achieve certification:</p>
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3. PERFORMANCE

The location meets performance criteria established by the DC WIC.

CERTIFICATION CRITERION 1:

The location tracks and reports customer activity 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 Center has negotiated annual performance outcomes for the certification period.
- Performance tracking and reporting system(s) are in place and used by the Center.
- Other – describe below the basis used for determination.

Applicant comments and reference to supporting documentation:

CERTIFICATION TEAM ASSESSMENT:

- APPROVED
- NOT APPROVED

If Not Approved, recommended improvements or actions to achieve certification:

4. TECHNICAL ASSISTANCE

The location has a regular process for identifying and responding to technical assistance needs.

CERTIFICATION CRITERION 1:

The Center has a process to identify and respond to technical assistance 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 Center has a process for identifying technical assistance needs.
- Technical assistance needs have been identified.
- Plans are in place to address technical assistance needs
- Other – describe below the basis used for determination.

Applicant comments and reference to supporting documentation:

CERTIFICATION TEAM ASSESSMENT:

- APPROVED
- NOT APPROVED

If Not Approved, recommended improvements or actions to achieve certification:

D. CERTIFICATION TEAM RECOMMENDATION

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

- Recommends certification or recertification – all criteria and indicators have been met.

- Recommends provisional certification or recertification pending implementation of the following improvements as noted in the above Application and described below (include specific dates for completion):

- Does not recommend certification or recertification. Explanation:

1. NOTABLE PRACTICES

Please identify any strengths, best practices, or other notable practices of this location:

2. IMPROVEMENT OPPORTUNITIES

Going forward, in what areas should the Applicant consider strengthening:

- 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 Applicant listed above, I submit the Center Plan, Application for Certification, and supporting material for the identified One-Stop Center location and confirm that it accurately reflects the state of the Center.

Signature

Printed Name

Title

Date

Organization

As a member of the DC WIC Certification Team, I concur with the recommendation identified in Section D. (Attach additional signature pages, if needed.)

Signature

Printed Name

Title

Date

Organization

Signature

Printed Name

Title

Date

Organization

Signature

Printed Name

Title

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Organization

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Printed Name

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