

**Alabama Workforce Board
401 Adams Avenue
Montgomery, Alabama 36104**

Alabama Workforce Board Policy PY2024-5

Subject: One-Stop Career Center Certification

Purpose: To outline the policy and procedures for certification of One-Stop Career Centers under the Workforce Innovation and Opportunity Act (WIOA), including establishing quality assurance standards.

Effective Date: December 11, 2024

References: WIOA Section 121(g) Certification and Continuous Improvement of One-Stop Centers, United States Department of Labor, WIOA; Joint Final Rule, 20 CFR Part 678 and Part 679, 34 CFR § 361.800, and 34 CFR § 463.800, Training and Guidance Letter No. 04-15, Vision for One-Stop Delivery System Under WIOA, Training and Guidance Letter No. 16-16, One-Stop Operations Guidance for the American Job Center Network, United States Department of Labor, Promising Practices in Achieving Universal Access and Equal Opportunity: A Section 188 Disability Reference Guide, State of Alabama WIOA Combined State Plan


Discussion: This policy describes the criteria and procedures for the Regional Workforce Boards to evaluate and certify the One-Stop Career Centers within each Local Workforce Development Area. This policy is to ensure the One-Stop Career Centers are in compliance with WIOA. This is a new policy from the Alabama Workforce Board. This policy rescinds the Governor's Workforce Innovation Directive No. PY2015-08 through Change 1.

Action: Each Regional Workforce Board should follow the guidance when certifying the One-Stop Career Centers and ensure that each Career Center is in compliance with the WIOA law, rules and regulations.

Contact: Questions regarding this policy should be referred to Margaret Henderson at Margaret.henderson@commerce.alabama.gov or by phone at 334.242.5300.



Tammy Wilkinson, Division Director
Workforce Development Division



Date

One-Stop Career Center Certification Policy

Alabama Workforce Board Policy PY2024-5

This policy rescinds the Governor's Workforce Innovation Directive No. PY

Background

Title I of WIOA requires the Alabama Workforce Board (AWB), in consultation with Chief Elected Officials (CLEOs) and Regional Workforce Development Boards (RWBs), to establish objective criteria and procedures for the Regional Workforce Boards to evaluate and certify the comprehensive and affiliate one-stop career centers located within its Local Workforce Development Area (LWDA). Federal law requires that each LWDA must have at least one certified comprehensive one-stop center, in accordance with WIOA Section 121(g), WIOA Section 188, and the Code of Federal Regulations. The federal regulatory language also requires that the one-stop affiliate, itinerant, and satellite career centers be compliant with quality assurance, accessibility, and other criteria associated with one-stop career center certification. The purpose of one-stop career center certification is to:

- Ensure consistent delivery of services across Alabama;
- Ensure continuous improvement of service delivery through the one-stop centers;
- Furnish a basis for evaluation of service provider effectiveness;
- Maintain eligibility for one-stop career center infrastructure funding;
- Examine effectiveness, including customer satisfaction, physical and programmatic accessibility, continuous improvement, and quality assurance.

Roles and Responsibilities

The Alabama Workforce Board, in consultation with Regional Workforce Boards and CLEOs, is responsible for establishing objective criteria and procedures for use by Regional Workforce Boards in certifying one-stop career centers. Regional Workforce Boards and their CLEOs have responsibility for ensuring the achievement of certification and quality standards for one-stop career centers. Each LWDA must have, at minimum, one certified comprehensive one-stop career center. The goal is to assure that each Regional Workforce Board has been determined to meet uniform certification standards, such that businesses and job seekers can expect to encounter a minimum baseline of quality services regardless of location.

Regional Workforce Boards are to be supported by one-stop career center partner program leaders who work collaboratively to ensure that the policy is clear and enforced, resources are properly allocated, and problems are resolved in a timely fashion. Service-level certification expectations and reporting metrics must be integrated into written agreements with one-stop partners and operators. The AWB is also responsible for ensuring that the one-stop certification criteria is reviewed and updated every two years as part of the review and modification of the WIOA state plan. The Alabama Workforce Board is also responsible for certifying the one-stop career centers in LWDA's where the Regional Workforce Board is the one-stop operator.

The Regional Workforce Boards are responsible for oversight of the one-stop career center certification process at the local level and for the appointment of a certification team to conduct the one-stop certification reviews for each one-stop career center (comprehensive and affiliate) in its Regional Workforce Area (unless the Regional Workforce Board is also the one-stop operator, discussed more fully below). The Regional Workforce Board must use the Alabama

One-Stop Center Certification Application and the corresponding criteria established by the Alabama Workforce Board.

The Regional Workforce Board may set higher standards for service coordination beyond those identified in the one-stop certification criteria established by the Alabama Workforce Board. However, the additional criteria must be clearly identified in an addendum to the Alabama One-Stop Center Certification Application.

Center Certification Teams

If the Regional Workforce Board does not serve in the role of the one-stop operator for its Regional Workforce Board, the chair of the Regional Workforce Board will appoint a team of three or more individuals to conduct the one-stop certification review. In appointing the team, the chair of the Regional Workforce Board must ensure avoidance of any conflict of interest. One of the three individuals appointed to serve on the career center certification team must be a Regional Workforce Board member. The Regional Workforce Board shall notify the CLEO of the LWDA, the chair of the Alabama Workforce Board, and the Secretary of Workforce of the certification team selection.

If the Regional Workforce Board does serve in the role of one-stop operator for a Regional Workforce Area, the Alabama Workforce Board shall be responsible for conducting the one-stop center certification for each one-stop career center in that Regional Workforce Area. The Chief of the Alabama Department of Workforce, Workforce Pathways Division will establish a review team of three or more state staff to conduct the certification and ensure there are no conflicts of interest.

The individuals selected to be on one-stop career center certification teams must be able to conduct an independent and objective evaluation of the one-stop career centers and must make a recommendation to the Regional Workforce Board and Alabama Workforce Board. One individual on each certification team must serve as the "team lead" for contact purposes.

Certification Process

Alabama Department of Workforce, Workforce Pathways Division staff (if state career center certification team) or the Regional Workforce Board (if local career center certification team) will provide the Career Center Certification Team with the Alabama One-Stop Center Certification Application and electronic materials to begin a desk and onsite review. The Career Center Certification Team shall review all necessary documentation including, but not limited to the following:

- The interlocal Memorandum of Understanding and the Infrastructure Funding Agreement for the LWDA;
- Local Plan and budget approved by the Secretary of Workforce;
- Local policies, procedures, and manuals;
- Complaints and compliance findings;
- Outreach and other printed materials;
- Training schedules;
- Foot traffic and email and phone traffic reports;
- Customer feedback reports; and
- Customer individual employment plans and case notes.

After the initial desk review, the Career Center Certification Team shall contact each one-stop career center to schedule a time to visit the one-stop career center to conduct the onsite one-stop

career center certification review. During the onsite certification review, the certification team shall conduct staff interviews with applicable staff. Interviewees shall include the Career Center Manager and a random sample of at least 20 percent of the frontline (state and partner) service staff at the one-stop career center to determine their level of knowledge pertaining to the following:

- WIOA partner programs and services;
- Local initiatives;
- One-stop career center policies and procedures;
- Staff roles and contributions to performance; and
- Awareness of accessibility requirements and available assistive technologies.

The Career Center Certification Team shall determine, as a group, whether a one-stop career center has sufficiently met the certification criteria. To be certified, the center must meet all certification criteria as identified in the Alabama One-Stop Center Certification Application. Career Center Certification Teams must submit a written determination to the Alabama Workforce Board (if state career center certification team) or the Regional Workforce Board (if local career center certification team) within thirty (30) days of conducting the one-stop career center certification review. The written documentation must include:

- A determination of "Certified" "Not Certified," or "Probationary;"
- Completed Alabama One-Stop Center Certification Application;
- List of interviews conducted and documents reviewed;
- Details regarding areas denoted "Does Not Meet;"
- In the event of non-certification, an action plan and timetable prepared in consultation with the one-stop operator to bring the one-stop career center into compliance; and
- In the event of "Probationary Status," a date for follow-up review within six (6) months.

The Career Center Certification Team may hold an exit interview with the Regional Workforce Board and one-stop operator upon request.

Upon completion of the one-stop career center certification review process, the Career Center Certification Team must present the completed Alabama One-Stop Center Certification Application and a letter signed by the Career Center Certification Team to the Alabama Workforce Board (if state career center certification team) or the Regional Workforce Board (if local career center certification team) recommending which of the three determinations to assign to the center. Once the recommendation is approved by the Alabama Workforce Board or Regional Workforce Board, the board shall obtain the signature of the CLEO for final approval.

Once the Alabama Workforce Board (if state career center certification team) or the Regional Workforce Board (if local career center certification team) and the CLEO approve the certification of a comprehensive or affiliate one-stop career center, the AWB chair (if state career center certification team) or the Regional Workforce Board chair (if local career center certification team) must submit electronically all executed letters and copies of the Alabama One-Stop Center Certification Application to the Chief of the Alabama Department of Workforce, Workforce Pathways Division.

Non-Certification

If a one-stop career center fails to achieve certification on initial review by the Career Center Certification Team, then the one-stop career center will be given "probationary" status. The Career Center Certification Team must reevaluate one-stop career centers on "probationary" status within six (6) months of the written "probationary" status determination utilizing the same method as the

initial evaluation. The Career Center Certification Team must submit to the Alabama Workforce Board and the Alabama Workforce Board, a follow-up, written determination within thirty (30) days of the reevaluation. If a one-stop career center fails to achieve certification after the re-evaluation review, the center will be given the "not certified" status.

The Regional Workforce Board shall have a total of six (6) months to bring a probationary one-stop career center into compliance (infrastructure cost funding will not be impacted during this time frame). If the Regional Workforce Board fails to certify a one-stop career center after the probationary period, the probationary one-stop career center will not be eligible for infrastructure cost funding under the local or state-funding mechanism for the subsequent program year. A Regional Workforce Board may consider additional consequences for failing one-stop career center certifications.

Frequency of Certification

Each one-stop career center (comprehensive and affiliate) must be certified every three (3) years. The Chief of the Alabama Department of Workforce, Workforce Pathways Division will communicate the timeline for the certification process during each evaluation cycle.

Criteria for One-Stop Career Center Certification

Criteria for certification are as follows:

A. Evaluations of Effectiveness examines the extent to which the one-stop career center integrates available services and meets the needs of local employers and participants.

Effectiveness of "customer focused" program standards include:

1. Integrates available services for participants and businesses,
2. Meets the workforce development needs of participants and the employment needs of local employers,
3. Operates in a cost-efficient manner,
4. Coordinates services among the one-stop partner programs,
5. Evaluations take into account feedback from one-stop customers, including a process for obtaining customer feedback from both employers and job seekers regarding one-stop services,
6. Adult Education and Literacy services and Vocational Rehabilitation services are available through one-stop career centers,
7. Services funded through other partner programs are accessed through one-stop career centers,
8. Sector strategies that meet the needs of local businesses are undertaken through one-stop career centers,
9. Targeted career pathways, including occupations and credentials needed for in-demand occupations in the LWDA are pursued by the one-stop career centers,
10. One-stop career center maintains a customer and business work process for how employers and job seekers access business services and career and training services, respectively,
11. The Local MOU between the local workforce board and all required one-stop partners is signed and operational,
12. There are no one-stop career center center-specific, unresolved programmatic, administrative, or Equal Employment Opportunity Commission compliance findings,
13. The one-stop career center has a "center manager" (may be referred to by other titles) who has oversight of the one-stop career center operations,

14. The one-stop career center adheres to branding requirements and utilizes the official Alabama Department of Workforce and American Job Center logos,
15. One-stop career center staff utilize the Alabama Works case management system to document all customer activities for job seekers and employers,
16. The one-stop career center abides by Veterans preference and priority-of-service requirements,
17. The one-stop career center ensures priority-of-service for adult program participants,
18. An inventory containing partner agency contact information and services offered through the one-stop career center is available to all one-stop career center staff.

B. Evaluations of physical and programmatic accessibility must include how well the one-stop career center ensures equal opportunity for individuals with disabilities to benefit from one-stop career center services. The Americans with Disabilities Act (ADA) and WIOA Section 188 establish guiding standards. Evaluations of accessibility include:

1. Provision of reasonable accommodations for individuals with disabilities,
2. Verification that reasonable modifications to policies, practices, and procedures are made where necessary to avoid discrimination against persons with disabilities,
3. Administration of programs in the most integrated setting appropriate,
4. Communication with persons with disabilities is conducted as effectively as with all other persons,
5. Provision of 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,
6. Verify that programmatic and physical accessibility exists,
7. Identify how services will be made available to customers outside regular business hours, including whether physical one-stop career center access is available outside regular business hours,
8. There is at least one Title I staff member present at the one-stop career center at all times during business hours,
9. Regular business hours are clearly visible outside of the one-stop career center building,
10. The local Equal Employment Opportunity monitor periodically reviews policies and procedures regarding accessibility and equal opportunity and provides staff training and updates,
11. The required Equal Employment Opportunity tagline is included on all documents,
12. There is a process in place for customers to file Equal Opportunity complaints and grievances and a process for addressing complaints and grievances when they are filed.

C. Continuous Improvement requires the one-stop career center network to collect, analyze, and use multiple data resources including the negotiated levels of performance measures. Data to support continuous improvement could originate from customer satisfaction surveys; use of performance indicators to address technical assistance needs; and professional development opportunities made available to staff to successfully apply the latest policies and procedures. Evaluations of continuous improvement must include a review of the extent to which the one-stop career center:

1. Supports the achievement of the negotiated local levels of performance for the indicators of performance for the local area,
2. Contributes to negotiated local levels of performance,

3. Identifies a continuous improvement plan when customer feedback indicates issues exist or performance is lacking.

D. Quality Assurance requires that four critical factors must exist in balance to be successful. “Customer Relations” govern the way partners focus on the needs of employers and job seekers. “Operations” governs the way in which one-stop career centers pursue their business objectives, including internal policies, and state and federal reporting and compliance requirements. “Professional Development” ensures that regardless of reporting structure, staff at every level are properly trained to provide highly professional service to customers. “Resource Management” focuses on the ways in which staff, material, and fiscal resources are deployed to deliver workforce services effectively and efficiently. Quality assurance will include evaluation of the following data:

1. Customer Relations based on a review of job seeker and business customer satisfaction survey results,
2. Operations based on the number of registrations, participants, service and training activities, job orders, hires, and customers served,
3. Professional Development activities provided and staff certifications,
4. Resource Management data related to adherence to local plan, Memorandum of Understanding, and Infrastructure Funding Agreement,
5. Assure standards established for state program performance are met.

Submitting Documentation

Documentation regarding the one-stop career center certification should be sent electronically to tammy.wilkinson@commerce.alabama.gov.

Technical Assistance

The Alabama Department of Workforce, Workforce Pathways Division will provide technical assistance through a dedicated one-stop career center system Support Team, which will be comprised of subject matter experts from partnering agencies along with dedicated WIOA program staff.

Monitoring

The one-stop career center certification process will be monitored in accordance with established state and local monitoring policies and guidance documents.

Approved 12-11-2024

One-Stop Career Center Certification Policy

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- In the event of "Probationary Status," a date for follow-up review within six (6) months.

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Once the Alabama Workforce Board (if state career center certification team) or the Regional Workforce Board (if local career center certification team) and the CLEO approve the certification of a comprehensive or affiliate one-stop career center, the AWB chair (if state career center certification team) or the Regional Workforce Board chair (if local career center certification team) must submit electronically all executed letters and copies of the Alabama One-Stop Center Certification Application to the Chief of the Alabama Department of Workforce, Workforce Pathways Division.

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six (6) months of the written "probationary" status determination utilizing the same method as the initial evaluation. The Career Center Certification Team must submit to the Alabama Workforce Board and the Alabama Workforce Board, a follow-up, written determination within thirty (30) days of the reevaluation. If a one-stop career center fails to achieve certification after the re-evaluation review, the center will be given the "not certified" status.

The Regional Workforce Board shall have a total of six (6) months to bring a probationary one-stop career center into compliance (infrastructure cost funding will not be impacted during this time frame). If the Regional Workforce Board fails to certify a one-stop career center after the probationary period, the probationary one-stop career center will not be eligible for infrastructure cost funding under the local or state-funding mechanism for the subsequent program year. A Regional Workforce Board may consider additional consequences for failing one-stop career center certifications.

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Criteria for One-Stop Career Center Certification

Criteria for certification are as follows:

- A. Evaluations of Effectiveness** examines the extent to which the one-stop career center integrates available services and meets the needs of local employers and participants. Effectiveness of "customer focused" program standards include:
1. Integrates available services for participants and businesses,
 2. Meets the workforce development needs of participants and the employment needs of local employers,
 3. Operates in a cost-efficient manner,
 4. Coordinates services among the one-stop partner programs,
 5. Evaluations take into account feedback from one-stop customers, including a process for obtaining customer feedback from both employers and job seekers regarding one-stop services,
 6. Adult Education and Literacy services and Vocational Rehabilitation services are available through one-stop career centers,
 7. Services funded through other partner programs are accessed through one-stop career centers,
 8. Sector strategies that meet the needs of local businesses are undertaken through one-stop career centers,
 9. Targeted career pathways, including occupations and credentials needed for in-demand occupations in the LWDA are pursued by the one-stop career centers,
 10. One-stop career center maintains a customer and business work process for how employers and job seekers access business services and career and training services, respectively,
 11. The Local MOU between the local workforce board and all required one-stop partners is signed and operational,
 12. There are no one-stop career center center-specific, unresolved programmatic, administrative, or Equal Employment Opportunity Commission compliance findings,
 13. The one-stop career center has a "center manager" (may be referred to by other

- titles) who has oversight of the one-stop career center operations,
14. The one-stop career center adheres to branding requirements and utilizes the official Alabama Department of Workforce and American Job Center logos,
 15. One-stop career center staff utilize the Alabama Works case management system to document all customer activities for job seekers and employers,
 16. The one-stop career center abides by Veterans preference and priority-of-service requirements,
 17. The one-stop career center ensures priority-of-service for adult program participants,
 18. An inventory containing partner agency contact information and services offered through the one-stop career center is available to all one-stop career center staff.

B. Evaluations of physical and programmatic accessibility must include how well the one-stop career center ensures equal opportunity for individuals with disabilities to benefit from one-stop career center services. The Americans with Disabilities Act (ADA) and WIOA Section 188 establish guiding standards. Evaluations of accessibility include:

1. Provision of reasonable accommodations for individuals with disabilities,
2. Verification that reasonable modifications to policies, practices, and procedures are made where necessary to avoid discrimination against persons with disabilities,
3. Administration of programs in the most integrated setting appropriate,
4. Communication with persons with disabilities is conducted as effectively as with all other persons,
5. Provision of 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,
6. Verify that programmatic and physical accessibility exists,
7. Identify how services will be made available to customers outside regular business hours, including whether physical one-stop career center access is available outside regular business hours,
8. There is at least one Title I staff member present at the one-stop career center at all times during business hours,
9. Regular business hours are clearly visible outside of the one-stop career center building,
10. The local Equal Employment Opportunity monitor periodically reviews policies and procedures regarding accessibility and equal opportunity and provides staff training and updates,
11. The required Equal Employment Opportunity tagline is included on all documents,
12. There is a process in place for customers to file Equal Opportunity complaints and grievances and a process for addressing complaints and grievances when they are filed.

C. Continuous Improvement requires the one-stop career center network to collect, analyze, and use multiple data resources including the negotiated levels of performance measures. Data to support continuous improvement could originate from customer satisfaction surveys; use of performance indicators to address technical assistance needs; and professional development opportunities made available to staff to successfully apply the latest policies and procedures. Evaluations of continuous improvement must include a review of the extent to which the one-stop career center:

1. Supports the achievement of the negotiated local levels of performance for the indicators of performance for the local area,

2. Contributes to negotiated local levels of performance,
3. Identifies a continuous improvement plan when customer feedback indicates issues exist or performance is lacking.

D. Quality Assurance requires that four critical factors must exist in balance to be successful. “Customer Relations” govern the way partners focus on the needs of employers and job seekers. “Operations” governs the way in which one-stop career centers pursue their business objectives, including internal policies, and state and federal reporting and compliance requirements. “Professional Development” ensures that regardless of reporting structure, staff at every level are properly trained to provide highly professional service to customers. “Resource Management” focuses on the ways in which staff, material, and fiscal resources are deployed to deliver workforce services effectively and efficiently. Quality assurance will include evaluation of the following data:

1. Customer Relations based on a review of job seeker and business customer satisfaction survey results,
2. Operations based on the number of registrations, participants, service and training activities, job orders, hires, and customers served,
3. Professional Development activities provided and staff certifications,
4. Resource Management data related to adherence to local plan, Memorandum of Understanding, and Infrastructure Funding Agreement,
5. Assure standards established for state program performance are met.

Submitting Documentation

Documentation regarding the one-stop career center certification should be sent electronically to tammy.wilkinson@commerce.alabama.gov.

Technical Assistance

The Alabama Department of Workforce, Workforce Pathways Division will provide technical assistance through a dedicated one-stop career center system Support Team, which will be comprised of subject matter experts from partnering agencies along with dedicated WIOA program staff.

Monitoring

The one-stop career center certification process will be monitored in accordance with established state and local monitoring policies and guidance documents.

Approved 12-11-2024

Alabama One-Stop Career Center Certification Application

LOCAL OFFICE REVIEWED: _____ DATE: _____ COMPREHENSIVE AFFILIATE

Regional Workforce Board (RWB) Name: _____

Name of One-Stop Career Center: _____

Comprehensive or Affiliate Status: _____

Address of One-Stop Career Center: _____

Hours of One-Stop Career Center: _____

Phone Number of One-Stop Career Center: _____

Website of One-Stop Career Center: _____

Completion Date of the One-Stop Career Center Certification Review: _____

Certification Period: _____

Certifying Body (RWB or AWB): _____

Center Certification Team Reviewers: _____

Lead Reviewer Contact Email and Phone: _____

Recommendation: Certified Not Certified Probationary

If Probationary Status specify date that final review must occur by (within 6 months): _____

I certify to the best of my knowledge and belief that the one-stop career center named above has met the Certification criteria in this one-stop career center Certification Review. I also certify to the best of my knowledge and belief that this WIOA one-stop career center certification review is correct, and that we have appropriate documentation on file to support the submissions claimed herein.

Printed Name of RWB/AWB Chair: _____

Signature of RWB/AWB Chair: _____

Date of Signature: _____

Printed Name of Chief Local Elected Official (CLEO): _____

Signature of CLEO: _____

Date of Signature: _____

Interviews Conducted

During the onsite certification review, the Career Center Certification Team shall conduct staff interviews with applicable staff. Interviewees shall include the one-stop career center manager and a random sample of at least 20 percent of the frontline (state and partner) service staff at the one-stop career center.

Name of Individuals Interviewed	Title of Individual Being Interviewed	Interview Conducted By	Date of Interview

The center certification team certifies that at least a random sample of 20% of the frontline staff were interviewed.

Documents Reviewed

Check the boxes for the documents that were reviewed by the Career Center Certification Team.

- The Local MOU/IFA
- Local Plan
- Local policies, procedures, manuals
- Complaints and compliance findings
- Marketing and other printed materials
- Training schedules
- Customer feedback reports
- Customer employment plans and case notes

Complete during Interview with Comprehensive Career Center Managers

Purpose: To establish that the one-stop career center meets the minimum requirements to be a comprehensive one-stop career center.

Requirement: A comprehensive one-stop center must have at least one WIOA title I staff person physically present 100 percent of the time (34 CFR § 361.305).

Career services may be provided through one of three ways:

1. Program staff physically present at the one-stop career center;
2. A staff member from a different partner program physically present at the one-stop career center and appropriately trained to provide information to customers about the programs, services, and activities available; and
3. Make a direct linkage available (by phone or real-time web-based communication) through technology to a program staff member who can provide meaning information or services.

Instructions: Check the appropriate box for each required Program/Partner. Access to ALL partner programs is only required for comprehensive one-stop career centers.

	Program staff on-site (provide average hours per week)	Partner staff cross trained	Direct Linkage	Not Applicable	Non-Compliant
WIOA Title I Adult					
WIOA Title I Dislocated Worker					
WIOA Title I Youth					
Job Corps					
YouthBuild					
Native American programs					
Migrant and seasonal farmworker programs					
WIOA Title III Wagner-Peyser Act					
WIOA Title II Adult Education and Family Literacy Act (AEFLA)					
WIOA Title IV Vocational Rehabilitation (VR)					
Senior Community Service Employment Program					
Career and technical education programs (Perkins)					
Trade Adjustment Assistance					
Veteran's Employment Services					
Community Services Block Grant Employment and Training					
Housing and Urban Development Employment and Training					

Unemployment Compensation					
Second Chance Act					
Temporary Assistance for Needy Families (TANF)					

Services Checklist

Purpose: To establish that the One-Stop Center meets the minimum requirements of a comprehensive center.

Requirement: One-stop career centers must provide the career services listed in 20 CFR § 678.430, 34 CFR § 361.430, and 34 CFR § 463.430, and training services listed in 20 CFR § 680.200.

Instructions: Identify if the following services are available on-site for customers. All services **MUST** be provided through comprehensive one-stop centers. Affiliate one-stop career centers only need to provide one or more of these services.

Basic Career Services	Is the service Provided on Site? (Y/N)
Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs.	
Outreach and intake (including worker profiling), and orientation to information and other services available through the one-stop delivery system.	
Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive services needs.	
Labor exchange services job search and placement, career counseling, and business services (on behalf of employers).	
Referrals to, and coordination of, activities with other programs and services, including programs and services within the one-stop delivery system and, when appropriate, other workforce development programs.	
Workforce and labor market information, including the provision of accurate information relating to local, regional, and national labor markets.	
Performance information and program cost information on Eligible Training Providers.	
Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures.	
Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance.	
Information and meaningful assistance to individuals seeking assistance in filing a claim for unemployment.	
Establishing eligibility for programs and financial aid assistance for training and education programs not provided under WIOA.	

Individualized Career Services	Is the service Provided on Site? (Y/N)
Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers	
Development of an individual employment plan	
Group counseling	
Individual counseling	
Career planning	
Short-term pre-vocational services	
Internships and work experiences that are linked to careers	
Workforce preparation activities	
Financial literacy services	
Out-of-area job search assistance and relocation assistance	
English language acquisition and integrated education and training programs	

Follow UP Career Services	Is the service Provided on Site? (Y/N)
Follow-up services must be provided, as appropriate, including counseling regarding the workplace for participants in adult or dislocated worker workforce investment activities who are placed in unsubsidized employment for up to twelve (12) months after the first day of employment.	

Training Services	Is the service Provided on Site? (Y/N)
Occupational skills training, including training for nontraditional employment	
On-the-job training (OJT)	
Incumbent worker training	
Programs that combine workplace training with related instruction, which may include cooperative education programs	
Training programs operated by the private sector	
Skills upgrading and retraining	
Entrepreneurial training	
Transitional jobs	
Job readiness training provided in combination with other identified training services	
Adult education and literacy activities	
Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training	

Business Services	Is the service Provided on Site? (Y/N)
Provision of regional and statewide workforce and Labor Market Information	

Alabama One-Stop Certification Criteria

The Career Center Certification Team shall assess and determine if the one-stop career center has met each criterion below by indicating "Meets," "Does Not Meet," or "In Progress." **To be certified the center must meet all certification criteria as identified in Attachment A.**

Standards	Meets	Does Not Meet
A. Evaluation of Effectiveness		
A.1	Integrates available services for participants and businesses. WIOA Pub L. 113-128, 20 CFR § 678.800 (b)	
	<i>Are core partners co-located, at least on a part-time basis? If not co-located, what procedure is in place to ensure all partner programs are accessible and available through the one-stop career center? How are partners collaborating to ensure customers receive the most appropriate services? Review local plan. Interview business services staff. Are all core partners represented on the region's business services team? Are business outreach efforts coordinated amongst partners to avoid duplication? Are partners documenting employer contacts in the case management system or elsewhere, to the extent possible?</i>	
	Evidence:	
A.2	Meets the workforce development needs of participants and the employment needs of local employers. WIOA Pub L. 113-128, 20 CFR § 678.800 (b)	
	<i>Review customer satisfaction report for the year immediately preceding certification.</i>	
	Evidence:	
A.3	Operates in a cost-efficient manner. 20 CFR § 678.800 (b)	
	<i>Verify cost-sharing processes and procedures are in place and that there is a current cost-sharing agreement amongst all partners attached to the local MOU.</i>	
	Evidence:	

Standards	Meets	Not Meets
<p>Coordinates services among the One-Stop partner programs. 20 CFR § 678.800 (b)</p> <p>A.4 <i>How does the one-stop career center management staff identify ways to integrate services to prevent duplication? Are there regular meetings amongst center staff and partners to address the integration of services? Are there policies and procedures in place for making referrals to all partner programs?</i></p> <p>Evidence:</p>		
<p>Evaluations take into account feedback from One-Stop customers, including a process for obtaining customer feedback from both employers and job seekers regarding One-Stop services is identified. 20 CFR § 678.800 (a)(2)</p> <p>A.5 <i>Review Customer satisfaction report for the year immediately preceding certification.</i></p> <p>Evidence:</p>		
<p>Adult Education and Literacy services and Vocational Rehabilitation services are available through One-Stop Centers. WIOA Section 108(b)(13)</p> <p>A.6 <i>How does the RWB coordinate workforce investment activities in the local area? How does the RWB review local applications?</i></p> <p>Evidence:</p>		
<p>Services funded through other partner programs are accessed through One-Stop Centers. 20 CFR § 678.800 (b)</p> <p>A.7 <i>Review the table of services provided with the one-stop career center manager.</i></p> <p>Evidence:</p>		

Standards		Meets	Not Meets
A.8	Identify Sector strategies that meet the needs of local businesses are undertaken through One-Stop Centers.		
	<i>Verify through staff interviews. Do staff know what the targeted sectors are for the region? Has staff received information and/or training on sector strategies? Does the staff understand the regional and statewide lists of in-demand occupations produced by the ACCCP?</i>		
	Evidence:		
A.9	Identify targeted career pathways, including occupations and credentials, needed for in-demand occupations for the one-stop career centers in a local area.		
	<i>Has staff received information and/or training on career pathways strategies from the ACCCP? Do staff appear to understand career pathways and how to use pathway information when assisting customers?</i>		
	Evidence:		
A.10	Identify One-Stop Center customer flow business process and how job seekers access career and training Services.		
	<i>Verify through staff interview and observation.</i>		
	Evidence:		
A.11	The Local MOU between the local workforce board and all required One-Stop partners is signed and in place.		
	<i>Review copy of the local MOU to ensure the requirement has been met.</i>		
	Evidence:		
A.12	There are no center-specific, unresolved programmatic, administrative, or Equal Employment Opportunity compliance findings.		
	<i>Interview one-stop career center manager.</i>		
	Evidence:		

Standards		Meets	Does Not Meet
A.13	The one-stop career center has a "center manager" (may be referred to by other titles) who has oversight of center operations.		
	<i>Identify the center manager.</i> Evidence:		
A.14	The one-stop career center adheres to branding requirements and utilizes the official American Job Center and Alabama Department of Workforce logos.		
	<i>Is the logo properly utilized on handouts, brochures, and other printed materials?</i> Evidence:		
A.15	One-stop career center staff utilize the Alabama Works Case Management System to document all customer activities for job seekers and employers.		
	<i>Verify through observation and staff interviews.</i> Evidence:		
A.16	The one-stop career center abides by Veterans Preference and Priority of Service Requirements.		
	<i>Observe welcome/intake process. Are customers always asked if they are a veteran? How does the center know which customers are veterans? What policies and procedures are followed? Do staff appear to be aware of veteran priority of service?</i> Evidence:		
A.17	The one-stop career center ensures Priority of Service for Adult program participants.		
	<i>How is the one-stop career center ensuring priority for eligible adult program participants? Are staff aware of these requirements? What procedures are in place to ensure priority of service for adult participants?</i> Evidence:		

Standards	Meets	Not Meets
<p>A.18</p> <p>An inventory containing partner agency contact information and services offered is available to all center staff.</p> <p><i>Verify written or electronic inventory listing is in place and readily available to all staff.</i></p> <p>Evidence:</p>		
<p>B. Evaluations of Physical and Programmatic Accessibility <i>(Technical assistance is available upon request through ADRS)</i></p>		
<p>B.1</p> <p>Provision of reasonable accommodations for individuals with Disabilities. 20 CFR § 678.800 (b)(1)</p> <p><i>Review reasonable accommodations policy and/or procedures. Conduct staff interviews.</i></p> <p>Evidence:</p>		
<p>B.2</p> <p>Verification that reasonable modifications to policies, practices, and procedures are made where necessary to avoid discrimination against persons with disabilities. 20 CFR § 678.800 (b)(2)</p> <p><i>Review reasonable accommodations policy and/or procedures. Conduct staff interviews.</i></p> <p>Evidence:</p>		

Standards		Meets	Does Not Meet
B.3	Administration of programs in the most integrated setting appropriate. 20 CFR § 678.800 (b)(3)		
	<i>Staff interviews, including scenarios and observation, where appropriate.</i>		
	Evidence:		
B.4	Communication with persons with disabilities is conducted as effectively as with others. 20 CFR § 678.800 (b)(4)		
	<i>Staff interviews, including scenarios and observation where appropriate.</i>		
	Evidence:		
B.5	Provision of 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. 20 CFR § 678.800 (b)(5)		
	<i>Verify through staff interviews and observation. Staff and program partners are able to demonstrate that they know how to use adaptive and assistive technologies and are aware of the available resources.</i>		
	Evidence:		
B.6	Verify that programmatic and physical accessibility exists. 20 CFR § 678.800 (b)(6)		
	<i>Verify through observation and staff interviews. Are staff aware of interpreter services and technology available for limited English proficient individuals? Are staff able to articulate how the services are being delivered in an accessible way?</i>		
	Evidence:		

Standards	Meets	Does Not Meet
<p>Identify how services will be made available to customers outside regular business hours, including whether physical one-stop career center access is available outside regular business hours.</p> <p>B.7 <i>Staff interview: Does the center provide services outside of regular business hours when the need is identified?</i></p> <p>Evidence:</p>		
<p>There is at least one Title I staff member present at the one-stop career center at all times during business hours.</p> <p><i>Verify through observation or timesheets.</i></p> <p>B.8 Evidence:</p>		
<p>Regular business hours are clearly visible outside of the one-stop career center building.</p> <p><i>Verify through observation.</i></p> <p>B.9 Evidence:</p>		
<p>The one-stop career center manager periodically reviews policies and procedures regarding accessibility and equal opportunity and provides staff training and updates.</p> <p>B.10 <i>Interview with one-stop career center manager. Verify the last time the manager reviewed and updated policies and procedures. Have staff received training? How often is training provided? Are new employees trained?</i></p> <p>Evidence:</p>		
<p>The required Equal Employment Opportunity tagline is included on all documents.</p> <p>B.11 <i>Verify through document inspection. Review forms, brochures, and handouts given to all customers.</i></p> <p>Evidence:</p>		

Standards		Meets	Not Meets
B.12	<p>There is a process in place for customers to file Equal Employment Opportunity complaints and grievances and a process for addressing the complaints and grievances when they are filed.</p>		
	<p><i>Review procedural documents pertaining to EO complaints/grievances. Review process for filing complaints.</i></p> <p>Evidence:</p>		
C. Continuous Improvement			
C.1	<p>Supports the achievement of the negotiated local levels of performance for the indicators of performance for the local area. WIOA Pub L 113-128; 20 CFR § 678.800 (c)</p>		
	<p><i>How is the one-stop career center involved in the negotiation of local levels of performance?</i></p> <p>Evidence:</p>		
C.2	<p>Contributes to negotiated local levels of performance. WIOA Pub L 113-128; 20 CFR § 678.800 (c)</p>		
	<p><i>Do center management and staff know and understand the WIOA performance measures? Has training been provided? Does the center management and staff understand their role in achieving performance?</i></p> <p>Evidence:</p>		
C.3	<p>Identifies a continuous improvement plan when customer feedback indicates issues exist or performance is lacking.</p>		
	<p><i>Review policy for reviewing and responding to customer concerns/grievances. Are staff aware of policy and procedures if they receive a customer complaint?</i></p> <p>Evidence:</p>		

Standards		Meets	Does Not Meet
D. Quality Assurance			
D.1	Customer Relations: Job seeker and business customer satisfaction survey results.		
	<i>Review job seeker and business customer satisfaction survey results.</i>		
	Evidence:		
D.2	Operations: Registrations, participants, service and training activities, job orders, hires, and customers served.		
	<i>How does the one-stop career center track and analyze number of registrations, participants, service and training activities, credentials earned, job orders, hires, and customer served? How is data reviewed with staff? How often is the data reviewed?</i>		
	Evidence:		
D.3	Professional Development: Activities and staff certifications. 20 CFR § 678.800		
	<i>Review professional development activities. Identify professional development completed in past year. How often is professional development offered?</i>		
	Evidence:		
D.4	Resource Management: Data related to adherence to the Resource Management Plan.		
	<i>Resources Management Plan MOU clearly defines infrastructure cost sharing. Adherence to the Resource Management Plan is consistent.</i>		
	Evidence:		
D.5	Assure standards established for state workforce performance are met.		
	<i>Operator and Service Provider staff are aware of the LWDB negotiated performance levels for each Program Year. LWDB negotiated performance levels are either met or exceeded for each program year.</i>		
	Evidence:		