**Section A: ONE-STOP CERTIFICATION CHECKLIST – ONE-STOP SYSTEM**

**(Complete one for the One-Stop System)**

**Note:** Please ensure all boxes are checked, dates are included, and required documents are uploaded as necessary.

|  |  |
| --- | --- |
| **REQUIREMENTS PER WIOA LEGISLATION REGULATIONS** | **CERTIFICATION CRITERIA** |
|  |  |
| **EFFECTIVENESS (INTEGRATION OF AVAILABLE SERVICES)** | |
| 1. All required governing documents are in place and/or in development prior to the One-stop System's certification. | The local MOU identifying the comprehensive and affiliate job centers and agreements for service integration is completed or in progress.  The MOU does/will clearly delineate the roles and responsibilities of all partners.  The OSO is performing all required functions under WIOA ([20 CFR § 678.620](https://www.ecfr.gov/current/title-20/chapter-V/part-678/subpart-D/section-678.620), [TEGL 15-16 (7)](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_15-16_Acc.pdf)) and the WDB's Local Plan. |
| 1. The One-stop System meets the workforce development needs of participants (job seekers) as established in local plans. | The One-stop System provides for service delivery among programs ([20 CFR § 678.500](https://www.ecfr.gov/current/title-20/chapter-V/part-678/subpart-C/section-678.500)).   1. Attach, describe and/or list the methods used for referring individuals between one-stop operators and partners for appropriate services and activities.   Co-located partners have established policies and procedures for establishing co-enrollment in core programs ([Section 108(b)(3)](https://www.govinfo.gov/content/pkg/PLAW-113publ128/pdf/PLAW-113publ128.pdf)). |
| 1. The One-stop System meets the needs of local businesses as established in local plans. | The One-stop System makes career services available to local employers.   1. Attach, describe and/or list the career services available to local employers and how those services are operationalized.   The One-stop System's co-located partners match businesses with the skilled workers they need ([20 CFR § 678.435](https://www.ecfr.gov/current/title-20/chapter-V/part-678/subpart-B/section-678.435)).   1. Attach, describe and/or list specific activities related to this.   The Local Plan states specific ways co-located partners will identify how the job center will respond to the economic needs of the local area.   1. Attach, describe and/or list how those plans are being operationalized. |
| 1. The One-stop System coordinates services among the co-located partner programs to provide access to integrated programs and services ([Section 121(g)(B)(ii)](https://www.govinfo.gov/content/pkg/PLAW-113publ128/pdf/PLAW-113publ128.pdf)). | Frontline/intake staff are knowledgeable about basic program eligibility requirements and make referrals to partner programs ([TEGL 4-15](https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=6455)).     1. Attach, describe and/or list the training received by frontline/intake staff regarding referral processes to partner agencies.   Job center staff who perform similar tasks, work in functional teams rather than programmatic siloes (e.g. Business Services Team) ([TEGL 4-15](https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=6455)).   1. Attach, describe and/or list information on meetings and their respective frequencies, including lists of participating partners. |
| 1. Co-located partners provide access to services and activities through at least one physical location in each local area ([20 CFR § 678.305).](https://www.ecfr.gov/current/title-20/chapter-V/part-678/subpart-A/section-678.305) | All co-located partners are programmatically accessible to customers within the Job Center through allowable means ([20 CFR § 678.300(d)](https://www.ecfr.gov/current/title-20/chapter-V/part-678/subpart-A/section-678.300); [TEGL 16-16](https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=8772)). |
| 1. The One-stop System supports the achievement of the negotiated local levels of performance ([Section 121 (g)(B)(1)](https://www.govinfo.gov/content/pkg/PLAW-113publ128/pdf/PLAW-113publ128.pdf)). | Co-located partners are using State of Wisconsin established systems for tracking performance outcomes (e.g. ASSET, JCW Business, etc.). |
| 1. One-stop System staff and co-located partners invest in continuous improvement ensuring that staff can implement the latest policies and procedures developed at local, state, and federal levels [(20 CFR § 678.800(c)).](https://www.ecfr.gov/current/title-20/chapter-V/part-678/subpart-F/section-678.800) | The One-stop System has a process for responding to the technical assistance needs of staff and co-located partners (i.e. joint trainings and staff meetings).  The One-stop System has a system in place to ensure that staff has the opportunity to participate in professional development opportunities (e.g. conference attendance, Certified Workforce Development Professional certification).   1. Attach, describe and/or list professional development opportunities provided during the last certification period. 2. Attach, describe and/or list any professional development opportunities planned for the next Program Year. |
| 1. The One-stop system has systems in place for collecting and analyzing customer feedback, both from job seekers and businesses, and the information is used to improve service delivery ([20 CFR § 678.800(3)(b)](https://www.ecfr.gov/current/title-20/chapter-V/part-678/subpart-F/section-678.800)). | The One-stop system has a process by which the Job Centers will manage a customer complaint, including communicating complaints to the local Equal Opportunity Officer in accordance with [Administrative Memo 14-04](https://dwd.wisconsin.gov/wioa/pdf/ADM14-04.pdf). |