



EASTERN

Eastern Workforce Board, Inc.

Proudly serving Adair, Cherokee, McIntosh, Muskogee, Okmulgee, Sequoyah, and Wagoner Counties in Oklahoma

ONE STOP EVALUATION AND CERTIFICATION POLICY AND PROCEDURES Comprehensive and Affiliate Centers

Change 1 – 9/2019



A proud partner of the **americanjobcenter** network

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Purpose:

To communicate Eastern Workforce Board (EWB) policy and procedures for evaluating and certifying one-stop sites under the Workforce Innovation and Opportunity Act (WIOA) in the Eastern seven county area. This will be done following the guidelines as prescribed by Oklahoma Office of Workforce Development (OOWD):

- Establish criteria for EWB via the One-Stop Certification Team to apply when assessing and certifying; local one-stop centers
- Develop procedures for EWB via the One-Stop Certification Team to evaluate and certify one-stop centers; and
- Establish timelines for local one-stop center certification and for reporting outcomes to the State.

References:

- The Workforce Innovation and Opportunity Act (WIOA) Sections 101(d)(6), 121(e)(2), 121(g)(1), 121(g)(3)
- Training and Employment Guidance Letter (TEGL) 16-16
- 20 CFR 678.800 (a)(3), and 188 CFR 678 Subpart F; 20 CFR 678.400-430; 20 CFR 678.800(b); 20 CFR 361.400-430; 29 CFR 38; 34 CFR 463.410-430; 20 CFR 678.300(d)(3)
- Title I of the Americans with Disabilities Act, which applies to employment settings (http://www.ada.gov/ada_title_I.htm)
- Title II of the Americans with Disabilities Act, which applies to state and local governments (http://www.ada.gov/ada_title_II.htm)
- Title III of the Americans with Disabilities Act, which applies to private places of public accommodation (http://www.ada.gov/ada_title_III.htm)
- Oklahoma Works Access for All initiative (<https://www.okabletech.org/employmentservices/oklahoma-works-access-for-all/>)

Background:

WIOA envisions high-quality one-stop-center systems that are business driven, customer-centered, integrated, and tailored to meet the needs of regional and local economies. The law emphasizes the need for partnerships and strategies that align workforce development, education, and economic development programs with regional needs.

Policy:

EWB pursuant to The Workforce Innovation and Opportunity Act envisions high-quality one-stop-center systems that are business driven, customer-centered, integrated, and tailored to meet the needs of regional economies. WIOA places emphasis on the need for partnerships and strategies that align workforce development, education and economic development programs with regional needs.

EWB will have at least one physical comprehensive one-stop center location and will strive for three centers that provide on-demand access to career services, training services, employment services, and all required programs and data. The EWB one-stop centers will be designed to serve jobseekers and workers and serve businesses by developing training for current workforces.

Types of EWB Centers:

Comprehensive Center:

A comprehensive one-stop center is a physical location where job seeker and employer customers can access the programs, services, and activities of all required one-stop partners. A comprehensive one-stop center will have at least one title I staff person physically present.

The comprehensive one-stop center will provide:

1. Career services, described in 20 CFR 678.430 and TEGL 16-16;
2. Access to training services described in 20 CFR 680.200;
3. Access to any employment and training activities carried out under sec.134(d) of WIOA

4. Access to programs and activities carried out by one-stop partners listed in 20 CFR 678.400 through 678.410, including the Employment Service program authorized under the Wagner-Peyser Act, as amended by WIOA title III (Wagner-Peyser Act Employment Service program); and
5. Workforce and labor market information

EWB will have at least one physical comprehensive one-stop center location that provides on-demand access to career services, training services, employment services, and all required programs and data. OOWD has set criteria and procedures for the standards for which EWB will use to ensure each comprehensive and affiliate one-stop center meets required criteria for certification. Per WIOA Sec. 121 (g)(3), local WIBs are allowed to develop additional criteria to respond to labor market, economic, demographic, or other conditions or priorities within their region or local area. OWDI #01-2019 will be the point of reference for the description of each type of center.

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

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

1. Having a program staff member physically present at the one-stop center;
2. Having a staff member from a different partner program physically present at the one-stop center appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or
3. Making available a direct linkage through technology to program staff who can provide meaningful information or services.

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

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

Affiliate Center:

An affiliated site, or affiliate one-stop center, is a site that makes available to job seeker and employer customers one or more of the one-stop partners’ programs, services, and activities with a physical presence of combined staff more than 50 percent of the time the center is open. An affiliated site does not need to provide access to every required one-stop partner program. The frequency of program staff’s physical presence in the affiliated site will be determined at the local level. Affiliated sites are access points in addition to the comprehensive one-stop center(s) in each local area. If used by local areas as a part of the service delivery strategy, affiliate sites will be established in a manner that supplements and enhances customer access to services. All affiliated sites will be accessible to individuals with disabilities, as described in 29 CFR part 38, the implementing regulations of WIOA sec. 188.

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

EWB in conjunction with OOWD, will examine lease agreements and property holdings throughout the one-stop delivery system in order to use property in an efficient and effective way. Where necessary and appropriate, EWB in consultation with OOWD will take expeditious steps to align lease expiration dates with efforts to consolidate one-

stop operations into service points where Wagner-Peyser Act employment services are co-located as soon as reasonably possible. These steps will be included in the State Plan.

Specialized Center:

Any network of one-stop partners or specialized centers, as described in 20 CFR 678.300(d)(3), will be connected to the comprehensive one-stop center and any appropriate affiliate one-stop centers, for example, by having processes in place to make referrals to these centers and the partner programs located in them. Wagner-Peyser Act employment services cannot stand alone in a specialized center. Unlike comprehensive and affiliate centers, specialized centers do not and will not need to be certified.

Minimum Certification Criteria:

The CLEOs and EWB in consultation with The Governor’s Council for Workforce and Economic Development (GCWED or The Council), will establish objective criteria and procedures for EWB to apply when certifying comprehensive and affiliate Oklahoma Works (One-Stop) Centers.

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

A. Effectiveness Criteria

These criteria evaluate the comprehensive and affiliate Oklahoma Works (One-Stop) Center’s effectiveness in meeting the workforce development needs of participants and the employment needs of businesses. They also evaluate whether the center is operating in a cost-efficient manner, coordinating services among partner programs physically or through direct linkage on demand and in real time, and providing maximum access to partner program services at times that meet participant needs, including providing services outside of regular business hours where there is a workforce need, as identified by the LWDB. (20 CFR 678.800(b)). Effectiveness also means required partners focus on outcomes and have the capacity to measure attainment of goals and other outcomes.

B. Physical Accessibility Criteria

Minimum certification criteria are required by WIOA to evaluate the comprehensive and affiliate Oklahoma Works (One-Stop) Center’s physical accessibility. This includes ensuring that the center’s location and layout are inclusive of individuals regardless of their range of abilities and mobility, and that reasonable accommodations for access are provided, when appropriate. This also requires the physical characteristics of the facility to conform to checkpoints found in the Oklahoma Works Access for All initiative Physical Accessibility Checklist; https://www.okabletech.org/wpcontent/uploads/2017/08/PhysicalSite_Accessibility_Checklist.docx. Physical accessibility also involves technology accessibility (see details below in programmatic accessibility criteria).

C. Programmatic Accessibility Criteria

These criteria evaluate the comprehensive Oklahoma Works (One-Stop) Center’s programmatic accessibility, ensuring it provides equal access to all required programs, services, and activities to eligible participants and to employers regardless of their range of abilities, mobility, age, language, learning style, intelligence, or education level. Essentially, services will be made available without unlawful discrimination.

Programmatic Accessibility actions include, but are not limited to:

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

Programmatic Accessibility actions include, but are not limited to:

1. Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against any persons, including those with disabilities;
2. Administering programs in the most appropriate integrated setting;
3. Communicating with persons with disabilities as effectively as with others; and

4. Providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in and enjoy the benefits of, the program or activity.

Technology. In addition, minimum certification criteria are required in Oklahoma to evaluate the One-Stop Center's technology environment for accessibility. This includes ensuring that the center's website, social media and other software offered for use by Job Seekers is accessible. Such technology will adhere to the Web Content Accessibility Guidelines 2.0, Level AA. In addition, the center will conform to the Oklahoma Works Access for All Information and Communication Technology Checkpoints (<https://www.okabletech.org/employment-services/oklahoma-works-access-for-all/roadmap-for-accessibility-certification/information-and-communication-technology-ict-checkpoints>). In instances where the center does not meet all of the checkpoints, the center will create an Equally Effective Alternative Access Plan.

The full Oklahoma Works Access for All certification process (<https://www.okabletech.org/employment-services/oklahoma-works-access-forall/roadmap-for-accessibility-certification/>) details the requirements, and provides tools, to receive certification under Oklahoma Works Access for all Initiative.

D. Continuous Improvement Criteria

These criteria evaluate the comprehensive and affiliate Oklahoma Works (One-Stop) Center's continuous improvement, meaning the center has the mechanisms and processes in place and has the capacity to assess and improve upon the effectiveness, physical accessibility, and programmatic accessibility of the center. This includes a regular process for identifying and responding to technical assistance needs, a regular system of continuing professional staff development, and having systems in place to capture and respond to specific customer feedback. Continuous improvement also includes supporting the achievement of the negotiated levels of performance for the local indicators of performance (20 CFR 678.800(c)).

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

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

There are three possible certification determinations that may be assigned to an Oklahoma Works (One-Stop) Center:

1. certification,
2. provisional certification with a requirement that one-stop operators provide action plans and timelines for meeting certification standards, and
3. not certified or decertified.

Certification is determined by the following scoring benchmarks:

Full Certification:

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

Provisional Certification:

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

Not Certified or Decertified:

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

Procedure for EWB Certification of Comprehensive and Affiliate Oklahoma Works (One-Stop Centers

The following are the procedures by which EWB will certify one-stops:

A. One-Stop Evaluation and Certification Frequency

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

B. Certification Team

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

C. Process

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

D. Non-Certification

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

E. Review of Certification Procedures

EWB’s evaluation criteria will be reviewed and updated every two years by the State Board and EWB as part of the review and modification of the state and local planning process.

The Certification Process

1. Request – Each comprehensive and affiliate center will file an application requesting certification. The Application will include:
 - Organization name;
 - Date;
 - Contact person;
 - Phone;
 - Email;
 - Site to be certified;
 - Website;
 - Hours of operation;
 - Current Certification status (does not apply if initial certification); and
 - Desk review materials – including written procedures, business plans, Oklahoma Works Access for All Initiative certifications, Emergency Action Plans and other related items.
2. Desk Review – EWB’s review team’s primary contact person will provide the Certification Review Team with the certification request and electronic materials to begin a desk review. The review team members will familiarize themselves with the materials provided, as they will be helpful during the on-site reviews. EWB is responsible for the certification process and activities; however, OOWD recommends the desk review be completed within thirty (30) days of the request.

3. On-Site Review – The EWB review team will conduct an on-site review. Team members will evaluate each met/not met and scored criteria, and after evaluation will come to consensus for each of the criteria evaluated. This be scheduled and conducted within sixty (60) days of the request.
4. Documentation - the EWB certification team will identify hard data and documentation when making their determination. Data may include: reports, minutes, signed MOUs, procedures manuals, customer satisfaction data, surveys and questionnaires, Interviews with customers, partners and staff, and performance information.
5. Exit Interview – The one-stop operator and relevant staff will conduct an exit interview within two weeks of the on-site review. The exit interview will note any outstanding practices by the one-stop system and issues in the on-site review that were not met. For measures not met or issues not addressed, the One-Stop Operator will provide the team with a solution and time line for meeting the measure(s).
6. Certification Determination – Once the review has been completed, the EWB Certification Team shall present within 30 days the completed Certification Checklist and a letter signed by the Certification Team to EWB recommending which of the four determinations to assign to the center: (1) certification, (2) provisional certification with a requirement that one-stop operators provide action plans and timelines for meeting certification standards, or (3) not certified or decertified.

Provisional certifications will be accompanied by a detailed description of the issues/concerns identified so one-stop operators have sufficient information around which to develop required action plans and timelines.

Once the recommendation is approved by EWB, staff will get the signature of the CLEO(s) for final approval. In the event that the Certification Team recommends that a comprehensive or affiliate one-stop center not be certified, EWB will send a letter signed by the Certification Team to the one-stop operator with specific corrective action items that will be taken before certification can be approved. A copy of the letter shall also be sent electronically to OOWD. Once the one-stop operator informs the EWB chair that all issues preventing certification have been resolved, the EWB chair or designee can reconvene the Certification Team to conduct a follow-up evaluation using the same method as the initial evaluation.

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

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

Ongoing Reporting of Certification Reviews and Approvals

Each time EWB reviews and updates the certification criteria and process for the comprehensive or affiliate one-stop centers, it will submit electronic updates to OOWD.

Each time EWB's certification team certifies/decertifies a comprehensive or affiliate on-stop center or provides an action plan for improvement, EWB will submit electronically an executed letter and a completed Certification Checklist with necessary documentation to OOWD.

Timeline

Certification is a prerequisite for the one-stop centers to be eligible to receive infrastructure funding. If EWB is unable to certify all its comprehensive and affiliate centers by the deadline, EWB will submit electronically to OOWD by the same date a certification extension plan that will include:

- A list of centers not yet certified
- An explanation of why they are not yet certified
- A plan using the timeline below for how the LWDB that has uncertified centers will certify them, and a technical assistance request (if needed) to complete the certification by the timeline below.

DEADLINE:

DELIVERABLE:

DEADLINE:	DELIVERABLE:
April 30, 2019	All Centers notified of baseline requirements and certification criteria so they may prepare to meet certification requirements.
June 30, 2019	EWB unable to certify comprehensive and affiliate centers by June 30, 2017 will submit to the State Board a Certification Extension Plan.
August 31, 2019	EWB will complete the certification process.
August 31, 2019	EWB is not the One-Stop Operator NA
September 15, 2019	Centers not meeting certification requirements, EWB will set target dates and action plans to be completed by October 31, 2019.
September 30, 2019	EWB will submit to the State Board the EWB approved certification decision with required continuous improvement plans.
November 30, 2019	EWB is not the one-stop Operator

**ATTACHMENT A:
EVALUATION CHECKLIST FOR EWB ONE-STOP CENTER CERTIFICATION**

Center Information

Local Area Name:	
Oklahoma Works AJC Name & Address:	
Type of center:	<input type="checkbox"/> Comprehensive <input type="checkbox"/> Affiliate <input type="checkbox"/> Specialized
Date of On-Site Evaluation:	

Certification Team

Evaluator Name:	
Evaluator Email:	
Evaluator Phone Number:	

Scoring

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

Per OWDI #01-2019

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

Customer Focus

Local Area Name:	
Oklahoma Works AJC Name & Address:	
Type of center:	<input type="checkbox"/> Comprehensive <input type="checkbox"/> Affiliate <input type="checkbox"/> Specialized
Date of On-Site Evaluation:	
Evaluator Name:	

Will Meet Criteria

		Met	Not Met
CF.1	The AJC provides access to customers for skill development and training opportunities in a wide range of skill levels and levels of experience.		
CF.2	Customers have access to both on-site and virtual services including: basic and individualized career services, training services, education services, employment services, supportive services, and business services at/through the one-stop center.		
CF.3	Center hours are easily identifiable. The center ensures that customers are provided access to services in normal business hours and is able to assist customers outside of regular business hours to accommodate customers' work, child care, or transportation needs. Discussions regarding business hours are conducted periodically within the center meetings.		
CF.4	A customer satisfaction feedback process is in place and issues are addressed regularly.		
CF.5	The center implements the veteran's preference and priority of service requirements.		
CF.6	The one-stop is striving to meet the Oklahoma Works Workforce Access for All Standards and/or there is an active EEAAP plan in place for continuous improvement. Technology is available to assist all customers.		
CF.7	The one-stop center regularly identifies areas of needed technical assistance to improve business results and taps available resources to obtain needed assistance.		
CF.8	The one-stop center actively conducts outreach and provides access to non-co-located partner customers to participate in one-stop center-based services such as workshops and recruitment events.		
CF.9	Staff can explain the circumstances when individuals with disabilities receive separate or different services and that they are ensured to be as effective as services provided to others.		

Scored Criteria

		Score		
CF.10A	The one-stop center has a system in place to promptly greet all customers, identify their needs and reason for their visit, and quickly connect them to appropriate services.	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectations
CF.11B	One-stop center staff is readily available to assist customers and staff are integrated in the one-stop system (and not just their specific program). All staff contribute to providing a positive experience for every customer.	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectation
CF.12C	The one-stop center offers a wide range of one-stop center-based services for employers including referral of qualified candidates, on-site recruitment, pre-employment testing, skills verification, and hiring and training subsidies. All one-stop center staff are able to make knowledgeable referrals to partner programs.	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectations

Evaluator Notes

Operations and Infrastructure

Local Area Name:	
Oklahoma Works AJC Name & Address:	
Type of center:	<input type="checkbox"/> Comprehensive <input type="checkbox"/> Affiliate <input type="checkbox"/> Specialized
Date of On-Site Evaluation:	
Evaluator Name:	

Will Meet Criteria

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

Scored Criteria

		Score		
OI.9A	The center reflects a professional and friendly environment. The one-stop center has a system in place to promptly greet all customers, identify their needs and reason for their visit, and quickly connect them to appropriate services	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectations
OI.10B	The one-stop center strives to increase the number and percentage of all customers placed in high wage, sustainable employment.	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectations
OI.11C	The required one-stop partners meet on a regular basis to discuss the one-stop system and the one-stop center’s contribution to the system, and makes recommendations for continuous improvement.	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectations

Evaluator Notes

Equal Opportunity & Accessibility

Local Area Name:	
Oklahoma Works AJC Name & Address:	
Type of center:	<input type="checkbox"/> Comprehensive <input type="checkbox"/> Affiliate <input type="checkbox"/> Specialized
Date of On-Site Evaluation:	
Evaluator Name:	

Will Meet Criteria

		Met	Not Met
EOA.1	The physical and programmatic accessibility of the one-stop center has been assessed by the local board, as required in 20 CFR 679.370.		
EOA.2	The Emergency Action plan is up to date and easily accessible. (29 CFR Part 1910.38; 29 CFR Part 1910.38)		
EOA.3	The one-stop is accessible consistent with Oklahoma's Accessibility Initiative standards found on the ABLE Tech website and is accessible to the Web Content Accessibility Guidelines 2.0, AA.		
EOA.4	The Local Equal Opportunity Officer periodically reviews the one-stop center's policies, procedures, and facility for accessibility and equal opportunity and provides recommendations and technical assistance.		
EOA.5	There are procedures in place to receive and respond to programmatic grievances and complaints.		
EOA.6	All program services are made available to and are accessible to all individuals, including those with disabilities as detailed in the Oklahoma Works Workforce Access for All initiative.		
EOA.7	Phone, real-time Web-based communications or other technology is physically present, enables real-time interaction (e.g., via Skype) and is accessible to the Web Content Accessibility Guidelines 2.0,AA		

Scored Criteria

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

Evaluator Notes

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Continuous Improvement

Local Area Name:	
Oklahoma Works AJC Name & Address:	
Type of center:	<input type="checkbox"/> Comprehensive <input type="checkbox"/> Affiliate <input type="checkbox"/> Specialized
Date of On-Site Evaluation:	
Evaluator Name:	

Will Meet Criteria

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

Scored Criteria

		Score		
CI.4A	The one-stop center regularly uses results from performance reports and customer satisfaction surveys to identify strategies and set goals in order to improve outcomes	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectations
CI.5B	A process is in place to receive and resolve customer complaints promptly and effectively.	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectations
CI.6C	The one-stop center strives to increase the number and percentage of all customers receiving skill development and training services.	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectations

Evaluator Notes

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Personnel

Local Area Name:	
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Oklahoma Works AJC Name & Address:	
Type of center:	<input type="checkbox"/> Comprehensive <input type="checkbox"/> Affiliate <input type="checkbox"/> Specialized
Date of On-Site Evaluation:	
Evaluator Name:	

Will Meet Criteria

		Met	Not Met
P.1	Roles and responsibilities of the one-stop operator within the Oklahoma Works One-Stop Center are clearly defined.		
P.2	Professional Development is provided to all one-stop center staff, including customer service and customer-centered design training.		
P.3	Program partner staff trainings are regularly provided on Equal Opportunity practices.		
P.4	Staff at the one-stop center are cross-trained and provided information on all required programs, services, and activities in the one-stop center and have received an orientation to all partner programs and services.		
P.5	There is evidence that career services are provided within the Oklahoma Works One-Stop Center.		
P.6	If there is at least one Wagner-Peyser ES staff physically located in the center, then there is at least one other system partner physically present in the center. (Comprehensive Center only)		
P.7	All one-stop center staff are able to make knowledgeable referrals to partner programs.		
P.8	The one-stop center has regular staff meetings with one-stop center staff to build relationships, provide updates on center activities, and discuss strategies for one-stop center improvement.		
P.9	Continuous improvement plans are developed when required partners or customers identify barriers to participation in services.		

Scored Criteria

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

Evaluator Notes



EWB POLICY APPROVAL REGISTER

Each required policy of the Workforce Innovation and Opportunity Act (WIOA) and the Eastern Workforce Board (EWB) shall be submitted to the Policy Committee for review and comment who will then present policy(s) to the Executive Committee for its recommendation for approval. The Executive Committee recommendation for approval will be presented at the next scheduled board meeting.

Title Of Policy	One-Stop Certification		
Current Eff. Date	2017		
Revision Number	See Below		
Revision Date	Sept. 2019		
Author	JH		
Approved:	Executive Committee	Date:	4/10/2017
Approved:	EWB Board	Date:	5/20/2017

Change 1: 9/2019 - Update to current OOWDI #01-2019.
 Approved: Executive Committee: 9/26/2019
 EWB Board: _____

Jerri Stoutermire, EdD. _____
 Executive Director: Signature:

Earnie Gilder _____
 EWB Chair Signature: