



Attachment A: Virginia One-Stop Certification Application

LWDA Name: _____

Name of One-Stop Center: _____

Comprehensive or Affiliate Status: _____

Address of One-Stop Center: _____

Hours of One-Stop Center: _____

Phone Number of One-Stop Center: _____

Website of One-Stop Center: _____

Completion Date of the One-Stop Certification Review: _____

Certification Period: July 1, 2021-June 30, 2024

Certifying Body (LWDB or VBWD): _____

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 Center named above has met the Certification criteria in this One-Stop Certification Review. I also certify to the best of my knowledge and belief that this WIOA One-Stop Certification Tool is correct, and that we have appropriate documentation on file to support the submissions claimed herein.

Printed Name of LWDB/VBWD Chair: _____

Signature of LWDB/VBWD Chair: _____

Date of Signature: _____

Printed Name of Chief Elected Official: _____

Signature of Chief Elected Official: _____

Date of Signature: _____

Interviews Conducted

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

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 CCT

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

Complete during Interview with Center Manager
Access to Required Programs/Partners

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

Requirement: A comprehensive One-Stop center must have at least one WIOA title I staff person physically present 100% of the time (34 CFR 361.305, VBWD 300-02)

Career services may be provided through one of three ways

1. Program staff physically present at the AJC
2. A staff member from a different partner program physically present at the AJC and appropriately trained to provide information to customers about the programs, services, and activities available
3. Make available a direct linkage (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. **Note- access to ALL partner programs is only required for comprehensive One-Stop Centers.**

	Program Staff On-Site (provide average hours per week)	Partner staff cross trained	Direct Linkage	Not Applicable	Non-Compliant
WIOA Title I Adult					
Dislocated workers					
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: Center 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. **Note- all services MUST be provided through comprehensive One-Stop Centers. Affiliate centers only need to provide one or more of these services.**

Basic Career Services	Is Service Provided On Site? (Y/N)
1 Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs	
2 Outreach, intake (including worker profiling), and orientation to information and other services available through the One-Stop delivery system	
3 Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive services needs	
4 Labor exchange services job search/placement, career counseling, business services on behalf of employers	
5 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	
6 Workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas	
7 Performance information and program cost information on eligible providers of education, training, and workforce services by program and type of providers	
8 Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures	
9 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	
10 Information and meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation	

11 Establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA	
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Individualized Career Services	Is Service Provided On Site? (Y/N)
1 Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers	
2 Development of an individual employment plan	
3 Group counseling	
4 Individual counseling	
5 Career planning	
6 Short-term pre-vocational services	
7 Internships and work experiences that are linked to careers	
8 Workforce preparation activities	
9 Financial literacy services	
10 Out-of-area job search assistance and relocation assistance	
11 English language acquisition and integrated education and training programs	

Follow-Up Career Services	Is Service Provided On Site? (Y/N)
1 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 12 months after the first day of employment.	

Training Services	Is Service Provided On Site? (Y/N)
1 Occupational skills training, including training for nontraditional employment	
2 On-the-job training (OJT)	
3 Incumbent worker training	
4 Programs that combine workplace training with related instruction, which may include cooperative education programs	
5 Training programs operated by the private sector	
6 Skills upgrading and retraining	
7 Entrepreneurial training	
8 Transitional jobs	
9 Job readiness training provided in combination with other identified training services	
10 Adult education and literacy activities	

11 Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training	
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Business Services	Is Service Provided On Site? (Y/N)
1 Workforce and Labor Market Information	

Virginia One-Stop Certification Criteria

The local center certification team shall assess and determine if the One-Stop center has met each criteria below by indicating “Meets” or “Not Meets”. **Please note: to be certified the center must meet all certification criteria as identified in Attachment A.**

Standards	Meets	Not Meets
A. Evaluation of Effectiveness		
A.1	Integrates available services for participants and businesses WIOA Pub L. 113-128, 20 CFR 678.800 (b)	
	<p><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 Center? How are partners collaborating to ensure customers receive the most appropriate services? Review business plan (or 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></p> <p>Evidence:</p>	
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)	
	<p><i>Review Customer satisfaction report for the year immediately preceding certification.</i></p> <p>Evidence:</p>	
A.3	Operates in a cost-efficient manner 20 CFR 678.800 (b)	
	<p><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></p> <p>Evidence:</p>	

Standards		Meets	Not Meets
A.4	Coordinates services among the One-Stop partner programs 20 CFR 678.800 (b)		
	<i>How does the One-Stop Center management staff identify ways to integrate services to prevent duplication? Are there regular meetings amongst center staff and partners to address integration of services? Are there policies and procedures in place for making referrals to ALL partner programs?</i>		
	Evidence:		
A.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 is identified 20 CFR 678.800 (a)(2)		
	<i>Review Customer satisfaction report for the year immediately preceding certification.</i>		
	Evidence:		
A.6	Adult Education and Literacy services and Vocational Rehabilitation services are available through One-Stop Centers WIOA Sec. 108(b)(13)		
	<i>How does the local board coordinate workforce investment activities in the local area? How does the local board review local applications?</i>		
	Evidence:		
A.7	Services funded through other partner programs are accessed through One-Stop Centers 20 CFR 678.800 (b)		
	<i>Review tables on pages 3-6 with Center Manager</i>		
	Evidence:		

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?</i>		
	Evidence:		
A.9	Identify targeted career pathways, including occupations and credentials, needed for in-demand occupations for the One-Stop Centers in a local area		
	<i>Has staff received information and/or training on career pathways strategies? 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 Opportunity compliance findings		
	<i>Interview Equal Employment Officer and Center Manager.</i>		
	Evidence:		

Standards		Meets	Not Meets
A.13	The 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 Center adheres to branding requirements and utilizes the official American Job Center logo		
	<i>Is the logo properly utilized on handouts, brochures, and other printed materials?</i>		
	Evidence:		
A.15	One-Stop Center staff utilize the Virginia Career Works 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 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? Interview the center’s Disabled Veteran Outreach Program specialist (if applicable).</i>		
	Evidence:		
A.17	The One-Stop Center ensures Priority of Service for Adult program participants		
	<i>How is the center ensuring priority for eligible adult program participants? Are staff aware of this requirements? What procedures are in place to ensure priority of service for adult participants?</i>		
	Evidence:		

Standards		Meets	Not Meets
A.18	An inventory containing partner agency contact information and services offered is available to all center staff.		
	<i>Verify written or electronic inventory listing is in place and readily available to all staff.</i>		
	Evidence:		
B. Evaluations of Physical and Programmatic Accessibility <i>(Technical assistance is available upon request through wioa@vccs.edu)</i>			
B.1	Provision of reasonable accommodations for individuals with disabilities 20 CFR 678.800 (b)(1)		
	<i>Review reasonable accommodations policy and/or procedures. Staff interviews</i>		
	Evidence:		
B.2	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)		
	<i>Review reasonable accommodations policy and/or procedures. Staff interviews.</i>		
	Evidence:		

Standards		Meets	Not Meets
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 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/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	Not Meets
B.7	<p>Identify how services will be made available to customers outside regular business hours, including whether physical One-Stop Center access is available outside regular business hours</p>		
	<p><i>Staff interview: Does the center provide services outside of regular business hours when the need is identified?</i></p> <p>Evidence:</p>		
B.8	<p>There is at least one Title I staff member present at the One-Stop Center at all times during business hours</p>		
	<p><i>Verify through observation or timesheets.</i></p> <p>Evidence:</p>		
B.9	<p>Regular business hours are clearly visible outside of the One-Stop Center building</p>		
	<p><i>Verify through observation.</i></p> <p>Evidence:</p>		
B.10	<p>The local Equal Opportunity Officer periodically reviews policies and procedures regarding accessibility and equal opportunity and provides staff training and updates</p>		
	<p><i>Interview with Equal Opportunity Officer. Verify the last time the EO officer reviewed/updated policies/procedures. Have staff received training? How often is training provided? Are new employees trained?</i></p> <p>Evidence:</p>		
B.11	<p>The required Equal Opportunity tagline is included on all documents.</p>		
	<p><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	There is a process in place for customers to file Equal Opportunity complaints/grievances and a process for addressing these complaints/grievances when they are filed		
	<i>Review procedural documents pertaining to EO complaints/grievances. Review process for filing complaints.</i>		
	Evidence:		
C. Continuous Improvement			
C.1	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)		
	<i>How is the center involved in the negotiation of local levels of performance?</i>		
	Evidence:		
C.2	Contributes to negotiated local levels of performance WIOA Pub L 113-128; 20 CFR 678.800 (c)		
	<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>		
	Evidence:		
C.3	Identifies a continuous improvement plan when customer feedback indicates issues exist or performance is lacking		
	<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>		
	Evidence:		

Standards		Meets	Not Meets
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 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:			