**Section B: ONE-STOP CERTIFICATION CHECKLIST – JOB CENTERS**

**(Complete one for each Job Center that will be in your MOU**

**and/or receive Title I infrastructure funds)**

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

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| Official Job Center Name: | | |
| Job Center Name to be displayed on JCW site: | | |
| Address: | City: | Zip Code: |
| Website: | | |
| Hours of Operation: | | |
| Person Who Completed Certification Checklist: | | |

Comprehensive Site Affiliate Site

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| **OUTREACH** | |
| The job center displays the one-stop delivery system common identifier as required ([20 CFR § 678.900](https://www.ecfr.gov/current/title-20/chapter-V/part-678/subpart-G/section-678.900)). | The job center signage and outreach materials, and all partner materials reflect the agreed upon "American Job Center" branding, or a plan has been developed to bring signage and outreach materials in compliance with the common identifier requirements. |

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| **CONTINUOUS IMPROVEMENT** | |
| The job center 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 job center uses customer satisfaction surveys for participants and businesses to receive feedback on items such as customer access to services, satisfaction with provided services, timeliness of services provided, friendliness and knowledge of staff, and suggestions for improvement.  Describe the following:   1. To whom are the surveys given? 2. How frequently are the surveys conducted? (provide dates during the last certification period) 3. Through what methods are the surveys conducted? |

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| **PHYSICAL AND PROGRAMMATIC ACCESSIBILITY** | |
| The job center layout supports a culture of inclusiveness.   * [WIOA Section 188](https://www.dol.gov/oasam/programs/crc/sec188.htm) * [29 CFR part 38](https://www.ecfr.gov/current/title-29/subtitle-A/part-38) * [WIA Section 188 Disability Checklist](https://www.dol.gov/agencies/oasam/centers-offices/civil-rights-center/statutes/section-188-workforce-innovations-opportunity-act/checklist#element1)   + [Section 504](https://webapps.dol.gov/elaws/odep/ra_504full.aspx)   + [ADA Full Checklist](https://www.adachecklist.org/checklist.html)   + [20 CFR § 678.800](https://www.ecfr.gov/current/title-20/chapter-V/part-678/subpart-F/section-678.800) | Inspections, audits, or reviews of the job center using each of the following guidelines have been conducted within the appropriate timeframes.  [ADA Accessibility Checklist](https://www.adachecklist.org/checklist.html) (every 3 years) - [20 CFR § 678.800](https://www.ecfr.gov/current/title-20/chapter-V/part-678/subpart-F/section-678.800) Completed on: \_\_\_\_\_\_\_\_\_  [WIA Section 188 Disability Checklist](https://www.dol.gov/agencies/oasam/centers-offices/civil-rights-center/statutes/section-188-workforce-innovations-opportunity-act/checklist#element1) (annual). Boards are encouraged to utilize the [DWD-DET Desk Review Survey Tool](https://dwd.wisconsin.gov/wioa/doc/23-24_Desk_Review_Survey.docx), Part III [Civil](https://dwd.wisconsin.gov/wioa/doc/23-24_Desk_Review_Survey.docx) Rights and Equal Opportunity Section. Completed on: \_\_\_\_\_\_\_\_    Program services, to the maximum extent possible, are provided/made available outside regular this job center's business hours to accommodate customers' work, childcare, and/or transportation needs - [20 CFR § 678.800](https://www.ecfr.gov/current/title-20/chapter-V/part-678/subpart-F/section-678.800).   1. Attach, describe and/or list non-traditional service provision activities at this Job Center.   Yes  No All elements are compliant.  **If no,**  A procedure is in place that ensures equal access.  a. Attach those procedures.    A corrective action plan has been developed that includes barriers identified, the cost to bring each element into compliance, and dates by when all areas will be compliant. This plan will be reviewed during the monitoring cycle. |

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| **COMPREHENSIVE JOB CENTERS (if applicable)** | |
| At least one WIOA Title I funded staff person must be present when the one-stop center is open for operations ([20 CFR 678.305](https://www.ecfr.gov/current/title-20/chapter-V/part-678/subpart-A/section-678.305)). | Title I-funded staff person is present when one-stop center is open from one of the following partners: WIOA Adult Program, Dislocated Worker Program, or Youth Program, Job Corps, YouthBuild, Native American Programs, or National Farmworker Jobs Program (NFJP). |
| Meaningful access to all required partners/programs is provided. | Access to all required partners/programs is provide through onsite staff, trained staff from a different partner program, or direct linkage to off-site partner program staff. |