A close up of a sign

Description generated with very high confidence

A proud partner of the American job center network

**Wisconsin One-stop Delivery System Self-Certification Attestation[[1]](#footnote-2)**

As a representative of Choose an item., and on behalf of the counties within the Workforce Development Area (WDA), I hereby notify the State of Wisconsin that the One-Stop Delivery System and the following Job Centers in the WDA have been certified consistent with WIOA Title I-A & I-B Policy & Procedure Manual, Chapter 2.8.

The WDB has completed **one** One-Stop System Checklist (Attachment A) for the WDA, and **one** Job Center Checklist (Attachment B) for **each** Job Center within its borders that will be included in its [One-Stop Delivery System MOU(s)](https://dwd.wisconsin.gov/wioa/policy/02/02.6.htm) and/or receive Title I [one-stop infrastructure funding](https://dwd.wisconsin.gov/wioa/policy/02/02.6.htm#sectionTwo). Required checkboxes have been marked; supporting documentation has been attached as applicable; and every question has been answered on both respective checklists.

I understand that the local WDB will be asked to substantiate the certifications in future monitoring conducted by the Wisconsin Department of Workforce Development.

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| **Name of Center** | **Address** | **Comprehensive, Affiliate, Other[[2]](#footnote-3)** |
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| Printed Name of Chief Elected Official |  | Signature of Chief Elected Official |  | Date |

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| Printed Name of Board Director |  | Signature of Board Director |  | Date |

Attach the completed Certification Checklists and local WDB policies/procedures, as referenced in the checklists, when submitting the Job Center Certification packet to the local area's assigned Local Program Liaison.

**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.

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| **REQUIREMENTS PER WIOA LEGISLATION REGULATIONS** | **CERTIFICATION CRITERIA** |
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| **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, affiliate, and specialized 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). |

**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 Other 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) * [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) * [29 CFR part 38](https://www.ecfr.gov/current/title-29/subtitle-A/part-38)   + [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. |

1. ## WIOA Title I-A & I -B Policy and Procedure Manual Chapter 2.8

   [↑](#footnote-ref-2)
2. [WIOA Title I-A & I -B Policy and Procedure Manual Chapter 2.2.3](https://dwd.wisconsin.gov/wioa/policy/02/02.2.htm#sectionThree) [↑](#footnote-ref-3)