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Tony Evers, Governor
Amy Pechacek, Secretary-designee

April 28th, 2022

Directors:

The Workforce Innovation and Opportunity Act of 2014 requires that the State Workforce Board (Council on Workforce Investment), in consultation with chief elected officials (CEOs) and local workforce boards, establish objective criteria and procedures for the local boards to use to assess and certify the one-stop delivery system and its comprehensive and affiliate job center locations at least once every three years. (Section 121 (g)(1)).

Each local area is required to have at least one comprehensive job center located within its borders that provides all WIOA required programs and services.

Certification is required for local areas to receive infrastructure funding as described by the standards established in WIOA Section 121(h). Chief Elected Officials and Local Workforce Development Boards (WDB) are encouraged to extend services beyond these standards to better serve customers. Any job center location that will be included in the MOU and/or will receive Title I infrastructure funding must be certified.

Attached you will find the One Stop Delivery Self-Certification document which includes a One-Stop Delivery System Self-Certification Attestation, One-Stop System Checklist (Section A), and a Job Center Checklist (Section B). The WDB must complete and submit the attestation, one One-Stop System Checklist for the Workforce Development Area, and a Job Center Checklist for **each** Job Center that will be included in the MOU and/or receives Title I infrastructure funding to their Local Program Liaison **by May 31, 2022**. If you are unable to submit the required documentation by this date, please contact your Local Program Liaison.

V/r

DocuSigned by:

A handwritten signature in black ink that reads "Annette Meudt".

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Annette Meudt

Director, Bureau of Workforce Training

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Wisconsin One-stop Delivery System Self-Certification Attestation

The Workforce Innovation and Opportunity Act of 2014 (WIOA) requires that the State workforce board (Governor's Council on Workforce Investment), in consultation with chief elected officials (CEOs) and local workforce boards (WDBs), establish objective criteria and procedures for use by the WDBs to assess and certify the one-stop delivery system and its comprehensive and affiliate job center locations.¹

Each local area must have at least one comprehensive job center located within its borders that provides all WIOA required programs and services.

Certification is required for local areas to receive infrastructure funding.² Any job center location that will be included in the MOU and/or receive Title I infrastructure funding must be certified.

As a representative of the _____ Workforce Development Area (WDA) and on behalf of the counties within the WDA, I hereby notify the state that the One-Stop Delivery System and the following Job Centers in the WDA have been certified.

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 MOU and/or receive Title I infrastructure funding.

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

Name of Center	Address	Comprehensive, Affiliate, Other ³

Printed Name of Chief Elected Official

Signature of Chief Elected Official

Date

¹ WIOA Section 121(g)(1)

² WIOA Section 121(h)

³ WIOA Title I-A & I -B Policy and Procedure Manual Chapter 2.2.3

Printed Name of Board Director

Signature of Board Director

Date

Email

Phone Number

Attach local WDB policies and procedures, as outlined in Certification Checklist and email the signed checklist to your Local Program Liaison.

Section A: ONE-STOP CERTIFICATION CHECKLIST – ONE-STOP SYSTEM
 (Complete one for the One-Stop System)

REQUIREMENTS PER WIOA LEGISLATION REGULATIONS	CERTIFICATION CRITERIA
EFFECTIVENESS (INTEGRATION OF AVAILABLE SERVICES)	
<p>All required governing documents are in place in development prior to the One-stop System's certification.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> The local MOU identifying the comprehensive, affiliate, and specialized job centers and agreements for service integration is completed or in progress. <input type="checkbox"/> The MOU does/will clearly delineate the roles and responsibilities of all partners. <input type="checkbox"/> The OSO is performing all required functions under WIOA (20 CFR § 678.620 and TEGL 15-16 (7)) and the WDB's Local Plan.
<p>The One-stop System meets the workforce development needs of participants (job seekers) as established in local plans.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> The One-stop System provides for service delivery among programs. (Section 678.500) Attach, describe and/or list below the policies and procedures that operationalize the service delivery and referrals among programs. <input type="checkbox"/> Co-located partners have established policies and procedures for establishing co-enrollment in core programs. (Section 108(b)(3)) Attach, describe and/or list below those policies and procedures.
<p>The One-stop System meets the needs of local businesses as established in local plans.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> The One-stop System makes career services available to local employers. Describe and/or list below the career services available to local employers and how those services are operationalized.

	<p><input type="checkbox"/> The One-stop System's co-located partners match businesses with the skilled workers they need. (678.435) Attach, describe and/or list below specific activities related to this.</p> <p><input type="checkbox"/> 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. Attach, describe and/or list how those plans are being operationalized.</p>
<p>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)).</p>	<p><input type="checkbox"/> Frontline/intake staff are knowledgeable about basic program eligibility requirements and make referrals to partner programs (TEGL 4-15) as evidenced by:</p> <p><input type="checkbox"/> Job center staff who perform similar tasks, work in functional teams rather than programmatic siloes (e.g. Business Services Team) (TEGL 4-15). Provide information on meetings, frequency of meetings, and participating partners to demonstrate this.</p>
<p>Co-located partners provide access to services and activities through at least one physical location in each local area (Section 678.305).</p>	<p><input type="checkbox"/> All co-located partners are programmatically accessible to customers within the Job Center through allowable means. (678.300(d); TEGL 16-16).</p>

<p>The One-stop System supports the achievement of the negotiated local levels of performance (Section 121 (g)(B)(1))</p>	<p><input type="checkbox"/> Co-located partners are using state established systems for tracking performance outcomes (e.g. ASSET, JCW Business, etc.).</p>
<p>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 (Section 678.800(c)).</p>	<p><input type="checkbox"/> 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).</p> <p><input type="checkbox"/> 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).</p> <p>Attach, describe and/or list professional development opportunities provided during the last certification period.</p> <p>Attach, describe and/or list any professional development opportunities planned for the next Program Year.</p>
<p>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 (Section 678.800(3)(b))</p>	<p><input type="checkbox"/> 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.</p>

Section B: ONE-STOP CERTIFICATION CHECKLIST – JOB CENTERS
 (Complete one for each Job Center that will be in your MOU or receive Title I infrastructure funds)

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

PHYSICAL AND PROGRAMMATIC ACCESSIBILITY	
<p>The job center layout supports a culture of inclusiveness</p> <ul style="list-style-type: none"> • WIOA Section 188 • WIA Section 188 Disability Checklist • 29 CFR part 38 • ADA Full Checklist • Section 504 • Section 508 (including website accessibility). 	<ul style="list-style-type: none"> <input type="checkbox"/> Inspections, audits, or reviews of the job center using each of the following guidelines have been conducted within the appropriate timeframes. <ul style="list-style-type: none"> <input type="checkbox"/> ADA Accessibility Checklist (every 3 years) Completed on: _____ <input type="checkbox"/> WIA Section 188 Disability Checklist (annual) (Boards can complete the DWD-DET Desk Review Survey Tool – Part III Civil Rights and Equal Opportunity Section.) Completed on: _____ <input type="checkbox"/> Revised Section 508 Standards Applicability Checklist (every 3 years) Completed on: _____ <ul style="list-style-type: none"> <input type="checkbox"/> Website Accessibility (annual): Completed on: _____ <input type="checkbox"/> For any element that is not compliant, a procedure is in place that ensures equal access. Attach those procedures. <input type="checkbox"/> For any element that is not compliant, 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. <input type="checkbox"/> Program services, to the maximum extent possible, are provided/made available outside regular this job center's business hours to accommodate customers' work, child care, and/or transportation needs. (678.800)

	<p>Attach, describe and/or list non-traditional service provision activities at this Job Center.</p>
<p>The job center displays the one-stop delivery system common identifier as required (Section 678.900).</p>	<p><input type="checkbox"/> The job center signage and marketing materials, and all partner materials reflect the agreed upon "American Job Center" branding, or a plan has been developed to bring signage and marketing materials in compliance with the common identifier requirements.</p>

CONTINUOUS IMPROVEMENT	
<p>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 (Section 678.800(3)(b))</p>	<p><input type="checkbox"/> 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.</p> <p>Describe the following:</p> <ol style="list-style-type: none"> 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?