



**Attachment A
ONE-STOP SITE ASSESSMENT AND CERTIFICATION TOOL**

Local Workforce Development Board:	
One-stop Site Assessed:	
Address:	
Days and Hours of Operation:	
Site Phone Number:	
Website:	
Site Type:	<p>Comprehensive</p> <p>Affiliate</p> <p>Specialized</p> <p>Connection - must follow parameters of 3. e.</p>
Date of Prior Certification ("N/A" if new site):	
Certification Period:	
Certification Team Recommendation:	<p>Certification</p> <p>Provisional Certification (Technical Assistance Required as described in 3.d.i.B.)</p> <p>Non-Certification (Corrective Action Required as described in 3.d.i.C.)</p>
Certification Team Members:	
Date(s) of Site Visit:	
Date certification determination was reported in official LWDB meeting minutes (or SWDB minutes if SWDB is the certifying unit):	

Overview:

WIOA requires that there must be at least one physical **comprehensive** one-stop site in each local area. Local Workforce Development Boards (LWDBs) may also choose to provide access to workforce system services and may include **affiliate** sites, **specialized** centers serving targeted populations, such as youth or dislocated workers, or industry-specific centers at additional locations in the local area. Additionally, Washington recognizes **connection** sites. All sites must be certified within the one-stop service delivery system in alignment with WIOA Sec. 121(e)(2), Sec. 134, and Sec. 188, TEGL 16-16, 20 CFR 678.800, and 29 CFR 38.

The State Workforce Development Board (SWDB), in consultation with local Chief Elected Officials (CEOs) and LWDBs, establishes and periodically reviews criteria to evaluate and certify one-stop sites, which is represented in this One-Stop Assessment and Certification Tool. Use of this specific tool is not required, but it was developed to communicate SWDB criteria for one-stop assessment and certification and is also being made available for local use as desired. LWDBs may use their own alternate tool, which must have all of the requisite elements indicated in Section 3.a. If using this tool, the assessment must be completed in its entirety. If using this tool for connection site certification, complete only page one and **Section III, IV, and V**.

One-stop assessment and certification tools, whether this one or a local alternative, must be completed (for each site to be certified) by a locally determined cross-program committee or team with experience working and delivering services in said site and may include the one-stop manager/operator, within 60 days of certification expiration. The completed certification tool is then forwarded to the LWDB for next steps, including scheduling of a site visit by the certification team. One-stop staff should be available to answer questions about their one-stop site and how it functions. The certification team must provide a written response to the LWDB, one-stop operator, and one-stop leadership within 30 calendar days.

***Board member questions, comments, and/or recommendations are not subject to certification determination rating.**

Section I: Programmatic Access

The following list identifies required and additional one-stop partner programs in accordance with Training and Employment Guidance Letter (TEGL) 16-16, WorkSource System Policy 1013 (Memorandum of Understanding), and WorkSource System Policy 1024 (Infrastructure Funding Agreement). Please indicate level of access customers can expect in the one-stop by using the Access Definitions A-D as follows:

Access Definitions:

- A. Program staff member(s) have regularly scheduled physical presence in this one-stop site.
- B. Staff member(s) from different partner program are physically present at the one-stop site and are appropriately trained to provide information regarding programs, services, and activities available through partner programs.
- C. Direct and available linkage through technology to program staff that can provide meaningful information or services. This does not include providing phone numbers, website address, pamphlets, or materials (see 20 CFR 678.300(e) for more detail).
- D. Not applicable. This partner program is not offered in the entire local area and/or is not included in the MOU.

1. If requesting certification of a **comprehensive site**, please insert appropriate access codes (A, B, C, or D) in the column marked "Comprehensive Site" for each partner. (See 20 CFR 678.300(e) and 678.305 for details and requirements).
2. If requesting certification for an **affiliate or specialized site**, please indicate access code (A, B, C, or D) in column marked "Affiliate or Specialized Site". Note: per 20 CFR 678.310, an affiliate/specialized one-stop site makes available to job seeker and employer customers **one or more** of the one-stop partners' programs, services, and activities. An affiliate or specialized site does not need to provide access to every required one-stop partner program.
3. Add any **Comments** or explanation in the 'Comments' box to better assist the certification team in their evaluation efforts.

Questions:

Please answer the questions below the checklist. Include detail and examples where appropriate.

REQUIRED PARTNER PROGRAM	Comprehensive Site	Affiliate Site	Specialized Site	Connection Site	Comments
Title I WIOA Adult & Dislocated Worker ¹					
Title I WIOA Youth					
Wagner Peyser- Title III ²					
Older Americans Act/Senior Community Service Employment Program (SCSEP) Title V					

State Vocational Rehabilitation Program (Including Dept. of Services for the Blind) Title IV					
Unemployment Compensation (including UI and RESEA)					
Dislocated Worker Grants (DWG)					
Job Corps					
YouthBuild					

National Farmworker Jobs Programs					
Rapid Response Additional Assistance Grants					
TANF					
Trade Adjustment Act (TAA)					
Adult Education and Family Literacy Act (AEFLA) Title II					

<p>Housing and Urban Development (HUD) Employment & Training</p>					
<p>Career & Technical Education Programs (CTE) (postsecondary) Carl D. Perkins Act of 2006</p>					
<p>Jobs for Veterans State Grant (JVSG)</p>					
<p>Community Service Block Grant (CSBG) Employment and Training</p>					
<p>Reentry Employment Opportunities (REO) under WIOA Sec. 169</p>					

Others including those funded by WIOA Title I statewide activities funds reserved for Governors IF those programs are providing direct services in the one-stop; Native American Programs					
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¹ 20 CFR 678.305(a) - A comprehensive one-stop site must have at least one title I staff person physically present.

² 20 CFR 678.315(a) and (b) -stand-alone Wagner-Peyser Act Employment Services offices are not permitted under WIOA per 652.202; If WP services are provided at an affiliate/specialized site there must be at least one or more other partners in the site with a physical presence of combined staff more than 50 percent of the time the site is open, and those partners must be outside of the WP ES, DVOP, LVER, and UI programs.

ADDITIONAL (NON REQUIRED PARTNER) PROGRAMS AVAILABLE IN ONE-STOP	Comprehensive Site	Affiliate Site	Specialized Site	Connection Site	Comments
Social Security Administration Ticket to Work and Self- Sufficiency Programs					
Small Business Administration					
SNAP Employment and Training/Food and Nutrition (7 USC 2015(o))					

Vocational Rehabilitation Pilot Programs					
AmeriCorps					
Public Libraries					
Registered Apprenticeships					
Economic Development Programs					

Local Government (City/County)					
Chamber(s) of Commerce					
Others (please list)					
Other (please list)					

Section II: Service Provision

Please indicate in the table below if the services are available in the one-stop site. If this service is not available in the one-stop site, please use the comments section to indicate how customers can access. For services where multiple bullets are indicated, if you cannot answer YES to all elements, please indicate which you are currently providing in the comments section.

ARE THE FOLLOWING SERVICES PROVIDED?			
<small>(See WIOA 134(c)(2) and 20 CFR 678.430 for further detail)</small>			
BASIC CAREER SERVICES			DESCRIPTION/COMMENTS
Eligibility determination to receive assistance from the adult, dislocated worker, or youth programs	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Outreach, intake, and orientation to information and services available through the one-stop delivery system	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Initial assessment of skill levels (<i>including literacy, numeracy, and English language proficiency</i>), aptitudes, abilities (<i>including skills gaps</i>), and supportive service needs	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Labor exchange services, including job search and placement assistance, career counseling, provision of information on in-demand industry sectors and occupations, provision of information on non-traditional employment	YES <input type="checkbox"/>	NO <input type="checkbox"/>	

<p>Appropriate recruitment and business services on behalf of employers, including information and referrals to specialized business services other than those traditionally offered through the one-stop delivery system</p>	<p>YES <input type="checkbox"/></p>	<p>NO <input type="checkbox"/></p>	
<p>Provision of referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and other workforce development programs</p>	<p>YES <input type="checkbox"/></p>	<p>NO <input type="checkbox"/></p>	
<p>Provision of workforce and labor market information including accurate information relating to:</p> <ul style="list-style-type: none"> - Job vacancy listings in labor market areas, - Information on job skills necessary to obtain the vacant jobs listed - Information relating to local occupations in demand and the earnings, skill requirements and opportunities for advancement 	<p>YES <input type="checkbox"/></p>	<p>NO <input type="checkbox"/></p>	
<p>Provision of information (in usable and understandable languages and formats) regarding how the State and local area are performing on the performance accountability measures</p>	<p>YES <input type="checkbox"/></p>	<p>NO <input type="checkbox"/></p>	
<p>Provision of information on:</p> <ul style="list-style-type: none"> - Performance and cost information on eligible providers of training by the program - Eligible providers of Youth workforce investment activities - Providers of adult education - Providers of career and technical education activities available to school dropouts - Providers of career and technical education activities available to school dropouts - Providers of vocational rehabilitation services 	<p>YES <input type="checkbox"/></p>	<p>NO <input type="checkbox"/></p>	

<p>Provision of information (in usable and understandable formats and languages) relating to the availability of assistance and supportive services, and appropriate referrals to those programs, services and assistance including:</p> <ul style="list-style-type: none"> - Childcare - Child support - Medical or child health assistance through states' Medicaid and Children's Health Insurance program - SNAP benefits - Assistance through earned income tax credit - TANF assistance, including other supportive services and transportation provided by that program 	<p>YES <input type="checkbox"/></p>	<p>NO <input type="checkbox"/></p>	
<p>Provision of meaningful assistance to individuals</p>	<p>YES <input type="checkbox"/></p>	<p>NO <input type="checkbox"/></p>	
<p>Seeking assistance in filing a claim for unemployment insurance compensation including:</p> <ul style="list-style-type: none"> - Providing assistance on-site using staff who are well-trained in unemployment compensation claims filing and rights and responsibilities of claimants; or - Providing assistance by phone or via other technology, as long as the assistance is provided by trained staff within a reasonable time 	<p>YES <input type="checkbox"/></p>	<p>NO <input type="checkbox"/></p>	
<p>Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not funded under WIOA</p>	<p>YES <input type="checkbox"/></p>	<p>NO <input type="checkbox"/></p>	

INDIVIDUALIZED CAREER SERVICES			
Comprehensive and specialized assessment of skills levels and service needs of adults and dislocated workers including: - Diagnostic testing and use of other assessment tools - In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve their employment goals, including list of, and information about eligible training providers	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Group counseling	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Individual counseling	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Career planning (e.g., case management)	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Internship and work experience (including transitional jobs) that are linked to careers	YES <input type="checkbox"/>	NO <input type="checkbox"/>	

Workforce preparation activities (as described in 34 CFR 463.34)	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Financial literacy services available through WIOA Title I youth program, including: - Supporting ability of participants to create household budgets, initiate savings plans, and make informed financial decisions about education, retirement, home ownership, wealth building, or other savings goals - Supporting the ability to manage spending, credit, debt, including credit card debt, effectively	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Out of Area job search assistance and relocation assistance	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
English language acquisition programs and integrated education and training programs	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
FOLLOW UP CAREER SERVICES per 20 CFR 678.430(c)	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
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			
BUSINESS SERVICES per 20 CFR 678.435	YES <input type="checkbox"/>	NO <input type="checkbox"/>	



Question:

6. In addition to the labor exchange activities and labor market information described in **Basic Career Services** section above, please name any additional services one-stop staff provide to business customers. (Please refer to 20 CFR 678.435(b) and (c) for examples of some customized business services).

Board member question/comments/recommendations:

Section III: Physical and Programmatic Accessibility

One-Stop sites (including connection sites) must be assessed for compliance with requirements under WIOA Sec. 188 and 29 CFR 38.13 for physical and programmatic accessibility. The following indicators are considered for all one-stop site certification. More than one indicator may be selected.

INDICATOR	DESCRIPTION/COMMENTS
Physical Accessibility	
Center has completed a Comprehensive ADA Assessment within the last 3 years and resulted in satisfactory compliance with all requirements. A copy of the physical accessibility assessment is included.   <small>ADA Checklist ADA Checklist for Existing Facilities 20 Existing Facilities</small>	
Physical assessment conducted within the last 3 years resulted in unsatisfactory results - technical assistance/corrective actions have been documented. A copy of the technical assistance/corrective action report is included.	

Programmatic Accessibility	
Center provides reasonable accommodations for individuals with disabilities, including making reasonable modifications to policies, practices, and procedures.	
Center administers programs in the most integrated setting appropriate to ensure individuals with disabilities receive equitable and inclusive services.	
Center ensures communications with persons with disabilities are as effective as communications with others, including providing appropriate auxiliary aids or 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.	

See also [ADA Accessibility Standards \(enhanced single file version\) \(access-board.gov\)](https://www.access-board.gov/ada/)

Questions:

7. Please explain how the one-stop site ensures equal access for individuals with disabilities and individuals with limited English proficiency to participate in or benefit from one-stop center services.

8. Describe, in detail, how staff ensure the full range of services in the one-stop are available to all one-stop customers and ensures nondiscrimination in the delivery of services?

Board member question/comments/recommendations:

Section IV: Common Identifier

WIOA Section 121(e)(4) and WIN 0025 require the one-stop delivery system to use a common identifier on all products, programs, activities, services, electronic resources, facilities, and related property and materials. In Washington, the common identifier is “WorkSource” as the unifying name and brand. In addition, the one-stop delivery system must also use the tag line “a proud partner of the American Job Center network” in accordance with TEGL 16-16 (see the [AJC style guide](#)).

As part of the site visit, certification team will review a sampling of posters, handouts, facility signage, and electronic resources for compliance.

BRANDING AND COMMON IDENTIFIER			DESCRIPTION/COMMENTS
Staff have been trained on WorkSource branding expectations and know where to access WorkSource branding materials.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Center ensures the EO tagline is included in all marketing materials for WorkSource and WIOA programs.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Staff have been trained on the EO tagline and WA Relay 711 and know where to access the tagline for marketing materials and when to use the EO tagline and WA Relay 711.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	

Recruitment brochures and other materials, including pamphlets, flyers, and other publications distributed or communicated in written or oral form, electronically or on paper, for customers, staff or the general public that describe programs financially assisted under Title I of WIOA or the requirements for participation by recipients and participants will include the following EO Tagline:

English

“(name of recipient) is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.”

Spanish

“(name of recipient) es un empleador/programa con oportunidades equitativas. Previa solicitud equipos auxiliares y servicios están disponibles para los individuos con discapacidades.”

Plural tagline (used when listing more than one organization)

“(name of recipient and name of recipient) are equal opportunity employers/programs. Auxiliary aids and services are available upon request to individuals with disabilities.”

Program information that is broadcast in the news media and electronically such as on television and radio or on a large screen monitor must also include the tagline.

If a phone number is included, the Washington Relay Service number must also be provided, either next to the phone number or at the end of the tagline:

English
Washington Relay Service 711

Spanish
Servicio de Retransmisión Washington 711

Board member question/comments/recommendations:

Section V: Compliance with 29 CFR Part 38-Implementation of the Nondiscrimination and EO Provisions of WIOA

Implementation of WIOA Nondiscrimination & EO Provisions			DESCRIPTION/COMMENTS
Center does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, or political affiliation or belief, or, for beneficiaries, applicants, and participants only, on the basis of citizenship status or participation in a WIOA Title I- financially assisted program or activity.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
The LWDB Equal Opportunity Officer annually reviews the Center's policies, procedures, services, and facility for accessibility and equal opportunity and then provides recommendations and staff training, where needed.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
The LWDB Equal Opportunity Officer trains Center staff on the nondiscrimination and equal opportunity provisions of WIOA. Center staff are required to take the training at least every two years.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Center provides meaningful access for individuals that do not speak English as their primary language and those who have limited ability to read, speak, write, or understand English, including free interpretation and translation services.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Center displays the Equal Opportunity is the Law poster, in English and Spanish, in reasonable numbers and places where customer's receive services, and in staff break rooms.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Center follows discrimination complaint procedures developed by the LWDB.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	

Board member question/comments/recommendations:

Section VI: System Requirements

Questions:

9. Please explain how this one-stop site captures and responds to both job seeker and business customer feedback.

10. How is customer satisfaction measured in this one-stop site?

11. Please explain how the one-stop site uses the state-mandated MIS for tracking customers and services.

Board member question/comments/recommendations:

Section VII: Organization and Management

Questions:

12. Please explain how this one-stop site strives for continuous improvement.

13. Please explain how customer feedback informs and guides local workforce service delivery.

14. Does the one-stop site facilitate integrated partnerships? Yes / No If so, please explain how.

15. Please explain how services are organized in the one-stop. For instance, are services organized by function, program, or other means?

16. Please explain the activities and processes in place for ensuring all staff, regardless of specific program, are kept informed of policies and procedures and professional development opportunities.

17. Please explain the procedures in place to assure coordination of and avoid duplication among one-stop delivery system partner programs.

18. Memorandum of Understanding (MOU) is in place describing (at a minimum) Yes / No
- The services to be provided in the local one-stop system and this one-stop site, and
- Agreement on funding the costs of services and operation cost of the system.

19. One-stop operator was competitively procured. Yes / No Date:

Board member question/comments/recommendations: