



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:	<input type="checkbox"/> Comprehensive <input type="checkbox"/> Affiliate <input type="checkbox"/> Specialized <input type="checkbox"/> Connection - must follow parameters of Section 3.d. (Only sections III, IV, and V required)
Date of Prior Certification (“N/A” if new site):	
Certification Period:	
Certification Team Recommendation:	<input type="checkbox"/> Certification <input type="checkbox"/> Provisional Certification (Technical Assistance Required as described in 3.b.iv.B.) <input type="checkbox"/> Non-Certification (Corrective Action Required as described in 3.b.iv.C.)
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 Part 38.

The State Workforce Development Board (SWDB), in consultation with local Chief Local Elected Officials (CLEOs) and LWDBs, establishes and reviews certification criteria every 2 years 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 the requisite elements indicated in Section 3.b. 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 **Sections III, IV, and V**. If LWDB uses this tool but additionally includes added local criteria, the criteria must be clearly identified in an addendum as per policy.

One-stop assessment and certification tools, whether this one or a local alternative, must be completed for each site to be certified every 3 years by a locally determined cross-program committee or team (the Certification Team) with experience working and delivering services in said site, and may include the one-stop operator, within 60 days of certification expiration. The completed certification tool is then forwarded to the LWDB for the next steps, which include scheduling 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 local one-stop leadership within 30 calendar days of the visit.

See Policy 1016 for more information.

Section I: Programmatic Access

This section is not required for Connection Sites certification.

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 the 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 programs 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 addresses, 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 the access code (A, B, C, or D) in the 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 explanations in the ‘Comments’ box to better assist the certification team in their evaluation efforts.

Questions:

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

REQUIRED PARTNER PROGRAMS	Comprehensive Site	Affiliate or Specialized Site	Comments
Title I WIOA Adult & Dislocated Worker ¹			
Title I WIOA Youth			
Title III WIOA Wagner Peyser ²			
Title V Older Americans Act Senior Community Service Employment Program (SCSEP)			
Title IV WIOA Vocational Rehabilitation Program (Including Dept. of Services for the Blind)			
Unemployment Compensation (including Unemployment Insurance (UI) and Reemployment Services and Eligibility Assessment (RESEA))			
Other-Including Dislocated Worker Grants (DWG), Job Corps, YouthBuild, National Farmworker Jobs Programs, Native American Programs, Rapid Response Additional Assistance Grants, and those funded by WIOA Title I statewide activities funds reserved for Governors IF those programs are providing direct services in the one-stop			
Social Security Act’s Temporary Assistance for Needy Families (TANF)			
Trade Act Trade Adjustment Assistance (TAA)			

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.

REQUIRED PARTNER PROGRAMS	Comprehensive Site	Affiliate or Specialized Site	Comments
Title II WIOA Adult Education and Family Literacy Act (AEFLA)			
Housing and Urban Development (HUD) Employment and Training			
Carl D. Perkins Career & Technical Education Act Postsecondary			
Jobs for Veterans State Grant (JVSG)			
Community Service Block Grant (CSBG) Employment and Training			
Reentry Employment Opportunities (REO) under WIOA Sec. 169 authorized under Section 212 of the Second Chance Act of 2007 (42 USC 17532)			
Other			

ADDITIONAL PROGRAMS AVAILABLE IN ONE-STOP	Comprehensive Site	Affiliate or Specialized Site	Comments
Social Security Act Ticket to Work and Self-Sufficiency Programs			
Small Business Administration Employment and Training			
Food and Nutrition Act Supplemental Nutrition Assistance Program (SNAP) Employment and Training			
Vocational Rehabilitation Pilot Programs			
National and Community Service Act AmeriCorps			
Public Libraries			
Registered Apprenticeships			
Economic Development Programs			
Local Government (City/County)			
Chamber(s) of Commerce			
Others (please list)			
Other (please list)			

Questions:

- Comprehensive site only:** At least one WIOA Title I-B staff person [trained and available to answer questions, give information and resources in real-time] regarding each of the formula programs (Adult, Dislocated Worker, and Youth), and at least one Title III Employment Services staff are physically present during all hours and days of operation in the comprehensive one-stop site. Yes / No

2. How is customer access to required programs, services, and activities ensured during business days and hours of operation of the comprehensive one-stop site?
3. Have other service hours been established to accommodate the schedules of individuals (customers) who work or are otherwise not available during regular business hours/days?
4. **Affiliate and Specialized sites only:** How does the affiliate/specialized site supplement and enhance access to the services, activities, and programs available in the local comprehensive site?
5. **Affiliate and Specialized sites only:** Are partner program(s) besides Wagner-Peyser Employment Services, Disabled Veterans' Outreach Program (DVOP), Local Veterans Employment Program (LVER), and UI staff physically present at affiliate or specialized site at least a combined 50 percent of business operation hours? Yes / No

Section II: Service Provision

This section is not required for Connection Sites certification.

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

ARE THE FOLLOWING SERVICES PROVIDED? (See WIOA 134(c)(2) and 20 CFR 678.430 for further detail)			DESCRIPTION/COMMENTS
BASIC CAREER SERVICES			
Eligibility determination to receive assistance from WIOA Adult, Dislocated Worker, or Youth Programs	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Outreach, intake (including worker profiling), 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, and provision of information on non-traditional employment	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Appropriate recruitment and business services on behalf of employers, including information and referrals to specialized business services other than those	YES <input type="checkbox"/>	NO <input type="checkbox"/>	

ARE THE FOLLOWING SERVICES PROVIDED? (See WIOA 134(c)(2) and 20 CFR 678.430 for further detail)			DESCRIPTION/COMMENTS
traditionally offered through the one-stop delivery system			
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	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Provision of workforce and labor market information, including accurate information relating to: <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 	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Provision of information (in usable and understandable languages and formats) regarding how the local area is performing on the performance accountability measures	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Provision of performance and program cost information for eligible providers of training services and workforce services, organized by program and provider type.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
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: <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 the earned income tax credit • TANF assistance, including other supportive services and transportation provided by that program 	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Provision of meaningful assistance to individuals seeking assistance in filing a claim for unemployment	YES <input type="checkbox"/>	NO <input type="checkbox"/>	

ARE THE FOLLOWING SERVICES PROVIDED? (See WIOA 134(c)(2) and 20 CFR 678.430 for further detail)			DESCRIPTION/COMMENTS
insurance compensation included: <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 	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not funded under WIOA	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
INDIVIDUALIZED CAREER SERVICES			
Comprehensive and specialized assessment of skills levels and service needs of adults and dislocated workers, including: <ul style="list-style-type: none"> • 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"/> YES <input type="checkbox"/>	NO <input type="checkbox"/> NO <input type="checkbox"/>	
Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and an appropriate combination of services for the participant to achieve their employment goals, including a 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"/>	



ARE THE FOLLOWING SERVICES PROVIDED? (See WIOA 134(c)(2) and 20 CFR 678.430 for further detail)			DESCRIPTION/COMMENTS
Workforce preparation activities (as described in 34 CFR 463.34)	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Financial literacy services, for Youth, Adult, and DW, including: <ul style="list-style-type: none"> Supporting the 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, and debt, including credit card debt, effectively 	YES <input type="checkbox"/> YES <input type="checkbox"/>	NO <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): 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	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
BUSINESS SERVICES per 20 CFR 678.435	YES <input type="checkbox"/>	NO <input type="checkbox"/>	

Question:

- In addition to the labor exchange activities and labor market information described in the **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).

Section III: Physical and Programmatic Accessibility

All 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 certifications. More than one indicator may be selected.

INDICATOR			DESCRIPTION/COMMENTS
Physical Accessibility for Comprehensive/Affiliate/Specialized sites			
<p>Center has completed a Comprehensive ADA Assessment within the last 3 years that resulted in satisfactory compliance with all requirements.</p> <p>A copy of the physical accessibility assessment is included (templates below).</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  ADA Checklist for Existing Facilities 20 </div> <div style="text-align: center;">  ADA Checklist for Existing Facilities W </div> </div>	<p>YES <input type="checkbox"/></p>	<p>NO <input type="checkbox"/></p>	
<p>Center has completed a Comprehensive ADA Assessment within the last 3 years that resulted in unsatisfactory compliance with all requirements.</p> <p>A copy of the physical accessibility assessment and the technical assistance/corrective action reports are included.</p>	<p>YES <input type="checkbox"/></p>	<p>NO <input type="checkbox"/></p>	
Physical Accessibility for Connection sites			
<p>Connection sites should be physically accessible; however, connection sites may be places in the community where full ADA compliance is not achievable, due to location or availability of resources to make them compliant. In cases like this, does the LWDB:</p> <ul style="list-style-type: none"> • Have a plan to provide the same services at physically accessible locations (such as a one-stop center)? • Are customers made aware of this? • Are staff trained in this? 	<p>YES <input type="checkbox"/></p>	<p>NO <input type="checkbox"/></p>	

INDICATOR	DESCRIPTION/COMMENTS		
Programmatic Accessibility for Comprehensive/Affiliate/Specialized/Connection sites			
Center provides reasonable accommodations for individuals with disabilities, including making reasonable modifications to policies, practices, and procedures.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Center administers programs in the most integrated setting appropriate to ensure individuals with disabilities receive equitable and inclusive services.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Center ensures communications with people 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.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	

For further information, see also:

2010 ADA Standards - <https://www.ada.gov/law-and-regs/design-standards/2010-stds/>

1991 ADA Standards - <https://www.ada.gov/law-and-regs/design-standards/1991-design-standards/>

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 how staff ensure the full range of services in the one-stop are available to all one-stop customers and ensure nondiscrimination and equal access in the delivery of services?

Section IV: Common Identifier

WIOA Section 121(e)(4) and [WorkSource Policy 1033](#) 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 tagline “a proud partner of the American Job Center network” in accordance with TEGL 16-16 (see the [AJC style guide](#)).

As part of comprehensive, affiliate, and specialized site visits, the Certification Team will review a sampling of posters, handouts, facility signage, and

electronic resources for compliance.

Note: *In the instance of connection sites only, evaluations may be completed by site staff, LWDB staff, or the LWDB Certification Team. However, the certification action must be completed by the LWDB staff or the LWDB Certification Team.*

BRANDING AND COMMON IDENTIFIER			DESCRIPTION/COMMENTS
Staff have been trained in WorkSource branding expectations and know where to access WorkSource branding materials. <i>Note: For connection sites, this section may not apply if the connection site does keep any materials on site that would require branding.</i>	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Appropriate staff have been trained on expectations of including Stevens Amendment language on publicly facing outreach materials, flyers, etc.	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. <i>Note: If a connection site offers marketing material for WorkSource or WIOA, the EO tagline and WA Relay 711 must be used.</i>	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

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 (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), 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, contracts, services, and facility for accessibility and equal opportunity and provides recommendations and staff training, where needed. <i>Note: EO monitoring and reviews of facility accessibility for connection sites will be done in accordance with established monitoring processes, which may differ from the monitoring and level of compliance required for comprehensive, specialized, and affiliate sites.</i>	YES <input type="checkbox"/>	NO <input type="checkbox"/>	

IMPLEMENTATION OF WIOA NONDISCRIMINATION & EO PROVISIONS			DESCRIPTION/COMMENTS
<p>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.</p> <p><i>Note: At least one staff member from each connection site must be trained, in addition to any staff who provide WIOA or WorkSource activities from connection sites.</i></p>	<p>YES <input type="checkbox"/></p>	<p>NO <input type="checkbox"/></p>	
<p>Center provides meaningful access for individuals who 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.</p>	<p>YES <input type="checkbox"/></p>	<p>NO <input type="checkbox"/></p>	
<p>Center displays the Equal Opportunity is the Law poster, in English and Spanish, in reasonable numbers and places where customers receive services, and in staff break rooms.</p> <p><i>Note: Connection site requirements related to the EO poster:</i></p> <ul style="list-style-type: none"> • <i>Connection sites must not house WIOA staff nor provide WIOA services on a regular basis. If WIOA services are occasionally provided at a connection site, staff must ensure compliance with WIOA Section 188 nondiscrimination requirements by having the EO poster, EO policy, and complaint forms available for customers.</i> • <i>Posters are not required in staff break rooms at connection sites.</i> • <i>If a connection site is self-serve only, such as a computer at a library designated for job search through WorkSourceWA, the LWDB may display EO posters, but it is not required.</i> <p><i>There may be other circumstances that arise in which the LWDB EO Officer should consult with the State EO team on whether the EO posters need to be displayed at connection sites.</i></p>	<p>YES <input type="checkbox"/></p>	<p>NO <input type="checkbox"/></p>	

IMPLEMENTATION OF WIOA NONDISCRIMINATION & EO PROVISIONS			DESCRIPTION/COMMENTS
Center follows discrimination complaint procedures developed by the LWDB.	YES <input type="checkbox"/>	NO <input type="checkbox"/>	

Section VI: System Requirements

This section is not required for Connection Sites certification.

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.

Section VII: Organization and Management

This section is not required for Connection Sites certification.

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 ensure 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: