

SOUTH CENTRAL OKLAHOMA WORKFORCE BOARD, INC.

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A proud partner of the American Job Center network

SUBJECT: Center Certification Policy

PURPOSE: To define the local procedures to be used, as guided by the Oklahoma Office of Workforce Development (OOWD), to prepare and submit for initial and subsequent center certification approval.

AUTHORITY: The Workforce Innovation and Opportunity Act (WIOA) Sections 101(d)(6), 121(e)(2), 121(g)(1), 121(g)(3), Training and Employment Guidance Letter (TEGL) 16-16; 20 CFR 678.800 (a)(3), and CFR 678 Subpart F; 20 CFR 678.400-430; 20 CFR 678.800(b)); 20 CFR 361.400-430; 29 CFR 38; 34 CFR 463.410-430; 20 CFR 678.300(d)(3); Title I, II, III of the Americans with Disability Act; Oklahoma Works Workforce System Access for All; Oklahoma Workforce Development Issuance (OWDI) #07-2017.

BACKGROUND: WIOA envisions high-quality American Job Center (AJC) systems that are business driven, customer-centered, integrated, and tailored to meet the needs of the local workforce development area. The law emphasizes the need for partnerships and strategies that align workforce development, education, and economic development programs with regional needs.

The AJC system must be comprehensive, flexible, innovative, employer-driven, customer-focused and performance-based. The workforce one-stop system must also respond to customer needs, and be adaptable to the rapid changes in the global economy.

In an effort to ensure that the workforce one-stop system meets minimum quality standards, including the effective integration of services, and in anticipation of meeting requirements in WIOA, the Oklahoma Office of Workforce Development has developed a minimum standard for American Job Center (AJC) certification.

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DEFINITIONS:

Center Certification Team (CCT)

The CCT will be established by Local Workforce Development Board's (LWDB) and are responsible for conducting independent and objective evaluations of the American Job Centers and affiliate centers and shall make certification recommendations to LWDBs. The LWDB has discretion in forming the CCT's size and membership. CCT members must be free of conflicts of interest in the Centers.

POLICY: Under WIOA, the state is tasked with developing and implementing objective criteria and procedures for use by local areas in assessing and certifying comprehensive and affiliate one-stop centers for effectiveness, including customer satisfaction, physical and technology accessibility, and continuous improvement. Each local area must have at least one physical comprehensive one-stop center location that provides on-demand access to career services, training services, employment services, and all required programs and data, but may also incorporate affiliated or specialized centers.

A. Comprehensive Center

All comprehensive one-stop centers and the technology they provide to Job Seekers must be accessible to individuals with disabilities, as described in 29 CFR part 38, the implementing regulations of WIOA sec.188.

The comprehensive one-stop center must provide:

1. Career services, described in 20 CFR 678.430 and TEGl 16-16;
2. Access to training services described in 20 CFR 680.200;
3. Access to any employment and training activities carried out under sec.134(d) of WIOA;
4. Access to programs and activities carried out by one-stop partners listed in 20 CFR 678.400 through 678.410, including the Employment Service program authorized under the Wagner-Peyser Act, as amended by WIOA title III (Wagner-Peyser Act Employment Service program); and
5. Workforce and labor market information.

"Access" to each partner program and its services means:

1. Having a program staff member physically present at the one-stop center;
2. Having a staff member from a different partner program physically present at the one-stop center appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or
3. Making available a direct linkage through technology to program staff who can provide meaningful information or services.

A "direct linkage" means providing direct connection at the one-stop center, within a reasonable time, by phone or through a real-time Web-based communication to a program staff member who can provide program information or services to the customer.

A “direct linkage” cannot exclusively be providing a phone number or computer website that can be used at an individual’s home; providing information, pamphlets, or materials; or making arrangements for the customer to receive services at a later time or on a different day. If the direct linkage is provided via telephone, access must be a phone line dedicated to serving one-stop customers in a timely manner. If the direct linkage is provided via technology, access must enable trained staff to provide remote assistance through technology such as live web chat (e.g. Skype, Facetime), video conference, or other similar technology that involves a form of one-on-one assistance. As applicable and practical, one-stop partners should make services accessible to individuals electronically in a way that improves efficiency, coordination, and quality in the delivery of one-stop partner services.

All comprehensive one-stop centers and the technology they provide to Job Seekers must be accessible to individuals with disabilities, as described in 29 CFR part 38, the implementing regulations of WIOA sec.188. Oklahoma’s Access for All was developed as a system-wide effort and includes two parts to the Access for All Certification in Oklahoma. One considers accessibility in the physical space and the other considers accessibility in technology. Both focus on the environments that Job Seekers interact with when participating in services provided by the Oklahoma Works Workforce System Partners. In the end, Oklahoma Works Workforce System Partners and Workforce Areas work through an Access for All Accessibility Process to achieve Certification.

B. Affiliate Center

An affiliated site, or affiliate one-stop center, is a site that makes available to job seeker and employer customers one or more of the one-stop partners’ programs, services, and activities with a physical presence of combined staff more than 50 percent of the time the center is open. An affiliated site does not need to provide access to every required one-stop partner program. The frequency of program staff’s physical presence in the affiliated site will be determined at the local level. Affiliated sites are access points in addition to the comprehensive one-stop center(s) in each local area. If used by local areas as a part of the service delivery strategy, affiliate sites must be established in a manner that supplements and enhances customer access to services. All affiliated sites must be accessible to individuals with disabilities, as described in 29 CFR part 38, the implementing regulations of WIOA sec. 188.

If Wagner-Peyser Act employment services are provided at an affiliated site, there must be at least one or more other partners in the affiliated site with a physical presence of combined staff more than 50 percent of the time the center is open. Additionally, the other partner must not be the partner administering local veterans’ employment representatives, disabled veterans’ outreach program specialists, or unemployment compensation programs. If Wagner-Peyser Act employment services and any of these 3 programs are provided at an affiliated site, an additional partner or partners must have a presence of combined staff in the center more than 50 percent of the time the center is open.

C. Specialized Center

Any network of one-stop partners or specialized centers, as described in 20 CFR 678.300(d)(3), must be connected to the comprehensive one-stop center and any appropriate affiliate one-

stop centers, for example, by having processes in place to make referrals to these centers and the partner programs located in them. Specialized Centers do not have to be certified.

A Specialized Center is a Center that address specific needs. (i.e. youth, key industry sectors, etc.). The specialized centers are not required to be certified.

Minimum Certification Criteria

The Governor’s Council for Workforce and Economic Development (GCWED or The Council), in consultation with the CLEOs and LWDBs, must establish objective criteria and procedures for LWDBs to apply when certifying comprehensive and affiliate Oklahoma Works (One-Stop) Centers.

Categories comprising the Oklahoma Works (One-Stop) Center certification criteria include:

- Customer Focus
- Operations and Infrastructure
- Equal Opportunity and Accessibility
- Personnel
- Continuous Improvement

These categories of criteria stem from the four larger categories identified in WIOA. These are:

A. Effectiveness Criteria

These criteria evaluate the comprehensive and affiliate Oklahoma Works (One-Stop) Center’s effectiveness in meeting the workforce development needs of participants and the employment needs of businesses. They also evaluate whether the center is operating in a cost-efficient manner, coordinating services among partner programs physically or through direct linkage on demand and in real time, and providing maximum access to partner program services at times that meet participant needs, including providing services outside of regular business hours where there is a workforce need, as identified by the LWDB. (20 CFR 678.800(b)). Effectiveness also means required partners focus on outcomes and have the capacity to measure attainment of goals and other outcomes.

B. Physical Accessibility Criteria

Minimum certification criteria are required by WIOA to evaluate the comprehensive and affiliate Oklahoma Works (One-Stop) Center’s physical accessibility. This includes ensuring that the center’s location and layout are inclusive of individuals regardless of their range of abilities and mobility, and that reasonable accommodations for access are provided, when appropriate. This also requires the physical characteristics of the facility to conform to checkpoints found in the Oklahoma’s Accessibility Initiative [Physical Accessibility Checklist](#).

Physical accessibility also involves **technology accessibility** (see details below in programmatic accessibility criteria).

C. Programmatic Accessibility Criteria

Equal Opportunity Programs/Employer – Auxiliary aids and services available upon request for individuals with disabilities

These criteria evaluate the comprehensive Oklahoma Works (One-Stop) Center's programmatic accessibility, ensuring it provides equal access to all required programs, services, and activities to eligible participants and to employers regardless of their range of abilities, mobility, age, language, learning style, intelligence, or education level. Essentially, services must be made available without unlawful discrimination.

Programmatic Accessibility actions include, but are not limited to:

1. Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against any persons, including those with disabilities;
2. Administering programs in the most appropriate integrated setting;
3. Communicating with persons with disabilities as effectively as with others; and
4. Providing appropriate auxiliary aids and 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.

Technology

In addition, minimum certification criteria are required in Oklahoma to evaluate the One-Stop Center's technology environment for accessibility. This includes ensuring that the center's website, social media and other software offered for use by Job Seekers is accessible. Such technology must adhere to the Web Content Accessibility Guidelines 2.0, Level AA. In addition, the center must conform to the [Oklahoma's Accessibility Initiative Information and Communication Technology Checkpoints](#). In instances where the center does not meet all of the checkpoints, the center will create an Equally Effective Alternative Access Plan.

The full [Oklahoma's Accessibility Initiative certification process](#) details the requirements necessary, and provides tools, to receive certification under Oklahoma's Accessibility Initiative.

D. Continuous Improvement Criteria

These criteria evaluate the comprehensive and affiliate Oklahoma Works (One-Stop) Center's continuous improvement, meaning the center has the mechanisms and processes in place and has the capacity to assess and improve upon the effectiveness, physical accessibility, and programmatic accessibility of the center. This includes a regular process for identifying and responding to technical assistance needs, a regular system of continuing professional staff development, and having systems in place to capture and respond to specific customer feedback. Continuous improvement also includes supporting the achievement of the negotiated levels of performance for the local indicators of performance (20 CFR 678.800(c)).

Detailed certification criteria are identified in Attachment B: Oklahoma Works (One-Stop) Center Certification Checklist (Certification Checklist). To evaluate one-stop centers on the required certification criteria, LWDBs must use the Certification Checklist. GCWED, in consultation with CLEOs and LWDBs, must review and update the Certification Checklist criteria every two years as part of the review and modification of the WIOA State Plan.

TYPES OF CERTIFICATION

There are three possible certification determinations that may be assigned to an Oklahoma Works (One-Stop) Center: (1) full certification, (2) provisional certification with a requirement that one-stop operators provide action plans and timelines for meeting certification standards, and (3) not certified or decertified.

Certification is determined by the following scoring benchmarks:

- **Full Certification:** Full Certification may be awarded if 100% of met/not met criteria and an average score of “2” or higher for each category is achieved.
- **Provisional Certification:** Provisional certification may be awarded if 75-100% of met/not met criteria and an average score of “1.5” or higher for each category of certification.
- **Not Certified or Decertified:** Centers may not be considered certified and/or will be decertified if less than 75% of met/not met criteria and/or the average score for each category is less than “1.5”.

Certification Teams

Oklahoma Works (One-Stop) Center certification teams will be established by SCOWB and are responsible for conducting independent and objective evaluations of one-stop sites and making certification recommendations to SCOWB.

Certification teams:

- Must include a minimum of two evaluators;
- Shall identify one representative from the team as the primary contact person;
- Shall not include more than one LWDB staff member; and
- Must be free from conflicts of interest in the Center being evaluated. For example, those conducting the review and recommending certification must not include any program partner individual who is physically co-located in the center or a one-stop operator who is responsible for the delivery of career services within the center.

Certification teams may include local experts who represent targeted populations, experts from the state level, a third-party evaluator, or experts from outside of the local area to ensure evaluations are objective, so long as they have no conflict of interest with the comprehensive and affiliate site(s). It is recommended that the certification team include representatives from each of the core partner programs. Certification teams must not be comprised of that area’s One-Stop Operator or fiscal agent. A SCOWB board member may be a member of the certification team, but must abstain from the final SCOWB vote to certify any center that he/she evaluated.

CERTIFICATION PROCEDURES

Center Evaluation and Certification Frequency

Oklahoma Works (One-Stop) Center sites will be evaluated and certified no less than once every two years. Centers applying for continued certification of the same type (comprehensive or affiliate) will be evaluated no less than once every two years. Centers applying for new certification and centers who have relocated to a new physical site must complete the certification review process within 60 days of being open for service to the public.

SCOWB may direct “for-cause” site evaluation and certification as determined appropriate and warranted, as a result of a complaint or concern.

CENTER CERTIFICATION PROCESS:

The Board Staff, being the primary point person for the CCT, will provide the CCT with the certification application and electronic materials to begin a desk and onsite review. The CCT must review documentation, such as, memorandums of understanding, procedure manuals, customer satisfaction surveys, etc. Upon conclusion of the review, the CCT shall hold an exit meeting with the One-Stop Operator, Board Staff, and other relevant staff to communicate their findings. If appropriate, the One-Stop Operator shall provide the CCT a plan of action on any “required” criterion that were not met. The Board may request of the One-Stop Operator a corrective action plan to meet any criterion identified that are “not met”.

Once the review has been completed, the CCT shall present the completed Certification Checklist and a letter signed by the CCT to the LWDB recommending certification. Once the recommendation is approved by SCOWB, the board shall obtain the signature of the CLEO(s) for final approval.

In the event the CCT recommends that a comprehensive or affiliate one-stop center not be certified, SCOWB will send a letter signed by the CCT to the One-Stop Operator with specific corrective action items that must be addressed before certification can be approved. A copy of the letter shall also be sent electronically to the CLEO and to OOWD. Once the One-Stop Operator informs SCOWB that all issues preventing certification have been resolved, the SCOWB chair or designee can reconvene the CCT to conduct a follow-up evaluation using the same method as the initial evaluation.

Once the SCOWB and CLEO approve the certification of a comprehensive or affiliate one-stop center, the SCOWB chair or designee submits electronically all executed letters and copies of the completed Certification Checklist and necessary documentation to OOWD.

Each time a LWDB’s certification team conducts a for-cause review, certifies, or decertifies a comprehensive or affiliate one-stop center or provides an action plan for improvement, the LWDB must electronically submit the executed letter and a completed Certification Checklist with necessary documentation to OOWD.

Non-Certification

If an existing comprehensive and affiliate one-stop center is ultimately not certified following a standard or “for-cause” evaluation, SCOWB and one-stop operator must have a plan to ensure continuity of service between the time a site is not certified and another has been found and certified.

The Center Certification Process shall be as follows, unless otherwise directed by the SCOWB Executive Director:

TIMELINE:

If SCOWB is unable to certify all of its comprehensive and affiliate Oklahoma Works (One-Stop) Centers by the deadline, SCOWB must submit a Certification Extension request to OOWD by August 31st (30 days prior to the certification deadline). The extension request must include:

- a list of centers not yet certified,
- an explanation of why they are not yet certified,
- a plan using the timeline below for how the LWDB that has uncertified centers will certify them, and a technical assistance request (if needed) to complete the certification by the timeline below.

Timeline for renewing Centers shall occur during odd numbered Program Years (2019, 2021, 2023, etc.) Due to OOWD by September 30th.

June: One-Stop Operator Complete and Submit Application (Attachment A)
July/August: Convene CCT
August: Complete Audit
Audit Report Completed
Exit Meeting
September: Correction Plan Due to CCT and Board
September: Correction Plan Completed
One-Stop Operator Notification Due and Received by Board
September: Convene CCT for Final Review
September: Board Determination of Certification
CLEO Signature if certified
Submission to OOWD if certified
October: If a center does not meet certification requirements, the LWDB must set target dates and action plans to be completed by October 31, 2021 and every two years thereafter. The state may request updates and subsequent documentation for state board approval.

Timeline for new or relocated centers. (Must complete the center certification process within 60 days of being open to the public)

By Day 10: One-Stop Operator Complete and Submit Application (Attachment A)
By Day 12: Convene CCT
By Day 30: Complete Audit

Audit Report Completed
Exit Meeting
By Day 45: Correction Plan Due to CCT and Board
Correction Plan Completed
One-Stop Operator Notification Due and Received by Board
By Day 50: Convene CCT for Final Review
By Day 60: Board Approval of Certification
CLEO Signature
Submission to OOWD

EQUAL OPPORTUNITY AND NONDISCRIMINATION STATEMENT:

All Recipients, and Sub-recipients/Sub-grantees must comply with WIOA's Equal Opportunity and Nondiscrimination provisions which prohibit discrimination on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, 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.

ACTION REQUIRED:

This SCOWB Policy is to become a part of your permanent records and made available to appropriate staff and sub-recipients.

ATTACHMENTS:

Attachment A: Center Certification Application
Attachment B: Center Certification Evaluation Criteria

Revised: June 23, 2019, April 28, 2021

APPROVED BY SOUTH CENTRAL OKLAHOMA WORKFORCE BOARD

DATE: 06/10/2021

Center Information

Local Area Name:	
Oklahoma Works AJC Name & Address:	
Type of center:	Comprehensive Affiliate Specialized
Date of On-Site Evaluation:	

Certification Team

Evaluator Name:			
Evaluator Email:			
Evaluator Phone Number:			

Scoring

	# Items Met	# Items Not Met	Avg. Section Score
Customer Focus			
Operations & Infrastructure			
Equal Opportunity & Accessibility			
Continuous Improvement			
Personnel			

Per OWDI #01-2019, Change 1:

- **Full certification** may be awarded if 100% met/not met criteria *and* an average score of “2” or higher for each category is achieved.
- **Provisional certification** may be awarded if 75-99.99% of met/not met criteria *and* an average score of “1.5” or higher is achieved for each category of certification.
- **Not certified or decertified** is achieved if less than 75% of the met/not met criteria *and/or* the average score for each category is less than “1.5”.

Customer Focus

Local Area Name:	
Oklahoma Works AJC Name & Address:	
Type of center:	<input type="checkbox"/> Comprehensive <input type="checkbox"/> Affiliate <input type="checkbox"/> Specialized
Date of On-Site Evaluation:	
Evaluator Name:	

Must Meet Criteria

		Met	Not Met
CF.1	The AJC provides access to customers for skill development and training opportunities in a wide range of skill levels and levels of experience.		
CF.2	Customers have access to both on-site and virtual services including: basic and individualized career services, training services, education services, employment services, supportive services, and business services at/through the one-stop center.		
CF.3	Center hours are easily identifiable. The center ensures that customers are provided access to services in normal business hours and is able to assist customers outside of regular business hours to accommodate customers' work, child care, or transportation needs. Discussions regarding business hours are conducted periodically within the center meetings.		
CF.4	A customer satisfaction feedback process is in place and issues are addressed regularly.		
CF.5	The center implements the veteran's preference and priority of service requirements.		
CF.6	The one-stop is striving to meet the Oklahoma Works Workforce Access for All Standards and/or there is an active EEAAP plan in place for continuous improvement. Technology is available to assist all customers.		
CF.7	The one-stop center regularly identifies areas of needed technical assistance to improve business results and taps available resources to obtain needed assistance.		

CF.8	The one-stop center actively conducts outreach and provides access to non-co-located partner customers to participate in one-stop center-based services such as workshops and recruitment events.		
CF.9	Staff can explain the circumstances when individuals with disabilities receive separate or different services and that they are ensured to be as effective as services provided to others.		

Scored Criteria

		Score		
CF.10A	The one-stop center has a system in place to promptly greet all customers, identify their needs and reason for their visit, and quickly connect them to appropriate services.	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectation
CF.11B	One-stop center staff is readily available to assist customers and staff are integrated in the one-stop system (and not just their specific program). All staff contribute to providing a positive experience for every customer.	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectation
CF.12C	The one-stop center offers a wide range of one-stop center-based services for employers including referral of qualified candidates, on-site recruitment, pre-employment testing, skills verification, and hiring and training subsidies. All one-stop center staff are able to make knowledgeable referrals to partner programs.	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectation

Evaluator Notes

Operations and Infrastructure

Local Area Name:	
Oklahoma Works AJC Name & Address:	
Type of center:	<input type="checkbox"/> Comprehensive <input type="checkbox"/> Affiliate <input type="checkbox"/> Specialized
Date of On-Site Evaluation:	
Evaluator Name:	

Must Meet Criteria

		Met	Not Met
OI.1	The “Oklahoma Works a proud partner of the American Job Center network” identifier is highly visible inside and outside of the facility and meets state criteria. <i>If Not: There is a plan in place for the center to display “Oklahoma Works a proud partner of the American Job Center network” inside and outside of the facility and meets state criteria.</i>		
OI.2	Adequate parking (including accessible parking) is available for customers who drive to the facility.		
OI.3	Meeting rooms are available to meet partner and/or job seeker and business customer demands.		
OI.4	Safety and security precautions are in place to protect both customers and staff.		
OI.5	The resource area has workspace and computer stations available to meet customer needs. Assistive technology, devices or other auxiliary aids are readily available to assist those with disabilities and those who are non-English speaking.		
OI.6	Resource areas include up-to-date information about the services and supportive services available. The one-stop center’s resources include bilingual materials or an on-demand translation service, if needed.		
OI.7	Internet access is available at the center. There is a policy in place to prevent abuse and misconduct of internet access.		

OI.8	All services are available on demand through a direct connection with the one-stop center within a reasonable time, either through onsite staff or via real-time technology consistent with the “direct linkage” requirement. Phone, real-time Web-based communications or other technology is physically present, enables real-time interaction (e.g., via Skype). <i>(Comprehensive Center only)</i>		
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Scored Criteria

		Score		
OI.9A	The center reflects a professional and friendly environment. The one-stop center has a system in place to promptly greet all customers, identify their needs and reason for their visit, and quickly connect them to appropriate services	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectation
OI.10 B	The one-stop center strives to increase the number and percentage of all customers placed in high wage, sustainable employment.	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectation
OI.11 C	The required one-stop partners meet on a regular basis to discuss the one-stop system and the one-stop center’s contribution to the system, and makes recommendations for continuous improvement.	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectation

Evaluator Notes

Equal Opportunity & Accessibility

Local Area Name:	
Oklahoma Works AJC Name & Address:	
Type of center:	<input type="checkbox"/> Comprehensive <input type="checkbox"/> Affiliate <input type="checkbox"/> Specialized
Date of On-Site Evaluation:	
Evaluator Name:	

Must Meet Criteria

		Met	Not Met
EOA.1	The physical and programmatic accessibility of the one-stop center has been assessed by the local board, as required in 20 CFR 679.370.		
EOA.2	The Emergency Action plan is up to date and easily accessible. (29 CFR Part 1910.38; 29 CFR Part 1910.38)		
EOA.3	The one-stop is accessible consistent with Oklahoma’s Accessibility Initiative standards found on the ABLE Tech website and is accessible to the Web Content Accessibility Guidelines 2.0, AA.		
EOA.4	The Local Equal Opportunity Officer periodically reviews the one-stop center’s policies, procedures, and facility for accessibility and equal opportunity and provides recommendations and technical assistance.		
EOA.5	There are procedures in place to receive and respond to programmatic grievances and complaints.		
EOA.6	All program services are made available to and are accessible to all individuals, including those with disabilities as detailed in the Oklahoma Works Workforce Access for All initiative.		
EOA.7	Phone, real-time Web-based communications or other technology is physically present, enables real-time interaction (e.g., via Skype) and is accessible to the Web Content Accessibility Guidelines 2.0,AA		

Scored Criteria

		Score
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EOA.8A	Assistive technology devices or other auxiliary aids are readily available.	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectation
EOA.9B	The one-stop center's resources include bilingual materials or an on-demand translation service and are tailored to the populations served.	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectation
EOA.10C	Program partner staff are able to demonstrate they know how to use assistive technologies and are aware of the available resources.	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectation

Evaluator Notes

Continuous Improvement

Local Area Name:	
Oklahoma Works AJC Name & Address:	
Type of center:	<input type="checkbox"/> Comprehensive <input type="checkbox"/> Affiliate <input type="checkbox"/> Specialized
Date of On-Site Evaluation:	
Evaluator Name:	

Must Meet Criteria

		Met	Not Met
CI.1	The policies, processes, and actions of the one-stop center support the achievement of all partners' negotiated local levels of performance.		
CI.2	Performance data is tracked for daily operations and overall one-stop center performance and trends are identified.		
CI.3	Customer satisfaction survey records indicate regular data collection. Customer satisfaction surveys are segmented by the type of customer (employer or job seeker) and allows for comments to be provided by customers.		

Scored Criteria

		Score		
CI.4A	The one-stop center regularly uses results from performance reports and customer satisfaction surveys to identify strategies and set goals in order to improve outcomes	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectation
CI.5B	A process is in place to receive and resolve customer complaints promptly and effectively.	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectation

CI.6C	The one-stop center strives to increase the number and percentage of all customers receiving skill development and training services.	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectation
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Evaluator Notes

Personnel

Local Area Name:	
Oklahoma Works AJC Name & Address:	
Type of center:	<input type="checkbox"/> Comprehensive <input type="checkbox"/> Affiliate <input type="checkbox"/> Specialized
Date of On-Site Evaluation:	
Evaluator Name:	

Must Meet Criteria

		Met	Not Met
P.1	Roles and responsibilities of the one-stop operator within the Oklahoma Works One-Stop Center are clearly defined.		
P.2	Professional Development is provided to all one-stop center staff, including customer service and customer-centered design training.		
P.3	Program partner staff trainings are regularly provided on Equal Opportunity practices.		
P.4	Staff at the one-stop center are cross-trained and provided information on all required programs, services, and activities in the one-stop center and have received an orientation to all partner programs and services		
P.5	There is evidence that career services are provided within the Oklahoma Works One-Stop Center.		
P.6	If there is at least one Wagner-Peyser ES staff physically located in the center, then there is at least one other system partner physically present in the center. (Comprehensive Center only)		
P.7	All one-stop center staff are able to make knowledgeable referrals to partner programs.		
P.8	The one-stop center has regular staff meetings with one-stop center staff to build relationships, provide updates on center activities, and discuss strategies for one-stop center improvement.		
P.9	Continuous improvement plans are developed when required partners or customers identify barriers to participation in services.		

Scored Criteria

		Score		
P.10A	The center engages in an interactive process to identify and provide reasonable accommodations and meet individual’s needs, as necessary (e.g. - allowing an individual with cognitive disabilities extra time to complete forms). The process includes a procedures for handling requests for accommodations.	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectation
P.11B	One-stop center staff are able to demonstrate on how they use labor market information to help customers identify career pathways, develop in-demand skills and credentials, and find jobs.	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectation
P.12C	Program partner staff are able to effectively and appropriately communicate with individuals with disabilities.	3 - Exceeds expectations	2 - Meets expectations	1 - Meets minimum expectation

Evaluator Notes