WORKFORCE INNOVATION AND OPPORTUNITY ACT

Center Certification Policy

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EQUAL OPPORTUNITY AND NONDISCRIMINATION STATEMENT: All Recipients and sub-recipients/subgrantees 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.

South Central Oklahoma Workforce Board's Workforce Innovation and Opportunity Act Title I program funding statement can be found at https://scowib.info/funding

Caddo County, Grady County, McClain County, and City of Chickasha Labor Market Area
Comanche County, Cotton County, Tillman County, and City of Lawton Fort Sill Labor Market Area
Jefferson County, Stephens County, and City of Duncan Labor Market Area

PURPOSE: The South-Central Oklahoma Workforce Board (SCOWB) issues this guidance to outline the procedures for evaluating and certifying comprehensive and affiliate Oklahoma Works American Job Centers (AJC). This guidance establishes minimum criteria, examples, and timelines that ensure transparency and quality in all certification procedures as specified in state and federal guidelines under the Workforce Innovation and Opportunity Act (WIOA).

REFERENCES:

- Workforce Innovation and Opportunity Act Sections 101(d)(6), 121(e)(2), 121(g)(1), 121(g)(3)
- TEGL 16-16
- TEGL 04-15
- TEGL 19-16
- 20 CFR 678.800(a)(3), 20 CFR 678.800(b), and 20 CFR 678 Subpart F – Discusses certification requirements, evaluation criteria, and procedures for One-Stop Centers.
- 20 CFR 678.400-430 – Specifies the roles and responsibilities of required One-Stop partners and details the services that must be made available.
- 20 CFR 678.300(d)(3) – Defines the criteria for specialized centers and their relationship to comprehensive and affiliate centers.
- 34 CFR 361.400 – Required One-Stop Partners
- 34 CFR 463.410 – Who else may serve as a one-stop partner.
- 29 CFR Part 38 – Addresses nondiscrimination and equal opportunity provisions under WIOA. Americans with Disabilities Act of 1990, As Amended | ADA.gov , which applies to employment settings
- Americans with Disabilities Act Title II Regulations | ADA.gov , which applies to state and local governments
- Americans with Disabilities Act Title III Regulations | ADA.gov , which applies to private places of public accommodation
- Web Content Accessibility Guidelines (WCAG) 2.0, Level AA
- Oklahoma Works Access for All Initiative

PURPOSE:

SCOWB issues this guidance to outline the procedures for evaluating and certifying comprehensive and affiliate Oklahoma Works American Job Centers (AJC). This guidance establishes minimum criteria, examples, and timelines that ensure transparency and quality in all certification procedures. This guidance follows state and federal guidance referenced above.

These guidelines:

- Define minimum criteria for SCOWB to assess and certify Oklahoma Works American Job Centers, focusing on service integration, accessibility, and employer engagement.
- Provide detailed evaluation procedures with scoring rubrics, clear criteria, and a systematic approach for determining compliance.
- Establish timelines for certification and ongoing reporting to ensure compliance with both federal and state regulation.

POLICY:
WIOA envisions high-quality American Job Center systems that are business driven, customer-centered, and integrated to meet the needs of regional economies. It emphasizes fostering partnerships that align workforce development, education, and economic development with regional needs.

SCOWB must have at least one comprehensive Oklahoma Works AJC that provides access to career services, training, employment support, these centers are designed to:

1. Serve jobseekers and workers by increasing access to employment, education, training services.
2. Serve businesses by developing (including the provision of education and training for their current workforce) and/or finding (internally and through access to other supports) workers possessing the skills required to keep their companies globally competitive.

The statewide certification criteria ensure consistency and quality across Oklahoma Works AJC, while allowing local workforce boards the flexibility to address specific regional needs. Per WIOA Section 121(g)(3), SCOWB may develop additional criteria to reflect regional economic conditions or priorities, ensuring each comprehensive and affiliate center meets at least the minimum criteria.

TYPES OF OKLAHOMA WORKS AMERICAN JOB CENTERS

Comprehensive Oklahoma Works American Job Centers: Requirements and Standards
A comprehensive Oklahoma Works AJC is a central hub where job seekers and employers can access a wide range of services, programs, and activities provided by required one-stop partners. These centers ensure integrated and seamless delivery of services to improve workforce outcomes while maintaining compliance with federal regulations.

Core Requirements of Services and Programs Offered
Comprehensive Oklahoma Works AJCs must provide the following services to meet the needs of job seekers and employers:

1. **Career Services:** Career services are fundamental to the one-stop delivery system, ensuring participants have access to the resources and guidance needed to secure employment and achieve their career goals. These services, as defined under 20 CFR 678.430, are categorized into basic career services, individual career services, and follow-up services.
    - **Basic Career Services** are universally available to all job seekers and provide an entry point into the one-stop system. These include:
        - **Eligibility Determination:** Identifying whether individuals meet the requirements for WIOA Title I and other partner programs.
        - **Assistance:** in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.
        - **Outreach, Intake, and Orientation:** Informing participants of available services,

programs, and resources offered through the one-stop delivery system.

- **Labor Market Information:** Sharing information on current job opportunities, wage rates, occupational trends, and skill requirements to help participants make informed career decisions.
- **Job Search Assistance and Placement:** Actively assisting participants in finding employment, including job matching and placement services.
- **Referrals to Partner Programs:** Ensuring participants are connected to appropriate services offered by one-stop partners, including vocational rehabilitation or adult education.
- **Initial Skill Assessments:** Conducting preliminary evaluations to identify participants' basic skills, aptitudes, and service needs.
- **Provisions of Information:** In usable and understandable formats and languages:
  - About local area performance accountability measures, and
  - Related to the availability of supportive services or assistance, and the appropriate referral to those services.
- **Meaningful Assistance:** When providing services related to unemployment insurance (UI), American Job Centers are required to provide "meaningful assistance." This means:
  - On-site assistance by staff who are well-trained in unemployment compensation claims as well as the rights and responsibilities of claimants, or
  - Providing assistance by phone or via technology as long as it is provided by trained and available staff.

- **Individual Career Services** go beyond basic support, addressing specific barriers to employment and providing tailored assistance to help individuals achieve their goals. Services include:
  - **Comprehensive and Specialized Assessments:** Conducting detailed evaluations of skills, interests, and barriers to employment to guide service delivery.
  - **Individual Employment Plans (IEPs):** Developing personalized plans that outline career objectives, and the steps needed to achieve them, including any necessary training or supportive services.
  - **Career Planning and Counseling:** Providing in-depth guidance to help participants identify suitable career paths, navigate challenges, and develop strategies for long-term success.
  - **Workforce Preparation Activities:** Equipping participants with essential workplace skills, such as communication, digital literacy, and teamwork.
  - **Pre-Vocational Services:** Preparing participants for employment through activities like resume writing, mock interviews, and job readiness workshops.
  - **Supportive Services Coordination:** Assisting participants in accessing necessary support, such as transportation, childcare, or financial assistance, to ensure they can fully engage in training or employment.
- **Follow-Up Services, as appropriate,** are essential for ensuring participants remain employed and continue progressing toward their career goals. This could look like:

- **Retention Services:** Supporting individuals in maintaining employment by addressing workplace challenges and providing solutions.
- **Career Advancement Assistance:** Helping participants identify opportunities for promotions, additional training, or career progression.
- **Problem Resolution:** Acting as a mediator between participants and employers to resolve issues that could threaten job retention.

2. **Training Services:** Access to programs designed to enhance skills and employability as described in 20 CFR 678.200, such as:
   - Occupational skills training
   - On-the-job training
   - Incumbent worker training
   - programs that combine workplace training with related instruction, which may include cooperative education programs
   - training programs operated by the private sector
   - skill upgrading and retraining
   - entrepreneurial training
   - transitional jobs
   - job readiness training provided in combination with services listed above
   - adult education and literacy activities, including activities of English language acquisition and integrated education and training programs
   - customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

3. **Employment and Training Activities:** Programs authorized under WIOA Section 134(d) to address local workforce needs, to include:
   - Screening of qualified participants to employers.
   - Pay for performance contract strategies.
   - Customer support for target populations such as individuals with barriers to employment, individuals with disabilities, and veterans.
   - Technical assistance for one-stop operators, partners, and eligible training providers regarding the provision of services to individuals with disabilities.
   - Coordination with related programs such as child support enforcement and cooperative extension programs, and activities that facilitate remote access through technology.
   - Improving linkages between workforce development and economic development efforts, promoting skills training. Strengthening connection between one-stop delivery systems and unemployment insurance programs.
   - Specialized training programs for displaced homemakers and nontraditional occupations.
   - Business services and employer strategies that provide workforce solutions tailored to employer needs, such as industry sector strategies and skills alliances. This could also include:

4. **Partner Program Access:** Services and programs provided by one-stop partners, including

Wagner-Peyser Act employment services and others listed in 20 CFR §§678.400–678.410 include:

- **Required One-Stop Partners** Required partners include entities responsible for administering the following programs:
  - **WIOA Title I Programs:** Adult, Dislocated Worker, and Youth Programs. Specialized programs like Job Corps, YouthBuild, Native American Programs, and Migrant and Seasonal Farmworker Programs.
  - **Wagner-Peyser Act Employment Services:** Labor exchange services, job search assistance, and employer engagement.
  - **Adult Education and Family Literacy Act (AEFLA):** Literacy and high school equivalency programs.
  - **Vocational Rehabilitation (VR):** Services assisting individuals with disabilities to gain competitive, integrated employment.
  - **Senior Community Service Employment Program (SCSEP):** Training and employment opportunities for older workers.
  - **Career and Technical Education (CTE):** Postsecondary training under the Carl D. Perkins Act.
  - **Trade Adjustment Assistance (TAA):** Training and support for workers displaced by trade.
  - **Jobs for Veterans State Grants (JVSG):** Employment and training services for veterans.
  - **Community Services Block Grant (CSBG):** Programs supporting low-income individuals.
  - **Department of Housing and Urban Development (HUD):** Employment and training initiatives.
  - **Unemployment Compensation Programs:** State-administered reemployment services for unemployment insurance claimants.
  - **Second Chance Act Programs:** Services for reintegrating justice-involved individuals.
  - **Temporary Assistance for Needy Families (TANF):** Unless exempted by the Governor, TANF programs must participate in the one-stop system.

- **Additional One-Stop Partners:** Other entities may serve as partners if approved by the LWDB and chief elected officials. These include, but are not limited to:
  - **Social Security Administration (SSA):** Employment programs like the Ticket to Work and Self-Sufficiency Program.
  - **Small Business Administration (SBA):** Employment and training programs supporting entrepreneurs and small business growth.
  - **Supplemental Nutrition Assistance Program (SNAP):** Employment and training initiatives authorized under the Food and Nutrition Act.
  - **Client Assistance Program:** Advocacy services under the Rehabilitation Act of 1973.
  - **National and Community Service Act Programs:** Opportunities funded under AmeriCorps and other service initiatives.
  - **Other Federal, State, or Local Programs:** Includes employment, education, and training services provided by public libraries or private sector organizations.

5. **Workforce and Labor Market Information:** Tools and resources to help customers understand labor market trends and make informed career decisions.

6. **Physical and Staff Presence**
   - At least one Title I staff member must be physically present at the comprehensive center during operational hours.
   - Additional program staff or technology-enabled direct linkages must ensure access to services from all partner programs.

7. **Access During Operational Hours**
   - Centers must operate during regular business hours, providing consistent access to services.
   - SCOWB may extend service hours to accommodate individuals unable to visit during regular hours, ensuring flexibility for diverse customer needs.

8. **Direct Linkage to Services**
   Definition of "Access":
   "Access" involves more than simply providing customers with information. It requires meaningful, direct engagement that connects individuals to the services they need. This can be achieved through the following methods:
   - **Physical Presence:**
     Program staff must be physically available on-site to assist customers.
   - **Trained Staff Assistance:**
     Trained staff from other programs must be available and capable of providing informed guidance and referrals to customers.
   - **Real-Time Technological Connections:**
     The use of tools like web-based video conferencing or other real-time technology must allow customers to interact with program staff who can deliver or coordinate services effectively.

   What Does ***Not*** Meet the "Direct Linkage" Requirement:
   Simply offering brochures, phone numbers, or website links without meaningful engagement or service delivery does not satisfy the "direct linkage" standard.

9. **Accessibility**
   - Centers must be physically and programmatically accessible to individuals with disabilities in compliance with 29 CFR Part 38 and WIOA Section 188.
   - Accessibility features may include adaptive technology, accommodations for individuals with hearing or visual impairments, and barrier-free physical environments.

Affiliated Sites and Their Role

Affiliated sites complement comprehensive one-stop centers by offering access to one or more partner programs. While they do not need to provide the full suite of services, they must:

- Supplement and enhance customer access to services.

- Be staffed based on local needs, with at least one partner present.
- Comply with physical and programmatic accessibility requirements under 29 CFR Part 38.

Wagner-Peyser Act Employment Services Restrictions:

- Wagner-Peyser services cannot operate as stand-alone affiliated sites.
- Any affiliated site offering Wagner-Peyser services must have at least one additional partner program staff physically present for more than 50% of the center's operational hours.

Specialized Centers and Partner Networks

1. **Specialized Centers**
    - Serve specific populations, such as dislocated workers, youth, or those in targeted industries.
    - Must connect to comprehensive one-stop centers and affiliated sites through referral systems.
    - Wagner-Peyser services in specialized centers must be supplemented by additional partner programs.
2. **Partner Networks**
    - Networks of eligible one-stop partners enhance service delivery through coordinated access points linked to comprehensive centers.
    - These networks use referral systems, technology, and shared resources to provide seamless access to career services and partner programs.

Property and Facility Management

State and Local Workforce Development Boards must:

- Assess property holdings and lease agreements to ensure efficient use of resources.
- Align lease expiration dates with efforts to consolidate one-stop operations, prioritizing co-location of Wagner-Peyser services with other partner programs.
- Include these steps in the State Plan to ensure compliance and efficient facility management.

CERTIFICATION CRITERIA

The Governor's Council for Workforce and Economic Development (GCWED), in consultation with the CLEO and SCOWB, has established objective criteria and procedures for SCOWB to apply when certifying comprehensive and affiliate Oklahoma Works AJCs.

Categories comprising the Oklahoma Works AJC certification criteria include:

1. **Effectiveness Criteria:** Evaluates how effectively Oklahoma Works AJCs meet the needs of participants and employers, operate in a cost-efficient manner, and coordinate partner services.
   Examples: Providing flexible service hours to meet participant needs, ensuring real-time and on-demand coordination among partner programs, and using metrics to measure attainment of goals.

2. **Equal Opportunity and Accessibility**:

a. **Physical Accessibility Criteria:** Centers must meet physical accessibility requirements as mandated by WIOA to ensure inclusivity, regardless of an individual's range of abilities or mobility. The physical environment must align with the Oklahoma Works Access for All Physical Accessibility Checklist.
Examples: Providing accessible entryways, accommodating restrooms, and ensuring workspaces are usable by individuals with mobility aids.

b. **Programmatic Accessibility Criteria**: Ensures that all programs, services, and activities are accessible to participants and employers without unlawful discrimination, regardless of range of abilities, mobility, age, language, learning style, intelligence, or education level.
Programmatic Accessibility Actions:
   i. Making reasonable modifications to policies and procedures to avoid discrimination.
   ii. Administering programs in the most appropriate integrated setting.
   iii. Communicating effectively with persons with disabilities.
   iv. Providing auxiliary aids and services where necessary, such as assistive technology.

c. **Technology Environment**: Oklahoma Works AJCs must also ensure technology accessibility. Websites, social media, and software must comply with the Web Content Accessibility Guidelines (WCAG) 2.0, Level AA, and conform to Oklahoma Works Access for All checkpoints.
   - **Examples:** Accessible websites, dedicated phone lines for real-time assistance, and technology-based support must be available.
   - **Resources**: Oklahoma Works provides the following resources for assistance:
     1. Roadmap for Accessibility Certification - Oklahoma ABLE Tech (okabletech.org)
     2. Accessibility Fact Sheet - Oklahoma ABLE Tech (okabletech.org)
     3. Access For All Tips - Oklahoma ABLE Tech (okabletech.org)
     4. Assistive Technology Overview - Oklahoma's American Job Center AT - YouTube

d. **Alternative Access Plan:** If all checkpoints are not met, centers must create an equally effective alternative access plan.

3. **Customer Focus**: Centers must demonstrate responsiveness to job seekers and businesses through customer satisfaction measures.
   - **Examples**: Conducting satisfaction surveys, establishing regular feedback sessions with participants.

4. **Operations and Infrastructure**: Centers must integrate services across all partner programs.
   - **Examples**: Using shared client management systems to track participant progress, providing co-located or technology-based direct linkages for seamless service.

5. **Personnel**: Staff must be adequately trained to provide services across all programs, and

training should be provided on a regular basis.

- **Examples:** Cross-training staff on eligibility requirements for various programs, ensuring service delivery is not disrupted by staff absences.

6. **Continuous Improvement Criteria**: Centers must have systems in place to assess and improve effectiveness, accessibility, and programmatic offerings. Continuous improvement includes identifying technical assistance needs, ongoing staff development, customer feedback, and performance monitoring.
    - **Examples:** Holding quarterly staff workshops, reviewing service delivery methods annually, and responding to customer feedback in a timely manner.

Certification Checklist: Detailed certification criteria are outlined in Attachment A - Certification Checklist. The GCWED, in consultation with CLEOs and LWDBs, must review and update these criteria every two years to align with modifications to the WIOA State Plan.

Local Additions: LWDBs may establish additional criteria or set higher standards to respond to local conditions, provided they review and update these additional standards every two years as part of the WIOA Local Plan update process. Additional criteria must be clearly identified in addenda to the Certification Checklist.

TYPES OF CERTIFICATIONS

There are three possible certification determinations that may be assigned to an Oklahoma Works American Job 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:

1. **Full Certification**: Awarded if 100% of criteria are met with an average score of 2 or higher.
    - Full certification ensures consistent, high-quality service delivery without significant issues.
2. **Provisional Certification:** Granted if 85-100% of criteria are met with an average score of 1.5 or higher. An action plan is required to address deficiencies.
    - Provisional certification is temporary and requires corrective actions to achieve full certification within a set timeline.
3. **Not Certified/Decertified**: Issued if the center meets less than 85% of criteria or scores less than 1.5.
    - SCOWB and one-stop operator must have a plan (in policy) to ensure continuity of service until certification concerns are resolved through the same or an alternate, certified AJC.

CERTIFICATION PROCEDURES

EVALUATION AND CERTIFICATION FREQUENCY

- **Frequency:** Centers must be evaluated and certified at least once every three years.

- **New/Relocated Centers:** Centers applying for new certification or those relocated must complete the certification process within 60 days of opening to the public.
- **For-Cause Evaluations:** SCOWB can initiate unscheduled evaluations if there are specific issues or complaints.

CERTIFICATION TEAMS

Certification teams are responsible for conducting independent evaluations and making recommendations regarding the certification of Oklahoma Works AJCs. To ensure fairness and objectivity, the following guidelines must be adhered to when forming a certification team:

Team Composition: Certification teams must consist of at least three evaluators, with the addition of at least one WIOA OESC state staff member. One of the three evaluators, not including the WIOA OESC staff member, must be designated as the primary contact person for the team.

- Teams may include local experts representing targeted populations, state-level experts, third-party evaluators, or experts from outside the local area.
- Certification teams must not include any staff who are physically co-located in the center being evaluated, the One-Stop Operator responsible for service delivery, or the fiscal agent for that center.
- Including representatives from each of the core partner programs is recommended to ensure a holistic evaluation.
- A board member of the SCOWB may be part of the certification team but must abstain from the final SCOWB vote to certify any center that they evaluated.

Conflict of Interest: All team members must be free of any conflicts of interest with the Oklahoma Works AJC being evaluated. Examples of conflicts of interest include:

- Being directly employed by or receiving financial benefit from the center being evaluated.
- Having a role in service delivery within the center or a financial relationship that could influence the certification outcome.

CERTIFICATION PROCESS

SCOWB must establish and maintain a local policy for certifying Oklahoma Works AJCs, including comprehensive and affiliate centers. This policy must:

- Be updated every two years as part of the Local Plan update.
- Include a clear timeline for completing the certification process.
- Outline procedures and timelines for certifying new or relocated centers.
- Require at least one on-site observation as part of the certification evaluation.

PROVISIONAL CERTIFICATION

An Oklahoma Works AJC may receive Provisional Certification if it meets most, but not all, criteria. Provisional Certification must include:

- A detailed description of deficiencies identified during the evaluation.
- An action plan from the One-Stop Operator with:
    - Specific corrective actions.

    - A timeline for completion.
- Regular follow-up evaluations by the certification team to verify corrective actions.
- Transition to full certification within the agreed timeline.

NON-CERTIFICATION
If a Comprehensive or Affiliate Oklahoma Works AJC ultimately does not meet the required criteria for certification:

1. **Plan for Continuity of Services**: SCOWB and the One-Stop Operator must develop a plan to ensure the continuity of services for job seekers and employers. This plan should specify:
    - How the services will continue to be provided.
    - Whether services will be transferred to another certified AJC temporarily.

2. **Corrective Action Communication**:
    - The local certification team will issue a corrective action letter to the One-Stop Operator. This letter must include:
        - Specific corrective action items.
        - Deadlines for completing these actions.
    - A copy of the letter must also be sent electronically to the Chief Local Elected Official and OESC.

3. **Follow-Up Evaluation for Corrective Action**: Once the One-Stop Operator confirms that all issues have been addressed:
    - The SCOWB Chair or a designee will reconvene the local certification team to conduct a follow-up evaluation.
    - The follow-up evaluation must use the same methods and criteria as the original evaluation to ensure that the deficiencies have been effectively addressed.

CERTIFICATION APPROVAL
Once an Oklahoma Works AJC meets all requirements:
- SCOWB and CLEO must approve the certification.
- The SCOWB Chair or designee must electronically submit the following to OESC via WorkforceServices.Inquiry@oesc.ok.gov:
    - Executed approval letters.
    - Completed Certification Checklists.
    - Documentation of any corrective actions and evaluations.
    - The core and required partners are obligated to share the infrastructure costs of the certified comprehensive center, regardless of whether the State or Local funding mechanism is used. Documentation must be provided to demonstrate that a reconciliation process has been completed.

ONGOING REPORTING OF CERTIFICATION REVIEWS AND APPROVALS
SCOWB must electronically submit updates to OESC under the following circumstances:

1. When the certification criteria or process is updated.
2. After certifying or decertifying a center.
3. When issuing a Provisional Certification or related action plans.
4. Following a for-cause review.

Each submission must include executed letters, completed Certification Checklists, and any supporting documentation.

TIMELINE: Certification is a prerequisite for one-stop centers to be eligible to receive infrastructure funding.

The timeline for the center certification process shall be as follows:

- By April 1, 2025, and every three years thereafter, SCOWB must submit center certification documentation to OESC.
- **Self-Assessment for One-Stop Operators:** Any LWDB that is the one-stop operator must submit a self-assessment from a certification team. The OESC has 90 days to review and submit recommendation to the GCWED.
- **Corrective Action Plans:** If a center does not meet certification requirements, SCOWB must establish target dates and action plans for completion by May 31. The state may request subsequent updates and documentation for state board approval.
- **Certification Extension Requests**: If SCOWB is unable to certify all of its comprehensive and affiliate Oklahoma Works AJCs by the certification deadline, an
- **Extension Request** must be submitted to OESC by March 1 (30 days prior to the certification deadline). The extension request must include:
    - A list of centers not yet certified.
    - An explanation of why the centers have not yet been certified.
    - A detailed plan, including a timeline for achieving certification.
    - A request for technical assistance (if needed) to complete the certification process by the proposed timeline.

ACTION REQUIRED: SCOWB will disseminate the Center Certification Policy to all SCOWB contractors, staff, and board members. All contractors, staff, and board members will be responsible for following this policy.

SCOWB APPROVED: 02/11/25
Attachment A: Center Certification Checklist

Attachment A: Center Certification Evaluation Criteria Checklist

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 Job Title	Evaluator Email	Evaluator Phone Number

Evaluator Instructions

Evaluators should use this form to assess the compliance and performance of the center being evaluated. Each section is divided into "Must Meet Criteria" and "Scored Criteria."

- For Must Meet Criteria, indicate if the criterion is met or not met.
- For Scored Criteria, assign a score based on the descriptions provided.
- If a criterion is Not Met, ensure that follow-up actions are documented in the "Action Required" section. Evaluators should also provide notes for further clarity or recommendations.
- Signatures must be obtained from all evaluators on the date of evaluation.

Scoring Guide

- **3 - Exceeds Expectations:** The center exceeds the requirements in a way that demonstrates exceptional performance.
- **2 - Meets Expectations:** The center fully meets the required standards.
- **1 - Meets Minimum Expectation**: The center meets the basic requirements but may need improvement.

Definitions

- **Comprehensive Center:** Provides access to all core programs, services, and partners under WIOA. Offers a full range of employment, training, and related services.
- **Affiliate Center:** Provides access to one or more partner services but not the full range available at a comprehensive center.
- **Specialized Center:** Focuses on specific services for targeted populations or particular programs.
- **Workforce Access for All Standards:** Ensures that services are accessible to individuals with disabilities and other barriers to employment, including physical and programmatic accessibility.

- **EEAAP (Equal Employment Accessibility Action Plan):** A plan developed to identify barriers to accessibility and detail steps for continuous improvement in providing accessible services**.**

Scoring

CATEGORY	EVALUATOR NAME	# ITEMS MET	# ITEMS NOT MET	AVG. SECTION SCORE
CUSTOMER FOCUS				
OPERATIONS & INFRASTRUCTURE				
EQUAL OPPORTUNITY & ACCESSIBILITY				
CONTINUOUS IMPROVEMENT				
PERSONNEL				

Per WSD 10-2024

- **Full Certification**: Awarded if 100% of "met/not met" criteria and an average score of “2” or higher for each category is achieved.
- **Provisional Certification**: Awarded if 85-99.99% of "met/not met" criteria and an average score of “1.5” or higher is achieved for each category.
- **Not Certified or Decertified**: If less than 85% of "met/not met" criteria is achieved, and/or the average score for each category is less than “1.5”.

List any Additional Criteria from Local Workforce Boards as a separate document attached to this checklist.

Customer Focus

Must Meet Criteria

CRITERIA ID	DESCRIPTION	MET	NOT MET
CF.1	The AJC provides access for skill development and training opportunities across a wide range of skill levels and experience.		
CF.2	Customers have access to on-site and virtual services including career, training, education, employment, supportive, and business services.		
CF.3	Center hours are clearly posted. Services are accessible during normal hours, with accommodation for customers needing help outside of standard hours.		
CF.4	A customer satisfaction feedback process is in place, and issues are regularly addressed.		
CF.5	The center complies with veteran's preference and priority of service requirements.		
CF.6	The one-stop aims to meet the Workforce Access for All Standards or has an active EEAAP plan for continuous improvement.		
CF.7	The center identifies areas needing technical assistance and accesses available resources for improvement.		
CF.8	The center conducts outreach for non-co-located partner customers to participate in services.		
CF.9	Staff can explain when individuals with disabilities may receive different services and ensure these services are as effective as those provided to others.		

Scored Criteria

CRITERIA ID	DESCRIPTION	SCORE
CF.10A	System in place to greet customers, assess needs, and connect them to services.	3 - Exceeds expectations / 2 - Meets expectations / 1 - Meets minimum expectation
CF.11B	Staff are available, integrated, and provide positive customer experiences.	3 - Exceeds expectations / 2 - Meets expectations / 1 - Meets minimum expectation
CF.12C	Offers wide range of employer services; staff make knowledgeable referrals to partner programs.	3 - Exceeds expectations / 2 - Meets expectations / 1 - Meets minimum expectation

Evaluator Notes:

Actions Required:

Operations and Infrastructure

Must Meet Criteria

CRITERIA ID	DESCRIPTION	MET	NOT MET
OI.1	"Oklahoma Works - a proud partner of the American Job Center network" identifier is visible inside and outside the facility.		
OI.2	Adequate parking (including accessible parking) is available.		
OI.3	Meeting rooms are available for partner, job seeker, and business customer needs.		
OI.4	Safety and security precautions are in place for staff and customers.		
OI.5	Resource area has workstations, assistive technology, and auxiliary aids.		
OI.6	Resource areas provide up-to-date service and supportive service information, including bilingual materials.		
OI.7	Internet access is available, with a policy to prevent misuse.		
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). ***(Comprehensive Center only)***		

Scored Criteria

Criteria ID	Description	Score
OI.9A	Center provides a professional and friendly environment, greeting customers and addressing their needs promptly.	3 - Exceeds expectations / 2 - Meets expectations / 1 - Meets minimum expectation
OI.10B	Center aims to increase customer placement in high-wage, sustainable employment.	3 - Exceeds expectations / 2 - Meets expectations / 1 - Meets minimum expectation
OI.11C	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:

Actions Required:

Equal Opportunity & Accessibility

Must Meet Criteria

CRITERIA ID	DESCRIPTION	MET	NOT MET
EOA.1	Physical and programmatic accessibility assessed by local board, as per 20 CFR 679.370.		
EOA.2	Emergency Action Plan is current and accessible (29 CFR Part 1910.38.)		
EOA.3	One-stop is accessible per Oklahoma's Accessibility Initiative and WCAG 2.0, AA standards.		
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	Procedures are in place for handling grievances and complaints.		
EOA.6	Program services are accessible to all, including individuals with disabilities.		
EOA.7	Technology is accessible for real-time interaction and WCAG 2.0 compliance.		

Scored Criteria

CRITERIA ID	DESCRIPTION	SCORE
EOA.8A	Assistive technology and auxiliary aids are 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.	3 - Exceeds expectations / 2 - Meets expectations / 1 - Meets minimum expectation
EOA.10C	Staff are trained to use assistive technologies effectively.	3 - Exceeds expectations / 2 - Meets expectations / 1 - Meets minimum expectation

Evaluator Notes:

Actions Required:

Continuous Improvement

Must Meet Criteria

CRITERIA ID	DESCRIPTION	MET	NOT MET
CI.1	Policies, processes, and actions support achievement of local performance levels.		
CI.2	Performance data is tracked for daily operations and overall, one-stop center performance and trends are identified.		
CI.3	Customer satisfaction surveys are regularly conducted, segmented by customer type, and allow comments.		

Scored Criteria

CRITERIA ID	DESCRIPTION	SCORE
CI.4A	Results from performance reports and satisfaction surveys guide goal setting and improvement strategies.	3 - Exceeds expectations / 2 - Meets expectations / 1 - Meets minimum expectation
CI.5B	A process is in place for resolving complaints promptly.	3 - Exceeds expectations / 2 - Meets expectations / 1 - Meets minimum expectation
CI.6C	Center strives to increase the number and percentage of customers receiving training services.	3 - Exceeds expectations / 2 - Meets expectations / 1 - Meets minimum expectation

Evaluator Notes:

Actions Required:

Personnel

Must Meet Criteria

CRITERIA ID	DESCRIPTION	MET	NOT MET
P.1	Roles and responsibilities of the one-stop operator within the Oklahoma Works American Job Center are clearly defined.		
P.2	Professional development, including customer service training, is provided to all staff.		
P.3	Equal Opportunity training is regularly conducted.		
P.4	Staff are cross trained on all required programs, services, and partner programs.		
P.5	Evidence shows that career services are being provided.		
P.6	If a Wagner-Peyser ES staff is present, there must be at least one other partner present (Comprehensive Center).		
P.7	Staff can make knowledgeable referrals to partner programs.		
P.8	Regular staff meetings are held to build relationships and discuss improvement.		
P.9	Continuous improvement plans are developed when barriers to services are identified.		

Scored Criteria

CRITERIA ID	DESCRIPTION	SCORE
P.10A	Center engages in interactive process to identify and provide accommodations.	3 - Exceeds expectations / 2 - Meets expectations / 1 - Meets minimum expectation
P.11B	Staff use labor market information to help customers develop skills and find jobs.	3 - Exceeds expectations / 2 - Meets expectations / 1 - Meets minimum expectation
P.12C	Staff effectively communicate with individuals with disabilities.	3 - Exceeds expectations / 2 - Meets expectations / 1 - Meets minimum expectation

Evaluator Notes:

Actions Required:

Signature Page for Center Certification Checklist

Center Information

- **Local Area Name:** Click or tap here to enter text.
- **Oklahoma Works AJC Name & Address:** Click or tap here to enter text.
- **Type of Center:**
  - ☐Comprehensive
  - ☐Affiliate
  - ☐Specialized
- **Date of On-Site Evaluation:** Click or tap to enter a date.

Certification Team Signatures

We, the undersigned evaluators, certify that we have conducted the on-site evaluation of the center listed above in accordance with the criteria outlined in the Center Certification Checklist. The findings and recommendations provided in the checklist are a true and accurate reflection of our assessment.

Evaluator	**Evaluator**
Print First/Last	Print First/Last
Signature	Signature
Date Click or tap to enter a date.	Date Click or tap to enter a date.

Evaluator	**Evaluator**
Print First/Last	Print First/Last
Signature	Signature
Date Click or tap to enter a date.	Date Click or tap to enter a date.