



Missouri Department of Higher Education and Workforce Development
Office of Workforce Development

Missouri Job Center

Comprehensive Center Certification Review Form

Comprehensive Center:	Date of Review:		
Site Address:			
Hours of Operation:			
Local Workforce Development Area:			
Chief Elected Official:	Signature:		
LWDB Chair	Signature:		
One Stop Operator:	Affiliation:	Phone:	
Contact Person:	Phone:	Email:	
Review Team Members:			
<u>Name</u>	<u>Affiliation</u>	<u>E-mail Address</u>	<u>Signature</u>
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I. Introduction:

Missouri Job Centers are the entryway to the state's workforce system and access to the resources and services designed to assist individuals in acquiring the skills needed for meaningful employment and self-sufficiency. Job Centers are also the portal for businesses to access the talent pipeline that meets their workforce needs and fuels economic growth. Workforce system partners are required to collaborate to support a seamless, customer focused service delivery network. The Workforce Innovation and Opportunity Act (WIOA) requires state and local partners to collaborate in developing and implementing a one-stop delivery system where local service delivery is designed to meet the unique needs of the customer, resources are leveraged for maximum efficiency and high standards are maintained through continuous improvement.

The success of a Missouri Job Center depends on the principles Local Workforce Development Boards and their partners use to guide planning and operations. Job Center effectiveness, customer satisfaction, accessibility and continuous improvement are all vital pieces to overall success.

II. Missouri Job Center Certification:

20 CFR 678.300, requires at least one comprehensive physical center in each local workforce region, as defined in 20 CFR 678.305. A comprehensive center is one in which job seekers and employers can access the programs, services and activities of all required one-stop partners, including the Employment Service program authorized under the Wagner-Peyser Act. Access to partner programs and services can be achieved by:

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

A comprehensive center must have at least one Title I staff person physically present 100% of the time, during regular business hours. Wagner Peyser (Title III) services requiring eligibility determinations (i.e. Trade Act) must be provided by State Merit staff.

Comprehensive centers must provide the following:

- Basic Career Services
- Individualized Career Services
- Follow Up Services
- Career Services for Employers
- Access to Training Services
- Access to any Employment and Training Activity carried out under sec. 134(d) of WIOA
- Permissible local employment and training activities for Adult, Dislocated and Youth workers:
 - o Supportive Services
 - o Needs-Related Payments
 - o Incumbent Worker Training
 - o Transitional Jobs
- Access to programs and activities carried out by required one-stop partners; and
- Workforce Labor market information.

Affiliate sites are defined as those that offer the programs, services and activities of one or more of the one-stop partners. An affiliate site does not need to provide access to every required one-stop partner program. If Wagner Peyser Act employment services are provided at an affiliate site, there must be at least one or more other partners on site with a physical presence of more than 50 percent of the time the center is open.

III. Pre-Certification Review:

A Memorandum of Understanding (MOU) between the local Workforce Development Board (LWDB) and each required one-stop partner must be fully executed and a review of the center's accessibility must be completed prior to the certification review, per DWD Issuance 01-2019.

IV. Review Process:

Local Certification Review Teams shall conduct an objective, comprehensive review of each center that includes:

- Staff Interviews that determine the knowledge base of all WIOA core partner programs and services, State and local policies and procedures, local initiatives, staff roles and contributions to performance, and awareness of accessibility requirements and available assistive technologies. The Certification Review Team shall use standard interview questions provided by the Missouri Workforce Development Board;
- At a minimum, Review Teams must interview the DWD Supervisor, the One-Stop Operator, the Functional Leader or Program Operator Supervisor and a random sample of at least 20 percent of the front line staff, to include both DWD and partner staff;
- A review of customer satisfaction survey data to ensure a level of customer satisfaction of at least 90%;
- A review of documentation to ensure the center is in compliance with Federal regulations, as well as state and local policies; and
- Complete an assessment of the center utilizing the certification criteria outlined in this document.

As a group, the Certification Review Team shall determine if a Center has sufficiently met the certification criteria. Teams will utilize this document in the assessment process. At a minimum, the center must successfully and fully meet all the criteria in **bold** type.

Written determinations must be submitted to the LWDB and DWD within 30 days of the review, but no later than July 15, 2020, and include:

- Correspondence from the LWDB Chair informing DWD if the center has been determined "Certified" or "Not Certified";
- A signed reviewer Responsibilities for each Certification Review Team member;
- A complete CJC or AJC Review Form documenting that each criteria reviewed included necessary comments to support the basis for determinations on criteria;
- Details regarding areas of deficiency;
- An action plan to bring deficient centers into compliance; and
- Date for follow-up review, if necessary. Reevaluation of failed centers must be conducted within 90 days of the written determination. The Certification Review Team shall submit to DWD, the MOWDB and the LWDB a follow-up, written determination within 30 days of the reevaluation.

V. Required Programs/Partners Matrix:

- Indicate in the column named "on-site" those programs/partners currently located on site in the facility and note the average hours per week.
- Indicate in the column named "off-site electronic connection" those programs/partners that are off site, but their career services are made available through an electronic connection.
- Indicate in the column named "off-site other" those programs/partners that are off-site, but an agreement is in place to provide the basic career services via another manner. Indicate what manner is utilized.

Required Program/Partner	On-Site (average hours per week)	Off-Site Electronic Connection	Off-Site Other (describe)
WIOA Title I Adult			
WIOA Title I Dislocated Worker			
WIOA Title I Youth			
Job Corps			
YouthBuild			
Adult Education and Literacy Title II			
Wagner- Peyser Title III			
Migrant Seasonal Farmworker			
Vocational Rehabilitation Title IV			
Rehabilitative Services for the Blind Title IV			
Senior Community Service Employment Program Title V			
Temporary Assistance to Needy Families (TANF)			
Career and Technical Education			
Veterans Employment Services			
Trade Adjustment Assistance			
Housing and Urban Development			
Unemployment Compensation			
Community Development Block Grant			
Second Chance Act			

VI. Services Checklist Matrix:

Use the “on-site” column to indicate which basic career, individualized and training services that are currently available on-site for job seeking customers.

<i>Basic Career Services</i>	<i>Onsite</i>	<i>Basic Career Services</i>	<i>Onsite</i>	<i>Basic Career Services</i>	<i>Onsite</i>
Initial assessment of skill levels, aptitudes, abilities and supportive service needs		Orientation to the information and other services available through the one-stop system		Eligibility determinations	
Labor Exchange services, including job search, placement and career counseling		Recruitment and other business services on behalf of employers, including referral to specialized business services other than those offered through the one-stop system		Referrals to and coordination of activities with other programs and services within the workforce system	
Workforce and labor market information, including information related to local and regional labor market areas, job vacancy listings in the local area, skills necessary to obtain in-demand jobs, and nontraditional employment		Performance information and program cost information on eligible providers of training services		Information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures	
Information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance and appropriate referrals to those service, such as TANF, SNAP, etc.		Information and meaningful assistance regarding filing claims for unemployment compensation		Assistance in establishing eligibility for programs of financial aid for training and education	
NCRC Testing		Interviewing Skills Workshops		Resume Preparation workshop	

<i>Individualized Career Services</i>	<i>Onsite</i>	<i>Individualized Career Services</i>	<i>Onsite</i>	<i>Individualized Career Services</i>	<i>Onsite</i>
Comprehensive and specialized assessments to identify barriers to employment and employment goals		Development of an Individual Employment Plan to identify employment goals, objectives and appropriate combination of services to achieve customer goals		Group Counseling	
Individual Counseling		Career / Vocational planning		Short term pre-vocational services	
Internships and Work Experience		Workforce preparation activities		Financial literacy services	
Out of area job search and relocation assistance		English language acquisition and integrated education and training programs		Follow up services	
<i>Training Services</i>	<i>Onsite</i>	<i>Training Services</i>	<i>Onsite</i>	<i>Training Services</i>	<i>Onsite</i>
Occupational skills training, including training for nontraditional employment		Programs that combine workplace training with related instruction		Skills upgrading and retraining	
Job readiness training		Customized training with commitment by an employer or group of employers to employ participants upon completion		Adult education and literacy activities	
Entrepreneurial training		On-the-Job Training		Transitional Jobs	
<i>Business Services</i> <i>(Indicate which Business Services are available to employers.)</i>					<i>On-Site</i>
Labor Exchange activities and labor market information					
Implementation of sector partnerships					

VII. Certification Criteria Checklist

Attainment of Job Center certification provides assurance to the public that Missouri Job Centers have achieved a high standard that is maintained and improved upon through continuous improvement. The following are the criteria by which the Certification Review Team shall assess and certify Missouri Job Centers.

The Local Certification Review Team shall assess and determine if the Job Center has met each criteria below by indicating Yes or No. For any criteria in **bold**, comments are required to document how the center met or did not meet the expectation.

Effectiveness Criteria

A. Responsiveness to needs of Participants: The Job Center meets the workforce needs of participants (**§ 678.800 (b)**).

	YES	NO
The Center has no unresolved Programmatic, Administrative or Equal Opportunity compliance findings or concerns.		
If NO please explain:		
Access to all available training services is available to eligible customers.		
Explain how access is or isn't available:		
The Center has a written process for staff to refer job seekers for eligible services.		
Comments:		
Staff are trained and aware of all services provided by each required partner agency.		
If NO please explain:		
Confidential customer information is handled appropriately and secured in a locked location when not attended by staff, per DWD Issuance 13-2016 "Confidentiality and Information Security Plan for the Workforce Development Statewide Case Management System".		
If NO please explain:		
Materials in the resource room reflect all available services and opportunities from required partner agencies.		
A calendar of events is available to all customers and is inclusive of partner agency events.		

B. Responsiveness to the needs of businesses: The Job Center meets the needs of local businesses (§ 678.435 and §678.800).

	YES	NO
The center engages in employer driven partnerships that focus on the workforce needs of key industries in the regional labor market to develop Sector Strategies. Targeted industry sector employers are providing input in the design of programs and services to ensure their workforce needs are met.		
If YES, explain how:		
Staff are able to readily explain current local Sector Strategies and in-demand industry jobs.		
Comments:		
Staff are able to readily explain how the center partners work together to deliver seamless business services.		
Comments:		
Staff use and assist business customers with Labor Market Information.		
If YES, explain how:		
Center staff participate in community based, business focused events on a regular basis.		
If YES, explain how:		
The center has data and other information regarding Sector Strategy outcomes.		
The economic needs of the local area and how the center responds to those needs are shared with the Local Workforce Development Board and evident in the board minutes.		
The center has dedicated Business Services staff.		

C. Operational and Program Coordination: The Job Center prioritizes program and operational coordination ensuring streamlined and efficient service delivery and customer access to integrated programs and services (§ 678.800(b)).

	YES	NO
The center has effectively integrated WIOA core partners and coordinates services provided to job seekers. Partners work collaboratively to ensure customer receive the most appropriate services.		
If YES, explain how:		

	YES	NO
The center has effectively integrated WIOA core partners and coordinates services provided employers. Partners work collaboratively to ensure non duplication of services to businesses.		
If YES, explain how:		
Center staff understand and are able to explain roles and responsibilities at all stages of service delivery.		
Comments:		
The center has emergency procedures in place that address the safety and security of all employee and customers, per DWD Issuance 11-2014 "Missouri Career Center Safety and Security Policy Manual".		
Comments:		
Complaint and Grievance Procedures are followed, per DWD Issuance 16-2017 "Disseminating Notices of Equal Opportunity Complaints and WIOA Complaints and Grievances". Staff are able to readily explain the complaint and grievance process.		
Comments:		
An inventory of all required partner agency services is available for staff that includes eligibility and referral information.		
Customers are provided an orientation to all available job center services on their first visit.		
Required WIOA partner agency staff regularly participate in regional or center specific coordination meetings.		

D. Service Hours: Operational Coordination: The Job Center provides access to partner program services to the maximum extent practical, including providing services outside regular business hours where there is a workforce need, as determined by the local board (§ 678.800(b)).

	YES	NO
The center provides maximum access to partner program services during regular business hours.		
Comments:		
Business hours are clearly posted and visible outside and inside the Job Center.		
Comments:		
The center has extended office hours.		

E. Equal Opportunity Awareness: Job Center staff are familiar with and apply laws, regulations and policies regarding non-discrimination and equal opportunity for persons with disabilities (**\$678.800(b)**) and (**\$361.800(b)**).

	YES	NO
The center has met the minimum requirements of DWD Issuance 12-2017 "Minimum Standards for Assistive Technologies in Missouri Job Centers".		
Comments:		
Staff are knowledgeable about accessing and using assistive technology resources to meet the needs of customers.		
Comments:		
Assistive technologies are adequate and operational.		
Comments:		
<p>The center has all WIOA-required EO posters on display and highly visible Equal Opportunity is the Law Poster (English, Spanish and most spoken language in the region), Point to Your Language" or I Speak Poster (Front Desk), Interpreting and translating services are provided at no cost to customers (this can be a local poster)</p> <p>Missouri Required Posters for Employers</p> <p><u>Notice to Workers Concerning Unemployment Benefits (MODES-B-2)</u> <input type="checkbox"/></p> <p><u>Workers' Compensation Law (WC-106)</u> <input type="checkbox"/></p> <p><u>Discrimination in Employment (MCHR-9)</u> <input type="checkbox"/></p> <p><u>Missouri Minimum Wage Law (LS-52)</u> <input type="checkbox"/></p> <p><u>Employer's Employing Workers Under the Age of 16 List (LS-43)</u> <input type="checkbox"/></p> <p><u>Discrimination in Housing (MCHR-6)</u> <input type="checkbox"/></p> <p><u>Discrimination in Public Accommodations (MCHR-7)</u> <input type="checkbox"/></p> <p>Federal Posters Required for Employers</p> <p><u>Employee Polygraph Protection Act (WHD 1462)</u> <input type="checkbox"/></p> <p><u>Employee Rights under NLRA</u> <input type="checkbox"/></p> <p><u>Equal Employment Opportunity is the Law (EEOC-P/E-1)</u> <input type="checkbox"/></p> <p><u>Fair Labor Standards Act: Minimum Wage (WHD 1088)</u> <input type="checkbox"/></p> <p><u>Family and Medical Leave Act (WHD 1420)</u> <input type="checkbox"/></p> <p><u>Job Safety and Health: It's the Law Poster (OSHA 3165-12-06R)</u> <input type="checkbox"/></p> <p><u>Uniformed Services Employment and Reemployment Rights Act</u> <input type="checkbox"/></p>		
Comments:		
Local EO Officer provides training that cover key topics in providing services in a universal and non-discriminatory manner.		
The center consults with disability stakeholders about how to improve outreach and services to persons with disabilities.		

Physical Accessibility Criteria

A. Physical Layout: The physical layout of the Job Center is accessible to individuals of all capabilities (**WIOA Sec. 188 and §678.800(e) and §361.800 (b)**).

	YES	NO
The center layout eliminates structural barriers and is accessible to all customers, including those with disabilities.		
Comments:		
EO Monitoring Reports attest to the center's compliance with ADA standards.		
Comments:		
The center has a resource room accessible all customers and includes access to computers, printers, copiers and fax machines.		
Comments:		
The center has accessible restrooms that meet ADA requirements.		
Comments:		
Workshops are available to all customers and held in a location that is accessible to customers of all abilities.		
Comments:		
The parking lot has reserved parking for individuals with disabilities.		
Comments:		
The center has exterior and interior signage that includes the "A Proud Partner of the American Job Center Network" tagline in accordance with §678.900.		
Comments:		
The center materials reflect the correct logo and includes the "A Proud Partner of the American Job Center Network" tagline in accordance with §678.900.		
Comments:		
The center has a professional and welcoming appearance.		
Staff are wearing identification badges and are easily recognizable to customers.		

The center offers private space for confidentiality when needed.		
The center offers a computer lab for training and administering assessments.		
The center is accessible by public transportation.		

Programmatic Accessibility Criteria

A. Direct Linkage: Customers have access to services in person and via technology at or through the Job Center in compliance with WIOA’s direct linkage requirement (**§678.300(e), Section 188 of WIOA**).

	YES	NO
Access to required Job Center partner programs are accessible in person or via electronic means (web sites, telephone or other means).		
Comments:		
Staff understand the definition of “direct linkage” and are able to explain it.		
Comments:		

B. Equal Access and Accommodations: Each program or service is made available to persons with disabilities in the most integrated setting appropriate to meet their unique needs (**§678.800(b)(4) and Section 188 of WIOA**) and the Job Center provides reasonable accommodations for individuals with disabilities or language barriers to allow for full access Job Center services. (**29 CFR 37.34(a) and §678.800(b)(1)**).

	YES	NO
Center staff are aware of available assistive technologies and how to access them when needed.		
Comments:		
Center staff are aware of the availability of reasonable accommodations and how to arrange for specific accommodations when needed.		
Comments:		
The center has at least one accessible computer workstation integrated in the center (not segregated from other computer workstations).		
Comments:		
Resources are made available to customers with language or literacy barriers.		

Comments:		
	YES	NO
The Language Line poster is highly visible and accessible for customers with language barriers.		
Comments:		
Customers, as appropriate, are offered materials in various formats for individuals with sight or hearing disabilities or language barriers.		
Comments:		
The center materials include the required non-discrimination notice, per DWD Issuance 27-2017 "Public Communications and Official Requests for Information Policy".		
Comments:		
The center abides by Veterans Preference and Priority of Service Requirements, per DWD Issuance 10-2016. Veteran Priority of Service notice is clearly visible at the front of the center.		
Comments:		
The center has a hands free speaker phone with adjustable volume control available.		
Customers are offered assistance with completing forms and applications, as appropriate.		

Continuous Improvement Criteria

A. Performance Improvement: The Job Center supports the achievement of the negotiated local levels of performance (WIOA Section 116(b)(2), 20 CFR Part 677).

	YES	NO
Performance goals and outcomes are shared with all center staff on a regular basis.		
If YES, explain how:		
All services are properly reported in the state's data management system.		
Comments:		
Staff are able to explain performance goals and their role in helping achieve those goals.		
Comments:		

Performance outcomes are reported to the Local Workforce Development Board and reflected in the board minutes.		
Comments:		

B. Customer Feedback: The Job Center has a systematic method for analyzing feedback from job seekers and businesses and utilizes feedback to continuously improve service delivery and operations (**§678.800(b)** and **§678.800(c)**).

	YES	NO
The center disseminates the job seeker and employer on-line survey link and encourages customers to complete the survey.		
Comments:		
The Center has a process in place to share survey results with all staff.		
Comments:		
The Center analyzes survey data on a regular basis and uses the data to implement improvements to service delivery.		
Comments:		
In addition to the on-line survey, the center provides other avenues for collecting customer feedback, such as suggestion box, focus groups, personal interviews, etc.		
Customer satisfaction data is reported to the Local Workforce Development Board and is reflected in the board minutes.		
Staff are encouraged to provide feedback to leadership. They are given the opportunity to communicate suggestions and concerns.		
The center monitors customer wait times and makes operational adjustments to minimize wait times.		

C. Continuing Professional Staff Development: The Job Center partners invest in a regular system of professional staff development (**§678.800(c)**).

	YES	NO
Center leadership maintains a staff development plan that outlines center training needs.		
Center staff are provided on-going training on required partner programs, services and resources.		
Center staff are provided on-going training on necessary skills, such as customer service expectations, local and state policies, programmatic changes, performance indicators, center safety procedures, etc.		
Staff are cross trained in WIOA and Wagner-Peyser.		
Center leadership continually assesses staff skills and provides training and coaching when deficiencies are found.		