



Missouri Division of Workforce Development
DWD Issuance 02-2016

Issued: November 7, 2016
Effective: November 7, 2016

Subject: Missouri One-Stop Job Center Certification Evaluation and Criteria

1. Purpose: This Issuance communicates Missouri's process and criteria for evaluating and certifying comprehensive (full-service) Missouri One-Stop Job Centers (OSJC) under the Workforce Innovation and Opportunity Act (WIOA).¹
2. Background: Title I of WIOA requires the State (Missouri) Workforce Development Board (MoWDB), in consultation with local Chief Elected Officials (CEO) and Local Workforce Development Boards (Local WDBs) in their Local Workforce Development Area (LWDAs), to establish criteria and procedures to evaluate and to certify OSJCs. This evaluation and certification examines effectiveness (including customer satisfaction), physical and programmatic accessibility, and continuous improvement. The Board must certify full-service OSJCs to be eligible for infrastructure-cost funding for that OSJC.
3. Substance:
 - I. OSJC Evaluation and Certification Criteria

OSJC certification is the responsibility of the Local WDB.² The Local WDB shall be responsible for conducting certification reviews for each full-service OSJC in its LWDA. The Local WDB may review and certify affiliate/satellite Job Centers at its own discretion. The Local WDB must use the *Missouri Job Center Certification Review Form (Attachment 1)* and the criteria established by MoWDB.³

The Division of Workforce Development (DWD), on behalf of MoWDB, is responsible for oversight of the OSJC-certification process and shall review and update the OSJC-certification criteria every two years as part of the review and modification of the WIOA State Plan.⁴ The Local WDB may establish additional criteria and set higher standards for service coordination beyond those set by MoWDB.⁵ Any such additional criteria must be clearly identified in addenda to the *Missouri Job Center Certification Review Form*. The Local WDB that chooses to establish additional criteria may modify the certification form to include additional expectations.

¹ [Pub. Law 113-128, \[29 U.S.C. 3101 et seq.\]](#)

² [20 CFR 678.800\(a\)](#), *WIOA, Joint Rule for Unified and Combined State Plans, Performance Accountability, and the One-Stop System Joint Provisions; Final Rule*, ETA Docket 2015-0002, August 19, 2016.

³ The criteria and procedures in this Issuance have been submitted to MoWDB and are pending approval.

⁴ https://jobs.mo.gov/sites/jobs/files/mo_wioa_state_plan_10-2016.pdf *WIOA Missouri Combined State Plan, Program Years 2016–2020 (July 1, 2016–June 30, 2020)*.

⁵ [20 CFR 678.800\(d\)](#).

II. OSJC Evaluation Process and Certification Frequency

Local Certification Teams shall conduct staff interviews, using standard interview questions developed by the Local WDB. Interviewees shall include the OSJC Functional Leader, the DWD Supervisor, and a random sample of at least 20 percent of the frontline (State and partner) service staff at that OSJC to determine their level of knowledge pertaining to the following:

- Programs and services, including WIOA core-partner programs/services;
- The NGCC service model;
- Local initiatives;
- OSJC policies and procedures;
- Staff roles and contributions to performance; and
- Awareness of accessibility requirements and available assistive technologies.

The Certification Team shall evaluate customer-satisfaction survey results from both the local and State level. The Local WDB is responsible for customer-satisfaction surveys of Jobseekers. **DWD shall be responsible for customer-satisfaction surveys of Employers.**

The Local WDB shall develop a jobseeker survey broad enough to encompass all customers and, at a minimum, determine:

- Why customers visited the OSJC;
- Did customers receive the services they came in to get;
- Did customers receive information about services of which they were not aware;
- Were the services were easy to access;
- Were the facilities easy to access, and were the customers able to easily move around inside the facility; and
- How services could be improved.

The Local WDB shall determine the timeframe for conducting surveys. Nevertheless, surveys must be conducted at least once per year. Surveys must be accessible, and the Local WDB may use any survey method it deems appropriate, including verbal interviews.

To ensure adequate customer-satisfaction data is received, the Local WDB shall randomly survey no less than 10 percent of all customers associated with each OSJC. Surveys must yield a useable response rate of no less than 10 percent of the number polled. If a survey yields less than a 10 percent useable response rate, the Local WDB must conduct additional polling to get an adequate number of responses.

The Local WDB shall submit jobseeker survey results electronically to the DWD Performance and Planning Unit at clint.flowers@ded.mo.gov by September 1 of each year. Aggregate statewide results will be used in the State WIOA Annual Report.

DWD shall develop and disseminate customer-satisfaction surveys to employer customers throughout the year. Surveys may be conducted by program/service (i.e., Job Orders, Recruitment Services, On-the-Job Training, etc.) and, at a minimum, will determine whether or not:

- Employers received the services or information for which they contacted the OSJC;
- Employers were informed of services of which they were not aware;
- Services were perceived as beneficial by the employers;
- Services received met employers' expectations; and
- Programs/services could be improved.

To ensure that adequate customer-satisfaction data is received, DWD shall survey no less than 20 percent of all employer customers that have received a staff-assisted service from that OSJC during the survey period. Surveys must yield no less than a 10 percent useable response rate. DWD will disseminate aggregated results for the LWDA to the Local WDB at least twice a year.

At a minimum, the Local WDB shall evaluate and certify OSJCs once every three years.⁶ The Local WDB may conduct additional site evaluations as they determine to be appropriate and warranted. OSJC certification requirements are effective as of the date of this Issuance. The Local WDB will have until June 30, 2017, to complete a first OSJC evaluation and to determine certification status.

For quality-assurance purposes, DWD may choose to review OSJCs randomly for certification compliance.

III. Certification Teams

The Local WDB shall establish OSJC Certification Teams that will be responsible for completing independent and objective evaluations of OSJC sites. The teams will make certification recommendations to the Local WDB.

The Board shall appoint the Certification Team and notify the CEO of the Certification Team selection. The Local WDB has the discretion to appoint members as it deems appropriate, and it may choose to include individuals from the state level or outside the LWDA to ensure objective evaluations. Certification Team members must be free of conflicts of interest.

IV. Certification Determinations

OSJC Certification Teams shall determine, as a group, whether an OSJC has sufficiently met the certification criteria. Certification Teams shall use the *Missouri Job Center Certification Review Form (Attachment 1)* and submit a written determination to DWD and the Board within 30 days of conducting OSJC evaluations. Written determinations shall include:

- A determination of “Certified” or “Not Certified”;
- Documentation that each criteria was reviewed;
- Details regarding areas of deficiency;
- An action plan to bring deficient OSJCs into compliance; and
- Date for follow-up review, if necessary, within 90 days.

The OSJC Certification Team must reevaluate OSJCs that fail to achieve certification within 90 days of the written determination. The Certification

⁶ [20 CFR 678.800\(d\)](#).

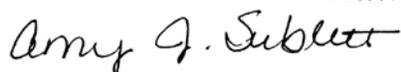
Team shall submit, to DWD *and* to the Local WDB, a follow-up, written determination within 30 days of the evaluation.

V. Non-certification

OSJCs that fail to achieve certification after the 90-day reevaluation review shall be deemed *probationary*, and DWD shall so notify the CEO. The Local WDB shall have one year to bring a probationary OSJC into compliance. If a Local WDB fails to certify any OSJC prior to the beginning of the ensuing Program Year (PY2017 and henceforth), that OSJC will not be eligible for infrastructure-cost funding for the ensuing Program Year. This applies to both the Local Funding Mechanism⁷ and the State Funding Mechanism⁸ for that purpose, by State policy in alignment with federal policy as prescribed in WIOA⁹ and the regulations.¹⁰

4. Action: This Issuance is effective immediately. The Local WDB should review this Issuance with appropriate staff, establish their Certification Teams, proceed with evaluations, and determine certification status of all OSJCs in their LWDA by June 30, 2017.
5. Contact: Direct questions or comments regarding this Issuance to Lisa Elrod, DWD Assistant Director for Programs and Services, (573) 526-8263, lisa.elrod@ded.mo.gov.
6. References:
 - [WIOA Sec. 121 \[29 U.S.C. 3151\]](#).
 - [20 CFR Part 678, sections 678.715, 678.730, and 678.800](#).
 - [USDOL, Employment & Training Administration, Training and Employment Guidance Letter No. 04-15, "Vision for the One-Stop Delivery System under the Workforce Innovation and Opportunity Act \(WIOA\)."](#)
7. Rescissions: None.
8. Attachments: Missouri One-Stop Job Center Certification Review Form (Click paperclip icon to open Attachment).

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⁷ [20 CFR 678.715](#).

⁸ [20 CFR 678.730](#).

⁹ [WIOA Sec. 121\(h\)\(1\)\(A\)\(i\)\(II\) \[29 U.S.C. 3151\(h\)\(1\)\(A\)\(i\)\(II\)\]](#)

¹⁰ [20 CFR 678.730 and 20 CFR 678.800\(d\)](#).