Subject: Missouri One-Stop Job Center and Affiliate 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) and Affiliate Job Centers under the Workforce Innovation and Opportunity Act (WIOA).¹ This Issuance supersedes and replaces previous guidance on the subject² that indicated “The Local WDB may review and certify affiliate/satellite Job Centers at its own discretion.” Although the directives of the previous Issuance concerning certification of OSJC remain unchanged, this revised Issuance adds and references joint, and separate, guidance issued by the U.S. Departments of Labor (DOL), Education (ED), and Health and Human Services (HHS) subsequent to the State’s previous guidance. This federal guidance clarifies the definition and certification requirements for Affiliate Job Centers. A revised completion deadline is given for the local certification process.

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 WDB) in their Local Workforce Development Area (LWDA), 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 Local WDB must certify OSJCs for them to be eligible for infrastructure-cost funding. Additional guidance was published jointly by DOL, ED, and HHS in January 2018, indicating that the local certification process is to include Affiliate Job Centers and comprehensive centers.³ Additional information regarding the process was posted separately by DOL as an online FAQ discussion in May 2017.⁴ Both of these releases indicated that the expectation of the Departments was that Local WDBs would conclude the process by the end of the Program Year, June 30, 2017. Because of the titling and timing of the guidance, the expectation that certifications were to be conducted for Affiliate Job Centers was not universally understood by all Local WDBs and their staffs. Consequently, the Division of Workforce Development (DWD) has reached an accord with DOL that Local WDBs in Missouri will complete and submit their certifications of Affiliate Job Centers no later than December 31, 2017.

¹ Pub. Law 113-128. [29 U.S.C. 3101 et seq.]
² DWD Issuance 02-2016, “Missouri One-Stop Job Center Certification Evaluation and Criteria,” November 7, 2016 [herein superseded and rescinded].
3. Substance: OSJC and Affiliate Job Center Evaluation and Certification Criteria

OSJC and Affiliate Job Center certification is the responsibility of the Local WDB. The Local WDB shall be responsible for conducting certification reviews for each full service OSJC and Affiliate Job Center in its LWDA. An Affiliate Job Center is defined by DOL as a site that makes available to jobseeker and employer customers one or more of the one-stop partners’ programs, services, and activities. The Local WDB must use the Missouri Job Center Certification Review Form (Attachment 1) for an OSJC and the Missouri Affiliate Job Center Certification Review Form (Attachment 2), which is the criteria established by MOWDB.

DWD, on behalf of MOWDB, is responsible for oversight of the OSJC and Affiliate Job Center certification process, and it shall review and update the certification criteria every two years as part of the review and modification of the WIOA State Plan. The Local WDB may establish additional criteria and set higher standards for service coordination beyond those set by MOWDB. Any such additional criteria must be clearly identified in addenda to the applicable Certification Review Form. Local WDBs that choose to establish additional criteria may modify the certification forms to include additional expectations.

II. OSJC and Affiliate Job Center 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 Functional Leader responsible for that OSJC or Affiliate Job Center, the DWD Supervisor (OSJCs only), and a random sample of at least 20 percent of the frontline (State and partner) service staff at that center 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 or Affiliate Job Center 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.

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5 20 CFR 678.800(a).
7 See also 20 CFR 678.310(a), “What is an affiliated site and what must be provided there?”
8 The guidelines were submitted to MOWDB and approved on January 12, 2017.
10 20 CFR 678.800(d).
11 Functional Leaders are required to spend a minimum of one day a week at each non-comprehensive site. (DWD Issuance 01-2016, “Functional Leadership for Missouri Job Centers Guidance and Policy,” September 28, 2016.)
12 20 CFR 678.310(d): “All affiliated sites must be physically and programmatically accessible to individuals with disabilities, as described in 29 CFR Part 38, the implementing regulations of WIOA sec. 188.”
The Local WDB shall develop a jobseeker survey broad enough to encompass all customers and, at a minimum, determine:

- Why customers visited the OSJC or Affiliate Job Center;
- Did customers receive the services they requested;
- Did customers receive information about services of which they were not aware;
- If the services were easy to access;
- If the facilities were easy to access, and if the customers were able to easily move around inside the facility; and
- How services could be improved.

The Local WDB shall determine the timeframe for conducting surveys. The 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 jobseekers associated with each OSJC or Affiliate Job Center. Surveys must yield a response rate of no less than 10 percent of the number polled (complete answers). If a survey yields less than a 10 percent 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 One-Stop Certification Coordinator at dave.overfelt@ded.mo.gov by August 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 or Affiliate Job Center;
- 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 or Affiliate Job Center during the survey period. Surveys must yield no less than a 10 percent 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 and Affiliate Job Centers once every three years. The Local WDB may conduct additional site evaluations as they determine to be appropriate and warranted. OSJC

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13 20 CFR 678.800(d).
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certification requirements remain effective from the date of the previous Issuance (November 7, 2016). Affiliate Job Center 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. The Local WDB will have until December 15, 2017, to complete a first Affiliate Job Center evaluation and to determine certification status and to submit its information to DWD. For quality-assurance purposes, DWD may choose to review OSJCs and Affiliate Job Centers randomly for certification compliance.

III. Certification Teams

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

The Local WDB 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 from conflicts of interest.

IV. Certification Determinations

OSJC and Affiliate Job Center Certification Teams shall determine, as a group, whether an OSJC or an Affiliate Job Center has sufficiently met the certification criteria. Certification Teams shall use the Missouri Job Center Certification Review Form (Attachment 1) or the Missouri Affiliate Job Center Certification Review Form (Attachment 2) and submit a written determination to DWD and the Board within 30 days of conducting OSJC evaluations (not to extend beyond the aforementioned deadlines). 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 or Affiliate Job Centers into compliance; and
- Date for follow-up review, if necessary, within 90 days.

The Certification Team must reevaluate OSJCs or Affiliate Job Centers that fail to achieve certification within 90 days of the written determination. The Certification 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 or Affiliate Job Centers 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 or Affiliate Job Center 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 Mechanism\textsuperscript{14} and the State Funding Mechanism\textsuperscript{15} for that purpose, by State policy in alignment with federal policy as prescribed in WIOA\textsuperscript{16} and the regulations.\textsuperscript{17}

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. Affiliate Job Centers should be likewise certified, and those certifications submitted to DWD, by December 15, 2017.

5. **Contact:**

Direct questions or comments regarding this Issuance to Dave Overfelt, One-Stop Certification Coordinator, (573) 522-8621, dave.overfelt@ded.mo.gov.

6. **References:**

- WIOA Sec. 121 \([29 \text{ U.S.C. } 3151]\) and Sec. 188 \([29 \text{ U.S.C. } 3248]\).
- 20 CFR Part 678, sections 678.310, 678.715, 678.730, and 678.800.
- 29 CFR Part 38.
- USDOL, Employment & Training Administration, Training and Employment Guidance Letter (TEGL) No. 04-15, “Vision for the One-Stop Delivery System under the Workforce Innovation and Opportunity Act (WIOA).”

7. **Rescissions:**

This Issuance supersedes and rescinds DWD Issuance 02-2016, “Missouri One-Stop Job Center Certification Evaluation and Criteria,” November 7, 2016.

8. **Attachments:**

**Attachment 1:** Missouri One-Stop Job Center Certification Review Form (Click paperclip icon to open Attachment).

**Attachment 2:** Missouri Affiliate Job Center Certification Review Form (Click paperclip icon to open Attachment).

The Missouri Division of Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri TTY Users can call (800) 735-2966 or dial 7-1-1.

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\textsuperscript{14} 20 CFR 678.715.
\textsuperscript{15} 20 CFR 678.730.
\textsuperscript{16} WIOA Sec. 121(h)(1)(A)(i)(II) \([29 \text{ U.S.C. } 3151(h)(1)(A)(i)(II)\].
\textsuperscript{17} 20 CFR 678.730 and 20 CFR 678.800(d).