



Application for Certification of One-Stop Centers

The Workforce Innovation and Opportunity Act (WIOA) envisions high-quality one-stop centers that are business-driven, customer-centered, and tailored to meet the needs of regional economies. One-stop centers are designed to serve job seekers and workers by increasing access to and opportunities for employment, education, training, and support services that help them overcome barriers and succeed in the labor market and secure high-paying jobs. Additionally, one-stop centers are structured to assist businesses by finding workers possessing the required skills through access to other supports, including education and training for their current workforce.

WIOA requires all one-stop centers to meet certification requirements, including assessments of their **effectiveness, physical and programmatic accessibility, and continuous improvement**. It is the responsibility of the IWIB to establish statewide criteria and procedures for certification to ensure a level of quality and consistency of services in one-stop centers throughout Illinois, regardless of their location. It is the responsibility of each Local Workforce Innovation Board (LWIB) to initially certify and subsequently recertify the one-stop centers in their area, using the statewide criteria and procedures outlined in this application. LWIBs may add criteria to their certification/recertification processes to better meet the needs of their local and regional economies.

Instructions

This application is to be completed no less than once every three years for each one-stop center the LWIB is seeking State designation as a certified or recertified one-stop center. It is to be completed by the one-stop operator and submitted to the LWIB for use by the Local Certification Team. The Local Certification Team composition and steps in the certification process are outlined in the policy. Each criterion must first be self-evaluated by the one-stop operator as to whether the one-stop center meets the requirements by checking "Attained" or "Not Attained".

- If "Attained" is selected, the "Basis of Determination" must be provided by marking each indicator that is in place. While all criteria must be met and all indicators addressed, the LWIB decides what level of flexibility is to be used. An "Other" option is provided for the one-stop operator and Local Certification Team to use in documenting alternative indicators that a specific criterion has been attained.
- If "Not Attained" is selected, the necessary improvements required to meet the criterion must be described.

All criteria must be assessed as "attained" and all indicators met for the certification team to recommend to the LWIB that a one-stop center be certified or re-certified. LWIBs may require additional evidence other than that provided in the application.

To facilitate the timely completion of the certification process, evidence of each indicator must be made available to assist the Local Certification Team in its verification process. Further, the one-stop operator and/or Local Certification Team must provide narrative in the Certification Team Comments section under each criterion detailing how the selected Basis for Determination was met.

The one-stop operator is encouraged to suggest examples of noteworthy practices and improvement opportunities in Section D. The completed application will be provided to the Local Certification Team to use in its evaluation. Certification team members are encouraged to add their comments, particularly in the areas of best practices and continuous improvement opportunities.

Each time an LWIB certifies a one-stop center, it must submit the completed Application for Certification of One-Stop Centers to the Illinois Workforce Innovation Board (IWIB).

Please submit the completed and signed Application for Certification of One-Stop Centers form to Mark Burgess, IWIB Staff, at mark.a.burgess@illinois.gov or mail to:

Illinois Department of Commerce and Economic Opportunity
Office of Employment and Training
Certification of One-Stop Centers
500 East Monroe Street – 9th Floor
Springfield, Illinois 62701



Application for Certification of One-Stop Centers

Identifying Information

One-Stop Center Name: workNet DuPage Career Center		
One-Stop Center Address: 2525 Cabot Drive, Suite 302, Lisle, IL 60532		
LWIA: 6		
One-Stop Operator Name: The Western DuPage Chamber of Commerce		
One-Stop Operator Phone Number: 630.799.1077	One-Stop Operator E-mail: dsabathne@worknetdupage.org	Date Assessment Completed: 6/15/2020
Local Certification Team Leader: Jamie Brown		
Current Certification Level (check one): <input checked="" type="checkbox"/> Comprehensive One-Stop Center <input type="checkbox"/> Affiliate One-Stop Center <input type="checkbox"/> Specialized One-Stop Center <input type="checkbox"/> Not Certified		
If requesting a different certification level, check level requested (check one): <input type="checkbox"/> Comprehensive One-Stop Center <input type="checkbox"/> Affiliate One-Stop Center <input type="checkbox"/> Specialized One-Stop Center		



Application for Certification of One-Stop Centers

A. EFFECTIVENESS CRITERIA

1. GOVERNANCE

All required governing documents are in place prior to the center's certification.

CRITERION 1:

The current local MOU and, if applicable, an agreement between the chief elected officials (CEOs) are in place (or pending).

- ☒ Attained
☐ Attained with Technical Changes
☐ Pending
☐ Not Attained

An executed MOU is required before the final certification of the comprehensive one-stop center can occur. Please provide the status and anticipated date of MOU execution: Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ The MOU accurately reflects the name and location of the center and the way in which required partners will integrate services following the Governor's Guidelines.
☒ A CEO agreement, if applicable, accurately reflects the roles and processes for appointing board members, designating a grant recipient and/or fiscal agent, collaborating on planning activities, and other governance functions.

Certification Team Comments: Click or tap here to enter text.

CRITERION 2:

Implementation of the nondiscrimination and equal opportunity (EO) provisions of WIOA has occurred.

- ☒ Attained
☐ Not Attained

Improvements needed to meet criterion:
Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ The ADA Facilities Monitoring Checklist has been completed annually over the past three years with deficiencies corrected or a plan for correction identified.
☒ Methods of Administration/Nondiscrimination Plan has been developed and implemented.
☐ Other – describe below the basis used for determination:

Certification Team Comments: Click or tap here to enter text.

CRITERION 3:

A functional organizational chart has been developed.

- ☒ Attained
☐ Not Attained

Improvements needed to meet criterion:
Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ The functional chart includes all partners providing services at the center and their organizational/service integration relationships.
☐ Other – describe below the basis used for determination:
Click or tap here to enter text.

Certification Team Comments: Click or tap here to enter text.



Application for Certification of One-Stop Centers

A. EFFECTIVENESS CRITERIA

CRITERION 4:

A one-stop center operator is competitively selected at least once every four years.

- ☒ Attained
☐ Not Attained

Improvements needed to meet criterion:
Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ A one-stop operator has been competitively selected and is in place.
☒ Procurement documents contain clear conflict of interest policies, procedures demonstrating internal controls, and roles and responsibilities of the daily operation of the center and its staff.
☐ Other – describe below the basis used for determination:
Click or tap here to enter text.

Certification Team Comments: Click or tap here to enter text.

CRITERION 5:

The LWIB is certified and all board members are current.

- ☒ Attained
☐ Not Attained

Improvements needed to meet criterion:
Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ Documents attesting to the LWIB certification and currency of board members are available.
☐ Other – describe below the basis used for determination:
Click or tap here to enter text.

Certification Team Comments: Click or tap here to enter text.

2. PROFESSIONAL STAFFING

Center staff have clear job descriptions, receive regular performance reviews, and are provided basic information about one-stop center programs, services, and eligibility requirements.

CRITERION 1:

Center staff roles and responsibilities are clear at all stages of service delivery.

- ☒ Attained
☐ Not Attained

Improvements needed to meet criterion:
Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ Evidence is provided that center staff understand their roles and responsibilities.
☒ All one-stop staff are familiar with service integration provisions in the MOU.
☒ Timely cross-training and program information resources addressing the role, services, and eligibility requirements of all WIOA partner programs are provided to all one-stop staff.
☐ Other – describe below the basis used for determination:
Click or tap here to enter text.

Certification Team Comments: Click or tap here to enter text.



Application for Certification of One-Stop Centers

A. EFFECTIVENESS CRITERIA

CRITERION 2:

The center has a system and procedures in place to assess staff members' skills and core competencies.

- ☒ Attained
☐ Not Attained

Improvements needed to meet criterion:

Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ A culture of accountability is created in which every partner agency's representative has ownership in achieving desired results. Describe in comments below how the one-stop operator assesses whether partner agencies are encouraging a culture of accountability related to service integration.
- ☒ Core job competencies, organizational values, and performance expectations related to service integration are established and communicated to all center staff.
- ☐ Other – describe below the basis used for determination:
Click or tap here to enter text.

Certification Team Comments: Click or tap here to enter text.



Application for Certification of One-Stop Centers

A. EFFECTIVENESS CRITERIA

CRITERION 3:

The center provides staff development that is appropriate for each individual's specialty as well as more general staff development needs.

- ☒ Attained
☐ Not Attained

Improvements needed to meet criterion:

Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ A staff training plan has been developed to address topics identified by staff and the one-stop operator including, but not limited to:
- ☒ Customer service (in-person and phone)
 - ☒ Center partners' programs, services, and resources
 - ☒ Other Illinois workNet resources
 - ☒ Using center technology and other online resources (e.g., email)
 - ☒ Performance indicators, their importance, and how staff contribute to them
 - ☒ Accessibility and understanding the basics of assistive technology
 - ☒ Safety and security
 - ☒ Ethics
 - ☐ Other: Click or tap here to enter text.
- ☒ All one-stop partners are regularly asked to identify their training, information, and/or resource needs as part of a training assessment that leads to employee development. Describe in comments below how the one-stop operator assesses whether partner agencies provide appropriate employee development options in relation to service integration. Narrative should address staff training such as citing training schedules/logs, etc.
- ☐ Other – describe below the basis used for determination: Click or tap here to enter text.

Certification Team Comments: Click or tap here to enter text.



Application for Certification of One-Stop Centers

A. EFFECTIVENESS CRITERIA

3. RESPONSIVENESS TO THE NEEDS OF JOB SEEKERS AND WORKERS

The center meets the career pathway and support needs of participants as established in local and regional plans.

CRITERION 1:

Required partners identify specific ways the one-stop center will integrate services and referrals among program partners as specified in the local and regional plans.

- ☒ Attained
☐ Not Attained

Improvements needed to meet criterion:

Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ Documentation exists that all job seeker and worker services included in the local service matrix are provided through the center as well as how they are provided.
- ☒ The MOU identifies practices for integration through referrals, co-enrollment, and follow-up.
- ☒ Methods or systems for sharing client information across programs as appropriate and feasible subject to confidentiality are used.
- ☒ Informational materials and customer service plans reflect the most current available labor market information.
- ☐ Other – describe below the basis used for determination:
Click or tap here to enter text.

Certification Team Comments: Click or tap here to enter text.

CRITERION 2:

Career pathway strategies drive service delivery and collaboration among partners.

- ☒ Attained
☐ Not Attained

Improvements needed to meet criterion:

Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ A strategy for agency integration of career pathways aligned with the Career Pathway Dictionary has been implemented.
- ☒ Career planners coordinate career pathways goals with partners.
- ☒ Career pathways opportunities align with the skill needs of employers.
- ☐ Other – describe below the basis used for determination:
Click or tap here to enter text.

Certification Team Comments: Click or tap here to enter text.



Application for Certification of One-Stop Centers

A. EFFECTIVENESS CRITERIA

4. RESPONSIVENESS TO THE NEEDS OF BUSINESSES

The center meets the needs of local businesses as established in local and regional plans.

CRITERION 1:

Required partners identify specific ways the center identifies and responds to local and regional economic and workforce needs.

☒ Attained

☐ Not Attained

Improvements needed to meet criterion:

Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

☒ Documentation exists that all business services included in the local service matrix are provided through the center and how they are provided.

☒ Businesses are offered timely and coordinated access to all WIOA employer services whether on-site, through technology, at a partner site, or other appropriate and accessible community sites. Describe in comments below how this is occurring using business survey/evaluation results and anecdotal information.

☐ Other – describe below the basis used for determination:
Click or tap here to enter text.

Certification Team Comments: Click or tap here to enter text.

CRITERION 2:

The center has a local Business Services Team (BST) comprised of knowledgeable business services partners with the ability to connect employers to a full range of partner services.

☒ Attained

☐ Not Attained

Improvements needed to meet criterion:

Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

☒ A list of BST members by title and agency is available.

☒ Updates and information from the BST are regularly provided to the LWIB. Describe in the comments below how updates are provided, e.g., content, frequency, etc.

☐ Other – describe below the basis used for determination:
Click or tap here to enter text.

Certification Team Comments: Click or tap here to enter text.

CRITERION 3:

Each BST has a standardized process for contacting employers in each targeted industry sector and the capability of providing direct access to appropriate services or referral to others who can provide those services.

☒ Attained

☐ Not Attained

Improvements needed to meet criterion:

Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

☒ BST members are knowledgeable about all available services.

☒ Appropriate team members are identified to serve as resources for employer service delivery.

☒ The BST participates in community-based, business-focused events on a regular basis. Provide in the comments below examples of how this is occurring.

☐ Other – describe below the basis used for determination:
Click or tap here to enter text.

Certification Team Comments: Click or tap here to enter text.



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A. EFFECTIVENESS CRITERIA

CRITERION 4:

The BST partners with employers to identify their needs and provide timely solutions.

- ☒ Attained
☐ Not Attained

Improvements needed to meet criterion:

Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ The BST uses current and timely labor market information to develop customized business services proposals for employer customers that describe solutions to address employers' needs and challenges.
- ☒ BST develops and communicates coordinated service plans with businesses based on needs assessments (e.g., Regional Economic Development team, Rapid Response, Incumbent Worker, etc.) and business profiles. Describe in the comments below how employer needs are identified and how the one-stop center is responding.
- ☐ Other – describe below the basis used for determination:
Click or tap here to enter text.

Certification Team Comments: Click or tap here to enter text.

5. PERFORMANCE

The center supports the achievement of negotiated local levels of performance.

CRITERION 1:

Core partners, with assistance from the one-stop operator and their respective state agencies, regularly share performance information with the LWIB.

- ☒ Attained
☐ Not Attained

Improvements needed to meet criterion:

Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ Core agency partners commit in the service matrix to sharing performance information. Describe in the comments below what and how specific performance information is shared.
- ☐ Other – describe below the basis used for determination:
Click or tap here to enter text.

Certification Team Comments: Click or tap here to enter text.



Application for Certification of One-Stop Centers

A. EFFECTIVENESS CRITERIA

6. PROGRAM COORDINATION

The center prioritizes program coordination, including collaborative efforts among required program partners to provide access to integrated programs, services and activities.

CRITERION 1:

Partner programs coordinate programs, service delivery and referrals in accordance with the MOU.

- ☒ Attained
☐ Not Attained

Improvements needed to meet criterion:
Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ Staff work collaboratively across programs to meet participants' service needs, including referrals and referral tracking, as defined in Section 8 of the MOU.
- ☒ Staff are trained to complete an initial assessment of participants' needs and inform them of the range of available services.
- ☒ The customer's service plan identifies which partners or other agencies are to provide the necessary programs, services and activities.
- ☒ Customers are co-enrolled in all appropriate one-stop programs in accordance with their service plan.
- ☐ Other – describe below the basis used for determination:
Click or tap here to enter text.

Certification Team Comments: Click or tap here to enter text.

7. OPERATIONAL COORDINATION

The center prioritizes operational coordination, ensuring streamlined and efficient intake and assessment, service delivery, and administration and expedited customer flow.

CRITERION 1:

Customers are provided information about all services available through the center in a service-focused, customer-friendly manner.

- ☒ Attained
☐ Not Attained

Improvements needed to meet criterion:
Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ All customers, as appropriate, are offered an orientation of the services available in various modes (e.g., in-person with staff, videos, written materials, or direct linkage) and in various formats (e.g., for individuals with sight or hearing disabilities or limited English and/or literacy).
- ☐ Other – describe below the basis used for determination:
Click or tap here to enter text.

Certification Team Comments: Click or tap here to enter text.



Application for Certification of One-Stop Centers

A. EFFECTIVENESS CRITERIA

CRITERION 2:

One-stop partners offer customers appropriate assessments.

- ☒ Attained
☐ Not Attained

Improvements needed to meet criterion:

Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ As appropriate, partner agencies participate in assessment strategies, tools, and processes with co-enrolled consumers as a cross-agency assessment team for that customer.
- ☒ As appropriate, staff coordinate and share comprehensive and specialized assessments of the skill levels and service needs of customers.
- ☒ Customer assessments are used to develop appropriate goals that make up the customer service plan.
- ☐ Other – describe below the basis used for determination:
Click or tap here to enter text.

Certification Team Comments: Click or tap here to enter text.

CRITERION 3:

Staff identify and implement best practices in internal communication.

- ☒ Attained
☐ Not Attained

Improvements needed to meet criterion:

Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ Regular meetings are held with all WIOA one-stop partner staff identified by the one-stop operator.
- ☒ Staff are able to communicate suggestions and concerns to management on such issues as customer service, organizational climate, and other issues for continuous improvement purposes.
- ☒ Other communication vehicles, such as newsletters and meeting minutes, are used to provide important information to one-stop staff who may be off-site or unable to attend staff meetings.
- ☒ State interagency team representatives visit each center annually to discuss service integration processes, opportunities, and resource needs.
- ☒ Using the MOU as guidance, the one-stop operator collaborates with the partners to establish on-site expectations.
- ☐ Other – describe below the basis used for determination:
Click or tap here to enter text.

Certification Team Comments: Click or tap here to enter text.



Application for Certification of One-Stop Centers

A. EFFECTIVENESS CRITERIA

CRITERION 4:

High-quality, up-to-date information about available services is accessible to all customers.

- ☒ Attained
- ☐ Not Attained

Improvements needed to meet criterion:

Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ Websites, resource rooms and collateral material provide information about all programs and services available in the center.
- ☒ Resource room material describes all available services and includes a date or other method of indicating it is current.
- ☒ All services described on the center's website and resource materials align with the local service matrix.
- ☐ Other – describe below the basis used for determination:
Click or tap here to enter text.

Certification Team Comments: Click or tap here to enter text.

8. SERVICE HOURS

The one-stop center provides maximum access to partner program services during regular business hours and any timeframes determined by the local board to be feasible and effective.

CRITERION 1:

The local board considers optimum business hours and any timeframes outside of regular business hours to accommodate customers' work, childcare, or transportation needs.

- ☒ Attained
- ☐ Not Attained

Improvements needed to meet criterion:

Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ LWIB meeting minutes reflect discussion regarding how regular business hours were established.
- ☒ Regular business hours are clearly visible outside and inside the center.
- ☒ Directions for arranging services outside of regular business hours are clearly stated and available.
- ☐ Other – describe below the basis used for determination:
Click or tap here to enter text.

Certification Team Comments: Click or tap here to enter text.



Application for Certification of One-Stop Centers

A. EFFECTIVENESS CRITERIA

9. EQUAL OPPORTUNITY AWARENESS

Center staff and program partners are familiar with and apply laws, regulations and policies regarding nondiscrimination and equal opportunity for all customers.

CRITERION 1:

Staff and program partner trainings cover key topics in providing services in a universal and nondiscriminatory manner.

- ☒ Attained
☐ Not Attained

Improvements needed to meet criterion:
Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ Staff and program partners demonstrate they are knowledgeable about using and accessing assistive resources to meet the needs of all customers and comply with federal requirements.
☐ Other – describe below the basis used for determination:
Click or tap here to enter text.

Certification Team Comments: Click or tap here to enter text.

CRITERION 2:

Required partners ensure all customers have access to all services.

- ☒ Attained
☐ Not Attained

Improvements needed to meet criterion:
Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ Assistive technology is provided to customers with disabilities (e.g., visual, hearing, physical, mental, and intellectual) to access computers and other center resources/services.
☒ Resources and services are made accessible to customers with language and literacy barriers.
☒ Corrective action plans are developed and implemented if any required partners or customers identify barriers to accessing services.
☐ Other – describe below the basis used for determination:
Click or tap here to enter text.

Certification Team Comments: Click or tap here to enter text.



Application for Certification of One-Stop Centers

B. ACCESSIBILITY AND INFRASTRUCTURE CRITERIA

1. PHYSICAL LAYOUT

The location and physical layout of the center is accessible to all customers and provides suitable space for service delivery.

CRITERION 1:

The center's layout supports access and inclusiveness, guided by federal, state and local laws and regulations.

- ☒ Attained
☐ Not Attained

Improvements needed to meet criterion:

Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ Monitoring documents attest to the center's compliance with ADA standards.
☒ If deficiencies are identified, a corrective action plan has been developed with a timeline for remediation.
☒ Computers (hardware/software) and equipment that support direct linkage to center functions is up-to-date and operational.
☐ Other – describe below the basis used for determination:
Click or tap here to enter text.

Certification Team Comments: Click or tap here to enter text.

CRITERION 2:

The center has space and capacity appropriate for customer needs, customer traffic, and key center functions.

- ☒ Attained
☐ Not Attained

Improvements needed to meet criterion:

Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ The center layout is clear and logical in terms of customer navigation and flow.
☒ The resource room area provides customers with privacy and access to the internet, printers, copiers, and fax machines.
☐ Other – describe below the basis used for determination:
Click or tap here to enter text.

Certification Team Comments: Click or tap here to enter text.

CRITERION 3:

Technology to support center functions is up-to-date and operational.

- ☒ Attained
☐ Not Attained

Improvements needed to meet criterion:

Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ The center has current and adequate technology, e.g., projectors, videoconferencing, hardware and software, and technology-related infrastructure.
☐ Other – describe below the basis used for determination:
Click or tap here to enter text.

Certification Team Comments: Click or tap here to enter text.



Application for Certification of One-Stop Centers

B. ACCESSIBILITY AND INFRASTRUCTURE CRITERIA

2. CENTER LOCATION

The center is accessible by public transportation, driving, or walking.

CRITERION 1:

The center is accessible by public transportation and recognizable from the public access road.

- ☒ Attained
☐ Not Attained

Improvements needed to meet criterion:
Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ The center sign is visible from the public access road.
☒ The LWIB has determined what a "reasonable distance" is from public transportation stops.
☐ Other – describe below the basis used for determination:
Click or tap here to enter text.

Certification Team Comments: Click or tap here to enter text.

CRITERION 2:

Adequate parking is available and accessible for customers who drive to the facility.

- ☒ Attained
☐ Not Attained

Improvements needed to meet criterion:
Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ The center has suitable parking for the anticipated number of customers.
☒ The parking lot has spaces closest to the door dedicated and marked for individuals with disabilities.
☐ Other – describe below the basis used for determination:
Click or tap here to enter text.

Certification Team Comments: Click or tap here to enter text.

3. CENTER APPEARANCE AND SAFETY

The center is well maintained and provides a safe space for customers and staff.

CRITERION 1:

The center and center staff maintain a professional and welcoming appearance.

- ☒ Attained
☐ Not Attained

Improvements needed to meet criterion:
Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ The center and its furnishings are clean and in working order.
☒ The center's exterior is clean and well maintained (building, landscaping, driveway, sidewalks, etc.).
☒ Name badges identify the wearer as staff of the center (rather than staff of their respective agencies/programs).
☐ Other – describe below the basis used for determination:
Click or tap here to enter text.

Certification Team Comments: Click or tap here to enter text.



Application for Certification of One-Stop Centers

B. ACCESSIBILITY AND INFRASTRUCTURE CRITERIA

CRITERION 2:

The center provides a safe and secure environment for its employees and customers.

- ☒ Attained
☐ Not Attained

Improvements needed to meet criterion:

Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ A written emergency response plan exists that addresses the full range of potential emergency situations and evacuation procedures and is shared with all center partners and their staff.
- ☒ The center has security in place that is appropriate to the center and the local area (e.g., security personnel, locks/security keypads, security cameras, etc.).
- ☒ Confidential information (paper and electronic) is handled sensitively and appropriately and is secured in a locked location when not attended by staff.
- ☒ All new staff and partners receive an orientation in center safety and security.
- ☐ Other – describe below the basis used for determination:
Click or tap here to enter text.

Certification Team Comments: Click or tap here to enter text.

4. COMMON IDENTIFIER

The center displays the one-stop delivery system common identifier as the location for required programs, services and activities.

CRITERION 1:

One-stop center signage, logos, and marketing material reflect the state identifier, "Illinois workNet", and "American Job Center Network".

- ☒ Attained
☐ Not Attained

Improvements needed to meet criterion:

American Job Center will be added to the lobby signage, it exists on all printed and online materials.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ The common identifier is highly visible inside and outside of the facility.
- ☒ The common identifier appears on products and materials.
- ☐ Other – describe below the basis used for determination:
Click or tap here to enter text.

Certification Team Comments: Click or tap here to enter text.



Application for Certification of One-Stop Centers

B. ACCESSIBILITY AND INFRASTRUCTURE CRITERIA

5. PROGRAM SERVICES

All customers have equal opportunity to access at or through the center all training, education, employment, support, and business services in accordance with the applicable sections of WIOA.

CRITERION 1:

Access to all available services is provided at or through the center.

- ☒ Attained
☐ Not Attained

Improvements needed to meet criterion:
Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ The local service matrix accurately reflects all services provided by all partners that are available in person or on demand via technology at or through the center.
- ☒ The coordinated service delivery method and approach is accurately described in the local MOU.
- ☒ Services are delivered across programs in a consistent and quality manner.
- ☒ Job seeker/worker, employer customers and one-stop staff describe the customer experience with services as streamlined and aligned.
- ☐ Other – describe below the basis used for determination:
Click or tap here to enter text.

Certification Team Comments: Click or tap here to enter text.

6. DIRECT LINKAGE

Customers have access to a program staff member who can provide program information or services, within a reasonable time, by phone or through a real-time Internet communication.

CRITERION 1:

All services are available on demand through a direct connection with the center either through on-site staff or through technology consistent with the "direct linkage" requirement.

- ☒ Attained
☐ Not Attained

Improvements needed to meet criterion:
Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ Staff understand "direct linkage" protocols and relationships.
- ☒ Basic technology is physically present and enables real-time interaction (e.g., through Skype).
- ☒ The local service matrix indicates which program staff are stationed at the center.
- ☒ Career planners work with customers to develop individual employment plans encompassing all program services, including those provided via direct linkage, appropriate to customers' needs and goals.
- ☐ Other – describe below the basis used for determination:
Click or tap here to enter text.

Certification Team Comments: Click or tap here to enter text.



Application for Certification of One-Stop Centers

B. ACCESSIBILITY AND INFRASTRUCTURE CRITERIA

7. ACCOMMODATIONS

The center provides reasonable accommodations for customers with disabilities, language, or literacy barriers to fully access all services.

CRITERION 1:

The center has the capacity to accommodate customers with disabilities through available equipment, policies, staff training, and other resources.

- ☒ Attained
☐ Not Attained

Improvements needed to meet criterion:
Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ Assistive technology devices or other auxiliary aids are readily available.
☒ Center staff can explain how the center handles the range of requests for accommodations.
☒ Appropriate accommodations are made for people with disabilities consistent with ADA regulations.

Certification Team Comments: Click or tap here to enter text.

CRITERION 2:

The center can connect non-English speaking customers to appropriate on-site staff, materials, or translation services.

- ☒ Attained
☐ Not Attained

Improvements needed to meet criterion:
Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ The center's resources include materials or on-demand translation for limited English proficiency (LEP) persons in languages spoken by a significant number or proportion of the LEP persons in the eligible service population*. Describe in the comments below what is being done to accommodate LEP customers.
☐ Other – describe below the basis used for determination: Click or tap here to enter text.

* Access for limited English proficient (LEP) individuals is outlined in Subsection 38.9 of the Implementation of the Nondiscrimination and Equal Opportunity Provisions of the Workforce Innovation and Opportunity Act (29 CFR 38).

Certification Team Comments: Click or tap here to enter text.

CRITERION 3:

The center provides information about available resources and services to customers of varying literacy levels, including non-English speaking customers.

- ☒ Attained
☐ Not Attained

Improvements needed to meet criterion:
Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ Written materials are developed for a minimum literacy level determined jointly by center staff and partners in consultation with the local board. Describe in the comments below how minimum literacy level was determined.
☐ Other – describe below the basis used for determination: Title II (College of DuPage was consulted to determine the minimum literacy level.

Certification Team Comments: Click or tap here to enter text.



Application for Certification of One-Stop Centers

C. CONTINUOUS IMPROVEMENT CRITERIA

1. CUSTOMER-CENTERED DESIGN

The center has a systematic method of collecting, analyzing, and using feedback from job seeker and business customers.

CRITERION 1:

The center tracks job seeker and business customer experience and satisfaction.

- ☒ Attained
☐ Not Attained

Improvements needed to meet criterion:

Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ Multiple approaches are used to solicit one-stop job seeker and business customer feedback.
☒ The center has a process for tracking and responding to job seeker and business customer comments/suggestions.
☒ Documentation exists that functional managers and staff use job seeker and business customer feedback to design, refine, and deliver integrated services.
☐ Other – describe below the basis used for determination:
Click or tap here to enter text.

Certification Team Comments: Click or tap here to enter text.

2. EVALUATION OF INTERNAL OPERATIONS

Internal procedures and systems are monitored and assessed vis-à-vis operational effectiveness and opportunities for improvement by the LWIB and/or one-stop operator.

CRITERION 1:

Internal systems are in place to identify and track operational efficiency and effectiveness.

- ☒ Attained
☐ Not Attained

Improvements needed to meet criterion:

Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ An LWIB-approved evaluation plan is in place that includes key questions, data sources, and methods of analysis for assessing service integration and operational efficiency and effectiveness.
☐ Other – describe below the basis used for determination:
Click or tap here to enter text.

Certification Team Comments: Click or tap here to enter text.

CRITERION 2:

Provisions of the MOU are periodically reviewed to ensure partner responsibilities and commitments are being met.

- ☒ Attained
☐ Not Attained

Improvements needed to meet criterion:

Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ Board meeting minutes reflect that the MOU was reviewed.
☐ Other – describe below the basis used for determination:
Click or tap here to enter text.

Certification Team Comments: Click or tap here to enter text.



Application for Certification of One-Stop Centers

C. CONTINUOUS IMPROVEMENT CRITERIA

3. IMPROVING PERFORMANCE

Core partners engage local boards in using customer feedback and operational data to continuously improve service delivery, operations and performance.

CRITERION 1:

Customer feedback is used to improve quality and use resources most effectively.

- ☒ Attained
☐ Not Attained

Improvements needed to meet criterion:

Click or tap here to enter text.

BASIS FOR DETERMINATION:

(check all that apply)

- ☒ Local board meeting minutes reflect that customer feedback and performance data helped inform decision-making about strategic improvements to strengthen customer-center design goals.
☐ Other – describe below the basis used for determination:
Click or tap here to enter text.

Certification Team Comments: Click or tap here to enter text.

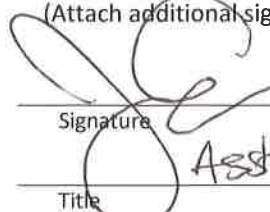


Application for Certification of One-Stop Centers


E. SIGNATURES

As a member of the local certification team, I concur with the certification recommendation identified in Section D.

(Attach additional signature pages, if needed.)

Signature: 
Title: Asst VP-Econ Development
Dean Continuing Education
College of DuPage
Organization: College of DuPage
Printed Name: Joseph Cassidy
Date: 6/15/2020

Signature: 
Title: Corporate Human Resources Manager
Organization: The Jet Set Company
Printed Name: Tiffany Rotondo
Date: 06/15/20

Signature: 
Title: SVP, CHRO
Organization: YMCA of the USA
Printed Name: KATE WOUENSACK
Date: 15 JUNE 2020

Signature: _____
Title: _____
Organization: _____
Printed Name: _____
Date: _____

Signature: _____
Title: _____
Organization: _____
Printed Name: _____
Date: _____