**Center Certification**

WIOA Sec. 121(g)(1) requires the State workforce development board (state board), in consultation with chief local elected officials (CLEOs) and LWDBs, to establish objective criteria and procedures for use by LWDBs in assessing and certifying comprehensive and affiliate one-stop centers for effectiveness, including customer satisfaction, physical and technology accessibility, and continuous improvement.

In accordance with the Oklahoma Department of Workforce Development (OWDI 01-2019 entitled “Certification of comprehensive and affiliate Oklahoma Works (One-Stop) Centers, a proud partner of the American Job Center network, under the Workforce Innovation and Opportunity Act of 2014 (WIOA)” ) and WIOA, the Tulsa Area Workforce Development Board (TAWDB) will set criteria and procedures in Operations Memorandum OP-0500100 entitled Center Certification Criteria and Process outlining a high-quality one-stop-center system that is business driven, customer-centered, integrated, and tailored to meet the needs of our region.

I. Types of Centers:

* Comprehensive Center: A comprehensive one-stop center is a physical location where job seeker and employer customers can access the programs, services, and activities of all required one-stop partners. A comprehensive one-stop center must have at least one title I staff person physically present.
* Affiliate Center: An affiliated site, or affiliate one-stop center, is a site that makes available to job seeker and employer customers one or more of the one-stop partners’ programs, services, and activities with a physical presence of combined staff more than 50 percent of the time the center is open. An affiliated site does not need to provide access to all required one-stop partner programs.

II. Certification Criteria: TAWDB will utilize the standards for certification as outlined in OOWD 01-2019. Focus will center on:

* Effectiveness
* Physical Accessibility
* Programmatic Accessibility and Technology
* Continuous Improvement

III. Center Evaluation and Certification Frequency

The one stop center(s) located within the TAWDB area will be evaluated for certification at a minimum of every two years. Evaluations will be conducted on an established timeline and include at least one on-site observation visit. Self-assessments will be conducted by the TAWDB, One Stop Operator and Service Provider annually utilizing the attached tools.

Updates to the local operations memorandum outlining criteria and processes will be updated every two years as part of the Local Plan update process.

IV. Equal Opportunity and Nondiscrimination Statement: All recipients, and subrecipients/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.

V. Action

The Executive Director is responsible for compliance of this policy. The Executive Director is responsible for annual review and revisions if needed. Any exceptions to this policy statement will require prior written approval from the Executive Director or chair of the TAWDB.

This policy will be effective immediately upon approval of the TAWDB membership.

Attachments:

A. Guide to Improving One-Stops through Benchmarked Critical Success Factors

B. Checklist for Compliance with Section 503 of the Rehabilitation Act of 1973, As Amended

C. OOWD Integrated Business Services

D. Physical Site Accessibility Checklist

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Chair, Tulsa Area Workforce Development Board / Date