One-Stop Center Certification Standards: Physical and Programmatic Accessibility

The One-Stop Center certification standards for physical and programmatic accessibility draw from existing materials (e.g., Iowa's WIOA state plan, Disability Access Committee materials,), SWDB input (May 2025 meeting), local stakeholder consultation (January 2025) and accessibility standards established by other states.

The standards align with the One-Stop certification requirements described at 20 CFR 678.800 (as well as 34 CFR 361.800 and 34 CFR 463.800) and in USDOL-ETA's Training and Employment Guidance Letter (TEGL) No. 16-16, "One-Stop Operations Guidance for the American Job Center Network." Per these requirements, certification standards related to physical and programmatic accessibility must include evaluations of how well the Center ensures equal opportunity for individuals with disabilities to participate in or benefit from Center services. Evaluations must include criteria evaluating how well the Centers and delivery systems take actions to comply with the disability-related regulations implementing WIOA sec. 188, set forth at 29 CFR part 38, including:

- Providing reasonable accommodations for individuals with disabilities;
- Making reasonable modifications to polices, practices, and procedures where necessary to avoid discrimination against persons with disabilities;
- Administering programs in the most integrated setting appropriate;
- Communicating with persons with disabilities as effectively as with others;
- Providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity; and
- Providing for the physical accessibility of the Center to individuals with disabilities.

The accessibility certification standards also address Center program, service, and resource accessibility for individuals whose first language is not English and individuals with lower literacy levels.

Note: The table below includes accessibility standards for both comprehensive and affiliate Centers, in separate columns. In most cases, the same standard applies to both comprehensive and affiliate Centers. However, in one case, standard #8, the standard for affiliate Centers has been adjusted from the standard for comprehensive Centers to reflect different statutory, regulatory, and policy requirements as well as typical partner presence, staffing, operations, and service delivery in affiliate Centers.

Certification Standards – Comprehensive Standards	Certification Standards – Affiliate Centers	Example Certification Indicators (i.e., bases for determining that the standards have been met)
1. The Center supports knowledge development and capacity building of all partners and staff providing services in the Center by providing onboarding and regular refresher training on applicable laws, regulations, and policies regarding providing equal opportunity to all customers and ensuring nondiscrimination in service delivery.	*1. Same as comprehensive Center standard.*	▪ Staff training agendas/training content and training schedules ▪ Training records ▪ Staff demonstrate knowledge/familiarity when asked ▪ Job descriptions and professional development plans include this focus
2. The location and internal and external physical layout of the Center is accessible to and inclusive of individuals with disabilities and provides suitable space for service delivery.	*2. Same as comprehensive Center standard.*	▪ Monitoring documents to attest to the Center's compliance with ADA standards ▪ External: Center is on an accessible public transport line or other transport mode (e.g., van service) that is accessible to individuals with disabilities; parking lot spaces closest to the door are dedicated and marked for individuals with disabilities; the Center features ramps for wheelchair access, automatic doors, and wide paths and doorways ▪ Internal: The Center interior includes ramps as necessary; automatic doors; wide doorways; adjustable workstations; wide and easily navigable corridors; adjustable seating; and accessible restrooms

Certification Standards – Comprehensive Standards	Certification Standards – Affiliate Centers	Example Certification Indicators (i.e., bases for determining that the standards have been met)
3. The Center's programs and services are accessible to and inclusive of individuals with disabilities.	*3. Same as comprehensive Center standard.*	▪ The Disability Access Committee (DAC) is consulted to identify and address gaps in accessibility within the Centers. The DAC documents steps taken to address identified deficiencies ▪ Software programs meet the Web Content Accessibility Guidelines 2.0, AA (WCAG) standards for accessibility ▪ Vital information is 508c-compliant, as verified by a sample of documents

Certification Standards – Comprehensive Standards	Certification Standards – Affiliate Centers	Example Certification Indicators (i.e., bases for determining that the standards have been met)
4. The Center and its programs and services are accessible to and inclusive of individuals whose first language is not English and who have lower literacy levels. Language assistance services (e.g., oral interpretation, written translation, online translation tools) are available as appropriate based on the needs of the local population and are provided in a timely manner and free of charge.	*4. Same as comprehensive Center standard.*	▪ Review and confirmation of available language assistance services ▪ Review and confirmation of availability of limited literacy/"plain language"-format materials ▪ Review and confirmation of vital information available in translation or availability of staff assistance and/or online or other tools to assist with translation needs as needed ▪ Materials containing vital information that are produced by the Center only in English include a "Babel notice" provided in the predominant languages, or likely to be encountered in the community, that informs readers that the material contains vital information and explains how to access language services to have the contents of the communication provided in other languages ▪ A written language access plan is being developed or updated to ensure that LEP individuals have meaningful access as outlined by the appendix in 29 CFR § 38.9

Certification Standards – Comprehensive Standards	Certification Standards – Affiliate Centers	Example Certification Indicators (i.e., bases for determining that the standards have been met)
5. The Center has trained staff who can proficiently use available assistive technology and aids for individuals with disabilities (e.g., visual, hearing, physical, mental, and intellectual) and help customers use it. Assistive technology and aids provided by the Center are adequate and up-to-date to ensure access to computers, software, and other Center resources and services for customers with disabilities. Center staff know which assistive technologies and aids are available and where they are located.	*5. Same as comprehensive Center standard.*	▪ Confirmation of available and functioning assistive technology and aids ▪ Staff training agendas/training content and training schedules ▪ Training records ▪ Staff demonstrate their knowledge/familiarity with using assistive technology and aids ▪ Documentation of consultation with the Disability Access Committee around provision of assistive technology and aids and staff training on their use
6. In compliance with WIOA sec. 188, the Center and/or the LWDB has policies, procedures, or other guidance in place regarding nondiscrimination and ensures equal physical and programmatic opportunity, accessibility, and inclusiveness for all customers.	*6. Same as comprehensive Center standard.*	▪ Published local policies, procedures, or other guidance ▪ Disability Access Committee and/or WINTAC integration continuum materials ▪ Center operational plan ▪ Center service delivery process flow/guidance

Certification Standards – Comprehensive Standards	Certification Standards – Affiliate Centers	Example Certification Indicators (i.e., bases for determining that the standards have been met)
7. Services are provided in an integrated and inclusive setting, as appropriate for the individual customer and in accordance with applicable laws, regulations, and policies.	*7. Same as comprehensive Center standard.*	▪ Confirmation with staff that services for individuals with disabilities are not segregated/that individuals with disabilities are not automatically routed to providers of service for individuals with disabilities ▪ Published local policies, procedures, or other guidance ▪ Disability Access Committee and/or WINTAC integration continuum materials ▪ Center operational plan ▪ Center service delivery process flow/guidance

Certification Standards – Comprehensive Standards	Certification Standards – Affiliate Centers	Example Certification Indicators (i.e., bases for determining that the standards have been met)
8. All customers have equal opportunity and are provided access to all One-Stop programs and services provided by all WIOA core, required, and locally-included/non-mandatory partners in a timely manner, either on-site at the Center, through on-demand technology/direct linkage[1], or through trained staff from another partner program[2]. In addition, the Center has a process in place to ensure that referrals to One-Stop or other partners that are not co-located in the Center are "warm" [6]and facilitated.	8. The Center maximizes customers' equal opportunity and timely access to the programs and services of non-co-located One-Stop core and required partners through methods such as trained staff from on-site partner programs, direct linkage, "warm" referral[3], and/or other methods.	• The local MOU reflects the coordinated service delivery method and approach for all customers, including those with disabilities • If not described in the MOU, there is documentation in place that describes how all customers, including those with disabilities, have access to all of the services provided by core and required WIOA partners • Policy and procedure documents • SOPs • Case Notes

[1] See USDOL-ETA TEGL No. 16-16. In the TEGL, "direct linkage" is defined as "providing a direct connection at the American Job Center within a reasonable time, by phone or through a real-time Web-based communication, to a program staff member who can provide program information or services, including career services, to the customer. Solely providing a phone number, Web site, information, pamphlets, or materials does not constitute a 'direct linkage.'"

[2] TEGL No. 16-16 describes "trained staff" as "having a staff member from a different partner program physically present at the American Job Center and

appropriately trained [emphasis in the original] to provide information to customers about the programs, services, and activities available through all partner programs."

[3] "Warm referral" means that Center staff make direct contact with other programs on behalf of the customer to schedule necessary appointments and follow-up in a timely manner, rather than requiring the customer to manage his/her own referral.

Certification Standards – Comprehensive Standards	Certification Standards – Affiliate Centers	Example Certification Indicators (i.e., bases for determining that the standards have been met)
9. Center partner staff provide opportunities for competitive, integrated employment for individuals with disabilities. Competitive, integrated employment is non-segregated, community-based employment with employers that also employ individuals without disabilities, in occupations comparable to those held by employees who do not have disabilities.	*9. Same as comprehensive Center standard.*	▪ Published local policies, procedures, or other guidance ▪ Disability Access Committee and/or WINTAC integration continuum materials ▪ Center operational plan ▪ Center service delivery process flow/guidance ▪ Data on the types of jobs the Center is referring individuals with disabilities to and placing them in ▪ Documentation of business service team outreach to employers related to competitive, integrated employment opportunities for candidates with disabilities

One-Stop Center Certification Standards: Effectiveness

The One-Stop Center certification standards for effectiveness draw from existing materials (e.g., Iowa's WIOA state plan), SWDB input (February 2021 meeting and May/June 2021 online survey responses), and effectiveness standards established by other states. The standards align with the One-Stop certification requirements described at 20 CFR 678.800 (as well as 34 CFR 361.800 and 34 CFR 463.800) and in USDOL-ETA's Training and Employment Guidance Letter (TEGL) No. 16-16, "One-Stop Operations Guidance for the American Job Center Network." Per these requirements, certification standards related to effectiveness must include evaluations of how well the Center:

- Integrates available services for participants and businesses.
- Meets the workforce development needs of participants and the employment needs of local employers.
- Operates in a cost-efficient manner.
- Coordinates services among the One-Stop partner programs.
- Provides access to partner program services to the maximum extent practicable; and
- Takes feedback from One-Stop customers into account in evaluation of the elements above.

Note: The table below includes effectiveness standards for both comprehensive and affiliate Centers, in separate columns. In some cases, the same standard applies to both comprehensive and affiliate Centers. In others, the standards for comprehensive Centers have been adjusted to reflect different statutory, regulatory, and policy requirements as well as typical staffing, partner presence, operations, and service delivery in affiliate Centers. Finally, in one case (standard #4), there is only a standard for comprehensive Centers. However, local workforce development boards may choose to set a related standard for affiliate Centers, as appropriate to the situation in their local workforce areas.

Certification Standards – Comprehensive Centers	**Certification Standards – Affiliate Centers**	**Example Certification Indicators (i.e., bases for determining that the standards have been met)**
1. Center staff who perform the Welcome and Exploratory Services functions are cross trained to be knowledgeable with the functions and basic eligibility requirements of each program.	*1. Same as comprehensive Center standard.*	• Agendas, training materials, meeting notes which document the partners sharing services and resources • Memorandum of Understanding • Customer satisfaction surveys • Job descriptions/documents outlining job duties

Certification Standards – Comprehensive Centers	Certification Standards – Affiliate Centers	Example Certification Indicators (i.e., bases for determining that the standards have been met)
3. The Center has a documented, seamless customer flow process that is integrated and inclusive of the following activities: • Welcome, intake, and orientation • Management of the Exploratory Services Area • Workshops • Development of the Individual Employment Plan (IEP) or service plan • Assessment – informal and/or formal • Referrals • Any other activities as defined by the local workforce development board	3. The Center has a documented, seamless customer flow process that is integrated and inclusive of the following activities: • Welcome, intake, and orientation • Management of the Exploratory Services Area • Development of the Individual Employment Plan (IEP) or service plan • Assessment – informal and/or formal • Referrals • Any other activities as defined by the local workforce development board	• Customer flow chart or similar document • WIOA service integration continuum self-assessment results and next steps template document • SOPs • Memorandum of Understanding

[4] USDOL-ETA TEGL No. 16-16 describes "trained staff" as "having a staff member from a different partner program physically present at the American Job Center and *appropriately trained* [emphasis in the original] to provide information to customers about the programs, services, and activities available through all partner programs."

[5] USDOL-ETA TEGL No. 16-16 defines "direct linkage" as "providing a direct connection at the American Job Center within a reasonable time, by phone or through a real-time Web-based communication, to a program staff member who can provide program information or services, including career services, to the customer. Solely providing a phone number, Web site, information, pamphlets, or materials does not constitute a 'direct linkage.'"

[6] "Warm referral" means that Center staff make direct contact with other programs on behalf of the customer to schedule necessary appointments and follow-up in a timely manner, rather than requiring the customer to manage his/her own referral.

Certification Standards – Comprehensive Centers	Certification Standards – Affiliate Centers	Example Certification Indicators (i.e., bases for determining that the standards have been met)
4. Center staff are organized on functional teams that are intuitive to customers, rather than organized by program or partners. Centers must include one or more Teams that provide Welcoming, Exploratory Services, Career Services, Business Engagement and any others determined by the local workforce development board or the Center, and each team has an organized team structure (Iowa WIOA Policy Chapter 1, Section 4.9, "Characteristics of the One-Stop Delivery System").	*No corresponding standard for affiliate Centers. However, local workforce development boards may choose to set a related standard for affiliate Centers, as appropriate to the situation in their local workforce areas.*	• Organizational chart that outlines the functional teams and their roles • Memorandum of Understanding • Meeting summaries/notes from internal team meetings
5. Through coordination by the One-Stop Operator, leadership staff of on-site partners collaborate to manage the functions of the Center.	4. Leadership staff of on-site partners collaborate to manage the functions of the Center. Management of Center functions may be coordinated by the One-Stop Operator if the local workforce development board had given the Operator this role in affiliate Centers.	• Center organizational chart • Agendas and meeting notes documentation • SOPs
6. The Center uses a team-based case management approach for customers who are receiving services from multiple partners based on their individual needs, with appropriate processes and methods in place for partners to share customer information to meet the full range of customer needs.	5. Affiliate Center staff use a team-based case management approach for customers who are receiving services from multiple partners in the affiliate Center. For customers who are receiving services from both affiliate and comprehensive Center partners, there is a process in place to coordinate case management with the comprehensive Center in the local area.	• Center SOPs • Memorandum of Understanding • Documentation of the Center's use of the Integrated Resource Team model • Minutes of service planning/case management team meetings • Case notes • Confidentiality agreements and/or other information sharing agreements

Certification Standards – Comprehensive Centers	Certification Standards – Affiliate Centers	Example Certification Indicators (i.e., bases for determining that the standards have been met)
8. The Center uses demographic data to support customer outreach and service strategies to ensure equitable access and quality services for all customers.	*7. Same as comprehensive Center standard.*	• Documentation of the Center's review of demographic and/or other available data • Notes/summaries of Center management team, functional team, and partner meetings
9. The Center operates in a cost-effective manner. Center partners share Center costs as required by and in alignment with the Infrastructure Funding Agreement.	*8. Same as comprehensive Center standard.*	• One-Stop operating budget that is reconciled in accordance with policy and Infrastructure Funding Agreement that outlines costs shared by partners • Memorandum of Understanding
10. The Center's integrated business services team shares information across partners to better serve business customers, streamlines outreach to and communications with businesses, and utilizes a single point of contact approach with business customers to represent the integrated business services team.	9. The Center coordinates any business customer-facing activity with the comprehensive Center's integrated business services team.	• Organizational chart of Center • Written documentation of business services team and approach • SOPs • LWDB policy • Integrated informational and marketing materials

Certification Standards – Comprehensive Centers	Certification Standards – Affiliate Centers	Example Certification Indicators (i.e., bases for determining that the standards have been met)
11. The Center's floorplan/design includes adequate space and capacity to appropriately meet customers' needs and includes: • Organization and signage by function (as listed in standard #4) rather than by program • A welcoming and comfortable "front of the Center" space • Adequate office space for privacy and confidentiality, when needed • Adequate classroom/workshop space • Adequate technology, computer resources, or lab space • Sufficient multi-purpose space adaptable to meet changing needs In addition, Center hours of operation accommodate the schedules of individuals who are not able to access the Center during regular business hours, as needed.	10. The Center's floorplan/design includes adequate space and capacity to appropriately meet customers' needs and includes, as feasible and as appropriate: • Organization and signage by function rather than by program • A welcoming and comfortable "front of the Center" space • Adequate office space for privacy and confidentiality, when needed • Adequate classroom/workshop space • Adequate technology and computer resources • Sufficient multi-purpose space adaptable to meet changing needs In addition, Center hours of operation accommodate the schedules of individuals who are not able to access the Center during regular business hours, as needed.	• Assessment of Center design and physical space related to the elements listed in the standard • Floorplans/Center layout • Center physical space signage/labeling • Center operating schedule
12. The Center has a formal communication plan to share information and coordinate with all partner staff, including staff housed at affiliate Centers. The Center also holds regular meetings of on-site partners and includes other partners as needed.	11. The Center has a process in place to share information among on-site partner staff. The Center also has a process in place to share information and coordinate with partner staff housed in the comprehensive Center(s).	• Communications plan • Agendas and notes from Center, functional team, and partner meetings • Communication/organizational chart • MOU • Local Plan

Certification Standards – Comprehensive Centers	Certification Standards – Affiliate Centers	Example Certification Indicators (i.e., bases for determining that the standards have been met)
13. The Center management team or One-Stop Operator provides regular reports to the local workforce development board regarding Center operations, performance/outcomes metrics, and customer satisfaction/quality of services to customers.	12. The Center management team provides regular reports to the local workforce development board regarding Center operations, performance/outcomes metrics, and customer satisfaction/quality of services to customers. Preparation and submission of these reports may be coordinated by the One-Stop Operator if the local workforce development board had given the Operator this role in affiliate Centers.	• Board minutes, meeting notes • Center management team reports
14. Center signage, Center staff identifiers (including nametags, badges, email signatures, and voicemail greetings), and Center promotional materials, educational materials, fliers, pamphlets, social media posts, etc. reflect the Iowa*WORKS* brand and appropriate use of American Job Center branding, not solely the branding of individual agencies, boards, or programs.	*13. Same as comprehensive Center standard.*	• Review of Center signage, staff identifiers, materials, etc. • Policies and procedures • Communications plan • Social media policies

One-Stop Center Certification Standards: Continuous Improvement

The One-Stop Center certification standards for continuous improvement draw from existing materials (e.g., Iowa's WIOA state plan), SWDB input (February 2021 meeting and May/June 2021 online survey responses), and continuous improvement standards established by other states. The standards align with the One-Stop certification requirements described at 20 CFR 678.800 (as well as 34 CFR 361.800 and 34 CFR 463.800) and in USDOL-ETA's Training and Employment Guidance Letter (TEGL) No. 16-16, "One-Stop Operations Guidance for the American Job Center Network." Per these requirements, certification standards related to continuous improvement include evaluations of how well the Center:

- Supports the achievement of the negotiated local levels of performance for the indicators of performance for the local area;
- Establishes a regular process for identifying and responding to technical assistance needs;
- Establishes a regular system for continuing staff professional development; and
- Has systems in place to capture and respond to specific customer feedback.

Continuous improvement, in the context of the public workforce system, is the ongoing assessment and improvement of services and processes to achieve maximum benefit and value for the customer. To continually improve the system, decision makers must have data that provides insight into Center performance relative to local area-wide performance targets; staff support, technical assistance, and training needs; and customer experience of the service process and results. One-stop certification standards require not just that this data is collected and analyzed, but also that it is actively and ongoingly used to improve and enhance decisions and investments, system coordination, processes and operations, and service delivery.

Note: All continuous improvement standards apply to both comprehensive and affiliate Centers.

Certification Standards	**Example Certification Indicators (i.e., bases for determining that the standards have been met)**
1. A method or process exists to identify professional development needs of center staff.	• Written process/method • Professional development schedule • Staff interviews • Observation
2. Center staff are provided on-going training and cross-training to ensure they have the knowledge necessary to appropriately and effectively serve and/or refer customers.	• Training schedule, attendance rosters • Staff interviews • Training certificates

Certification Standards	Example Certification Indicators (i.e., bases for determining that the standards have been met)
3. Each partner agency providing service in the center make available professional learning opportunities for their staff.	• Training schedule • Meeting notes • Charter or another organizing document • Training certificates • MOU
4. Methods are in place to track customer satisfaction and feedback. The Center and the Local Workforce Development Board uses the customer feedback and data to assess and improve job seeker and employer services in the local area.	• Policy and/or process documents • Customer satisfaction data (collected locally or at the state level) • Data from customer interviews, focus groups, surveys, etc. • Data analysis • Meeting summaries where information was discussed • Local WDB meeting minutes
5. The center has demonstrated high customer satisfaction from job seeking customers as determined by the Local WDB.	• Customer satisfaction data (collected locally or at the state level) • Data from customer interviews, focus groups, surveys, etc.
6. The center has demonstrated high customer satisfaction from business customers as determined by the Local WDB.	• Customer satisfaction data (collected locally or at the state level) • Data from customer interviews, focus groups, surveys, etc.

Certification Standards	Example Certification Indicators (i.e., bases for determining that the standards have been met)
7. Center partners demonstrate a shared commitment to providing customers with high-quality, impactful service experiences[7].	• Center service delivery vision, mission, and/or values • Customer-centered design work documents/materials • MOU • Charter • Meeting notes • Staff interviews • Observation • Customer Satisfaction Survey
8. The center has robust internal processes in place to assess and improve operational efficiency and effectiveness, including but not limited to the level and effectiveness of partner integration, outreach and intake, assessment, service planning and delivery, case management, career pathways, center processes (e.g., welcome, referral, and other processes), review of WIOA key performance measures, etc.	• Written assessment process/method and results • Meeting notes • Process improvement documents • Customer survey results • Staff interviews • Analysis of performance data/reports

[7] See USDOL-ETA TEGL No. 04-15, "Vision for the One-Stop Delivery System under the Workforce Innovation and Opportunity Act (WIOA)."