

One-Stop Certification Minimum Criteria

Affiliate Center Requirements

YES	NO	HOW
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Program Services

- Direct services to job seeker customers
- Services available for employer customers
- Labor market information is available upon request
- Referrals to additional programs and activities carried out by partners
- Accepts referrals from network partners

Service Delivery

- Physical location and available program information is online on Live Better Idaho
- One-Stop partner staff located full-time

Partner Coordination

- Referral network with other partners
- Coordinated partner outreach

Accessibility

- Electronic materials are 508 compliant
- Assistive technology available
- Materials printable in English and Spanish
- Electronic materials available in English and Spanish

Attachment #1

Translation services available when needed

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Customer Feedback

Complaints accepted

Opportunity for customers to provide real-time feedback electronically or in writing

Building Requirements

Physically accessible for individuals with disabilities* (Attachment #2)

Visible Common Identifier Branding - American Job Center
Co-location encouraged for WIOA Title IB and Employment Services

Staff Development

Up-to-date training and referral resources available
Staff receive annual cross-training on partner programs

Continuous Improvement Evaluation

Program performance outcomes publicly accessible

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One-Stop Certification Minimum Criteria

Comprehensive Center Requirements

YES	NO	HOW
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Program Services

- Career Services provided to job seekers
- Employer Services provided to employers
- Labor Market Information readily available
- Access to training services
- Access to additional programs and activities carried out by partners
- All partners programs accessible from a staff person
- Accept referrals from network partners

Service Delivery

- Live Better Idaho - Physical location is made available online and additional program information is available to career services staff for cross-training
- WIOA Title IB staff located full-time
- Employment Service staff located full-time
- Customers can receive a direct service from a staff member during their first site visit, either a complete assessment or an actionable next step
- Customers can directly serve themselves from available resources
- Front-line staff can perform an initial assessment applicable to all programs

Common Branding

All printed program materials in the comprehensive one-stop are branded

All electronically available program materials in the comprehensive one-stop are branded

Partner Coordination

Coordinated Employer Services

Coordinated on-site intake process/initial interview

Coordinated partner outreach

Accessibility

Electronic materials are 508 compliant

Multiple sets of assistive technology available

Large screen monitors

Materials printed in English and Spanish

Electronic materials available in English and Spanish

Translation services immediately available when needed

Customer Feedback

Complaints accepted

Opportunity for customers to be provide real-time feedback electronically or in writing

Building Requirements

Physically accessible for individuals with disabilities (Attachment #2)

Highly visible signage

Attachment #1

Visible common identifier branding
 On public transportation route
 Mandatory Co-location: WIOA Title IB and Employment Services
 Private room for counseling
 Conference room with technology for audio/video
 Must be open regular business days. Other hours of service also encouraged

Staff Development

Mandatory and regular cross-training for career services staff
 Up-to-date training and referral resources available

Continuous Improvement Evaluation

Program performance outcomes publicly accessible
 Review of data on serving individuals with barriers to employment
 (from performance reports)
 Review of customer feedback and complaints submitted

Infrastructure Cost-Sharing Agreement

Signed MOU with all partners with infrastructure agreement

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Accessibility for Individuals with Disabilities

Please refer to the linked ADA Checklist for Existing Facilities to determine accessibility for individuals with disabilities.

<https://www.adachecklist.org/doc/fullchecklist/ada-checklist.pdf>

For American Job Center certification purposes, please provide the following information.

Date of inspection: _____

Name of inspector: _____

Comments: