# Idaho One-Stop Policy
# American Job Center Certification
## Approved March 13, 2026

**Reference:** WIOA Sec. 101(d)(6)(a); Sec. 121 (g); 20 CFR 378.800; 24 CFR 361.800 and 34 CFR 463.800; TEGL 16-16

**History:** Previously approved on January 9, 2024

## Introduction

WIOA requires that the state board set assessment criteria in the State Plan for the local boards to use to certify one-stop centers and one-stop delivery systems operated in the local areas. The law and regulations specify the operations of the one-stop centers and the types of criteria used to assess them.

The governance of Idaho's workforce system is centralized under the Idaho Workforce Development Council, which serves as both the state board and local board. Policies made at the state level have to be broad enough to allow flexibility in service delivery at the local level. While the one-stop delivery system is intended to be a local collaboration, Idaho leverages a statewide framework that addresses varying levels of partner coordination in different locations and still provides consistency in quality service delivery to its citizens across the state.

## General Idaho Certification Criteria

One-Stop partner participants can belong to the American Job Center system at the following levels;

- **Network Partner**
- **Affiliate Center**
- **Comprehensive Center**

These levels are generally described in the statewide Idaho American Job Center MOU. Only Affiliate and Comprehensive centers are required to be certified.

The WIOA regulations at 20 CFR 678.800; 34 CFR 361.800 and 463.800 specify that certification criteria must evaluate the one-stop centers and system for effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement.

1. **Effectiveness:** Evaluations of effectiveness must include the following:
    a. How well the One-Stop integrates available services, across system partners, to meet the workforce development needs of participants and the employment needs of local employers.

b. The extent to which the One-Stop operates in a cost-efficient manner, as defined by the funding partner.
c. How access to partner program services is leveraged, to the maximum extent practicable, to provide services at times and locations that best meet the needs of participants and employers.

2. **Physical Accessibility:** Physical accessibility is the extent to which facilities are designed, constructed, or altered so they are accessible and usable to individuals with disabilities. Evaluations of physical accessibility should take into account both external accessibility and internal accessibility. Such actions include, but are not limited to:
    a. a review of the availability of transportation to the One-Stop Center,
    b. access into the site location via ramps consistent with the Americans with Disabilities Act's (ADA) standards,
    c. a review of the center's access to bathrooms,
    d. adjustable work stations, and
    e. appropriate signage, including signage to meet multilingual needs common to the specific region of the State, and signage for people with disabilities.

Evaluations of physical accessibility must use the checklist provided by Idaho's Statewide Equal Opportunity Officer and the results of the physical assessment must include a timeline describing when deficiencies will be corrected. Assessment results and timelines must be submitted to the Statewide Equal Opportunity Officer annually on or before September 1.

3. **Programmatic Accessibility:** Programmatic accessibility is the extent to which the full range of services is available to all customers, regardless of disability or cultural background. Such actions include, but are not limited to:
    a. Providing reasonable accommodations for individuals with disabilities;
    b. Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities;
    c. Administering programs in the most integrated setting appropriate (i.e. people with disability or cultural needs can be served in the same setting as those without, to the greatest extent possible);
    d. Communicating with persons with disabilities as effectively as with others; and
    e. 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.

Evaluations of programmatic accessibility must use the checklist provided by Idaho's Statewide Equal Opportunity Officer and the results of the programmatic assessment must include a timeline describing when deficiencies will be corrected. Assessment results and timelines must be submitted to the Statewide Equal Opportunity Officer annually on or before September 1.

4. **Continuous Improvement:** Evaluations of continuous improvement include, but are not limited to:

a. Whether participants and employers are satisfied with the services provided by the partners, including having systems in place to capture and respond to specific customer feedback.
b. How well the One-Stop meets negotiated performance expectations.
c. How well the One-Stop provides for professional staff development across the partners.
d. How well the One-Stop identifies and responds to technical assistance needs.

Requirements for American Job Center Affiliate Centers

An affiliate American Job Center is a physical location where job seekers and employers can receive direct services. It is not necessary to have more than one-partner program at an affiliate site, and partner service provider locations are not required to become a certified affiliate. However, each location identified as an American Job Center (AJC) must be certified to ensure that service delivery standards are met.

The location must have at least one one-stop partner staff available in the center during all regular business hours. The services at the affiliate AJC location must be physically and programmatically accessible to individuals with disabilities and other individuals needing additional assistance, such as those with limited English proficiency.

The affiliate AJC must accept referrals from comprehensive and network partners for the services provided at that location and affiliate site partner staff must be able to make referrals for other one-stop partner services. Affiliate AJCs staff are required to coordinate customer and employer outreach with nearby comprehensive AJCs as well coordinate with AJC network partners.

The affiliate AJC must also provide a mechanism for customer feedback as well as accepting complaints. Certification requires the publication of the partner program performance reports and a review of customer feedback and complaints submitted.

Requirements for American Job Center Comprehensive Centers

In addition to meeting the affiliate AJC certification criteria, the comprehensive American Job Center meets all the WIOA regulatory requirements, including a service delivery area MOU and resource sharing agreement for the center's infrastructure and operating costs. Idaho is required, at a minimum, to have at least one comprehensive AJC in each of its designated local areas: Service Delivery Area 6 – East Central Idaho and the Balance of State.

Certification Criteria Categories

The certification criteria requirements for affiliate and comprehensive centers are listed separately in Attachment A in the following categories:

Effectiveness

- Program Services
- Service Delivery
- Common Branding
- Partner Coordination
- Other Building Requirements

Continuous Improvement

- Customer Feedback
- Staff Development
- Continuous Improvement Evaluation

Infrastructure Cost Sharing Agreement (comprehensive centers only)

## Certification Procedures

Certification of Idaho's one-stops begins with the managers of service locations seeking affiliate and comprehensive AJC certification submitting a request to the One-Stop Operator demonstrating their compliance with the certification criteria.

The Workforce Development Council's One-Stop Committee will review the requests and self-assessments and schedule a site visit to the center.

The format of the visits should be: separate meetings with each of the co-located partners, a meeting with all regional One-Stop partners invited, and a formal tour of the office to document any changes since the last certification visit. The visit will include a review of the self- assessment, discussion on the extent to which service delivery is integrated, and review of customer feedback. The site visit leader will note any deficiencies against the approval criteria and make recommendations for coming into compliance.

The results of the site visit will be provided to the One-Stop Committee and a decision will be made to grant full certification, provisional certification or to deny certification. The Committee shall maintain a rubric to determine how full or provisional status should be granted. AJCs receiving full certification shall be granted the status for three years. Provisional certification shall be granted on a year-by-year basis with the AJC providing a report to the One-Stop Committee on progress towards correcting deficiencies as required by law.

## Annual Assessment for Accessibility for Individuals with Disabilities

The Workforce Development Council has an additional responsibility to ensure all affiliate and comprehensive AJCs are assessed annually for physical and programmatic accessibility, in accordance with section 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990.

To prevent duplication of efforts, the certification criteria also includes annual assessment requirements. The one-stop operator and the leadership of the American Jobs Centers are instructed to coordinate these assessments with the Statewide Equal Opportunity Officer and other entities with

similar requirements to physically and/or programmatically inspect the one-stop centers. The results of the assessments, and plans to correct deficiencies (if any), shall be reviewed by the Council's One-Stop Committee. AJCs cannot become fully certified until they are in compliance; however, they may be provisionally certified while working towards compliance as required by law.

# Attachment A

## One-Stop/American Job Center Certification

### Minimum Criteria

**Affiliate One-Stop/American Job Center Requirements**

Each site is asked to work together with leadership and staff to develop responses to the following:

I. Rank on a scale of 1 to 5, where the site believes it is in its path towards meeting, or exceeding, the stated standard.

5 = achieved the standard and excelling
4 = significantly meeting standard with some work yet to do
3 = have some of the elements in place, some of the time
2 = making progress but long way to go
1 = no progress yet

II. Provide **clear evidence** and **examples** of current status and future plans with strategies and timelines to reach these standards.

**Effectiveness**

Idaho's workforce partners must act as an integrated system. Client services should be aligned to common goals and the customer experience should be seamless – regardless of funding streams. Each customer is mutually regarded as a shared customer, with all staff and programs having a vested stake in that customer's success. Integration of programs is incorporated into planning, intake, assessment, registration, service processes, information sharing, resource decisions, actions, results, and analyses.

Based on the criteria below, check the box where you think the Center is with regard to Effectiveness.

5 ☐ 4 ☐ 3 ☐ 2 ☐ 1 ☐

***Program Services***

Direct services are provided to job seeker customers.

Services are available for employer customers.

Labor market information is available upon request and used to assist clients in making informed choices.

Access to additional programs and activities carried out by partners through referrals.

Accepts referrals from comprehensive and network partners.

| Yes | No | How |
|---|---|---|
| | | |
| | | |
| | | |
| | | |
| | | |

***Service Delivery***

Staff are available full-time.

| Yes | No | How |
|---|---|---|
| | | |

***Common Branding***

All printed program materials in the comprehensive one-stop are branded in conformance with the Council's AJC Branding Policy.

All electronically available program materials in the comprehensive one- stop are branded in conformance with the Council's AJC Branding Policy.

| Yes | No | How |
|---|---|---|
| | | |
| | | |

***Partner Coordination***

Employer/Business Services are coordinated among the partners under a locally developed business outreach plan.

Participant outreach is coordinated among the partners under a locally developed outreach plan.

| Yes | No | How |
|---|---|---|
| | | |
| | | |

***Cost Effectiveness***

Center operates in a cost-efficient manner, as defined by the funding partner.

| Yes | No | How |
|---|---|---|
| | | |

**Accessibility**

Improved availability, a welcoming atmosphere, inclusive settings, and high-quality customer service benefit all customers. American Job Centers extend services and outreach not just to individuals who walk in the door, but also to those who have become disengaged in the labor force. Integrated, quality services are provided to all customers within the center and via technology through online or phone access. Principles of universal design are considered in all aspects of accessibility.

Based on the criteria below, check the box where you think the Center is with regard to Accessibility.

5 ☐ 4 ☐ 3 ☐ 2 ☐ 1 ☐

***Programmatic Accessibility***

| | Yes | No | How |
|---|---|---|---|
| Reasonable accommodations are available for individuals with disabilities and services are delivered in the most integrated setting appropriate. | | | |
| Electronic materials are 508 compliant. | | | |
| Assistive technology is available. | | | |
| Materials are printed in English and Spanish. | | | |
| Electronic materials available in English and Spanish. | | | |

***Physical Accessibility***

Center is physically accessible for individuals with disabilities and assessment is performed/updated annually.

| Yes | No | How |
|---|---|---|
| | | |

***Other Building Requirements***

Signage is highly visible and includes common identifier in

| Yes | No | How |
|---|---|---|
| | | |

| | | |
|---|---|---|
| accordance with Council's AJC Branding Policy. | | |
| Co-location encouraged for WIOA Title IB and Employment Services. | | |
| On or near public transportation route. | | |
| Open normal State of Idaho business hours. Other hours of service are encouraged to meet customer needs. | | |

**Continuous Improvement**

Performance and value are ultimately judged by customers – businesses and job seekers. Customer-centered design relies upon satisfying customer needs, identifying shortcomings and responding accordingly on a timely and ongoing basis. Tools to obtain feedback are appropriate for each customer's use take into consideration factors including literacy levels, use of technology, disability, and language. The effectiveness of Idaho's One-Stop System for employers and job seekers is evident in system performance and service delivery decisions are based on data. On an ongoing basis, customer data from one-stop partners and regional economic data is collected, analyzed, and shared with all stakeholders. Plans for improvement, enhancement, or adjustment are established and acted upon.

Based on the criteria below, check the box where you think the Center is with regard to Continuous Improvement.
5 ☐ 4 ☐ 3 ☐ 2 ☐ 1 ☐

| ***Customer Feedback*** | **Yes** | **No** | **How** |
|---|---|---|---|
| Complaints are accepted and acted upon. | | | |
| Customers are asked to provide real-time feedback electronically or in writing. | | | |

| ***Staff Development*** | **Yes** | **No** | **How** |
|---|---|---|---|
| Regular cross-training for all partner staff is provided. | | | |
| Up-to-date training and referral resources available through an accessible web portal. | | | |

***Continuous Improvement Evaluation***

Program performance outcomes are made publicly accessible.

Program performance meets/exceeds negotiated performance expectations.

Review of customer feedback from individuals and employers/businesses is completed at least quarterly and improvement plans are developed/implemented.

| Yes | No | How |
|---|---|---|
| | | |
| | | |
| | | |

# One-Stop/American Job Center Certification

## Minimum Criteria

### Comprehensive One Stop/American Job Center Requirements

Each site is asked to work together with leadership and staff to develop responses to the following:

I. Rank on a scale of 1 to 5, where the site believes it is in its path towards meeting, or exceeding, the stated standard.

5 = achieved the standard and excelling
4 = significantly meeting standard with some work yet to do
3 = have some of the elements in place, some of the time
2 = making progress but long way to go
1 = no progress yet

II. Provide **clear evidence** and **examples** of current status and future plans with strategies and timelines to reach these standards.

**Effectiveness**

Idaho's workforce partners must act as an integrated system. Client services should be aligned to common goals and the customer experience should be seamless – regardless of funding streams. Each customer is mutually regarded as a shared customer, with all staff and programs having a vested stake in that customer's success. Integration of programs is incorporated into planning, intake, assessment, registration, service processes, information sharing, resource decisions, actions, results, and analyses.

Based on the criteria below, check the box where you think the Center is with regard to Effectiveness.

5 ☐ 4 ☐ 3 ☐ 2 ☐ 1 ☐

***Program Services***

| | Yes | No | How |
|---|---|---|---|
| Career Services provided to job seekers and coordinated with core partners. | | | |
| Employer Services provided to employers and coordinated with core partners. | | | |
| Labor Market Information readily available and used by career service providers to assist clients in making informed choices. | | | |
| Access to training services provided through approved eligible training providers. | | | |
| Staff provides access to additional programs and activities carried out by partners through referrals. | | | |

***Service Delivery***

| | Yes | No | How |
|---|---|---|---|
| Physical location is made available online and additional program information is provided to career services staff for cross-training. | | | |
| WIOA Title IB staff located full-time. | | | |
| Employment Service staff located full-time. | | | |
| Customers can receive 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 in the center. | | | |
| Front-line staff can perform an initial review of one-stop partner programs that may be applicable to the customer. | | | |

***Common Branding***

All printed program materials in the comprehensive one-stop are branded in conformance with the Council's AJC Branding Policy.

All electronically available program materials in the comprehensive one-stop are branded in conformance with the Council's AJC Branding Policy.

| Yes | No | How |
|---|---|---|
| | | |
| | | |

***Partner Coordination***

Employer/Business Services are coordinated among the partners under a locally developed business outreach plan.

Coordinated on-site intake process/initial interview is available.

Participant outreach is coordinated among the partners under a locally developed outreach plan.

| Yes | No | How |
|---|---|---|
| | | |
| | | |
| | | |

***Cost Effectiveness***

Center operates in a cost-efficient manner, as defined by the funding partner.

| Yes | No | How |
|---|---|---|
| | | |

**Accessibility**

Improved availability, a welcoming atmosphere, inclusive settings, and high-quality customer service benefit all customers. American Job Centers extend services and outreach not just to individuals who walk in the door, but also to those who have become disengaged in the labor force. Integrated, quality services are provided to all customers within the center and via technology through online or phone access. Principles of universal design are considered in all aspects of accessibility.

Based on the criteria below, check the box where you think the Center is with regard to Accessibility.

5 ☐ 4 ☐ 3 ☐ 2 ☐ 1 ☐

***Programmatic Accessibility***

| | Yes | No | How |
|---|---|---|---|
| Reasonable accommodations are available for individuals with disabilities and services are delivered in the most integrated setting appropriate. | | | |
| Electronic materials are 508 compliant. | | | |
| Multiple sets of assistive technology are available. | | | |
| Large screen monitors are available. | | | |
| Materials are printed in English and Spanish. | | | |
| Electronic materials available in English and Spanish. | | | |
| Translation/interpretation services are immediately available when needed. | | | |
| Programmatic assessment is performed/updated annually. | | | |

***Physical Accessibility***

| | Yes | No | How |
|---|---|---|---|
| Center is physically accessible for individuals with disabilities and assessment is performed/updated annually. | | | |

***Other Building Requirements***

| | Yes | No | How |
|---|---|---|---|
| Signage is highly visible and includes common identifier in accordance with Council's AJC Branding Policy. | | | |
| On public transportation route. | | | |
| Private room for counseling available. | | | |
| Conference room with technology for audio/video available. | | | |
| Open normal State of Idaho business hours. Other hours of service are encouraged to meet customer needs. | | | |

**Continuous Improvement**

Performance and value are ultimately judged by customers – businesses and job seekers. Customer-centered design relies upon satisfying customer needs, identifying shortcomings and responding accordingly on a timely and ongoing basis. Tools to obtain feedback are appropriate for each customer's use take into consideration factors including literacy levels, use of technology, disability, and language. The effectiveness of Idaho's One-Stop System for employers and job seekers is evident in system performance and service delivery decisions are based on data. On an ongoing basis, customer data from one-stop partners and regional economic data is collected, analyzed, and shared with all stakeholders. Plans for improvement, enhancement, or adjustment are established and acted upon.

Based on the criteria below, check the box where you think the Center is with regard to Continuous Improvement.
5 ☐ 4 ☐ 3 ☐ 2 ☐ 1 ☐

***Customer Feedback***

| | Yes | No | How |
|---|---|---|---|
| Complaints are accepted and acted upon. | | | |
| Customers are encouraged to provide real-time feedback electronically or in writing. | | | |

***Staff Development***

| | Yes | No | How |
|---|---|---|---|
| Regular cross-training for all partner staff is provided. | | | |
| Up-to-date training and referral resources available through an accessible web portal. | | | |

***Continuous Improvement Evaluation***

| | Yes | No | How |
|---|---|---|---|
| Program performance outcomes are made publicly accessible. | | | |
| Program performance meets/exceeds negotiated performance expectations. | | | |

Review of data on serving individuals with barriers to employment is discussed quarterly by partners and improvement plans are developed/implemented.

Review of customer feedback from individuals and employers/businesses is discussed quarterly by partners and improvement plans are developed/implemented.

| | | |
|---|---|---|
| | | |
| | | |

***Infrastructure Cost-Sharing Agreement***

A MOU with all partners, including an infrastructure cost sharing agreement is signed.

| Yes | No | How |
|---|---|---|
| | | |