



STATE OF MONTANA ONE-STOP CERTIFICATION

Under Title I of the Workforce Innovation and Opportunity Act (WIOA) Montana’s State Workforce Innovation Board (SWIB) is required to establish criteria and procedures to evaluate and certify one-stop sites for effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement. The SWIB must certify one-stop sites in order to comply with WIOA and receive one-stop infrastructure funds. In Montana, the SWIB will certify two types of sites, comprehensive sites and affiliates sites. This certification criterion applies to both types of sites.

ORGANIZATION NAME	_____	DATE	_____
Contact Person/Title:	_____		
Address:	_____		

Website:	_____		
Contact Person:	_____		
Telephone:	_____		
Fax:	_____		
E-Mail:	_____		
Site Being Certified:	_____		
Hours of Operation:	_____		

CURRENT CERTIFICATION:

- Comprehensive One-Stop Center
- Affiliate Center
- None

I. INTRODUCTION

One-Stop sites are the portals to the state of Montana’s workforce system and its array of career services and resources designed to help individuals acquire the skills necessary to gain meaningful employment and access the talent pipeline that meets their needs and fuels economic growth. Workforce system partners are required to collaborate to support a seamless customer-focused service delivery network. The state of Montana is committed to develop a system that provides comprehensive and coordinated services for job seekers and business customers.

Under the Workforce Innovation and Opportunity Act (WIOA), states share common performance goals and are required to collaborate in the development and implementation of a comprehensive one-stop delivery system where services are designed with the customer in the center, resources are leveraged for maximum efficiency, and continuous improvement is the hallmark.

II. ONE-STOP PRINCIPLES

The success and accountability of Montana's one-stop delivery system represents the values that the SWIB set as its priorities for the One-Stop delivery system in Montana. The SWIB is committed to developing a fully-integrated, coordinated, and accountable one-stop system within the state of Montana that provides universal access to all Montanans seeking assistance and services to gain meaningful skills and training to fully participate in Montana's workforce. The following principles must be reflected in the certification of all one-stop sites in Montana:

- **INTEGRATED SERVICE DELIVERY:** The entire one-stop system must function as an integrated system of partners that share common goals in service delivery. Organizations and core partners must work together to ensure there is a seamless, customer-focused, delivery of services within the one-stop.
- **ACCOUNTABILITY:** Montana's one-stop system must be committed to providing quality customer service and regularly review program performance based on shared data and actions that enhance outcomes for customers.
- **UNIVERSAL ACCESS:** Montana's one-stop system must meet the needs of all customers by ensuring universal access to programs, services, and activities for all eligible individuals.
- **CONTINUOUS IMPROVEMENT:** Montana's one-stop system must use feedback from employers and job seekers to innovate and improve its processes.
- **PARTNERSHIP:** Montana's one-stop system must work to align its goals, resources, and initiatives with economic development, business, labor, and education partners.
- **STATEWIDE STRATEGY:** Montana's one-stop system must work with stakeholders and partners throughout the state to address broader workforce needs in Montana and leverage resources to provide quality services based on changing economies and workforce challenges.

III. CERTIFICATION PROCESS

WIOA requires that there must be at least one physical comprehensive one-stop career center in each local area. As Montana is a single-workforce area state, it is moving forward to create a one-stop system that serves Montanans throughout the state with services. Montana's comprehensive one-stop career center is located in Great Falls and all other centers are affiliates of that center. To achieve the goal of increased access to

the one-stop system, Montana will recognize two types of sites that are certified within the one-stop delivery system.

- **WIOA SECTION 121 (e)(2)**
 - ONE-STOP DELIVERY – The one-stop delivery system –
 - (A) at a minimum, shall make each of the programs, services, and activities described in paragraph (1) accessible at not less than 1 physical center in each local area of the State; and
 - (B) may also make programs, services, and activities described in paragraph (1) available –
 - (i) through a network of affiliated sites that can provide 1 or more of the programs, services, and activities to individuals; and
 - (ii) through a network of eligible one-stop partners –
 - (I) in which each partner provides 1 or more of the programs, services, and activities to such individuals and is accessible at an affiliated site that consists of a physical location or an electronically or technologically linked access point; and
 - (II) that assures individuals have information on the availability of the career services will be available regardless of where the individuals initially enter the statewide workforce development system, including information made available through an access point described in subclause (I);
 - (C) may have specialized centers to address special needs, such as the needs of dislocated workers, youth, or key industry sectors or clusters; and
 - (D) as applicable and practicable, shall make programs, services, and activities accessible to individuals through electronic means in a manner that improves efficiency, coordination, and quality in the delivery of one-stop partner services.
- **COMPREHENSIVE ONE-STOP CENTER**
 - Accessible to the general public during regular business days, as well as physically and programmatically accessible to individuals with disabilities;
 - Portal site for electronic access;
 - Provider of basic and individualized career services, and training services;
 - Provider of business services;
 - Representation of at least five mandated partners; and
 - Provides additional related employment and training resources.
- **AFFILIATED ONE-STOP SITE**
 - Accessible to the general public and physically and programmatically accessible to individuals with disabilities;
 - Portal site for electronic access;
 - Provides basic career services;
 - Represents one or more required partners;
 - Provides additional employment and training resources; and
 - Has established working relationships as part of the integrated one-stop system.

All comprehensive or affiliated sites must, at a minimum, have the elements identified under each category above. Sites are required to receive a site visit from the State Workforce Development Board staff. Staff at the location will answer questions about the site and how it functions to add value and provide customers with quality services as part of the one-stop system. The State Workforce Innovation Board’s staff may bring in other subject matter experts and community partners who have specific expertise in serving populations with barriers for the site visit. Once all site visits are conducted, interviews compiled, and final responses to any follow-up questions are received, the State Workforce Innovation Board’s staff will review the site certifications with the WIOA Committee and Executive Committee and provide a written response to the One-Stop Operator to disseminate to all comprehensive and affiliate sites. All site outcomes will receive one of the following outcomes based on the site visit:

1. Certification granted;
2. Provisional Certification with plan and timeline for meeting standards; or
3. Not Certified

In support of the goals and continuous improvement of the one-stop delivery system, on at least an annual basis the One-Stop Operator will provide the WIOA Committee with a report detailing the progress toward reaching higher standards set out in the certification criteria for each affiliate and comprehensive site.

IV. CHECKLIST – SYSTEM REQUIREMENTS

The checklists below are used by State Workforce Innovation Board staff to help determine the extent to which the system requirements are met and services and programs are present. Each application will vary in its responses based on the type of site being certified (comprehensive or affiliate).

	YES	NO – PLEASE PROVIDE PLAN FOR COMPLIANCE WITH THIS REQUIREMENT
Compliance with One-Stop System Policies (WIOA)		
ADA Accessibility		
Use of MWorks for customer tracking		
Memorandum of Understanding for partners		
AJC Branding		
Wagner-Peyser services are co-located		

REQUIRED PROGRAM/PARTNER CHECKLIST

- A. In the column named “On-Site,” indicate programs/partners that are currently located on-site in the facility by entering the average number of hours per week they are on-site.
- B. In the column named “Off-Site Electronic Connection,” make a check mark for the programs/partners that are off-site but their basic career services are made available to customers through an electronic connection. Note: Not all

customers will be able to use the electronic connection(s) without help from site staff.

- C. For programs/partners that are off-site but an agreement is in place to provide their basic career services in another manner, check the last column and have site staff provide a narrative explaining how this is accomplished.

REQUIRED PROGRAMS AND PARTNERS	ON-SITE (AVERAGE HOURS PER WEEK)	OFF-SITE ELECTRONIC CONNECTION	OFF-SITE BASIC CAREER SERVICES MADE AVAILABLE IN ANOTHER MANNER
WIOA Title I Adult Services			
WIOA Title I Dislocated Worker Services			
WIOA Title I Youth Services			
Wagner-Peyser			
Adult Education and Family Literacy Title II (ABE)			
Rehabilitation Act Title IV – Vocational Rehabilitation (VR)			
Title V – Older Americans Act/Senior Community Service Employment Program (SCEP)			
TANF			
Career and Technical Education Programs (postsecondary) Carl D. Perkins Act			
Trade Adjustment Assistance			
Veterans Employment Services			
Community Services Block Grant			
Housing & Urban Development Employment & Training			
Unemployment Compensation			
Second Chance Act	<i>The State of Montana Does Not Have These Programs</i>		
YouthBuild			

ADDITIONAL PARTNERS (NOT REQUIRED)

ADDITIONAL PROGRAMS AND PARTNERS	ON-SITE (AVERAGE HOURS PER WEEK)	OFF-SITE ELECTRONIC CONNECTION	OFF-SITE BASIC CAREER SERVICES MADE AVAILABLE IN ANOTHER MANNER
Small Business Administration			
SNAP			
AmeriCorps			
Public Libraries			
Associate Development Organizations or Local Economic Development			
Local Governments (City or County)			
Additional Partners not Listed Above			

CAREER SERVICES CHECKLISTS

In the column named “On-Site,” check the basic career, individualized career, and training services that are currently available on-site for all job seeking customers who come into the comprehensive or affiliate one-stop site.

BASIC CAREER SERVICES	ON-SITE	BASIC CAREER SERVICES	ON-SITE	BASIC CAREER SERVICES	ON-SITE
Initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs		Outreach, intake and orientation to the information and other services available through the one-stop delivery system		Eligibility determination	
Labor exchange services, including job search and placement assistance, career counseling, provision of information on in-demand industry sectors and occupations, provision of information on nontraditional employment		Appropriate recruitment and other business services on behalf of employers, including small employers, which may include providing information and referral to specialized business services not traditionally offered through the one-stop delivery system		Referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and other workforce development programs	
Workforce and labor market employment statistics information, including accurate		Performance information and program cost information on eligible		Information in formats that are usable by and understandable to one-stop center customers,	

information related to local, regional, and national labor market areas, including job vacancy listings in labor market areas; information on job skills necessary to obtain the jobs; and information related to local occupations in demand and earnings, skill requirements, and opportunities for advancement for such occupations		providers of training services and eligible providers of youth workforce investment activities, providers of adult education, providers of career and technical education activities at the postsecondary level, and career and technical education activities available to school dropouts, and providers of vocational rehabilitation		regarding the availability of supportive services or assistance.	
Provision of information and assistance regarding filing claims for unemployment compensation		Assistance in establishing eligibility for programs of financial aid assistance for training and education programs		Translation Services	
Provide orientation to services provided at the site and through the one-stop system		Provide assistance with resume building, cover letters, job applications, and interview techniques and strategies		<i>Left blank for other basic services provided at the site</i>	
<i>Left blank for other basic services provided at the site</i>		<i>Left blank for other basic services provided at the site</i>		<i>Left blank for other basic services provided at the site</i>	
INDIVIDUALIZED CAREER SERVICES	ON-SITE	INDIVIDUALIZED CAREER SERVICES	ON-SITE	INDIVIDUALIZED CAREER SERVICES	ON-SITE
Comprehensive and specialized evaluation to identify barriers to employment and employment goals		Development of an Individualized Employment Plan (IEP)		Career and vocational planning	
Short-Term Pre-employment/vocational services		Workforce preparation activities		Financial literacy services	
Internships and work-based learning experiences		English language acquisition and integrated education and training programs		Follow-up services	
Out-of-Area Job search and relocation assistance					

BUSINESS SERVICES CHECKLIST

Check the business services that are available to employers at the site

BUSINESS SERVICES	ON-SITE
Establish and develop relationships and networks with large and small employers and their intermediaries	
Develop, convene, or implement industry or sector partnerships	

OTHER BUSINESS SERVICES (NOT REQUIRED)

BUSINESS SERVICES	ON-SITE
Customized screening and referral of qualified participants in training services to employers	
Customized services to employers, employer associations, or other such organizations, on employment-related issues	
Customized recruitment events and related services for employers including targeted job fairs	
Human resource consultation services, e.g., writing/reviewing job descriptions and employee handbooks; Developing performance evaluation and personnel policies; Creating orientation sessions for new workers; Honing job interview techniques for efficiency and compliance; Analyzing employee turnover; or Explaining labor laws to help employers comply with wage/hour and safety/health regulations.	
Customized labor market information for specific employers, sectors, industries or clusters	
Customized assistance or referral for assistance in the development of a registered apprenticeship program	
Listing of Job Orders	
Applicant Referral	
Employer Needs Assessment	
Unemployment Insurance Access	
Access to Facilities	
Translation Services	
Developing and delivering innovative workforce investment services and strategies for area employers, e.g., career pathways, skills upgrading, skill standard development and certification for recognized postsecondary credential or other employer use, apprenticeship, and other effective initiatives for meeting the workforce investment needs of area employers and workers	

Assistance in managing reductions in force in coordination with rapid response activities and with strategies for the aversion of layoffs, and the delivery of employment and training activities to address risk factors	
Marketing of business services offered to appropriate area employers, including small and mid-sized employers	
Assisting employers with accessing local, state, and federal tax credits	

V. CERTIFICATION CRITERIA

The One-Stop Certification is one step in the ongoing pursuit of growth, quality improvement, and performance excellence. Attainment of certification provides assurance to the public that the State of Montana’s One-Stop system has achieved a high standard and consistently maintains and improves upon that standard. The following quality standards are the criteria by which Montana’s State Workforce Innovation Board assesses and certifies comprehensive one-stop centers and affiliate center sites.

Each site will work with State Workforce Innovation Board staff and site leadership to respond to the following:

- I. Rank on a scale of 1 to 5, where the site believes it is on its path toward meeting, or exceeding, the stated standard.
 - 5=exceeded standard
 - 4=achieved the standard and excelling
 - 3=significantly meeting standard with some work yet to do
 - 2=have some of the elements in place, some of the time
 - 1=making progress, but have a long way to go

These scores will be used by the State Workforce Innovation Board as a benchmark for the site and help point to both areas of excellence and those in need of improvement.

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

FUNCTIONAL AND PROGRAMMATIC INTEGRATION – It is critical for Montana’s One-Stop system and its partners to think and act as an integrated system. One-Stop partners ensure that client services are aligned to common goals and the customer experience is seamless – regardless of funding streams. Each customer is mutually regarded as a shared customer, with all staff and programs operating at the site having a vested state in the customer’s success. Integration of programs is incorporated into planning, intake, assessment, registration, and service processes, information sharing, resource decisions, actions, results, and analyses.

CHECK THE BOX WHERE YOU THINK THE SITE IS WITH REGARD TO FUNCTIONAL AND PROGRAMMATIC INTEGRATION.

5 4 3 2 1

Describe the site’s approach to integrated service delivery and the use of functional teams to deliver career services to all customers.

Include a detailed diagram of customer flow, services available, assessment and referrals, and describe how MWorks is used to facilitate shared customer management across partner programs.

List any best practices to highlight and share with the State Workforce Innovation Board for continuous improvement.

PERFORMANCE AND ACCOUNTABILITY – Results and outcomes for the public investment in Montana’s One-Stop System is essential to the system’s relevance. The effectiveness of the 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 workforce system staff and community stakeholders. Plans for improvement, enhancement, or adjustment are established and acted upon.

CHECK THE BOX WHERE YOU THINK THE SITE IS WITH REGARD TO PERFORMANCE AND ACCOUNTABILITY.

5 4 3 2 1

Describe how the site measures, analyzes, reviews, and works to improve its performance through the use of data and information.

Describe how data is shared with staff and stakeholders and what changes have resulted from the use of data. Provide an example of how data has been used to improve services.

What methods are in place for staff to provide feedback? How does the site incorporate staff feedback as part of the continuous quality improvement? How are staff informed about how their feedback was reviewed and any action taken from their feedback? What metrics are used to show improvement and success?

List any best practices at the site to highlight and share for continuous improvement.

SERVICE PROVISION, INCLUDING SERVICES, UNIVERSAL ACCESS, AND OUTREACH TO POPULATIONS WITH BARRIERS – Improved availability, a welcoming atmosphere, inclusive settings, and high quality customer service benefit all customers. Montana’s One-Stop system extends 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 which

designs inclusive space and materials to be available to individuals regardless of their range of abilities, mobility, age, language, learning style, intelligence, or educational level.

CHECK THE BOX WHERE YOU THINK THE SITE IS WITH REGARD TO SERVICE PROVISION TO ALL CUSTOMERS, INCLUDING SERVICES, ACCESS, AND OUTREACH TO POPULATIONS WITH BARRIERS.

5 4 3 2 1

Describe how the site works cooperatively with WIOA core partners to provide quality services to all customers. Describe your outreach to populations with barriers in the community and relationship with core program and community partners to effectively serve them.

Provide evidence that basic ADA requirements have been met, including processes to provide reasonable accommodations for individuals with disabilities. Describe initiatives or strategies in developing universal access and provide tangible evidence of implementation or solution driven plan development. Address the following four specific areas of access:

1. Physical: Architectural or building
2. Information: all paper, printed or posted materials
3. Digital: software, web-based programs and alternatives to print
4. Communication: verbal, non-verbal access for services, phone and other

Describe your wireless internet infrastructure.

How are the needs of populations with barriers met through staff-assisted and other means?

Please list any best practices to highlight and share for continuous improvement.

CUSTOMER SATISFACTION – 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.

CHECK THE BOX WHERE YOU THINK THE SITE IS WITH REGARD TO CUSTOMER SATISFACTION.

5 4 3 2 1

Describe how the voice of the customer is listened to and how your site incorporates both job seeker and business customer feedback as part of continuous quality improvement? How are the voices of populations with barriers heard and brought to the table when designing services and facilities? How do you inform customers of how

their feedback was reviewed and any action taken from their feedback? What metrics are used to show improvement and success?

Please list any best practices to highlight and share for continuous improvement.

STAFF COMPETENCE AND STAFF TRAINING PARTICIPATION – Professional development is a key feature in order to ensure that staff are aware of the implications of recent evidence-based research and can implement the latest policies and procedures established at the local, state, and federal levels. Also of vital importance is the use of labor market information by staff to better inform customers’ career and training decision-making. The investment in staff development is substantial, ongoing, and focused on cross-training with partner programs, overall skill development, and use of labor market information. Every member of the one-stop staff has the ability and authority to meet customer needs, either directly, or where appropriate, by helping the customer make the right connections to the expertise he or she seeks. Participation in one-stop-sponsored training is required.

CHECK THE BOX WHERE YOU THINK THE SITE IS WITH REGARD TO STAFF PROFICIENCY AND STAFF TRAINING PARTICIPATION.

5 4 3 2 1

How are staff and leadership trained and cross-trained on an ongoing basis to stay current on programs and services? How is this tracked to ensure all staff participate?

How does staff at the site actively engage in all programs – Adult, Dislocated Worker, Youth, Wagner-Peyser, TANF, ABE, DVR, Perkins, etc. – in design of services, action planning and analysis of indicators and trends? How are site staff informed on progress toward site performance and goals?

Please list any best practices to highlight and share for continuous improvement.

PARTNERSHIP – The one-stop system is built upon a foundation of partners linked together to deliver a comprehensive array of services and reach the shared outcomes of employment, education, skills gains, and earnings. All core and required one-stop partners are present at the site and invested in the development and implementation of service delivery to connect customers to resources.

CHECK THE BOX WHERE YOU THINK THE SITE IS WITH REGARD TO PARTNERSHIP.

5 4 3 2 1

Describe how the partnerships function at the site and the roles of each core partner from Title I – Adult, Dislocated Worker, Youth, Title II – Adult Basic Education, Wagner-Peyser, Vocational Rehabilitation, and TANF.

Describe how the partnerships function at the site with other required partners from postsecondary Career and Technical Education (Perkins Act), CSBG, HUD, JobCorps, National Farmworker Jobs Program, Re-entry programs, SCEP, TAA, UI, and VETS.

Describe how the site is linked to other partners beyond the site to ensure alignment with community and regional strategies. Please give examples of how this functions and the results for customers.

Describe how leadership works together to set the vision and goals for the site and then implements service strategies to achieve shared objectives.

Please list any best practices to highlight and share for continuous improvement.

EMPLOYER ENGAGEMENT – Business is one of our primary customers and one-stop partners work collaboratively to deliver value-added services and eliminate duplication. Business services staff from all one-stop partners have a comprehensive understanding of labor market conditions, economic development activities, skill needs of the workforce and are connected to regional and local business partnership activities and sector strategies. Employers’ human capital needs are communicated to and acted upon by the workforce system. Business services are coordinated to the maximum extent possible to limit duplication and streamline the employer experience.

CHECK THE BOX WHERE YOU THINK THE SITE IS WITH REGARD TO EMPLOYER ENGAGEMENT.

5 4 3 2 1

Describe how partners work to deliver seamless business services. How do business services staff use and share labor market information? What strategies are used to involve employers in identifying skill gaps and developing solutions to meet their workforce needs?

Please list any best practices to highlight and share for continuous improvement.