



Montana Department of LABOR & INDUSTRY

Division: Workforce Services Division
Category: SWIB
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Policy No.: 07-17

One-Stop Certification Policy

Background: The Workforce Innovation and Opportunity Act (WIOA) requires that Montana's State Workforce Innovation Board (SWIB) establish objective criteria and procedures to use when certifying One-Stop centers. The criteria must be consistent with SWIB guidance and policy related to infrastructure funding decisions and must evaluate One-Stop centers.

Scope: This policy applies to Montana Labor & Industry's Workforce Service Division (WSD) staff and partner staff at both the comprehensive and affiliate centers. This policy is effective *pending approval*.

Policy:

One-Stop Certification Criteria and Standards:

- The SWIB establishes objective criteria and procedures to use when certifying One-Stop Centers.
- The SWIB must review and update the one-stop certification criteria every two years as part of the review and modification of the WIOA State Plan
- The SWIB may establish additional criteria and set higher standards for service coordination than those set by WIOA. Additional criteria and standards must be reviewed and updated every two years as part of the WIOA State Plan review and modification process.

One-Stop Certification:

- The SWIB Director and the One-Stop Operator will coordinate certification of the comprehensive centers and affiliates.
- Each comprehensive center and affiliate, as defined in 20 CFR 678.305 and 678.310, will be certified every two years.
- Comprehensive Centers will be visited in person. Upon completion of the visit, the Montana Labor & Industry (MDLI) One-Stop Certification Form will be completed.
- Affiliates may be visited in person. In lieu of a visit, the affiliate must submit a completed MDLI One-Stop Certification Form.
- If the certification process reveals concerns about effective service delivery, the SWIB Director and One-Stop Operator will offer technical assistance to the comprehensive center or affiliate to ensure customer satisfaction, physical and programmatic accessibility, and continuous improvement.

References:

- [20 CFR 678.800 One-Stop Certification](#)

- 36 • [20 CFR 678.705 One-Stop Infrastructure Funding](#)
- 37 • [WIOA sections 121\(a\) and 121\(e\)\(2\)](#)
- 38 • [20 CFR 678.305 Comprehensive One-Stop Center](#)
- 39 • [20 CFR 678.310 Affiliate One-Stop Center](#)
- 40 • [2 CFR 200.318 Uniform Guidance General Procurement Standards Conflict of Interest](#)
- 41 • [2 CFR 200.112 Conflict of Interest](#)