



Montana Department of
LABOR & INDUSTRY
State Workforce Investment Board

1315 E Lockey • P.O. Box 1728 • Helena, Montana 59624
Phone: 406-444-4480 • Fax: 406-444-3037 • <http://swib.mt.gov>

One-Stop Certification Checklist

The following documents are required for the One-Stop Certification process and will be submitted by each organization seeking One-Stop Certification by the SWIB:

- 1.) A **Cover Letter** asking for certification of the One-Stop Center.
- 2.) A completed, signed **One-Stop Certification Application**
- 3.) **Memorandum of Understanding** (Between the One-Stop Operator and Partners)
- 4.) **Partnership Plan**
- 5.) A current **Community Management Team (CMT) Roster**

Optional Attachments:

- 1.) Marketing Brochures
- 2.) Joint Training Activities
- 3.) Information Sharing Plan
- 4.) Joint Orientation Process & Common Intake Procedures
- 5.) Innovative Programs & Projects



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**Montana Workforce System
One-Stop Certification
Application**

Part I. Contact Information

Please fill in the following information:

One Stop System: _____

Community Management Team: _____

Contact Person: _____

Telephone: _____

Fax: _____

E-Mail: _____

Address: _____

One-Stop Operator: _____

One- Stop Address: _____

Contact Person: _____

Telephone: _____

Fax: _____

E-Mail: _____

One-Stop Operator: _____

One- Stop Address: _____

Contact Person: _____

Telephone: _____

Fax: _____

E-Mail: _____

One-Stop Operator: _____

One- Stop Address: _____

Contact Person: _____

Telephone: _____

Fax: _____

E-Mail: _____

Part II. Operation & Partnership Plan

An Operation & Partnership Plan, including the elements outlined below, must be submitted as a part of the initial one-stop system certification.

1. Executive Summary
2. Organizational Chart/Structure
3. Community Management Team
 - a. Roster/Officers
 - b. Contact Information
 - c. Meeting Information
4. Facilities
5. Partners
6. Philosophy
 - a. Information Sharing Plan
7. Marketing
 - a. Name & Signage
 - b. Outreach
8. Services
 - a. Core
 - b. Intensive
 - c. Job-Seeker
 - d. Employer
 - e. Training
 - f. Economic Development
 - g. Innovative Programs & Projects
9. Goals
 - a. Mission Statement

- b. Short-Term Goals
- c. Long-Term Goals
- d. Next Steps

Part III. Certification Assessment

1. Please fill out the chart below, indicating whether the partners listed are co-located or hotelled at the One-Stop Center.

√	Program	Co-located?	Hotelled?	Comments
	Title I WIA			
Days/Hours Service is Offered:				
	Adult Education			
Days/Hours Service is Offered:				
	Wagner-Peyser			
Days/Hours Service is Offered:				
	Senior Services			
Days/Hours Service is Offered:				
	Vocational Rehab			
Days/Hours Service is Offered:				
	HUD			
Days/Hours Service is Offered:				
	Community Services			
Days/Hours Service is Offered:				
	Unemployment Insurance			
Days/Hours Service is Offered:				
	TANF			
Days/Hours Service is Offered:				
	Food Stamps			
Days/Hours Service is Offered:				
	TAA/NAFTA			
Days/Hours Service is Offered:				
	Post-Secondary Education			
Days/Hours Service is Offered:				
	Public Assistance			
Days/Hours Service is Offered:				
	Child Support Enforcement Division			
Days/Hours Service is Offered:				
	English Second Language			
Days/Hours Service is Offered:				
	Native Services			
Days/Hours Service is Offered:				
	Child Care			
Days/Hours Service is Offered:				

	Small Business Administration			
Days/Hours Service is Offered:				
	Transportation Services			
Days/Hours Service is Offered:				
	Economic Development			
Days/Hours Service is Offered:				
	Veterans Services			
Days/Hours Service is Offered:				
	Other			

2. Please tell answer the following questions related to your One-Stop Facility.

Question	Answer
Facility Information	
Is the One-Stop Center inviting, organized and professional? Please describe the environment.	
Is information regarding both business and job seeker services available near the entrance?	
Is a resource room present at the facility, and does it contain all the mandated resources (phone, fax, etc.)? Please list available resources.	
Has an ADA accessibility study been completed on the One-Stop facility site?	
Employer Services	
Is the design and delivery of Employer Services developed with consultation from employers? Please elaborate.	
Please discuss staff time and resources dedicated to supporting employer services.	
Please discuss the knowledge and training of staff with relation to employer services.	
Describe how the one-stop will foster relationships with local employers.	

Job Seeker Services	
Is the design and delivery of Employer Services developed with consultation from job-seekers? Please elaborate.	
Does the center offer different types of access to information or resources for the customer? Please describe, including any technology, language, and ADA accessibility services provided.	
Please address customer flow and how customer needs are met in an efficient fashion.	
Will the center collect and track data regarding customer interactions, delivery of services, and outcomes? If so, how will it be shared? How will it be used to improve results?	
Can customers access training and education services or information about these services on site? If not, are referrals provided?	
Design & Management	
Please discuss the leadership element within the one-stop center. Is the one-stop philosophy promoted?	
Are frontline staff and partners involved in the visioning and planning for the one-stop?	
Are there opportunities for staff development and collaboration? Is staff allowed to attend training?	
Does the center invest in management	

tools?	
Is the center committed to continuous quality improvement?	
Local Development	
Do participating local programs and agencies jointly market to employers or job-seekers? Please discuss.	
Does the One-Stop center and CMT coordinate efforts with local development organizations? Please describe.	
Does the One-Stop participate in special community or regional events? If so, please explain.	

Part IV. Signatures

One-Stop Operator: _____ **Date:** _____

CMT Chair: _____ **Date:** _____