

Kansas One Stop Center Application for State Certification

Attestation

I, Mr. Jeff Longwell as Chair of the LWDA IV Board affirm that to the best of my knowledge, information and belief, the One-Stop Center named in this application has successfully met all of the requirements of the Kansas Department of Commerce State Policy # 5-28-00, applicable Local Area Policy, and documentation is attached hereto.

(Signature of LWDB Chair)

Date

Mr. Jeff Longwell

(Printed Name of Chair)



WORKFORCE CENTERS
of South Central Kansas
KANSASWORKS.COM

Local Area IV

Affiliate Workforce Center Certification Review Form

Review Team Member: Will Dorr	Date: 9/14/2023
Phone: 316 771 6701	E-mail: wdorr@workforce-ks.com
Location Reviewed: Butler Workforce Center	
Hours of Operation: Monday - Thursday, 8:00am to 5:00pm, Friday 9:00am - 12:00pm (Virtual Appointments Only)	
Address: 524 N. Main St., Eldorado, KS 67042	
Comments: The Butler Workforce Center is not co-located.	
<p>This program is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.</p> <p>This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration (DOLETA). The product was created by the contracting agency and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it. Internal use by an organization and/or personal use by an individual for non-commercial purposes is permissible. All other uses require the prior authorization of the copyright owner.</p>	

Issued

I. Introduction:

The Kansas One-Stop Centers are the entryway to the state’s workforce system and to access the resources and services designed to assist individuals in acquiring the skills needed for meaningful employment and self-sufficiency. These centers are also the portal for businesses to access the talent pipeline that meets their workforce needs and fuels economic growth. Workforce system partners are required to collaborate to support a seamless, customer focused service delivery network.

The Workforce Innovation and Opportunity Act (WIOA) requires state and local partners to collaborate in developing and implementing a one-stop delivery system where service delivery is designed to meet the unique needs of the customer, resources are leveraged for maximum efficiency and continuous improvement is the hallmark.

The success of the workforce system depends on the principals Local Workforce Development Boards and their partners use to guide planning and operations. Workforce center effectiveness, customer satisfaction, accessibility and continuous improvement are all vital pieces to overall success.

II. One-Stop Center Certification:

WIOA requires at least one comprehensive (full service) center in each local workforce region. Comprehensive centers must be certified by the Chief Elected Officials Board (CEOB) and a Local Certification Team will be established by the Local Workforce Development Board (LWDB) to carry out the work of certifying the Comprehensive center.

Affiliate or satellite centers may also provide access to workforce system services. Affiliate sites are defined as those that offer the programs, services and activities of one or more of the one-stop partners. An affiliate site does not need to provide on-site access to every required one-stop partner program. Affiliate centers may also be certified by the Local Certification Team, at the discretion of the LWDB. The tool that follows can be used to review each affiliate site, identify the programs offered and document levels of performance and where improvement is needed.

III. Review Process:

The checklists below are to be used by Local Certification Teams to help determine the extent to which certification criteria is met.

IV. Required Programs/Partners:

- Mark the programs below that are offered in this Workforce Center. On the line, describe how they are administered.
- If a partner is not accessible from the Affiliate Center, identify how they are available in the community and if programs don’t exist comment with “None available”.

- WIOA Title I Adult **Workforce Alliance** _____
- WIOA Title I Dislocated Worker **Workforce Alliance** _____
- WIOA Title I Youth **By appointment** _____
- Job Corps **By appointment** _____
- YouthBuild **None available** _____
- Adult Education and Literacy Title II **Referral** _____

- Wagner-Peyser Title III **Workforce Alliance**
- Migrant Seasonal Farm Worker Programs **Referral**
- Vocational Rehabilitation Title IV **Referral**
- Rehabilitative Services for the Blind Title IV **Referral**
- Senior Community Service Employment Program **Workforce Alliance**
- Temporary Assistance to Needy Families (TANF) **Referral**
- Career and Technical Education **Referral**
- Veterans Employment Services **Workforce Alliance**
- Trade Adjustment Assistance **By appointment**
- Housing and Urban Development Employment and Training **Referral**
- Unemployment Compensation **By phone and internet**
- Community Development Block Grant Employment and Training **Referral**
- Second Chance Act **None available**

IV. Services Checklist:

Mark the services below to indicate which basic and individualized career and training services are currently available on-site for job seeking customers.

Basic Career Services

All provided or available by appointment/referral

- ✓ Initial assessment of skill levels, aptitudes, abilities and supportive service needs
- ✓ Orientation to the information and other services available through the one-stop system
- ✓ Eligibility determinations
- ✓ Labor Exchange services, including job search, placement and career counseling
- ✓ Recruitment and other business services on behalf of employers, including referral to specialized business services other than those offered through the one-stop system
- ✓ Referrals to and coordination of activities with other programs and services within the workforce system
- ✓ Workforce and labor market information, including information related to local and regional labor market areas, job vacancy listings in local area, skills necessary to obtain in-demand jobs, and non-traditional employment
- ✓ Performance information and program cost information on eligible providers of training services
- ✓ Information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures
- ✓ Information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance and appropriate referrals to those service, such as TANF, SNAP, etc.
- ✓ Information and meaningful assistance regarding filing claims for unemployment compensation
- ✓ Assistance in establishing eligibility for programs of financial aid for training and education
- ✓ Workshops – Describe As needed

Individualized Career Services - Mark the services below to indicate which individualized career services are available on-site:

All provided or available by appointment/referral

- ✓ Comprehensive and specialized assessments to identify barriers to employment and employment goals
- ✓ Development of an Individual Employment Plan to identify employment goals, objectives and appropriate combination of services to achieve customer goals
- ✓ Group Counseling

- ✓ Individual counseling
- ✓ Career / Vocational planning
- ✓ Short term pre-vocational services
- ✓ Internships and Work Experience
- ✓ Workforce preparation activities
- ✓ Financial literacy services
- ✓ Out of area job search and relocation assistance
- ✓ English language acquisition and integrated education and training programs
- ✓ Follow up services

Training Services - Mark the services below to indicate which training services are available on-site.

All provided or available by appointment/referral

- ✓ Occupational skills training, including training for non- traditional employment
- ✓ Programs that combine workplace training with related instruction
- ✓ Skill upgrading and retraining
- ✓ Job readiness training
- ✓ Customized training with commitment by an employer or group of employers to employ participants upon completion
- ✓ Adult education and literacy activities
- ✓ Entrepreneurial training
- ✓ On-the-Job Training
- ✓ Transitional Jobs

VI. Certification Criteria Checklist

Attainment of One-Stop Center certification provides assurance to the public that Local Area IV Workforce Centers have achieved a high standard and maintains and improves upon that standard. The following are the criteria by which LWDBs shall assess and certify compliance with certification requirements as outlined in WIOA legislation.

The Local Certification Review Team shall assess and determine if the Workforce Center has met each criteria below by indicating Yes or No. Comments are required for each area of deficiency.

Workforce Center Effectiveness:

No **The Workforce Center has effectively integrated WIOA core partners and coordinated services among partner programs available to employers.** *Review region’s Business Outreach Plan/Local Plan. Are all core partners represented on the region business services team? Are business outreach efforts coordinated amongst partners to ensure non-duplication? Are partners documenting employer contacts in the case management system, to the extent possible?*

Comments:

No **The Workforce Center reflects partnership among one-stop partner agencies. Services are provided in a consistent, integrated and coordinated fashion.** *Utilize observation and staff interviews, including core partner staff. Review TEGL 4-2015. Is there an indication that services are provided consistently and coordinated amongst partners, to the extent possible. Is there a local resource guide that includes each partner’s available services?*

Comments:

No All customers are treated equally and without labels. Workforce Center staff are courteous, polite, responsive and helpful to job seekers and businesses that the visit the center. *Verify through observation within the center. Are customers being addressed by name? Are customers being publicly labeled as anything other than a Workforce Center Customer? Are customers being treated with respect and are staff responsive to their needs?*

Comments:

No The Workforce Center utilizes all available statewide products made available. *Are customers informed of the various products during orientation sessions or individual sessions with staff? Do service reports indicate usage?*

Comments:

No Employment plans are specifically designed to meet the unique needs of the individual customer and jointly developed with partners, when appropriate. *Utilize staff interviews. Review a sampling of employment plans and service notes.*

Comments:

No Access to all partner programs is provided. Customer referrals to partner services are coordinated. *Refer to TEGl 4-2015. Verify through observation and staff interviews. Does the center have written policies or procedures to address referrals? Is it addressed in the local plan or partner MOUs? Do staff appear to adhere to the policy?*

Comments:

No Training is provided to all line and supervisory staff to ensure universal access to programs and services, including training to ensure staff are both courteous and welcoming to all customers, including individuals with disabilities. *Verify what training has been provided and when. Do staff interviews indicate they are knowledgeable of programs, services and resources? Observe staff interaction with customers, are they courteous and welcoming?*

Comments:

No Staff clearly understands how to assess a customer's need and provide the appropriate services to address that need. *Utilize Staff interviews and observation of customer/staff interaction. What kind of staff training has been provided? Do performance and customer surveys indicate needs are being met?*

Comments:

No Does the Workforce Center adhere to branding and utilize the official logos when necessary? *Does the Workforce Center have appropriate signage outside the building? Does the Center utilize the proper logo on handouts, brochures, etc.?*

Comments:

No Workforce Center staff utilize KANSASWORKS system to document all customer activities, job seeker and employer. *Verify through observation and staff interviews. Review case management and employer contact summary reports.*

Comments:

No Staff are provided with on-going training to ensure they have the knowledge necessary to serve customers. The Functional Leaders ensures staff attend mandatory training sessions. *Review staff training calendar/schedule. What training have staff received in the past year? Do staff appear knowledgeable*

as they work with customers?

Comments:

No **Emergency evacuation procedures are in place and those procedures address the needs of individuals with disabilities, including mobility and sensory impairments.** *Review safety manual or other written safety guidelines. Does the center have a safety coordinator? Verify if staff understand emergency evacuation procedures, including assisting those with disabilities. Does the center hold evacuation or other safety drills?*

Comments:

No **The Center abides by Veterans Preference and Priority of Service requirements.** *Observe the Welcome/Membership process. Are customers always asked if they are a veteran? How does the center know which customers are veterans? What policies and procedures are followed? Do staff seem aware of priority of service?*

Comments:

No **The Center ensures Priority of Service for Adult program participants.** *How is the center ensuring priority for eligible adult program participants? Are staff aware of this requirement? What procedures are in place to ensure priority for adult participants?*

Comments:

No **An inventory of partner agency services is available to all Workforce Center staff.** *Verify a written or electronic inventory listing is in place and readily available to all staff.*

Comments:

No **Cost Sharing agreements are in place with all Workforce Center Partners, ensuring the Center is maximizing resources, both financially and in-kind, to provide the best possible services to customers.** *The Workforce Center partners have a mutually agreed upon cost sharing process with procedures that ensure services are delivered efficiently and effectively. Verify cost sharing agreements are in place and they maximize resources.*

Comments:

Customer Satisfaction

No **The Workforce Center utilizes feedback from the required regional job seeker surveys to determine policy or process changes necessary to effectively serve and meet the needs of job seeking customers.** *Is Center management utilizing survey data? Are any policies and procedures in place? Are staff made aware of customer survey results? Have any changes been made, based on customer feedback?*

Comments:

No **The Workforce Center utilizes feedback from the employer satisfaction surveys to determine policy or process changes necessary to effectively meet the needs of employers.** *Is the business team and Center management utilizing survey data? Are any policies and procedures in place? Are business services staff aware of employer survey results? Have any changes been made, based on customer feedback?*

Comments

No **The Workforce Center has a process to capture and respond to customer feedback and follows the Complaint and Grievance procedures. The Center documents customer concerns and**

complaints and uses that information to make any necessary changes within the Center or to identify training needs. Verify the center's process. Verify they are documenting complaints. Talk to the local EO officer and State EO officer, if needed. Do staff know how to assist a customer who has a complaint and do they know the difference between a program complaint and a discrimination complaint?

Comments:

Physical Accessibility

Yes No The Workforce Center is in compliance with all accessibility requirements under Federal Law. The Workforce Center meets the physical accessibility requirements of WIOA sec. 188, set forth in 29 CFR part 37. The Center demonstrates that requested and reasonable accommodations are provided for individuals with disabilities; Has made reasonable modifications to policies, practices and procedures to avoid discrimination and all staff have been trained and aware of those policies, practices and procedures; Utilizes translation interpretive services and has adaptive equipment available or can access it, as needed.

Comments:

Yes No Workshops are accessible to all customers. The Workforce Center has the ability to provide reasonable accommodations to ensure equal access. Is there evidence that accommodations are being made? Are workshops held in a room/area that is accessible? Are staff aware of accommodations that can be made for individuals with disabilities or language barriers?

Comments:

Yes No The Workforce Center utilizes available resources, such as Rehabilitative Services for the Blind and Centers for Independent Living, to ensure accessibility. Are Center staff aware of resources? Has the center outreached to area resources to assist with training and consultation with accommodations? Are they utilizing resources?

Comments:

Yes No The Workforce Center provides required orientations that inform customers of all programs and services and ensures all services are available and offered, based on eligibility. Are individual and group orientations inclusive of all programs and services available? Are customers being adequately informed? How are services being offered - is it fair and equal process? Observe orientations and utilize staff interviews to determine. Review any orientation policies or procedures that are in place.

Comments:

Programmatic Accessibility

Yes No The Workforce Center provides access to program information (flyers, brochures, etc.), including core partner programs. Are program flyers and brochures readily available to customers? Is information available for customers to pick up or do staff provide specific information, based on customer need? Do staff know where to access partner program information?

Comments:

Yes No The Local Equal Opportunity Officer periodically reviews policies and procedures regarding accessibility and equal opportunity and provides staff training and updates. Are local EO policies current and up to date? Verify the last time the EEO Officer reviewed/updated policies and procedures. Have staff received training? If so, is training provided on a regular basis and how are new employees trained?

Comments:

No The Workforce Center offers all customers, including those with disabilities, access to education and training, leading to industry recognized credentials. Review the region's training policy (outlined in local plan and/or other local policy documents). Utilize staff interviews. Review case management records. Are career pathways, apprenticeships or other strategies utilized to enable all customers to access training that enables them to compete in the workforce? Is labor market and job driven information provided to job seekers so they can make informed decisions?

Comments:

No The Workforce Center provides maximum access to partner agency programs, which may include providing services outside normal business hours if the LWDB determines there is a need for an extension of service hours. Review local plan, MOUs with partner agencies, section 678-800 of WIOA Regulations and local policies/procedures. Is access reasonable and compliant with the region's local plan and policies?

Comments:

No The required Equal Opportunity tag line is included on all documents. Review flyers, forms, brochures and handouts that are given to customers.

Comments:



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Local Area IV

Affiliate Workforce Center Certification Review Form

Review Team Member: Will Dorr	Date: 9/14/2023
Phone: 316 771 6701	E-mail: wdorr@workforce-ks.com
Location Reviewed: Cowley Workforce Center	
Hours of Operation: Fall and Spring Semester: Monday - Friday, 8:00am-4:30pm Summer Semester (subject to change): Monday - Thursday, 7:00am-6:00pm, Closed Fridays Closed during Fall, Winter, and Spring breaks when campus closes	
Address: 221 W. Chestnut, Arkansas City, KS 67005	
Comments: The Cowley Workforce Center co-locates on the campus of Cowley County Community College.	
<p>This program is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.</p> <p>This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration (DOLETA). The product was created by the contracting agency and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it. Internal use by an organization and/or personal use by an individual for non-commercial purposes is permissible. All other uses require the prior authorization of the copyright owner.</p>	

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- Job Corps **By appointment** _____
- YouthBuild **None available** _____
- Adult Education and Literacy Title II **Referral** _____

- Wagner-Peyser Title III **Workforce Alliance**
- Migrant Seasonal Farm Worker Programs **Referral**
- Vocational Rehabilitation Title IV **Referral**
- Rehabilitative Services for the Blind Title IV **Referral**
- Senior Community Service Employment Program **By appointment**
- Temporary Assistance to Needy Families (TANF) **Referral**
- Career and Technical Education **Referral**
- Veterans Employment Services **Workforce Alliance**
- Trade Adjustment Assistance **By appointment**
- Housing and Urban Development Employment and Training **Referral**
- Unemployment Compensation **By phone and internet**
- Community Development Block Grant Employment and Training **Referral**
- Second Chance Act **None available**

IV. Services Checklist:

Mark the services below to indicate which basic and individualized career and training services are currently available on-site for job seeking customers.

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All provided or available by appointment/referral

- ✓ Initial assessment of skill levels, aptitudes, abilities and supportive service needs
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- ✓ Referrals to and coordination of activities with other programs and services within the workforce system
- ✓ Workforce and labor market information, including information related to local and regional labor market areas, job vacancy listings in local area, skills necessary to obtain in-demand jobs, and non-traditional employment
- ✓ Performance information and program cost information on eligible providers of training services
- ✓ Information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures
- ✓ Information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance and appropriate referrals to those service, such as TANF, SNAP, etc.
- ✓ Information and meaningful assistance regarding filing claims for unemployment compensation
- ✓ Assistance in establishing eligibility for programs of financial aid for training and education
- ✓ Workshops – Describe As needed

Individualized Career Services - Mark the services below to indicate which individualized career services are available on-site:

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- ✓ Comprehensive and specialized assessments to identify barriers to employment and employment goals
- ✓ Development of an Individual Employment Plan to identify employment goals, objectives and appropriate combination of services to achieve customer goals
- ✓ Group Counseling

- √ Individual counseling
- √ Career / Vocational planning
- √ Short term pre-vocational services
- √ Internships and Work Experience
- √ Workforce preparation activities
- √ Financial literacy services
- √ Out of area job search and relocation assistance
- √ English language acquisition and integrated education and training programs (Referral)
- √ Follow up services

Training Services - Mark the services below to indicate which training services are available on-site.

All provided or available by appointment/referral

- √ Occupational skills training, including training for non- traditional employment
- √ Programs that combine workplace training with related instruction
- √ Skill upgrading and retraining
- √ Job readiness training
- √ Customized training with commitment by an employer or group of employers to employ participants upon completion
- √ Adult education and literacy activities
- √ Entrepreneurial training
- √ On-the-Job Training
- √ Transitional Jobs

VI. Certification Criteria Checklist

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The Local Certification Review Team shall assess and determine if the Workforce Center has met each criteria below by indicating Yes or No. Comments are required for each area of deficiency.

Workforce Center Effectiveness:

No **The Workforce Center has effectively integrated WIOA core partners and coordinated services among partner programs available to employers.** *Review region’s Business Outreach Plan/Local Plan. Are all core partners represented on the region business services team? Are business outreach efforts coordinated amongst partners to ensure non-duplication? Are partners documenting employer contacts in the case management system, to the extent possible?*

Comments:

No **The Workforce Center reflects partnership among one-stop partner agencies. Services are provided in a consistent, integrated and coordinated fashion.** *Utilize observation and staff interviews, including core partner staff. Review TEGL 4-2015. Is there an indication that services are provided consistently and coordinated amongst partners, to the extent possible. Is there a local resource guide that includes each partner’s available services?*

Comments:

No All customers are treated equally and without labels. Workforce Center staff are courteous, polite, responsive and helpful to job seekers and businesses that the visit the center. *Verify through observation within the center. Are customers being addressed by name? Are customers being publicly labeled as anything other than a Workforce Center Customer? Are customers being treated with respect and are staff responsive to their needs?*

Comments:

No The Workforce Center utilizes all available statewide products made available. *Are customers informed of the various products during orientation sessions or individual sessions with staff? Do service reports indicate usage?*

Comments:

No Employment plans are specifically designed to meet the unique needs of the individual customer and jointly developed with partners, when appropriate. *Utilize staff interviews. Review a sampling of employment plans and service notes.*

Comments:

No Access to all partner programs is provided. Customer referrals to partner services are coordinated. *Refer to TEGl 4-2015. Verify through observation and staff interviews. Does the center have written policies or procedures to address referrals? Is it addressed in the local plan or partner MOUs? Do staff appear to adhere to the policy?*

Comments:

No Training is provided to all line and supervisory staff to ensure universal access to programs and services, including training to ensure staff are both courteous and welcoming to all customers, including individuals with disabilities. *Verify what training has been provided and when. Do staff interviews indicate they are knowledgeable of programs, services and resources? Observe staff interaction with customers, are they courteous and welcoming?*

Comments:

No Staff clearly understands how to assess a customer's need and provide the appropriate services to address that need. *Utilize Staff interviews and observation of customer/staff interaction. What kind of staff training has been provided? Do performance and customer surveys indicate needs are being met?*

Comments:

No Does the Workforce Center adhere to branding and utilize the official logos when necessary? *Does the Workforce Center have appropriate signage outside the building? Does the Center utilize the proper logo on handouts, brochures, etc.?*

Comments:

No Workforce Center staff utilize KANSASWORKS system to document all customer activities, job seeker and employer. *Verify through observation and staff interviews. Review case management and employer contact summary reports.*

Comments:

No Staff are provided with on-going training to ensure they have the knowledge necessary to serve customers. The Functional Leaders ensures staff attend mandatory training sessions. *Review staff training calendar/schedule. What training have staff received in the past year? Do staff appear knowledgeable*

as they work with customers?

Comments:

No **Emergency evacuation procedures are in place and those procedures address the needs of individuals with disabilities, including mobility and sensory impairments.** *Review safety manual or other written safety guidelines. Does the center have a safety coordinator? Verify if staff understand emergency evacuation procedures, including assisting those with disabilities. Does the center hold evacuation or other safety drills?*

Comments:

No **The Center abides by Veterans Preference and Priority of Service requirements.** *Observe the Welcome/Membership process. Are customers always asked if they are a veteran? How does the center know which customers are veterans? What policies and procedures are followed? Do staff seem aware of priority of service?*

Comments:

No **The Center ensures Priority of Service for Adult program participants.** *How is the center ensuring priority for eligible adult program participants? Are staff aware of this requirement? What procedures are in place to ensure priority for adult participants?*

Comments:

No **An inventory of partner agency services is available to all Workforce Center staff.** *Verify a written or electronic inventory listing is in place and readily available to all staff.*

Comments:

No **Cost Sharing agreements are in place with all Workforce Center Partners, ensuring the Center is maximizing resources, both financially and in-kind, to provide the best possible services to customers.** *The Workforce Center partners have a mutually agreed upon cost sharing process with procedures that ensure services are delivered efficiently and effectively. Verify cost sharing agreements are in place and they maximize resources.*

Comments:

Customer Satisfaction

No **The Workforce Center utilizes feedback from the required regional job seeker surveys to determine policy or process changes necessary to effectively serve and meet the needs of job seeking customers.** *Is Center management utilizing survey data? Are any policies and procedures in place? Are staff made aware of customer survey results? Have any changes been made, based on customer feedback?*

Comments:

No **The Workforce Center utilizes feedback from the employer satisfaction surveys to determine policy or process changes necessary to effectively meet the needs of employers.** *Is the business team and Center management utilizing survey data? Are any policies and procedures in place? Are business services staff aware of employer survey results? Have any changes been made, based on customer feedback?*

Comments

No **The Workforce Center has a process to capture and respond to customer feedback and follows the Complaint and Grievance procedures. The Center documents customer concerns and**

complaints and uses that information to make any necessary changes within the Center or to identify training needs. *Verify the center's process. Verify they are documenting complaints. Talk to the local EO officer and State EO officer, if needed. Do staff know how to assist a customer who has a complaint and do they know the difference between a program complaint and a discrimination complaint?*

Comments:

Physical Accessibility

Yes No The Workforce Center is in compliance with all accessibility requirements under Federal Law. The Workforce Center meets the physical accessibility requirements of WIOA sec. 188, set forth in 29 CFR part 37. *The Center demonstrates that requested and reasonable accommodations are provided for individuals with disabilities; Has made reasonable modifications to policies, practices and procedures to avoid discrimination and all staff have been trained and aware of those policies, practices and procedures; Utilizes translation interpretive services and has adaptive equipment available or can access it, as needed.*

Comments:

Yes No Workshops are accessible to all customers. The Workforce Center has the ability to provide reasonable accommodations to ensure equal access. *Is there evidence that accommodations are being made? Are workshops held in a room/area that is accessible? Are staff aware of accommodations that can be made for individuals with disabilities or language barriers?*

Comments:

Yes No The Workforce Center utilizes available resources, such as Rehabilitative Services for the Blind and Centers for Independent Living, to ensure accessibility. *Are Center staff aware of resources? Has the center outreached to area resources to assist with training and consultation with accommodations? Are they utilizing resources?*

Comments:

Yes No The Workforce Center provides required orientations that inform customers of all programs and services and ensures all services are available and offered, based on eligibility. *Are individual and group orientations inclusive of all programs and services available? Are customers being adequately informed? How are services being offered - is it fair and equal process? Observe orientations and utilize staff interviews to determine. Review any orientation policies or procedures that are in place.*

Comments:

Programmatic Accessibility

Yes No The Workforce Center provides access to program information (flyers, brochures, etc.), including core partner programs. *Are program flyers and brochures readily available to customers? Is information available for customers to pick up or do staff provide specific information, based on customer need? Do staff know where to access partner program information?*

Comments:

Yes No The Local Equal Opportunity Officer periodically reviews policies and procedures regarding accessibility and equal opportunity and provides staff training and updates. *Are local EO policies current and up to date? Verify the last time the EEO Officer reviewed/updated policies and procedures. Have staff received training? If so, is training provided on a regular basis and how are new employees trained?*

Comments:

No The Workforce Center offers all customers, including those with disabilities, access to education and training, leading to industry recognized credentials. Review the region's training policy (outlined in local plan and/or other local policy documents). Utilize staff interviews. Review case management records. Are career pathways, apprenticeships or other strategies utilized to enable all customers to access training that enables them to compete in the workforce? Is labor market and job driven information provided to job seekers so they can make informed decisions?

Comments:

No The Workforce Center provides maximum access to partner agency programs, which may include providing services outside normal business hours if the LWDB determines there is a need for an extension of service hours. Review local plan, MOUs with partner agencies, section 678-800 of WIOA Regulations and local policies/procedures. Is access reasonable and compliant with the region's local plan and policies?

Comments:

No The required Equal Opportunity tag line is included on all documents. Review flyers, forms, brochures and handouts that are given to customers.

Comments:



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of South Central Kansas
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Review Team Member: Will Dorr	Date: 9/14/2023
Phone: 316 771 6701	E-mail: wdorr@workforce-ks.com
Location Reviewed: Sumner Workforce Center	
Hours of Operation: Monday - Friday, 8:00am to 5:00pm (with 1on1 assistance on Monday and Wednesday, the other days are self-service with light assistance from the Sumner County Economic Development Commission)	
Address: 215 S. Washington, Wellington, KS 67152	
Comments: The Sumner Workforce Center co-locates with the Sumner County Economic Development Commission.	
<p>This program is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.</p> <p>This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration (DOLETA). The product was created by the contracting agency and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it. Internal use by an organization and/or personal use by an individual for non-commercial purposes is permissible. All other uses require the prior authorization of the copyright owner.</p>	

Issued

I. Introduction:

The Kansas One-Stop Centers are the entryway to the state’s workforce system and to access the resources and services designed to assist individuals in acquiring the skills needed for meaningful employment and self-sufficiency. These centers are also the portal for businesses to access the talent pipeline that meets their workforce needs and fuels economic growth. Workforce system partners are required to collaborate to support a seamless, customer focused service delivery network.

The Workforce Innovation and Opportunity Act (WIOA) requires state and local partners to collaborate in developing and implementing a one-stop delivery system where service delivery is designed to meet the unique needs of the customer, resources are leveraged for maximum efficiency and continuous improvement is the hallmark.

The success of the workforce system depends on the principals Local Workforce Development Boards and their partners use to guide planning and operations. Workforce center effectiveness, customer satisfaction, accessibility and continuous improvement are all vital pieces to overall success.

II. One-Stop Center Certification:

WIOA requires at least one comprehensive (full service) center in each local workforce region. Comprehensive centers must be certified by the Chief Elected Officials Board (CEOB) and a Local Certification Team will be established by the Local Workforce Development Board (LWDB) to carry out the work of certifying the Comprehensive center.

Affiliate or satellite centers may also provide access to workforce system services. Affiliate sites are defined as those that offer the programs, services and activities of one or more of the one-stop partners. An affiliate site does not need to provide on-site access to every required one-stop partner program. Affiliate centers may also be certified by the Local Certification Team, at the discretion of the LWDB. The tool that follows can be used to review each affiliate site, identify the programs offered and document levels of performance and where improvement is needed.

III. Review Process:

The checklists below are to be used by Local Certification Teams to help determine the extent to which certification criteria is met.

IV. Required Programs/Partners:

- Mark the programs below that are offered in this Workforce Center. On the line, describe how they are administered.
- If a partner is not accessible from the Affiliate Center, identify how they are available in the community and if programs don’t exist comment with “None available”.

- WIOA Title I Adult **Workforce Alliance** _____
- WIOA Title I Dislocated Worker **Workforce Alliance** _____
- WIOA Title I Youth **By appointment** _____
- Job Corps **By appointment** _____
- YouthBuild **None available** _____
- Adult Education and Literacy Title II **Referral** _____

- Wagner-Peyser Title III **Workforce Alliance**
- Migrant Seasonal Farm Worker Programs **Referral**
- Vocational Rehabilitation Title IV **Referral**
- Rehabilitative Services for the Blind Title IV **Referral**
- Senior Community Service Employment Program **By appointment**
- Temporary Assistance to Needy Families (TANF) **Referral**
- Career and Technical Education **Referral**
- Veterans Employment Services **Workforce Alliance**
- Trade Adjustment Assistance **By appointment**
- Housing and Urban Development Employment and Training **Referral**
- Unemployment Compensation **By phone and internet**
- Community Development Block Grant Employment and Training **Referral**
- Second Chance Act **None available**

IV. Services Checklist:

Mark the services below to indicate which basic and individualized career and training services are currently available on-site for job seeking customers.

Basic Career Services

All provided or available by appointment/referral

- ✓ Initial assessment of skill levels, aptitudes, abilities and supportive service needs
- ✓ Orientation to the information and other services available through the one-stop system
- ✓ Eligibility determinations
- ✓ Labor Exchange services, including job search, placement and career counseling
- ✓ Recruitment and other business services on behalf of employers, including referral to specialized business services other than those offered through the one-stop system
- ✓ Referrals to and coordination of activities with other programs and services within the workforce system
- ✓ Workforce and labor market information, including information related to local and regional labor market areas, job vacancy listings in local area, skills necessary to obtain in-demand jobs, and non-traditional employment
- ✓ Performance information and program cost information on eligible providers of training services
- ✓ Information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures
- ✓ Information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance and appropriate referrals to those service, such as TANF, SNAP, etc.
- ✓ Information and meaningful assistance regarding filing claims for unemployment compensation
- ✓ Assistance in establishing eligibility for programs of financial aid for training and education
- ✓ Workshops – Describe As needed

Individualized Career Services - Mark the services below to indicate which individualized career services are available on-site:

All provided or available by appointment/referral

- ✓ Comprehensive and specialized assessments to identify barriers to employment and employment goals
- ✓ Development of an Individual Employment Plan to identify employment goals, objectives and appropriate combination of services to achieve customer goals
- ✓ Group Counseling

- √ Individual counseling
- √ Career / Vocational planning
- √ Short term pre-vocational services
- √ Internships and Work Experience
- √ Workforce preparation activities
- √ Financial literacy services
- √ Out of area job search and relocation assistance
- √ English language acquisition and integrated education and training programs (Referral)
- √ Follow up services

Training Services - Mark the services below to indicate which training services are available on-site.

All provided or available by appointment/referral

- √ Occupational skills training, including training for non- traditional employment
- √ Programs that combine workplace training with related instruction
- √ Skill upgrading and retraining
- √ Job readiness training
- √ Customized training with commitment by an employer or group of employers to employ participants upon completion
- √ Adult education and literacy activities
- √ Entrepreneurial training
- √ On-the-Job Training
- √ Transitional Jobs

VI. Certification Criteria Checklist

Attainment of One-Stop Center certification provides assurance to the public that Local Area IV Workforce Centers have achieved a high standard and maintains and improves upon that standard. The following are the criteria by which LWDBs shall assess and certify compliance with certification requirements as outlined in WIOA legislation.

The Local Certification Review Team shall assess and determine if the Workforce Center has met each criteria below by indicating Yes or No. Comments are required for each area of deficiency.

Workforce Center Effectiveness:

No **The Workforce Center has effectively integrated WIOA core partners and coordinated services among partner programs available to employers.** *Review region’s Business Outreach Plan/Local Plan. Are all core partners represented on the region business services team? Are business outreach efforts coordinated amongst partners to ensure non-duplication? Are partners documenting employer contacts in the case management system, to the extent possible?*

Comments:

No **The Workforce Center reflects partnership among one-stop partner agencies. Services are provided in a consistent, integrated and coordinated fashion.** *Utilize observation and staff interviews, including core partner staff. Review TEGL 4-2015. Is there an indication that services are provided consistently and coordinated amongst partners, to the extent possible. Is there a local resource guide that includes each partner’s available services?*

Comments:

No All customers are treated equally and without labels. Workforce Center staff are courteous, polite, responsive and helpful to job seekers and businesses that visit the center. *Verify through observation within the center. Are customers being addressed by name? Are customers being publicly labeled as anything other than a Workforce Center Customer? Are customers being treated with respect and are staff responsive to their needs?*

Comments:

No The Workforce Center utilizes all available statewide products made available. *Are customers informed of the various products during orientation sessions or individual sessions with staff? Do service reports indicate usage?*

Comments:

No Employment plans are specifically designed to meet the unique needs of the individual customer and jointly developed with partners, when appropriate. *Utilize staff interviews. Review a sampling of employment plans and service notes.*

Comments:

No Access to all partner programs is provided. Customer referrals to partner services are coordinated. *Refer to TEG 4-2015. Verify through observation and staff interviews. Does the center have written policies or procedures to address referrals? Is it addressed in the local plan or partner MOUs? Do staff appear to adhere to the policy?*

Comments:

No Training is provided to all line and supervisory staff to ensure universal access to programs and services, including training to ensure staff are both courteous and welcoming to all customers, including individuals with disabilities. *Verify what training has been provided and when. Do staff interviews indicate they are knowledgeable of programs, services and resources? Observe staff interaction with customers, are they courteous and welcoming?*

Comments:

No Staff clearly understands how to assess a customer's need and provide the appropriate services to address that need. *Utilize Staff interviews and observation of customer/staff interaction. What kind of staff training has been provided? Do performance and customer surveys indicate needs are being met?*

Comments:

No Does the Workforce Center adhere to branding and utilize the official logos when necessary? *Does the Workforce Center have appropriate signage outside the building? Does the Center utilize the proper logo on handouts, brochures, etc.?*

Comments:

No Workforce Center staff utilize KANSASWORKS system to document all customer activities, job seeker and employer. *Verify through observation and staff interviews. Review case management and employer contact summary reports.*

Comments:

No Staff are provided with on-going training to ensure they have the knowledge necessary to serve customers. The Functional Leaders ensures staff attend mandatory training sessions. *Review staff training calendar/schedule. What training have staff received in the past year? Do staff appear knowledgeable*

as they work with customers?

Comments:

No **Emergency evacuation procedures are in place and those procedures address the needs of individuals with disabilities, including mobility and sensory impairments.** *Review safety manual or other written safety guidelines. Does the center have a safety coordinator? Verify if staff understand emergency evacuation procedures, including assisting those with disabilities. Does the center hold evacuation or other safety drills?*

Comments:

No **The Center abides by Veterans Preference and Priority of Service requirements.** *Observe the Welcome/Membership process. Are customers always asked if they are a veteran? How does the center know which customers are veterans? What policies and procedures are followed? Do staff seem aware of priority of service?*

Comments:

No **The Center ensures Priority of Service for Adult program participants.** *How is the center ensuring priority for eligible adult program participants? Are staff aware of this requirement? What procedures are in place to ensure priority for adult participants?*

Comments:

No **An inventory of partner agency services is available to all Workforce Center staff.** *Verify a written or electronic inventory listing is in place and readily available to all staff.*

Comments:

No **Cost Sharing agreements are in place with all Workforce Center Partners, ensuring the Center is maximizing resources, both financially and in-kind, to provide the best possible services to customers.** *The Workforce Center partners have a mutually agreed upon cost sharing process with procedures that ensure services are delivered efficiently and effectively. Verify cost sharing agreements are in place and they maximize resources.*

Comments:

Customer Satisfaction

No **The Workforce Center utilizes feedback from the required regional job seeker surveys to determine policy or process changes necessary to effectively serve and meet the needs of job seeking customers.** *Is Center management utilizing survey data? Are any policies and procedures in place? Are staff made aware of customer survey results? Have any changes been made, based on customer feedback?*

Comments:

No **The Workforce Center utilizes feedback from the employer satisfaction surveys to determine policy or process changes necessary to effectively meet the needs of employers.** *Is the business team and Center management utilizing survey data? Are any policies and procedures in place? Are business services staff aware of employer survey results? Have any changes been made, based on customer feedback?*

Comments

No **The Workforce Center has a process to capture and respond to customer feedback and follows the Complaint and Grievance procedures. The Center documents customer concerns and**

complaints and uses that information to make any necessary changes within the Center or to identify training needs. Verify the center's process. Verify they are documenting complaints. Talk to the local EO officer and State EO officer, if needed. Do staff know how to assist a customer who has a complaint and do they know the difference between a program complaint and a discrimination complaint?

Comments:

Physical Accessibility

Yes No The Workforce Center is in compliance with all accessibility requirements under Federal Law. The Workforce Center meets the physical accessibility requirements of WIOA sec. 188, set forth in 29 CFR part 37. The Center demonstrates that requested and reasonable accommodations are provided for individuals with disabilities; Has made reasonable modifications to policies, practices and procedures to avoid discrimination and all staff have been trained and aware of those policies, practices and procedures; Utilizes translation interpretive services and has adaptive equipment available or can access it, as needed.

Comments:

Yes No Workshops are accessible to all customers. The Workforce Center has the ability to provide reasonable accommodations to ensure equal access. Is there evidence that accommodations are being made? Are workshops held in a room/area that is accessible? Are staff aware of accommodations that can be made for individuals with disabilities or language barriers?

Comments:

Yes No The Workforce Center utilizes available resources, such as Rehabilitative Services for the Blind and Centers for Independent Living, to ensure accessibility. Are Center staff aware of resources? Has the center outreached to area resources to assist with training and consultation with accommodations? Are they utilizing resources?

Comments:

Yes No The Workforce Center provides required orientations that inform customers of all programs and services and ensures all services are available and offered, based on eligibility. Are individual and group orientations inclusive of all programs and services available? Are customers being adequately informed? How are services being offered - is it fair and equal process? Observe orientations and utilize staff interviews to determine. Review any orientation policies or procedures that are in place.

Comments:

Programmatic Accessibility

Yes No The Workforce Center provides access to program information (flyers, brochures, etc.), including core partner programs. Are program flyers and brochures readily available to customers? Is information available for customers to pick up or do staff provide specific information, based on customer need? Do staff know where to access partner program information?

Comments:

Yes No The Local Equal Opportunity Officer periodically reviews policies and procedures regarding accessibility and equal opportunity and provides staff training and updates. Are local EO policies current and up to date? Verify the last time the EEO Officer reviewed/updated policies and procedures. Have staff received training? If so, is training provided on a regular basis and how are new employees trained?

Comments:

No The Workforce Center offers all customers, including those with disabilities, access to education and training, leading to industry recognized credentials. Review the region's training policy (outlined in local plan and/or other local policy documents). Utilize staff interviews. Review case management records. Are career pathways, apprenticeships or other strategies utilized to enable all customers to access training that enables them to compete in the workforce? Is labor market and job driven information provided to job seekers so they can make informed decisions?

Comments:

No The Workforce Center provides maximum access to partner agency programs, which may include providing services outside normal business hours if the LWDB determines there is a need for an extension of service hours. Review local plan, MOUs with partner agencies, section 678-800 of WIOA Regulations and local policies/procedures. Is access reasonable and compliant with the region's local plan and policies?

Comments:

No The required Equal Opportunity tag line is included on all documents. Review flyers, forms, brochures and handouts that are given to customers.

Comments: