ONE-STOP CERTIFICATION ACTION PLANNING CONSIDERATIONS

This resource was developed to support the implementation of the One-Stop Center Certification process. The following questions may be used to support local area implementation of Iowa's One-Stop Certification Process Guidance and prepare for the self-assessment and evaluation phases of center certification.

Questions to Consider

Questions are sorted by key categories of the one-stop certification process and ordered to help you begin with the end in mind and support a backwards planning approach to implementation.

Roles & Responsibilities

- Who will be responsible for managing the one-stop certification process for the local area?
- How will the process be managed?
- How will supporting documentation be collected and shared with review teams?
- How will certification decisions and supporting documentation be shared with the local board for review and approval?

Number and Type of One-Stop Centers

- How many centers are in our local area?
- How are our centers currently classified?
- Does the current number and type of centers align to our local plan and the board's strategic vision for the area?
- Do all centers currently meet the definition requirements of their current type?
- Do we have at least one center that meets the definition requirements for comprehensive centers in our local area?
- Will any centers be changing certification type for this process?
- What changes are we anticipating among our centers over the next 2-3 years that may impact their certification type (e.g., lease renewals, partner co-location shifts, etc.)?

Timeline for Completing One-Stop Certification

- When will the completed, approved local certification documentation be submitted to IWD? (By 9/30/2026)
- When will the local board meet to review and vote on certification decisions?
- What is the target date range for on-site evaluations visits?
- When will documentation be given to evaluation team members for desk review?
- When will reviewers be briefed or oriented to the evaluation tools and process?
- What is the target date range for on-site self-assessment visits?
- When will documentation be given to self-assessment team members for desk review?
- When will reviewers be briefed or oriented to the self-assessment tools and process?
- (If applicable), when will local policy guidance be developed and approved?
- (If applicable), will the LWDB be setting standards in addition to those set by the SWDB?

Certification Team Members

- Will the team members be the same for every center?
- For each center, who will serve on the self-assessment team?
- For each center, who will serve on the evaluation team?
- Which local board business representative(s) will serve on the evaluation team?
- Are all 5 local core partner programs represented on either the self-assessment or evaluation teams?

Contingency Planning

For Provisionally-Certified Centers:

- What areas for improvement and/or areas of concern were identified by the evaluation team?
- Who will be managing the process to address the areas for improvement?
- When will the re-evaluation occur? (within 6 months)
- When will the local board review the results of the re-evaluation for a certification determination?

For Not Certified / De-certified Centers:

- What areas for improvement and/or areas of concern were identified by the evaluation team?
- Who will be responsible for developing the 3-month corrective action plan? What is the target outcome of the corrective action plan?
- Who will be managing the process to address the areas for improvement?
- When will the re-evaluation occur? (within 6 months)
- When will the local board review the results of the re-evaluation for a certification determination?

New/Re-locating Centers:

- When will the center open to the public for services?
- When will the local board review and vote on the results of the evaluation?
- When will the on-site evaluation review occur? (within 90 days of opening to public)
- When will the self-assessment occur?