

IOWAWORKS CENTER CERTIFICATION INDICATOR RESOURCE LIST

This resource was developed to support the implementation of the One-Stop Center Certification process. The following are examples of supporting documentation that may be considered as certification standard indicators for the self-assessment and evaluation phases of center certification. Certification indicators may be shared with review team members as evidence of meeting a standard.

The list is not exhaustive but was developed as a recommended starting point. The recommendation is to use the list to help brainstorm existing documentation to collect for the certification process. It is not expected that a local area would have or use every item on the list, and there may be other forms of documentation that review team members could look at to determine that certification standards have been met.

In addition, note that certification indicators may apply across multiple standards or categories. For example, the Memorandum of Understanding is an example of a document that can be reviewed to determine if a center has met certification standards in all three certification categories (accessibility, effectiveness, and continuous improvement).

Types of Certification Indicator Supporting Documentation

Certification indicators may be provided to an evaluation team before and during the on-site evaluation visit as supporting evidence of meeting the standards.

Certification Categories Key:

- **PPA – Physical and Programmatic Accessibility**
- **CI – Continuous Improvement**
- **EFF – Effectiveness**

Local Area & Local Board Documents – including committee & working group documentation

Sample Supporting Documentation	PPA	EFF	CI
Monitoring documents to attest to Center’s compliance with ADA standards. May also include ADA compliance reviews and/or corrective action plans.	X		
Disability Access Committee (DAC) meeting notes and/or reports	X		X
A written language access plan is being developed or updated to ensure that LEP individuals have meaningful access as outlined by the appendix in 29 CFR § 38.9	X		
Documentation of consultation with the Disability Access Committee around provision of assistive technology and aids and staff training on their use	X		
Published local policies, procedures, or other guidance. May include supporting documentation for meetings in which documents were developed, reviewed, or approved.	X	X	X
Disability Access Committee and/or WINTAC integration continuum materials	X		X
Center service delivery vision, mission, and/or values			X
Communication plan		X	
Local Plan		X	
Board minutes, meeting notes		X	X
Customer-centered design work documents/materials			X
Documentation of business service team outreach to employers related to competitive, integrated employment opportunities for candidates with disabilities	X		
Written documentation of business services team and approach		X	
Charter or another organizing documents from committees, subcommittees or collaborative working groups			X

Center Operations

| Operational Vision, Guidance & Budget

Sample Supporting Documentation	PPA	EFF	CI
Center operational plan. May include supporting documentation of processes for reviewing and modifying center operational plan.	X		
Center service delivery process flow/guidance	X		
Memorandum of Understanding and/or supporting documentation of customer access to partner services	X	X	X
Center organizational chart		X	
Documentation of the Center’s use of the Integrated Resource Team model		X	
Floor plans/Center layout		X	
Center physical space signage/labeling		X	
Center operating schedule		X	
Center management team reports		X	
Center signage, Center staff identifiers (including nametags, badges, email signatures, and voicemail greetings), and Center promotional materials, educational materials, fliers, pamphlets, social media posts, etc. reflect the IowaWORKS brand and appropriate use of American Job Center branding, not solely the branding of individual agencies, boards, or programs.		X	
Standard Operating Procedures		X	
Customer flow chart or similar document		X	
Organizational chart that outlines the functional teams and their roles		X	
One-Stop operating budget that is reconciled in accordance with policy and Infrastructure Funding Agreement that outlines costs shared by partners		X	
Assessment of Center design and physical space related to the elements listed in the standard		X	
Process improvement documents			X

Center Staff Documentation

Sample Supporting Documentation	PPA	EFF	CI
Staff training materials including agendas, sign-in sheets, training content, and training schedules. May also include staff member training records and/or certificates.	X		X
Job descriptions, documents outlining job duties and/or professional development plans	X	X	
Staff review process, schedule, and/or sample files			X

Operational Materials and Resources

Sample Supporting Documentation	PPA	EFF	CI
Integrated information and marketing materials		X	
Vital information is 508c-compliant, as verified by a sample of documents.	X		
Review and confirmation of available language assistance services. May include vendor contracts or descriptions of services and sample documentation or demonstration of available services.	X		
Review and confirmation of availability of limited literacy/"plain language"-format materials. May include vendor contracts or descriptions of services to create or modify content, processes for evaluating and editing materials for readability, sample of available materials.	X		
Review and confirmation of vital information available in translation or availability of staff assistance and/or online or other tools to assist with translation needs as needed.	X		
Materials containing vital information that are produced by the Center only in English include a "Babel notice" provided in the predominant languages, or likely to be encountered in the community, that informs readers that the material contains vital information and explains how to access language services to have the contents of the communication provided in other languages.	X		
Software programs meet the Web Content Accessibility Guidelines 2.0, AA (WCAG) standards for accessibility – assurances provided in software licenses or vendor materials, verified through demonstration, external review, etc.	X		

Operational Data

Sample Supporting Documentation	PPA	EFF	CI
Data on the types of jobs the Center is referring individuals with disabilities to and placing them in	X		
Customer satisfaction data (collected locally or at the state level) including but not limited to survey results, data from customer interviews/focus groups, etc.		X	X
Documentation of the center's review of and response to customer feedback gathered through surveys, interviews or focus groups, customer suggestions, VOS greeter, etc.		X	
Documentation of the center's review of demographic and/or other available data		X	
Evidence of data analysis including but not limited to synthesis reports, presentations, meeting agendas and minutes where analysis was discussed or presented			X
Analysis of performance data/reports			X

Service Provider / Partner / Programmatic Information

Sample Supporting Documentation	PPA	EFF	CI
Agendas, training materials, meeting notes that document partner sharing services and resources		X	
Confidentiality agreements and/or other information sharing agreements		X	
WIOA service integration continuum self-assessment results and next steps template document		X	
Notes/summaries of related team meetings that may include: center management team, functional team, case management, and partner meetings		X	X
Case notes from sample participant files		X	

On-Site Certification Indicators

Sample Supporting Documentation & Activities	PPA	EFF	CI
Interviews – Staff demonstrate knowledge/familiarity when asked	X	X	X
AJC Tour – Demonstration of customer process experience	X	X	X
Observations – On-site review of documentation including signage, brochures, informational materials, etc.	X	X	X
External review: Center is on an accessible public transport line or other transport mode (e.g., van service) that is accessible to individuals with disabilities; parking lot spaces closest to the door are dedicated and marked for individuals with disabilities; the Center features ramps for wheelchair access, automatic doors, and wide paths and doorways	X		
Internal: The Center interior includes ramps as necessary; automatic doors; wide doorways; adjustable workstations; wide and easily navigable corridors; adjustable seating; and accessible restrooms	X		
Confirmation of available and functioning assistive technology and aids	X		