



## EMPLOY MILWAUKEE, INC. APPLICATION FOR JOB CENTER CERTIFICATION

Organization Name:

Date:

Contact Person/Title:

Phone:

Email:

Site(s) to be certified:

Address:

Website:

Hours of Operation:

Current Certification:

- Comprehensive Job Center     
  Affiliate     
  Not Currently a Job Center

If requesting a different certification level, check level requested:

- Comprehensive Job Center     
  Affiliate

**NOTE: This Document can be completed by using the "Fill and Sign" feature in Adobe Acrobat Reader. If a Word version is needed, please contact Employ Milwaukee at [Procurement@Employmilwaukee.org](mailto:Procurement@Employmilwaukee.org).**

**A Pre-Application via Zoom will be held on Wednesday, June 10<sup>th</sup>, 2020 at 2:30pm.**  
<https://us02web.zoom.us/j/84371822390?pwd=dkwyTXR1NkErOUl1cEY3VG9odXp5QT09>  
 Meeting ID: 843 7182 2390 Password: 037007

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## I. Introduction

One-stop Centers (also known as American Job Centers) are the gateways to our state's workforce system and its broad array of career services and resources designed to help individuals acquire the skills necessary to gain meaningful employment and our businesses to access the talent pipeline that meets their human capital needs and fuels economic growth. Workforce system partners are required to collaborate to support a seamless customer-focused service delivery network. Every region across the state is unique in terms of its economy and geography, but each is actively working to create a system that provides effective services to our job seeker and business customers.

Under the Workforce Innovation and Opportunity Act (WIOA), state and local partners share common performance goals and are mandated to collaborate in developing and implementing a one-stop delivery system where services are designed with the customer in the center, resources are leveraged for maximum efficiency, and continuous improvement is the hallmark.

## II. Employ Milwaukee Principles

The success and accountability of the one-stop delivery system depends on the values that local Workforce Development Boards and their partners use to guide their planning and operations:

- **Integrated-** Think and act as an integrated system of partners that share common goals with services delivered by various organizations with the best capabilities for a seamless customer experience.
- **Accountable-** Committed to high quality customer services with regular program performance review based on shared data and actions that enhance outcomes.
- **Universal Access-** Meet the needs of customers by ensuring universal access to programs, services, and activities for all eligible individuals.
- **Continuous Improvement-** Create a delivery system that is responsive to employers and prioritizes services to target high demand pathways and occupations and critical job needs of vital industry sectors.
- **Partnership-** Align goals and initiatives with economic development, labor and education partners.
- **Regional Strategy-** Work with counterparts to address broader workforce needs of the regional economy and leverage resources to provide a higher quality and level of services.
- **Budget Expectation-** Costs will likely be allocated using a combined method based on square footage, full time equivalency of the partners present within the Comprehensive or Affiliated AJC, and customer count. Parties will agree to cover costs through cash and in-kind contributions.

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**III. Certification Process**

WIOA requires that there must be at least one physical one-stop career center in each local area. Other locations may also provide access to workforce system services and may include specialized centers serving targeted populations, such as youth or dislocated workers, or industry-specific centers. To achieve the goal of increased access, Employ Milwaukee recognizes two levels of sites that can be certified within the one-stop service delivery system.

**Comprehensive**

- Accessible to the general public during regular and non-traditional hours, as well as physically and programmatically accessible to individuals with disabilities.
- Portal site for electronic access;
- Ability to host and utilize electronic kiosk to track participant data
- Provider of **basic and individualized career services and training services** (at least one Title 1 person on -site)
- Representation of **five** mandated partners (WIOA Titles I-IV, TANF)(**at least one person on site to represent programs**); and
- Additional related employment and training resources

**Affiliate**

- Accessible to the general public and physically and programmatically accessible to individuals with disabilities.
- Portal site for electronic access;
- Ability to host and utilize electronic kiosk to track participant data
- Provider of **basic career services**;
- Representation of one or more mandated partners; and
- Additional related employment and training resources

Sites seeking certifications as a Comprehensive Center of Affiliate are required to submit an application including attachments and receive a site visit from Employ Milwaukee’s Staff. The applicant’s staff will answer questions about their site and how it functions to add value and provide customers with quality services as a part of the Milwaukee County workforce system. Following the site visit and interviews, Employ Milwaukee will provide a written response within 14 days indicating one of three outcomes:

1. Certification granted
2. Provisional Certification with plan and timeline for meeting standards
3. Not Certified

In support of the goals of continuous improvement of the one-stop delivery system, on an annual basis each certified site will provide a report detailing the progress toward reaching higher standards set out in the certification criteria.

**APPLICATION PROCESS**

Please complete checklist below

**I. Checklist-System Requirements**

Yes                      No- (please provide plan for complying with this requirement)

Compliance with WIOA Job Center Policies		
ADA Accessibility for the facility		
Use of MIS for customer tracking		
Memorandum of Understanding for Partners		
American Job Center Brand used appropriately		

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## II. ATTACHMENT A - CHECKLISTS

Complete required checklists and include in application packet.

## III. SUPPORTING DOCUMENTATION

Please provide the following items to support certification criteria:

**Functional and Programmatic Integration** It is critical for Employ Milwaukee and its local workforce partners to think and act as an integrated system. Employ Milwaukee partners should ensure that client services are aligned to common goals and the customer experience is seamless- regardless of funding streams. Each customer is mutually regarded as a shared customer, with all staff and programs operating at the site having a vested stake in that customer's success. Integration of programs is incorporated into planning, intake, assessment, registration, service processes, information sharing, resource decisions, actions, results, and analyses.

- **Include a detailed description or diagram of customer flow to illustrate integration. Provide detail of customer experience from entry to point of service to exit (ie: Reception desk, staffing of job center, location of services within building). Limit to one page- ATTACHMENT B**

**Service Provision, including Services, Access, and Outreach to populations with barriers-** Improved availability, a welcoming atmosphere, inclusive settings, and high-quality customer service benefit all customers. The One Stop Job Center extends services and outreach not just to individuals who walk in the door, but also to those who have become disengaged in the labor force. Integrated, quality services are provided to all customers within the center and via technology through online or materials to be available to individuals regardless of their range of abilities, mobility, age, language, learning style, intelligence, or educational level.

- **Provide evidence that basic ADA requirements have been met. (ADA Checklist <https://www.adachecklist.org/doc/fullchecklist/ada-checklist.pdf> , Previous monitoring report) Identify any barriers to Universal Access- ATTACHMENT C**

### On-Site Visit Preparation- ATTACHMENT D

The Certification application is one step in the ongoing pursuit of growth, quality improvement, and performance excellence. Attainment of certification provides assurance to the public that the One Stop Job Center (s) has achieved a high standard and consistently maintains and improves upon that standard. Attachment D contains the criteria by which Employ Milwaukee will assess and certify the One Stop Job Centers and Affiliates. The criteria listed in Attachment D may be discussed at the on-site meeting if the committee feels it necessary to gain a deeper perspective. Please be prepared to discuss these items.

Please submit application to: [Procurement@employmilwaukee.org](mailto:Procurement@employmilwaukee.org) **NO LATER THAN 5pm THURSDAY, JUNE 18, 2020**

For questions to this application please contact: [Procurement@employmilwaukee.org](mailto:Procurement@employmilwaukee.org)

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