

The Workforce Innovation and Opportunity Act (WIOA) requires that all One-Stop systems be assessed and certified at least once every three years. A workgroup consisting of representatives from the partner agencies, local workforce development boards (LWDB), the Office of Workforce Transformation, and the ODJFS Office of Workforce Development has established the criteria that LWDBs use to conduct certification reviews. That criteria is based on:

- Standards relating to service coordination among the OhioMeansJobs (OMJ) system partners
- Factors relating to effectiveness, accessibility, and improvement of the OMJ delivery system
- Achievement of performance measures
- Integration of available services
- Meeting the needs of local employers and participants

The LWDBs each establish a Certification Review Team that is comprised of members from the local workforce development community to manage the certification process and to make a recommendation on certification status. The Certification Review Teams are trained in the certification process by the Ohio Department of Job and Family Services, the state workforce development agency. The OhioMeansJobs system certification will be initiated and conducted in three phases:

Phase One - Comprehensive Centers “Must Meet” Standards

January - July 2016

1

Each local workforce development area conducts a review of nine categories of standards that must be met to pass certification. The standards are applied to one comprehensive center in each local workforce development area.

Phase Two – Quality Assurance Review

July 2016 – December 2017 (*tentative*)

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Benchmarks with critical success factors are used to review the quality of the OhioMeansJobs system and those will be applied to the entire local system that includes comprehensive (full-service with all required partner services available), affiliate (at least two partner agencies physically on site), and specialized (serving a special purpose or demographic) centers. The local system must meet a certain level of excellence in each of the benchmarks to attain phase two certification.

Phase Three – Ongoing Continuous Improvement

Begins January 2018 (*tentative*)

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Based on a Continuous Improvement Plan developed during phase two certification by the Certification Review Team, local areas will use a balanced scorecard to monitor ongoing progress of the plan. The plan will be updated annually and used as the basis for recertification.

Partner agencies participate in the certification process by providing relevant data and activities (such as mystery shopping and random reviews) to be used by the local Certification Review Teams.

For more information: OWDPOLICY@jfs.ohio.gov