



OhioMeansJobs System Certification Phase Two Instructions

(The entire OhioMeansJobs System Certification process is paperless.)

A. Preparation for Phase Two Certification

The period for Phase Two Certification is **1/4/18 thru 6/30/19**. Beginning **January 4, 2018**, an OhioMeansJobs operator may request from their local Workforce Development Board (WDB) to begin Phase Two certification for all comprehensive OhioMeansJobs centers and affiliate OhioMeansJobs centers within that operator's workforce development area. Phase One Certification for the comprehensive site(s) in the local workforce development area must have been completed prior to requesting Phase Two Certification.

Prior to the certification request, all WDB recognized comprehensive and affiliate sites within the OhioMeansJobs system local workforce development area must have a current ADA Checklist and Plan completed (or an approved ADA improvement plan in place). The OhioMeansJobs operator must obtain written approval (via email) from the ODJFS Bureau of Civil Rights (BCR) confirming approval of the plan and checklist (or improvement plan). For comprehensive centers certified in Phase One, the written approval from Phase One will be acceptable if the operator or the center has not changed. For the affiliate sites this approval completes Sections 1.1 and 1.2 of the Measures Checklist. The contact from BCR to obtain approval is: shanna.bagner@jfs.ohio.gov

The Amendment to Americans with Disabilities Act Plan Checklist can be found at:

<http://www.adachecklist.org/doc/fullchecklist/ada-checklist.pdf>

The ADA Plan can be found at:

<http://www.odjfs.state.oh.us/forms/file.asp?id=51&type=application/pdf>

The Phase Two Certification request must be in writing (via e-mail) to the area's WDB. The request must include the following and must be sent electronically:

- The name(s) and address(es) of the comprehensive and affiliate site(s) to be certified
- Identification of any specialized centers within the system, their purpose, length of existence, and an explanation of how these are managed to ensure levels of quality customer service and delivery of services.
- The contact information for the person who will respond to the local WDB on certification activities
- A copy of the confirmation from the Ohio Department of Job and Family Services Bureau of Civil Rights confirming receipt and approval of all comprehensive and affiliate site(s) ADA Plan and Checklist

- A copy of the most current local area Memorandum of Understanding
- A copy of the most current local area Limited English Proficiency Plan (LEP) for all comprehensive and affiliate sites.
- A copy of the most current Standard Operating Procedures for all comprehensive and affiliate sites unless the Phase One Certification procedures cover all sites.

The local WDB notifies the Ohio Department of Job and Family Services Office of Workforce Development of the request and initiation of the certification process via e-mail to: WIOAQNA@jfs.ohio.gov with the following in the subject line: OhioMeansJobs Phase Two Certification Request – (*comprehensive site name*).

B. Formation and Activities of the Phase Two Certification Review Team

The local certification review team is responsible for:

- Managing the certification process through desk and on-site reviews of the local system;
- Completing the Benchmark and Critical Success Factors Matrix for the comprehensive sites;
- Completing the Standards Checklist (for the affiliate sites);
- Making a recommendation to the board regarding certification; and
- Completing a Balanced Scorecard (summary of Benchmark Metrics).

OhioMeansJobs center certification documents will be available at: <http://jfs.ohio.gov/owd/WIOA/implementation.stm>.

The local WDB has discretion in forming the review team as far as size and membership. Suggestions for a review team composition are:

- Selecting individuals with the following backgrounds: (1) a representative from the local WDB; (2) a workforce professional in the local area; (3) a representative from business, preferably from the local board; and (4) a peer workforce professional reviewer from another local area.
- or-
- Contracting out the services of an independent third party with workforce development knowledge and experience.
 - The OhioMeansJobs center Operator cannot be a member of the review team due to the conflict of interest.

It is recommended using some of the same individuals for the review team that conducted the Phase One Certification as the experience gained in the first phase will provide consistency and continuity throughout the certification process.

Some considerations for local areas with a large number of sites is to plan accordingly for the time it will take to complete the full Phase Two Certification, whether there is a need to create multiple teams, and/or to stagger the site reviews over a period of time.

A representative from the local WDB should be identified as the primary contact person for the OhioMeansJobs center operator to coordinate certification activities and head up the review team. A local WDB should consider making available a peer reviewer to another local area if requested.

The local WDB contact person will provide the Certification Review Team with the OhioMeansJobs center operator's request and electronic materials to begin a desk review. The review team members should familiarize themselves with the materials provided as these will be helpful during the on-site reviews. The local WDB is responsible for the certification process and activities, however the following recommendations are provided:

- A desk review of initial materials should be completed prior to on-site visits.
- Information from additional tools and activities (see below section C) should also be reviewed prior to, if available, and during the certification period, this includes information from the Standards Checklist completed during Phase One Certification.
- For affiliate sites, the recommended time frames outlined in the instructions for Phase One Certification should be used in conjunction with the Measures Checklist.
- For critical success factors and measures not met the OhioMeansJobs center Operator should provide the review team with a solution and time line for meeting the measure(s).
- Be sure to note any items considered for continuous improvement and quality assurance.

The on-site reviews can be conducted using an electronic tablet as the Standards Checklist and Benchmark Scorecards are in a fillable document format, includes hyperlinks to reference material and information, and can be saved easily and shared among team members.

C: Tools Provided for Assistance in Phase Two Certification

Due to the comprehensive nature of Phase Two Certification, and in the interest of ensuring all partners input has been received, the following tools will be made available to the local WDBs for use in gathering and receiving data pertinent to the Benchmarks Scorecard.

- Mystery Shopping: ODJFS will coordinate random mystery shopping training and activities around the state. This activity will be an ongoing effort and results will be distributed quarterly to those local areas affected.
- Partner Assessment: A partner assessment feedback document is available for use by state and local partner agencies to solicit anonymous feedback from staff to share with local areas throughout the Phase Two and Three Certification periods. The certification review team may use this qualitative information when rating the Benchmarks Scorecard.

- Website Review: A review of each OhioMeansJobs center website(s) in the local area was conducted. ODJFS will provide the results of these reviews to the local areas for use during the certification process.

D: Requirements for Phase Two Certification

Comprehensive Site(s)

- Must attain a minimum score of 64 on the Benchmark and Critical Success Factor Scorecard by **June 30, 2019**. If the minimum score is not obtained the local workforce development board must enter into a corrective action plan with ODJFS – Office of Workforce Development to identify issues and timelines for meeting requirements.

Affiliate Site(s)

- Must meet all of the requirements of the Standards Checklist by **June 30, 2019**. Any site that does not meet these requirements will not be recognized as an OhioMeansJobs System site. For sites that do not meet the requirements, the OhioMeansJobs center Operator may re-request certification for that site after **July 1, 2020**.

Based on previous experience and other states' practices, it is not anticipated that any system will attain a perfect rating. In addition, new technologies, economic conditions, and other factors will affect the operations and ability of a system to maintain a high level of service. To accommodate this, Phase Three Certification and beyond is based on the principles of continuous improvement and quality assurance. The information gathered during Phase Two on the Measures Checklist and Benchmarks Scorecard will provide the information necessary for continuous improvement activities for Phase Three Certification and beyond.

E. Certification Acknowledgement

The local WDB will review the recommendation from the review team regarding certification of the comprehensive and affiliate site(s) and determine if in agreement. If in agreement, the local WDB will issue a written notice (via e-mail) to the OhioMeansJobs center Operator of meeting OhioMeansJobs Phase Two Certification. If not in agreement, the local WDB will issue a written reason for non-certification and the actions expected from the OhioMeansJobs center Operator to become certified. The review team will follow up with the OhioMeansJobs center Operator to ensure activities are completed to become certified and will report back to the local WDB.

The local WDB notifies the Ohio Department of Job and Family Services upon successful certification of Phase Two Certification by sending the completed Balanced Scorecard and Measures Checklist(s) from the affiliated sites to: WIOAQNA@jfs.ohio.gov with the following in the subject line:
OhioMeansJobs Phase Two Certification Completion – *(Local workforce development area #)*

The Balanced Scorecard for the area and will be posted on the ODJFS website to provide customers with information and to track certification progress.

Note: Technical assistance for OhioMeansJobs System Certification is available through the Ohio Department of Job and Family Services, Office of Workforce Development.

Requests may be sent to: WIOAQNA@jfs.ohio.gov