State of Illinois
Illinois Workforce Innovation Board

Application for Certification of One-Stop Centers

The Workforce Innovation and Opportunity Act (WIOA) envisions high-quality one-stop centers that are business-driven, customer-centered, and tailored to meet the needs of regional economies. One-stop centers are designed to serve job seekers and workers by increasing access to and opportunities for employment, education, training, and support services that help them overcome barriers and succeed in the labor market and secure high-paying jobs. Additionally, one-stop centers are structured to assist businesses by finding workers possessing the required skills through access to other supports, including education and training for their current workforce.

WIOA requires all one-stop centers to meet certification requirements, including assessments of their **effectiveness, physical and programmatic accessibility**, and **continuous improvement**. It is the responsibility of the IWIB to establish statewide criteria and procedures for certification to ensure a level of quality and consistency of services in one-stop centers throughout Illinois, regardless of their location. It is the responsibility of each Local Workforce Innovation Board (LWIB) to initially certify and subsequently recertify the one-stop centers in their area, using the statewide criteria and procedures outlined in this application. LWIBs may add criteria to their certification/recertification processes to better meet the needs of their local and regional economies.

Instructions

This application is to be completed no less than once every three years for each one-stop center the LWIB is seeking State designation as a certified or recertified one-stop center. It is to be completed by the one-stop operator and submitted to the LWIB for use by the Local Certification Team. The Local Certification Team composition and steps in the certification process are outlined in the policy. Each criterion must first be self-evaluated by the one-stop operator as to whether the one-stop center meets the requirements by checking "Attained" or "Not Attained".

- If "Attained" is selected, the "Basis of Determination" must be provided by marking each indicator that is in place. While all criteria must be met and all indicators addressed, the LWIB decides what level of flexibility is to be used. An "Other" option is provided for the one-stop operator and Local Certification Team to use in documenting alternative indicators that a specific criterion has been attained.

- If "Not Attained" is selected, the necessary improvements required to meet the criterion must be described.

All criteria must be assessed as "attained" and all indicators met for the certification team to recommend to the LWIB that a one-stop center be certified or recertified. LWIBs may require additional evidence other than that provided in the application.

To facilitate the timely completion of the certification process, evidence of each indicator must be made available to assist the Local Certification Team in its verification process. Further, the one-stop operator and/or Local Certification Team must provide narrative in the Certification Team Comments section under each criterion detailing how the selected Basis for Determination was met.

The one-stop operator is encouraged to suggest examples of noteworthy practices and improvement opportunities in Section D. The completed application will be provided to the Local Certification Team to use in its evaluation. Certification team members are encouraged to add their comments, particularly in the areas of best practices and continuous improvement opportunities.

Each time a LWIB certifies a one-stop center, it must submit the completed Application for Certification of One-Stop Centers to the Illinois Workforce Innovation Board (IWIB).

Please submit the completed and signed Application for Certification of One-Stop Centers form to wioaplan@illinoisworknet.com.

State of Illinois
Illinois Workforce Innovation Board

Application for Certification of One-Stop Centers

Identifying Information

One-Stop Center Name: Illinois WorkNet Center		
One-Stop Center Address: 1700 College Avenue Carmi, Illinois 62821		
LWIA: 26		
One-Stop Operator Name: Southeastern Illinois College		
One-Stop Operator Phone Number: 618-382-8869	One-Stop Operator E-mail: terri.absher@sic.edu	Date Assessment Completed: 10/19/2026
Local Certification Team Leader: Denna Williams		

Current Certification Level (check one):

- [x] Comprehensive One-Stop Center
- [ ] Affiliate One-Stop Center
- [ ] Specialized One-Stop Center
- [ ] Not Certified

If requesting a different certification level, check level requested (check one):

- [ ] Comprehensive One-Stop Center
- [ ] Affiliate One-Stop Center
- [ ] Specialized One-Stop Center

Application for Certification of One-Stop Centers

A. EFFECTIVENESS CRITERIA

1. GOVERNANCE

All required governing documents are in place prior to the center's certification.

CRITERION 1:
The current local MOU and, if applicable, an agreement between the chief elected officials (CEOs) are in place (or pending).

☒ Attained

☐ Attained with Technical Changes

☐ Pending

☐ Not Attained

An executed MOU is required before the final certification of the comprehensive one-stop center can occur. Please provide the status and anticipated date of MOU execution:
The MOU was approved with technical changes on August 26, 2026. The board approved the technical changes on September 8, 2026. The revision letter was sent on September 9, 2026. The PY26 MOU was executed on July 1, 2026.

BASIS FOR DETERMINATION:
(check all that apply)

☒ The MOU accurately reflects the name and location of the center and the way in which required partners will integrate services following the Governor's Guidelines.

☐ A CEO agreement, if applicable, accurately reflects the roles and processes for appointing board members, designating a grant recipient and/or fiscal agent, collaborating on planning activities, and other governance functions.

Certification Team Comments:
The name and location of the center are provided on p 9 of the PY26 MOU with a description of the comprehensive One-Stop services in Section 7.

CRITERION 2:
Implementation of the nondiscrimination and equal opportunity (EO) provisions of WIOA has occurred.

☒ Attained

☐ Not Attained

Improvements needed to meet criterion:

BASIS FOR DETERMINATION:
(check all that apply)

☒ The ADA Facilities Monitoring Checklist has been completed annually over the past three years with deficiencies corrected or a plan for correction identified.

☐ Methods of Administration/Nondiscrimination Plan has been developed and implemented.

☐ Other – describe below the basis used for determination:

Certification Team Comments:
ADA Facilities Monitoring Checklist complete July 21, 2026 with no deficiencies.

CRITERION 3:
A functional organizational chart has been developed.

☒ Attained

☐ Not Attained

Improvements needed to meet criterion:

BASIS FOR DETERMINATION:
(check all that apply)

☒ The functional chart includes all partners providing services at the center and their organizational/service integration relationships.

☐ Other – describe below the basis used for determination:

Certification Team Comments:
The functional chart is provided as the end of the MOU and is labeled as the Referral Matrix and the Local Service Matrix for Comprehensive One-Stop Centers. Locally the center keeps a spreadsheet at the One Stop Operator's and Receptionist's desks with contact information and services provided for each partner.

Application for Certification of One-Stop Centers

A. EFFECTIVENESS CRITERIA	
CRITERION 4: A one-stop center operator is competitively selected at least once every four years. ☒ Attained ☐ Not Attained **Improvements needed to meet criterion:**	**BASIS FOR DETERMINATION:** (check all that apply) ☒ A one-stop operator has been competitively selected and is in place. ☐ Procurement documents contain clear conflict of interest policies, procedures demonstrating internal controls, and roles and responsibilities of the daily operation of the center and its staff. ☐ Other – describe below the basis used for determination: **Certification Team Comments:** RFP was completed on May 29, 2023. A new RFP will be completed in May of 2027.
CRITERION 5: The LWIB is certified and all board members are current. ☒ Attained ☐ Not Attained **Improvements needed to meet criterion:**	**BASIS FOR DETERMINATION:** (check all that apply) ☒ Documents attesting to the LWIB certification and currency of board members are available. ☐ Other – describe below the basis used for determination: **Certification Team Comments:** Southern 14 Board was Re-Certified for a two year period on December 29, 2025. The annual Composition Summary Form was signed and submitted September 2026. Board records are kept in the Local Workforce Area Contact System.
2. PROFESSIONAL STAFFING Center staff have clear job descriptions, receive regular performance reviews, and are provided basic information about one-stop center programs, services, and eligibility requirements.	
CRITERION 1: Center staff roles and responsibilities are clear at all stages of service delivery. ☒ Attained ☐ Not Attained **Improvements needed to meet criterion:**	**BASIS FOR DETERMINATION:** (check all that apply) ☒ Evidence is provided that center staff understand their roles and responsibilities. ☒ All one-stop staff are familiar with service integration provisions in the MOU. ☒ Timely cross-training and program information resources addressing the role, services, and eligibility requirements of all WIOA partner programs are provided to all one-stop staff. ☐ Other – describe below the basis used for determination: **Certification Team Comments:** Job descriptions are in place. Staff are cross-trained to become familiar with services provided.

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A. EFFECTIVENESS CRITERIA

CRITERION 2:
The center has a system and procedures in place to assess staff members' skills and core competencies.

☒ Attained

☐ Not Attained

Improvements needed to meet criterion:

BASIS FOR DETERMINATION:
(check all that apply)

☒ A culture of accountability is created in which every partner agency's representative has ownership in achieving desired results. Describe in comments below how the one-stop operator assesses whether partner agencies are encouraging a culture of accountability related to service integration.

☒ Core job competencies, organizational values, and performance expectations related to service integration are established and communicated to all center staff.

☐ Other – describe below the basis used for determination:

Certification Team Comments:
Staff are evaluated through the One Stop Operator evaluation system. Competencies specific to responsibilities with the One-Stop are included in the evaluation process.

CRITERION 3:
The center provides staff development that is appropriate for each individual's specialty as well as more general staff development needs.

☒ Attained

☐ Not Attained

Improvements needed to meet criterion:

BASIS FOR DETERMINATION:
(check all that apply)

☒ A staff training plan has been developed to address topics identified by staff and the one-stop operator including, but not limited to:

- ☒ Customer service (in-person and phone)
- ☒ Center partners' programs, services, and resources
- ☒ Other Illinois workNet resources
- ☒ Using center technology and other online resources (e.g., email)
- ☒ Performance indicators, their importance, and how staff contribute to them
- ☒ Accessibility and understanding the basics of assistive technology
- ☒ Safety and security
- ☒ Ethics
- ☐ Other:

☐ All one-stop partners are regularly asked to identify their training, information, and/or resource needs as part of a training assessment that leads to employee development. Describe in comments below how the one-stop operator assesses whether partner agencies provide appropriate employee development options in relation to service integration. Narrative should address staff training such as citing training schedules/logs, etc.

☐ Other – describe below the basis used for determination:

Certification Team Comments:
Professional Development is provided to staff through webinars and quarterly trainings.

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A. EFFECTIVENESS CRITERIA

3. RESPONSIVENESS TO THE NEEDS OF JOB SEEKERS AND WORKERS
The center meets the career pathway and support needs of participants as established in local and regional plans.

CRITERION 1: Required partners identify specific ways the one-stop center will integrate services and referrals among program partners as specified in the local and regional plans. ☒ Attained ☐ Not Attained **Improvements needed to meet criterion:**	**BASIS FOR DETERMINATION:** (check all that apply) ☒ Documentation exists that all job seeker and worker services included in the local service matrix are provided through the center as well as how they are provided. ☒ The MOU identifies practices for integration through referrals, co-enrollment, and follow-up. ☒ Methods or systems for sharing client information across programs as appropriate and feasible subject to confidentiality are used. ☒ Informational materials and customer service plans reflect the most current available labor market information. ☐ Other – describe below the basis used for determination: **Certification Team Comments:** One Stop Staff utilizes the Service Finder feature in Illinois WorkNet as well as the new integrated Referral System in Illinois WorkNet to verify services provided by partners. Referral information is then shared with clients at point of contact and are made in the system.
CRITERION 2: Career pathway strategies drive service delivery and collaboration among partners. ☒ Attained ☐ Not Attained **Improvements needed to meet criterion:**	**BASIS FOR DETERMINATION:** (check all that apply) ☒ A strategy for agency integration of career pathways aligned with the Career Pathway Dictionary has been implemented. ☒ Career planners coordinate career pathways goals with partners. ☒ Career pathways opportunities align with the skill needs of employers. ☐ Other – describe below the basis used for determination: **Certification Team Comments:** All career pathways are made available. One Stop Staff utilize the web based version the Career Pathway Dictionary as needed. Career Planners coordinate customer goals with their own career pathway utilizing a variety of assessments and align those with partner programs. One Stop Staff assists in the Business Services Team meetings to assist in the alignment of career pathways opportunities by assessing the skill needs of employers.

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A. EFFECTIVENESS CRITERIA

4. RESPONSIVENESS TO THE NEEDS OF BUSINESSES
The center meets the needs of local businesses as established in local and regional plans.

CRITERION 1: Required partners identify specific ways the center identifies and responds to local and regional economic and workforce needs. ☒ Attained ☐ Not Attained **Improvements needed to meet criterion:**	**BASIS FOR DETERMINATION:** (check all that apply) ☒ Documentation exists that all business services included in the local service matrix are provided through the center and how they are provided. ☒ Businesses are offered timely and coordinated access to all WIOA employer services whether on-site, through technology, at a partner site, or other appropriate and accessible community sites. Describe in comments below how this is occurring using business survey/evaluation results and anecdotal information. ☐ Other – describe below the basis used for determination: **Certification Team Comments:** Local and regional businesses are made aware of the resources available to them through the One-Stop. Emails (from the BST and LWIB) are used to send information about the One-Stop, Service Finder in IWN, along with personal contacts by Center staff and other community outreach (i.e. speaking to civic organizations, speaking to individual employers) are completed to offer timely and coordinated access to services.
CRITERION 2: The center has a local Business Services Team (BST) comprised of knowledgeable business services partners with the ability to connect employers to a full range of partner services. ☒ Attained ☐ Not Attained **Improvements needed to meet criterion:**	**BASIS FOR DETERMINATION:** (check all that apply) ☒ A list of BST members by title and agency is available. ☒ Updates and information from the BST are regularly provided to the LWIB. Describe in the comments below how updates are provided, e.g., content, frequency, etc. ☐ Other – describe below the basis used for determination: **Certification Team Comments:** A list of BST members is held at the One-Stop with updates provided quarterly via meeting minutes to the board.

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A. EFFECTIVENESS CRITERIA	
CRITERION 3: Each BST has a standardized process for contacting employers in each targeted industry sector and the capability of providing direct access to appropriate services or referral to others who can provide those services. ☒ Attained ☐ Not Attained **Improvements needed to meet criterion:**	**BASIS FOR DETERMINATION:** (check all that apply) ☒ BST members are knowledgeable about all available services. ☒ Appropriate team members are identified to serve as resources for employer service delivery. ☒ The BST participates in community-based, business-focused events on a regular basis. Provide in the comments below examples of how this is occurring. ☐ Other – describe below the basis used for determination: **Certification Team Comments:** BST meetings are held quarterly with program updates provided. Members share events with the One-Stop and LWIB office and those are distributed among members to assist in marketing of community based events.
CRITERION 4: The BST partners with employers to identify their needs and provide timely solutions. ☒ Attained ☐ Not Attained **Improvements needed to meet criterion:**	**BASIS FOR DETERMINATION:** (check all that apply) ☒ The BST uses current and timely labor market information to develop customized business services proposals for employer customers that describe solutions to address employers' needs and challenges. ☒ BST develops and communicates coordinated service plans with businesses based on needs assessments (e.g., Regional Economic Development team, Rapid Response, Incumbent Worker, etc.) and business profiles. Describe in the comments below how employer needs are identified and show the one-stop center is responding. ☐ Other – describe below the basis used for determination: **Certification Team Comments:** The BST works with local and regional employers and provides them with timely information. IDES Labor Market staff is a part of the BST and provides quarterly updates as well as presents annual data to the group about Labor Market trends. Rapid Response meetings are held in cooperation with other state agencies. Staff attends local events held by the RED team. Incumbent Worker needs are addressed and provided as needed.

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A. EFFECTIVENESS CRITERIA

5. PERFORMANCE

The center supports the achievement of negotiated local levels of performance.

CRITERION 1:	BASIS FOR DETERMINATION:
Core partners, with assistance from the one-stop operator and their respective state agencies, regularly share performance information with the LWIB. ☒ Attained ☐ Not Attained **Improvements needed to meet criterion:** This information is shared in the MOU but communication with the BST on performance could be improved.	(check all that apply) ☒ Core agency partners commit in the service matrix to sharing performance information. Describe in the comments below what and how specific performance information is shared. ☐ Other – describe below the basis used for determination: **Certification Team Comments:** Information is shared during the development of the MOU and at LWIB meetings.

6. PROGRAM COORDINATION

The center prioritizes program coordination, including collaborative efforts among required program partners to provide access to integrated programs, services and activities.

CRITERION 1:	BASIS FOR DETERMINATION:
Partner programs coordinate programs, service delivery and referrals in accordance with the MOU. ☒ Attained ☐ Not Attained **Improvements needed to meet criterion:**	(check all that apply) ☒ Staff work collaboratively across programs to meet participants' service needs, including referrals and referral tracking, as defined in Section 8 of the MOU. ☒ Staff are trained to complete an initial assessment of participants' needs and inform them of the range of available services. ☐ The customer's service plan identifies which partners or other agencies are to provide the necessary programs, services and activities. ☐ Customers are co-enrolled in all appropriate one-stop programs in accordance with their service plan. ☐ Other – describe below the basis used for determination: **Certification Team Comments:** One Stop staff utilize the customer intake form to create referrals and track those through the IWN Referral System. Staff inform customers what partner services are available. Those service providers also work with the One Stop staff collaboratively to serve the needs of the client.

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A. EFFECTIVENESS CRITERIA	
7. OPERATIONAL COORDINATION The center prioritizes operational coordination, ensuring streamlined and efficient intake and assessment, service delivery, and administration and expedited customer flow.	
CRITERION 1: Customers are provided information about all services available through the center in a service-focused, customer-friendly manner. ☒ Attained ☐ Not Attained **Improvements needed to meet criterion:**	**BASIS FOR DETERMINATION:** (check all that apply) ☒ All customers, as appropriate, are offered an orientation of the services available in various modes (e.g., in-person with staff, videos, written materials, or direct linkage) and in various formats (e.g., for individuals with sight or hearing disabilities or limited English and/or literacy). ☐ Other – describe below the basis used for determination: **Certification Team Comments:** One Stop staff had an established Intake process with appropriate services available in various formats.
CRITERION 2: One stop partners offer customers appropriate assessments. ☒ Attained ☐ Not Attained **Improvements needed to meet criterion:**	**BASIS FOR DETERMINATION:** (check all that apply) ☒ As appropriate, partner agencies participate in assessment strategies, tools, and processes with co-enrolled consumers as a cross-agency assessment team for that customer. ☐ As appropriate, staff coordinate and share comprehensive and specialized assessments of the skill levels and service needs of customers. ☒ Customer assessments are used to develop appropriate goals that make up the customer service plan. ☐ Other – describe below the basis used for determination: **Certification Team Comments:** Services are made available through all partner agencies. Assessments are completed after the Intake process to determine a service plan via each partner agency.

Application for Certification of One-Stop Centers

A. EFFECTIVENESS CRITERIA

CRITERION 3: Staff identify and implement best practices in internal communication. ☒ Attained ☐ Not Attained **Improvements needed to meet criterion:**	**BASIS FOR DETERMINATION:** (check all that apply) ☒ Regular meetings are held with all WIOA one-stop partner staff identified by the one-stop operator. ☒ Staff are able to communicate suggestions and concerns to management on such issues as customer service, organizational climate, and other issues for continuous improvement purposes. ☒ Other communication vehicles, such as newsletters and meeting minutes, are used to provide important information to one-stop staff who may be off-site or unable to attend staff meetings. ☐ State interagency team representatives visit each center annually to discuss service integration processes, opportunities, and resource needs. ☒ Using the MOU as guidance, the one-stop operator collaborates with the partners to establish on-site expectations. ☐ Other – describe below the basis used for determination: **Certification Team Comments:** Communication among partner agencies has improved immensely over the last certification cycle. Quarterly meetings are being held via Zoom for all partners with meeting notes shared from the One Stop Operator. Customer Service has been at forefront of this collaboration including improvements to Intake, Referrals, Services Offered, etc.
CRITERION 4: High-quality, up-to-date information about available services is accessible to all customers. ☒ Attained ☐ Not Attained **Improvements needed to meet criterion:**	**BASIS FOR DETERMINATION:** (check all that apply) ☒ Websites, resource rooms and collateral material provide information about all programs and services available in the center. ☒ Resource room material describes all available services and includes a date or other method of indicating it is current. ☒ All services described on the center's website and resource materials align with the local service matrix. ☐ Other – describe below the basis used for determination: **Certification Team Comments:** Resource room is available for customers. Services are listed along with accommodations at entry and in resource room.

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A. EFFECTIVENESS CRITERIA

8. SERVICE HOURS
The one-stop center provides maximum access to partner program services during regular business hours and any timeframes determined by the local board to be feasible and effective.

CRITERION 1:	BASIS FOR DETERMINATION: (check all that apply)
The local board considers optimum business hours and any timeframes outside of regular business hours to accommodate customers' work, childcare, or transportation needs. ☒ Attained ☐ Not Attained **Improvements needed to meet criterion:**	☐ LWIB meeting minutes reflect discussion regarding how regular business hours were established. ☒ Regular business hours are clearly visible outside and inside the center. ☒ Directions for arranging services outside of regular business hours are clearly stated and available. ☐ Other – describe below the basis used for determination: **Certification Team Comments:** Hours of operation are posted on the front entrance doors to the building. Hours are also available online througthe College's website. Special accommodations can be made after hours to address customer needs on an as needed basis. Contact with the LWIB would be made for those requests.

9. EQUAL OPPORTUNITY AWARENESS
Center staff and program partners are familiar with and apply laws, regulations and policies regarding nondiscrimination and equal opportunity for all customers.

CRITERION 1:	BASIS FOR DETERMINATION: (check all that apply)
Staff and program partner trainings cover key topics in providing services in a universal and nondiscriminatory manner. ☒ Attained ☐ Not Attained **Improvements needed to meet criterion:**	☒ Staff and program partners demonstrate they are knowledgeable about using and accessing assistive resources to meet the needs of all customers and comply with federal requirements. ☐ Other – describe below the basis used for determination: **Certification Team Comments:** Yearly compliance is established through the LWIB. One Stop are made aware of all policies regarding nondiscrimination and equal opportunity. Training is also made available to One Stop Staff.

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A. EFFECTIVENESS CRITERIA	
CRITERION 2: Required partners ensure all customers have access to all services. ☒ Attained ☐ Not Attained **Improvements needed to meet criterion:**	**BASIS FOR DETERMINATION:** (check all that apply) ☒ Assistive technology is provided to customers with disabilities (e.g., visual, hearing, physical, mental, and intellectual) to access computers and other center resources/services. ☒ Resources and services are made accessible to customers with language and literacy barriers. ☐ Corrective action plans are developed and implemented if any required partners or customers identify barriers to accessing services. ☐ Other – describe below the basis used for determination: **Certification Team Comments:** Resources are made available to customers as needed. Access is available to all customers. A customer centered approach to delivery has been established.

Application for Certification of One-Stop Centers

B. ACCESSIBILITY AND INFRASTRUCTURE CRITERIA

1. PHYSICAL LAYOUT

The location and physical layout of the center is accessible to all customers and provides suitable space for service delivery.

CRITERION 1: The center's layout supports access and inclusiveness, guided by federal, state and local laws and regulations. ☒ Attained ☐ Not Attained **Improvements needed to meet criterion:**	**BASIS FOR DETERMINATION:** (check all that apply) ☒ Monitoring documents attest to the center's compliance with ADA standards. ☒ If deficiencies are identified, a corrective action plan has been developed with a timeline for remediation. ☒ Computers (hardware/software) and equipment that support direct linkage to center functions is up-to-date and operational. ☐ Other – describe below the basis used for determination: **Certification Team Comments:** The layout of the building supports access and inclusiveness. The building is a one-story building with open access to the computer lab and service available on site. ADA compliance was completed in July 2026 with no deficiencies found.
CRITERION 2: The center has space and capacity appropriate for customer needs, customer traffic, and key center functions. ☒ Attained ☐ Not Attained **Improvements needed to meet criterion:**	**BASIS FOR DETERMINATION:** (check all that apply) ☒ The center layout is clear and logical in terms of customer navigation and flow. ☒ The resource room area provides customers with privacy and access to the internet, printers, copiers, and fax machines. ☐ Other – describe below the basis used for determination: **Certification Team Comments:** The layout of the building supports access and inclusiveness. The building is a one-story building with open access to the computer lab and service available on site.
CRITERION 3: Technology to support center functions is up-to-date and operational. ☒ Attained ☐ Not Attained **Improvements needed to meet criterion:**	**BASIS FOR DETERMINATION:** (check all that apply) ☒ The center has current and adequate technology, e.g., projectors, videoconferencing, hardware and software, and technology-related infrastructure. ☐ Other – describe below the basis used for determination: **Certification Team Comments:** Technology is regularly updated.

Application for Certification of One-Stop Centers

B. ACCESSIBILITY AND INFRASTRUCTURE CRITERIA

2. CENTER LOCATION

The center is accessible by public transportation, driving, or walking.

CRITERION 1: The center is accessible by public transportation and recognizable from the public access road. ☒ Attained ☐ Not Attained **Improvements needed to meet criterion:**	**BASIS FOR DETERMINATION:** (check all that apply) ☒ The center sign is visible from the public access road. ☐ The LWIB has determined what a "reasonable distance" is from public transportation stops. ☐ Other – describe below the basis used for determination: **Certification Team Comments:** RIDES will drop off and pick up at the One Stop. Signage to the building in is the front of building and available to view from the main roadway.
CRITERION 2: Adequate parking is available and accessible for customers who drive to the facility. ☒ Attained ☐ Not Attained **Improvements needed to meet criterion:**	**BASIS FOR DETERMINATION:** (check all that apply) ☒ The center has suitable parking for the anticipated number of customers. ☒ The parking lot has spaces closest to the door dedicated and marked for individuals with disabilities. ☐ Other – describe below the basis used for determination: **Certification Team Comments:** Accessible parking for customers is in compliance with ADA standards.

3. CENTER APPEARANCE AND SAFETY

The center is well maintained and provides a safe space for customers and staff.

CRITERION 1: The center and center staff maintain a professional and welcoming appearance. ☒ Attained ☐ Not Attained **Improvements needed to meet criterion:**	**BASIS FOR DETERMINATION:** (check all that apply) ☒ The center and its furnishings are clean and in working order. ☒ The center's exterior is clean and well maintained (building, landscaping, driveway, sidewalks, etc.). ☐ Name badges identify the wearer as staff of the center (rather than staff of their respective agencies/programs). ☐ Other – describe below the basis used for determination: **Certification Team Comments:** The center is cleaned daily and exterior well maintained.

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B. ACCESSIBILITY AND INFRASTRUCTURE CRITERIA

CRITERION 2:
The center provides a safe and secure environment for its employees and customers.

☒ Attained

☐ Not Attained

Improvements needed to meet criterion:

BASIS FOR DETERMINATION:
(check all that apply)

☒ A written emergency response plan exists that addresses the full range of potential emergency situations and evacuation procedures and is shared with all center partners and their staff (a copy of the plan is included with this document).

☒ The center has security in place that is appropriate to the center and the local area (e.g., security personnel, locks/ security keypads, security cameras, etc.).

☒ Entrance/exit is well-lit during early morning or night hours.

☒ Local/state law enforcement is aware of public office hours.

☒ Security/staff have been trained in de-escalation and emergency protocol.

☒ Triage and check-in procedures are in place at the office entrance(s) and ensure accessibility and safety for individuals with special needs.

☒ Entrances and exits are accessible for individuals with special needs and can be accessed in cases of emergency.

☐ Staff have designated spaces for entrance/exit that are separate from public entrance/exit.

☒ Staff workspaces have solid barriers from public spaces (e.g., reception and intake rooms).

☒ Staff hours differ from public operation hours.

☒ Confidential information (paper and electronic) is handled sensitively and appropriately and is secured in a locked location when not attended by staff.

☒ All new staff and partners receive an orientation in center safety and security.

☒ Safety and emergency protocol are clearly communicated and available to all staff in the center.

☐ Other – describe below the basis used for determination:

Certification Team Comments:
The One stop is maintained by SIC Environmental Services department. The One Stop Director maintains an EOP for the center. The One Stop is secured after hour and confidential materials are secured in locked filing cabinets behind locked office doors. Staff are training on security measures. Staff maintain a positive relationship wit hte local police department and they are on call to address any security needs that the One Stop may have.

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B. ACCESSIBILITY AND INFRASTRUCTURE CRITERIA

4. COMMON IDENTIFIER

The center displays the one-stop delivery system common identifier as the location for required programs, services and activities.

CRITERION 1:
One-stop center signage, logos and marketing material reflect the state identifier, "Illinois workNet", and "American Job Center Network".

☒ Attained

☐ Not Attained

Improvements needed to meet criterion:

BASIS FOR DETERMINATION:
(check all that apply)

☒ The common identifier is highly visible inside and outside of the facility.

☒ The common identifier appears on products and materials.

☐ Other – describe below the basis used for determination:

Certification Team Comments:
The Illinois WorkNet and American Job Center Network logos are displayed on the front entrance and signage out front.

5. PROGRAM SERVICES

All customers have equal opportunity to access at or through the center all training, education, employment, support, and business services in accordance with the applicable sections of WIOA.

CRITERION 1:
Access to all available services is provided at or through the center.

☒ Attained

☐ Not Attained

Improvements needed to meet criterion:

BASIS FOR DETERMINATION:
(check all that apply)

☒ The local service matrix accurately reflects all services provided by all partners that are available in person or on demand via technology at or through the center.

☒ The coordinated service delivery method and approach is accurately described in the local MOU.

☒ Services are delivered across programs in a consistent and quality manner.

☒ Job seeker/worker, employer customers and one-stop staff describe the customer experience with services as streamlined and aligned.

☐ Other – describe below the basis used for determination:

Certification Team Comments:
Services are available on site and those not available on site are made available through Direct Linkage. This is described in detail in the MOU and Direct Linkage Checklists. There is adequate space for in person services to be delivered to customers.

Application for Certification of One-Stop Centers

B. ACCESSIBILITY AND INFRASTRUCTURE CRITERIA

6. DIRECT LINKAGE
Customers have access to a program staff member who can provide program information or services, within a reasonable time, by phone or through a real-time Internet communication.

CRITERION 1:
All services are available on demand through a direct connection with the center either through on-site staff or through technology consistent with the "direct linkage" requirement.

☒ Attained

☐ Not Attained

Improvements needed to meet criterion:

BASIS FOR DETERMINATION:
(check all that apply)

☒ Staff understand "direct linkage" protocols and relationships.

☒ Basic technology is physically present and enables real-time interaction (e.g., through Skype).

☒ The local service matrix indicates which program staff are stationed at the center.

☐ Career planners work with customers to develop individual employment plans encompassing all program services, including those provided via direct linkage, appropriate to customers' needs and goals.

☐ Other – describe below the basis used for determination:

Certification Team Comments:
The One Stop maintains on site technology to provide Direct Linkage to services not available on site. The current MOU describes Direct Linkage in detail for each partner.

7. ACCOMMODATIONS
The center provides reasonable accommodations for customers with disabilities, language, or literacy barriers to fully access all services.

CRITERION 1:
The center has the capacity to accommodate customers with disabilities through available equipment, policies, staff training, and other resources.

☒ Attained

☐ Not Attained

Improvements needed to meet criterion:

BASIS FOR DETERMINATION:
(check all that apply)

☒ Assistive technology devices or other auxiliary aids are readily available.

☒ Center staff can explain how the center handles the range of requests for accommodations.

☒ Appropriate accommodations are made for people with disabilities consistent with ADA regulations.

Certification Team Comments:
Technology is available in the resource room and through a translation service.

CRITERION 2:
The center can connect non-English speaking customers to appropriate on-site staff, materials, or translation services.

☒ Attained

☐ Not Attained

Improvements needed to meet criterion:

BASIS FOR DETERMINATION:
(check all that apply)

☒ The center's resources include materials or on-demand translation for limited English proficiency (LEP) persons in languages spoken by a significant number or proportion of the LEP persons in the eligible service population*. Describe in the comments below what is being done to accommodate LEP customers.

☐ Other – describe below the basis used for determination:

* Access for limited English proficient (LEP) individuals is outlined in Subsection 38.9 of the Implementation of the Nondiscrimination and Equal Opportunity Provisions of the Workforce Innovation and Opportunity Act (29 CRF 38).

Application for Certification of One-Stop Centers

B. ACCESSIBILITY AND INFRASTRUCTURE CRITERIA	
	Certification Team Comments: One Stop is utilizing the Multicultural Connections Transciption Service.
CRITERION 3: The center provides information about available resources and services to customers of varying literacy levels, including non-English speaking customers. ☒ Attained ☐ Not Attained **Improvements needed to meet criterion:**	**BASIS FOR DETERMINATION:** (check all that apply) ☒ Written materials are developed for a minimum literacy level determined jointly by center staff and partners in consultation with the local board. Describe in the comments below how minimum literacy level was determined. ☐ Other – describe below the basis used for determination: **Certification Team Comments:** Materials are made available to customers. A customer centered approach has been created through written materials, training, new system development, etc.

Application for Certification of One-Stop Centers

C. CONTINUOUS IMPROVEMENT CRITERIA

1. CUSTOMER-CENTERED DESIGN

The center has a systematic method of collecting, analyzing, and using feedback from job seeker and business customers.

CRITERION 1:
The center tracks job seeker and business customer experience and satisfaction.

☒ Attained

☐ Not Attained

Improvements needed to meet criterion:
The customer satisfaction survey should be shared during the quarterly BST meetings.

BASIS FOR DETERMINATION:
(check all that apply)

☒ Multiple approaches are used to solicit one-stop job seeker and business customer feedback.

☒ The center has a process for tracking and responding to job seeker and business customer comments/suggestions.

☒ Documentation exists that functional managers and staff use job seeker and business customer feedback to design, refine, and deliver integrated services.

☐ Other – describe below the basis used for determination:

Certification Team Comments:
A customer satisfaction survey is in place and provided to customers who use or visit services on site. One Stop staff collect this information and it is conveyed in quarterly partner meetings.

2. EVALUATION OF INTERNAL OPERATIONS

Internal procedures and systems are monitored and assessed vis-à-vis operational effectiveness and opportunities for improvement by the LWIB and/or one-stop operator.

CRITERION 1:
Internal systems are in place to identify and track operational efficiency and effectiveness.

☒ Attained

☐ Not Attained

Improvements needed to meet criterion:

BASIS FOR DETERMINATION:
(check all that apply)

☒ An LWIB-approved evaluation plan is in place that includes key questions, data sources, and methods of analysis for assessing service integration and operational efficiency and effectiveness.

☐ Other – describe below the basis used for determination:

Certification Team Comments:
Opperational effectiveness and opportunities for improvement for the One Stop are evaluated using the Service Integrations Self Assessment and through collaboration with all partners.

CRITERION 2:
Provisions of the MOU are periodically reviewed to ensure partner responsibilities and commitments are being met.

☒ Attained

☐ Not Attained

Improvements needed to meet criterion:

BASIS FOR DETERMINATION:
(check all that apply)

☒ Board meeting minutes reflect that the MOU was reviewed.

☐ Other – describe below the basis used for determination:

Certification Team Comments:
All meeting minutes are available on the Southern 14 website.

Application for Certification of One-Stop Centers

C. CONTINUOUS IMPROVEMENT CRITERIA

3. IMPROVING PERFORMANCE
Core partners engage local boards in using customer feedback and operational data to continuously improve service delivery, operations and performance.

CRITERION 1:	BASIS FOR DETERMINATION:
Customer feedback is used to improve quality and use resources most effectively. ☒ Attained ☐ Not Attained **Improvements needed to meet criterion:**	(check all that apply) ☒ Local board meeting minutes reflect that customer feedback and performance data helped inform decision-making about strategic improvements to strengthen customer-center design goals. ☐ Other – describe below the basis used for determination: **Certification Team Comments:** All local board decsisions are customer focused and data driven. All meeting minutes are available on the Southern 14 website.

Application for Certification of One-Stop Centers

D. LOCAL CERTIFICATION TEAM RECOMMENDATION

Taking into consideration all criteria and indicators, the local certification team:

☒ Recommends certification – all criteria and indicators have been met.

☐ Recommends provisional certification pending successful completion of an MOU.

☐ Recommends provisional certification pending implementation of the following improvements by the specified dates.
Explanation (include dates for completion):

☐ Does not recommend certification.
Explanation:

1. NOTABLE PRACTICES

Identify any strengths, best practices, or other notable practices of this one-stop center:
We maintain a close relationship with the LWIB and work closely to improve services and resources at the the One Stop.

2. IMPROVEMENT OPPORTUNITIES

Going forward, in what areas should the center consider strengthening its performance:

Effectiveness?
Improving communication among partners to strengthen referrals and working more with the BST to develop strategies to improve business engagement.

Accessibility and infrastructure?
None at this time.

Continuous improvement?
Use of the Self Evaluation Tool and the Service Integration Assessment have been implemented.

3. OTHER COMMENTS

Provide any additional comments related to this application:
During our CEO meeting, the One Stop Operator, plans to update our county board chairs on services available to help strengthen our relationships with business engagement and customer referrals.

State of Illinois
Illinois Workforce Innovation Board

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Application for Certification of One-Stop Centers

E. SIGNATURES

As a member of the local certification team, I concur with the certification recommendation identified in Section D.
(Attach additional signature pages, if needed.)

Karen Weiss — Signature
Karen Weiss — Printed Name
President — Title
10/19/26 — Date
Southeastern Illinois College — Organization

Terri Absher — Signature
Terri Absher — Printed Name
Director - White Co. Center — Title
10/19/26 — Date
Southeastern Illinois College — Organization

Pamela Barbee — Signature
Pamela Barbee — Printed Name
Executive Director — Title
10/21/2026 — Date
SOI4 WIB — Organization

Jessica Barbee — Signature
Jessica Barbee — Printed Name
Assistant Director — Title
10/21/26 — Date
Southern 14 — Organization

Denna Williams — Signature
DENNA WILLIAMS — Printed Name
Executive Director — Title
10/21/26 — Date
Shawnee Development Council, Inc. — Organization

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