Attachment A: Missouri One-Stop Certification Application

LWDA Name: WDB of North Missouri

Name of One-Stop Center: Troy Job Center

Comprehensive or Affiliate Status: Affiliate

Address of One-Stop Center: 260 Oak Street, Troy, MO 63379

Hours of One-Stop Center: Mon-Fri 8a-4:30p

Phone Number of One-Stop Center: (660)216-4231

Website of One-Stop Center: https://jobs.mo.gov/job-centers/troy-job-center

Completion Date of the One-Stop Certification Review: 4/27/2026

Certification Period: July 1, 2026 - June 30, 2029

Center Certification Team Reviewers: Bobby Barlow, Rebecca Hill, Leah Whitaker

Lead Reviewer Contact Email and Phone: Bobby Barlow, bobby.barlow@dhewd.mo.gov, (573)751-1878

Recommendation: ☑Certified ☐Not Certified ☐Probationary

If Probationary Status specify date that final review must occur by (within 6 months): _____

I certify to the best of my knowledge and belief that the One-Stop Center named above has met the Certification criteria in this One-Stop Certification Review. I also certify to the best of my knowledge and belief that this WIOA One-Stop Certification Tool is correct, and that we have appropriate documentation on file to support the submissions claimed herein.

Printed Name of LWDB/VBWD Chair: Allie Bennet

Signature of LWDB/VBWD Chair: _____

Date of Signature: _____

Printed Name of Chief Elected Official: Phillip Ray

Signature of Chief Elected Official: _____

Date of Signature: _____

Interviews Conducted

During the onsite certification review, the certification team shall conduct staff interviews with applicable staff. Interviewees shall include the Center Manager, the local Equal Opportunity Officer, and a random sample of at least 20 percent of the frontline (state and partner) service staff at the one- stop center to determine their level of knowledge pertaining to the following:

Name of Individuals Interviewed	Title of Individual Being Interviewed	Interview Conducted By	Date of Interview
Kim Cullom	WIOA Specialist	Bobby Barlow	4/27/2026
Cindy Frankes	WIOA Specialist	Leah Whittaker	4/27/2026
		Rebecca Hill	4/27/2026

The center certification team certifies that at least a random sample of 20% of the frontline staff were interviewed.

Documents Reviewed

Check the boxes for the documents that were reviewed by the CCT

☑ The Local MOU/IFA
☑ Business and/or Local Plan
☑ Local policies, procedures, manuals
☑ Complaints and compliance findings
☑ Marketing and other printed materials
☑ Staff Training Documentation
☑ Customer Surveys
☑ Customer employment plans/case notes

Complete during Interview with Center Manager Access to Required Programs/Partners

Purpose: To establish that the One-Stop Center meets the minimum requirements of a comprehensive center
Requirement: A comprehensive one- stop center must have at least one WIOA title I staff person physically present 100% of the time (34 CFR 361.305, VBWD 300-02)

Career services may be provided through one of three ways

1. Program staff physically present at the AJC
2. A staff member from a different partner program physically present at the AJC and appropriately trained to provide information to customers about the programs, services, and activities available
3. Make available a direct linkage (by phone or real-time web-based communication) through technology to a program staff member who can provide meaning information or services.

Instructions: *Check the appropriate box for each required Program/Partner.* ***Note- access to ALL partner programs is only required for comprehensive One-Stop Centers.***

	Program Staff On-Site (provide average hours per week)	Partner staff cross trained	Direct Linkage	Not Applicable	Non-Compliant
WIOA Title I Adult	✓				
Dislocated workers	✓				
Youth	✓				
Job Corps			✓		
YouthBuild				✓	
Native American programs				✓	
Migrant and seasonal farmworker programs			✓		
WIOA Title III Wagner-Peyser Act			✓		
WIOA Title II Adult Education and Family Literacy Act (AEFLA)			✓		
WIOA Title IV Vocational Rehabilitation (VR)					
Senior Community Service Employment Program			✓		
Career and technical education programs (Perkins)			✓		
Trade Adjustment Assistance			✓		
Veteran's Employment Services			✓		
Community Services Block Grant Employment and Training			✓		
Housing and Urban Development Employment and Training				✓	
Unemployment Compensation			✓		
Second Chance Act				✓	
Temporary Assistance for Needy Families (TANF)			✓		

Services Checklist

Purpose: To establish that the One-Stop Center meets the minimum requirements of a comprehensive center
Requirement: Center must provide the career Services listed in 20 CFR 678.430, 34 CFR 361.430, and 34 CFR 463.430 and training services listed in 20 CFR 680.200

Instructions: Identify if the following services are available on-site for customers. ***Note- all services MUST be provided through comprehensive One-Stop Centers. Affiliate centers only need to provide one or more of these services.***

Basic Career Services	Is Service Provided On Site? (Y/N)
1. Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs	**Y**
2. Outreach, intake (including worker profiling), and orientation to information and other services available through the One-Stop delivery system	**Y**
3. Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive services needs	**Y**
4. Labor exchange services job search/placement, career counseling, business services on behalf of employers)	**Y**
5. Referrals to and coordination of activities with other programs and services, including programs and services within the One-Stop delivery system and, when appropriate, other workforce development programs	**Y**
6. Workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas	**Y**
7. Performance information and program cost information on eligible providers of education, training, and workforce services by program and type of providers	**Y**
8. Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures	**Y**
9. Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance	**Y**
10. Information and meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation	**Y**
11. Establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA	**Y**

Individualized Career Services	Is Service Provided On Site? (Y/N)
1. Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers	Y
2. Development of an individual employment plan	Y
3. Group counseling	Y
4. Individual counseling	Y
5. Career planning	Y
6. Short-term pre-vocational services	Y
7. Internships and work experiences that are linked to careers	Y
8. Workforce preparation activities	Y
9. Financial literacy services	Y
10. Out-of-area job search assistance and relocation assistance	Y
11. English language acquisition and integrated education and training programs	Y

Follow UP Career Services	Is Service Provided On Site? (Y/N)
1. Follow-up services must be provided, as appropriate, including: Counseling regarding the workplace, for participants in adult or dislocated worker workforce investment activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment.	Y

Training Services	Is Service Provided On Site? (Y/N)
1. Occupational skills training	Y
2. On-the-job training (OJT)	Y
3. Incumbent worker training	Y
4. Programs that combine workplace training with related instruction, which may include cooperative education programs	Y
5. Training programs operated by the private sector	Y
6. Skills upgrading and retraining	Y
7. Entrepreneurial training	Y
8. Transitional jobs	N
9. Job readiness training	Y
10. Apprenticeship	Y
11. Adult education and literacy activities w/Occ. Skills Training	Y
12. Customized training	N

Business Services	Is Service Provided On Site? (Y/N)
1. Workforce and Labor Market Information	Y

Missouri One-Stop Certification Criteria

The local center certification team shall assess and determine if the one- stop center has met each criteria below by indicating "Meets," "Not Meets," or "In Progress." **Please note: to be certified the center must meet all certification criteria and Evidence must be noted as identified in Attachment A.**

	Standards	Meets	Not Meets
A. Evaluation of Effectiveness			
A.1	**Coordinates services among the One-Stop partner programs and Integrates available services for participants and businesses WIOA Pub L. 113-128, 20 CFR 678.800 (b)**	X	
	Are core partners co-located, at least on a part-time basis? If not co-located, what procedure in in place to ensure all partner programs are accessible and available through the One-Stop Center? How are partners collaborating to ensure customers receive the most appropriate services? Review business plan (or local plan). Interview business services staff. Are all core partners represented on the region's business services team? Are business outreach efforts coordinated amongst partners to avoid duplication? Are partners documenting employer contacts in the case management system or elsewhere, to the extent possible?		
	Evidence: **Yes, core partners are co-located at least on a part-time basis and receives a participant warm handoff. Staff posts on social media, advertise in rural areas as well as attends local events to avoid any and all duplication. All interaction is then case noted in MoJobs so that WIOA staff can reference back to accordingly.**		
A.2	**Operates in a cost-efficient manner 20 CFR 678.800 (b)**	X	
	Verify cost-sharing processes and procedures are in place and that there is a current cost-sharing agreement amongst all partners attached to the local MOU.		
	Evidence: **Yes, and can be located on the Workforce Development Board of North Missouri website.**		
A.3	**Evaluations take into account feedback from One-Stop customers, including a process for obtaining customer feedback from both employers and job seekers regarding One-Stop services is identified 20 CFR 678.800 (a)(2)**	X	
	Review Customer satisfaction report for the year immediately preceding certification.		
	Evidence: **Yes, Erica reviews all feedback and provides suggestions on improvements**		

Standards		Meets	Not Meets
A. Evaluation of Effectiveness			
A.4	**Adult Education and Literacy services and Vocational Rehabilitation services are available through One-Stop Centers WIOA Sec. 108(b)(13)**	X	
	How does the local board coordinate workforce activities in the local area?		
	Evidence: **The local board coordinates workforce activities in the local area through the MOU, regular partner meetings, shared resource funding, and participation in One-Stop operator oversight.**		
A.5	**Identify Sector strategies that meet the needs of local businesses are undertaken through One-Stop Centers**	X	
	Verify through staff interviews. Do staff know what the targeted sectors are for the region? Has staff received information and/or training on sector strategies?		
	Evidence: **Yes, staff is knowledgeable of all targets sectors (transportation, construction, healthcare, etc) and has received adequate training on sector strategies.**		
A.6	**Identify targeted career pathways, including occupations and credentials, needed for in-demand occupations for the One- Stop Centers in a local area**	X	
	Has staff received information and/or training on career pathways strategies? Do staff appear to understand career pathways and how to use pathway information when assisting customers?		
	Evidence: **Yes, the staff has adequate knowledge and has been trained on how to use career pathway information when assisting participants.**		
A.7	**Identify One-Stop Center customer flow business process and how job seekers access career and training services**	X	
	Verify through staff interview and observation.		
	Evidence: **Participant is greeted and asked to sign into the kiosk. Then determine what brings participant into Job Center to determine what services may be needed. Referral is processed through MoJobs, then warm hand off to core partners. End with email and follow-up.**		
A.8	**The Local MOU between the local workforce board and all required One-Stop partners is signed and in place.**	X	
	Review copy of the local MOU to ensure the requirement has been met.		
	Evidence: **Yes, and can be found on the Workforce Development Board website.**		

Standards		Meets	Not Meets
A. Evaluation of Effectiveness			
A.9	**There are no center-specific, unresolved Programmatic, Administrative, or Equal Opportunity compliance findings.**	X	
	Interview Equal Employment Officer and Center Manager		
	Evidence: **No, adequate monitoring is done to avoid compliance findings.**		
A.10	**The Center has a "center manager" (may be referred to by other titles) who has oversight of center operations**	X	
	Identify the center manager.		
	Evidence: **The center manager is Erica Davis.**		
A.11	**The One-Stop Center adheres to branding requirements and utilizes the official American Job Center logo**	X	
	Is the logo properly utilized on handouts, brochures, and other printed materials?		
	Evidence: **Yes, the logo is placed on all handouts, brochures and even digitally.**		
A.12	**The One-Stop Center abides by Veterans Preference and Priority of Service Requirements**	X	
	Observe welcome/intake process. Are customers always asked if they are a veteran? How does the center know which customers are veterans? What policies and procedures are followed? Do staff appear to be aware of Veteran priority of service? Interview the center's Disabled Veteran Outreach Program specialist (if applicable).		
	Evidence: **The participant is greeted upon arrival and asked to check in to ensure documented. At that time, it will be determined if participant is a veteran. If indeed a veteran that participant goes to the front of the line as veterans are top priority.**		
A.13	**The One-Stop Center ensures Priority of Service for Adult program participants**	X	
	How is the center ensuring priority for eligible adult program participants? Are staff aware of this requirements? What procedures are in place to ensure priority of service for adult participants?		
	Evidence: **Staff have been trained that homelessness, low income, SSI, SNAP or TANF are priority of service for adult participants. These are discussed upon hiring and reviewed during first and third quarter in person trainings.**		

	Standards	Meets	Not Meets
A. Evaluation of Effectiveness			
A.14	**A list containing partner agency contact information and services offered is available to all center staff.**	X	
	Verify written or electronic inventory listing is in place and readily available to all staff.		
	Evidence: **Electronic and written inventory is housed at the Workforce Development office and is readily available at any time.**		
B. Evaluations of Physical and Programmatic Accessibility			
B.1	**Provision of reasonable accommodations for individuals with disabilities 20 CFR 678.800 (b)(1)**	X	
	Review reasonable accommodations policy and/or procedures. Staff interviews		
	Evidence: **All staff has access and knowledge on policies and procedures on how to provide adequate service to participants with disabilities.**		
B.2	**Verification that reasonable modifications to policies, practices, and procedures are made where necessary to avoid discrimination against persons with disabilities 20 CFR 678.800 (b)(2)**	X	
	Review reasonable accommodations policy and/or procedures. Staff interviews		
	Evidence: **Staff is aware and knowledgeable on the reasonable accommodations for participants that require such and will provide any assistancee needed.**		
B.3	**Administration of programs in the most integrated setting appropriate 20 CFR 678.800 (b)(3)**	X	
	Staff interviews, including scenarios and observation where appropriate		
	Evidence: **Based on staff interviews and observations, programs appear to be delivered in an integrated setting.**		
B.4	**Communication with persons with disabilities is conducted as effectively as with others 20 CFR 678.800 (b)(4)**	X	
	Staff interviews, including scenarios and observation where appropriate		
	Evidence: **No issues were noted in EO reports. Observations and interviews showed staff are working to serve individuals with diabilities effetively.**		

Standards		Meets	Not Meets
B. Evaluations of Physical and Programmatic Accessibility			
B.5	**Provision of appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity 20 CFR 678.800 (b)(5)**	X	
	Verify through staff interviews and observation. Staff and program partners are able to demonstrate they know how to use adaptive and assistive technologies and are aware of the available resources.		
	Evidence: **Staff and program partners demonstrated knowledge on how to provide service and are aware of available resources.**		
B.6	**Verify that programmatic and physical accessibility exists 20 CFR 678.800 (b)(6)**	X	
	Verify through observation and staff interviews. Are staff aware of interpreter services/technology available for limited English proficient individuals? Are staff able to articulate how the services are being delivered in an accessible way?		
	Evidence: **Staff is knowledgeable on how to provide assistance with the interpeter services/technology by providing assistance with the language line.**		
B.7	**Identify how services will be made available to customers outside regular business hours, including whether physical One-Stop Center access is available outside regular business hours**	X	
	Staff interview: Does the center provide services outside of regular business hours when the need is identified?		
	Evidence: **Yes, the participant can access MoJobs, text, email or leave a voicemail for WIOA Spec**		
B.8	**There is at least one Title I staff member present at the One- Stop Center at all times during business hours**	X	
	Verify through observation or timesheets. Do they understand Adult, DW and Youth programs?		
	Evidence: **Yes, this staff member has been trained in all WIOA programs.**		

	Standards	Meets	Not Meets
B. Evaluations of Physical and Programmatic Accessibility			
B.9	**Regular business hours are clearly visible outside of the One-Stop Center building**	X	
	Verify through observation.		
	Evidence: **Yes, located clearly visible on front door.**		
B.10	**The local Equal Opportunity Officer periodically reviews policies and procedures regarding accessibility and equal opportunity and provides staff training and updates**	X	
	Interview with Equal Opportunity Officer. Verify the last time the EO officer reviewed/updated policies/ procedures. Have staff received training? How often is training provided? Are new employees trained?		
	Evidence: **Job Center was reviewed first quarter. All staff is required monthly to attend Trendy Tuesdays and Jeanie Hull schedules virtual training for all new employees.**		
B.11	**The required Equal Opportunity tagline is included on all documents**	X	
	Verify through document inspection. Review forms, brochures, and handouts given to all customers		
	Evidence: **Yes, EO officer reviewed and stated all forms, brochures and handouts did indeed have EO tagline.**		
B.12	**There is a process in place for customers to file Equal Opportunity complaints/grievances and a process for addressing these complaints/ grievances when they are filed**	X	
	Review procedural documents pertaining to EO complaints/grievances. Review process for filing complaints.		
	Evidence: **Job Center supervisor handles EO complaint/grievance and then sends directly to EO officer.**		
C. Continuous Improvement			
C.1	**Supports the achievement of the negotiated local levels of performance for the indicators of performance for the local area WIOA Pub L 113-128; 20 CFR 678.800 (c)**	X	
	How is the center involved in the negotiation of local levels of performance?		
	Evidence: **Performance of the local center is utilized in calculating performance goals. Staff are made aware of the goals once negotiated.**		

Standards		Meets	Not Meets
C. Continuous Improvement			
C.2	**Contributes to negotiated local levels of performance WIOA Pub L 113-128; 20 CFR 678.800 (c)**	X	
	Do center management and staff know and understand the WIOA performance measures? Has training been provided? Does the center management and staff understand their role in achieving performance?		
	Evidence: **Performance metrics are reviewed on a regular basis, and quarterly updates are provided to center management as well as staff.**		
C.3	**Identifies a continuous improvement plan when customer feedback indicates issues exist or performance is lacking**	X	
	Review policy for reviewing and responding to customer concerns/grievances. Are staff aware of policy and procedures if they receive a customer compliant?		
	Evidence: **Yes, this is reviewed with staff by Center Manager.**		
D. Quality Assurance			
D.1	**Operations: Registrations, participants, service and training activities, job orders, hires, and customers served**	X	
	How does the center track and analyze number of registrations, participants, service and training activities, credentials earned, job orders, hires, and customer served? How is data reviewed with staff? How often is the data reviewed?		
	Evidence: **During staff meetings outcomes are discussed. The Board Staff provides WIOA participant updates at least on a monthly basis to each sub-recipient.**		
D.2	**Professional Development: Activities and staff certifications 20 CFR 678.800**	X	
	Review professional development activities. Identify professional development completed in past year. How often is professional development offered?		
	Evidence: **Professional development is offered throughout the year. Staff have had the opportunities to participate in MAWD and NAWDP sponsored events, as well as training through the board and State.**		