

### Attachment A: Missouri One-Stop Certification Application

LWDA Name: Southeast Missouri Workforce Development Board

Name of One-Stop Center: Missouri Job Center at SEMO - Cape Girardeau, MO.

Comprehensive or Affiliate Status: Affiliate Job Center

Address of One-Stop Center: 612 Broadway, Cape Girardeau, mo

Hours of One-Stop Center: Monday-Thursday 8 am-5 pm. Friday 9 am-4 pm.

Phone Number of One-Stop Center: 573-381-2464

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

Completion Date of the One-Stop Certification Review: \_\_\_\_\_

Certification Period: 06/2026--2029

Center Certification Team Reviewers: SS, LF, JB  
Stacy Snider, Latricia Fennell, Jerri Bowles

Lead Reviewer Contact Email and Phone: Stacy Snider Ph : 573-431-3300 ext 7

Recommendation:  Certified  Not Certified  Probationary

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

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: Scott Sattler, Chairman

Signature of LWDB/VBWD Chair: \_\_\_\_\_  
Signed by: Scott Sattler  
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Date of Signature: 4/3/2026

Printed Name of Chief Elected Official: Mike Sauer, CEO

Signature of Chief Elected Official: \_\_\_\_\_  
DocuSigned by: Mike Sauer  
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Date of Signature: 4/3/2026

**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
Sharrie Berowski	OWD Supervisor	Jerri Bowles Latricia Fennel Stacy Snider	03/24/26
Charmonique Robinson	Youth Employment Specialist	Jerri Bowles Latricia Fennel Stacy Snider	03/24/26
Andrew Misplay	Business Rep.	Latricia Fennel	03/24/26
		Jerri Bowles Stacy Snider	

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.**

	Physically Present	Direct Linkage	Physically Present or Direct Linkage	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. (You will find evidence of all of the services below either through bookmarked websites, the MoJobs system, or through brochures and other data provided by**

Service	Available
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 Services	Provided in Statewide
1. Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers <u>WorkKeys, O*Net Interest Profiler, Talify, &amp; skills tests</u>	y
2. Development of an individual employment plan <u>Provided in MoJobs system</u>	y
3. Group counseling-- <u>available upon request by direct linkage referral</u>	y
4. Individual counseling-- <u>Provided through case manage</u>	y
5. Career planning <u>Provided by both Title 1 and Title 3 staff</u>	y
6. Short-term pre-vocational services <u>Provided through Pre-apprentices</u>	y
7. Internships and work experiences that are linked to careers <u>Link to apprenticeship pg.</u>	y
8. Workforce preparation activities <u>WorkKeys Curriculum and Coursera, Allison, etc</u>	y
9. Financial literacy services <u>among other websites: https://treasurer.mo.gov/financial-literac</u>	y
10. Out-of-area job search assistance and relocation assistance <u>American JC &amp; My Next Move</u>	y
11. English language acquisition and integrated education and training programs	n

Individualized Services	Provided in Statewide
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. <u>WIOA case management requires this,</u>	y

Individualized Services	Provided in Statewide
1. Occupational skills training <u>Information, funding, career planning and referrals</u>	Y
2. On-the-job training (OJT) <u>Same as above depending on funding</u>	Y
3. Incumbent worker training <u>Same as above depending on funding</u>	NA
4. Programs that combine workplace training with related instruction, which may include cooperative education programs	Y
5. Training programs operated by the private sector	N
6. Skills upgrading and retraining	Y
7. Entrepreneurial training <u>MU Extension https://extension.missouri.edu/programs/connecting-entrepreneurial-communities</u>	NA
8. Transitional jobs	Y
9. Job readiness training <u>WorkKeys Curriculum and Coursera, Allison, etc</u>	Y
10. Apprenticeship <u>Thru MoJobs Apprenticeship link</u>	Y
11. Adult education and literacy activities w/Occ. Skills Training	Y
12. Customized training	Y

Individualized Services	Provided in Statewide
1. Workforce and Labor Market Information <u>Provided through MoJobs &amp; MERIC</u>	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.**

A. Evaluation of Effectiveness			
<b>A.1</b>	<b>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)</b>	✓	
<p><i>Are core partners co-located, at least on a part-time basis? If not co-located, what procedure is 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?</i></p> <p>Evidence: You will find evidence thorough the MOU/IFA and minutes of the Monthly One Stop and Nexus Meetings, Business Services Rep. Outreach, attendance at Local Chambers of Commerce &amp; Local Community Partnership meetings</p>			
<b>A.2</b>	<b>Operates in a cost-efficient manner 20 CFR 678.800 (b)</b>	✓	
<p><i>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.</i></p> <p>Evidence: Attached MOU/IFA</p>			
<b>A.3</b>	<b>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)</b>	✓	
<p><i>Review Customer satisfaction report for the year immediately preceding certification.</i></p> <p>Evidence: You will find that findings from the Qualtrics feedback surveys are made readily available quarterly to the Board and monitored frequently by the One-Stop Operator.</p>			

A. Evaluation of Effectiveness		
A.4	<b>Adult Education and Literacy services and Vocational Rehabilitation services are available through One-Stop Centers WIOA Sec. 108(b)(13)</b>	✓
<i>How does the local board coordinate workforce activities in the local area?</i>		
Evidence: You will find AEL is on-site and Vocational Rehabilitation is direct linkage and occasionally on-site with brochures readily available and VR refers customers for job search and other services who are on the VR wait-list.		
A.5	<b>Identify Sector strategies that meet the needs of local businesses are undertaken through One-Stop Centers</b>	✓
<i>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?</i>		
Evidence: - Mentoring - Mining, Healthcare, Manufacturing, Transportation/Logistics, Agribusiness. - Staff have weekly training, Courseca, Webinar Opportunities - CWDP training, MAWD, Training teams		
A.6	<b>Identify targeted career pathways, including occupations and credentials, needed for in-demand occupations for the One- Stop Centers in a local area</b>	✓
<i>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?</i>		
Evidence: - Yes, staff had examples of career pathways. Career pathways are discussed in numerous meetings and trainings. Staff also use MERIC for better understanding.		
A.7	<b>Identify One-Stop Center customer flow business process and how job seekers access career and training services</b>	
<i>Verify through staff interview and observation.</i>		
Evidence: - Hiring Events - Customers are greeted and they check in at the kiosk. They are updated on a computer. Customers have conversations with staff to determine what is needed verses what they think they need.		
A.8	<b>The Local MOU between the local workforce board and all required One-Stop partners is signed and in place.</b>	✓
<i>Review copy of the local MOU to ensure the requirement has been met.</i>		
Evidence: MOU attached		

A. Evaluation of Effectiveness		
A.9	<b>There are no center-specific, unresolved Programmatic, Administrative, or Equal Opportunity compliance findings.</b>	✓
	<i>Interview Equal Employment Officer and Center Manager</i>	
	Evidence:  You will find a complaint log in place, posters in two languages, complaint forms read	
A.10	<b>The Center has a “center manager” (may be referred to by other titles) who has oversight of center operations</b>	✓
	<i>Identify the center manager. One-Stop Operator, WIOA Lead, OWD Supervisor)</i>	
	Evidence: Sharrie Berowski - OWD Supervisor Linda Fitzgerald - One-Stop Operator Becky Murphy - WIOA lead	
A.11	<b>The One-Stop Center adheres to branding requirements and utilizes the official American Job Center logo</b>	✓
	<i>Is the logo properly utilized on handouts, brochures, and other printed materials?</i>	
	Evidence: Yes, the One-Stop logo is applied throughout the Job Center.	
A.12	<b>The One-Stop Center abides by Veterans Preference and Priority of Service Requirements</b>	✓
	<i>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).</i>	
	Evidence: - Veterans are identified at the Kiosk.	
A.13	<b>The One-Stop Center ensures Priority of Service for Adult program participants</b>	✓
	<i>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?</i>	
	Evidence: Staff are able to identify priority of service for Adult customers. Lower income customers are prioritized	

**A. Evaluation of Effectiveness**

<b>A.14</b>	<b>A list containing partner agency contact information and services offered is available to all center staff.</b>	✓	
<i>Verify written or electronic inventory listing is in place and readily available to all staff.</i>			
Evidence: - Community Partnerships, SEMO Community Partners - An electronic listing of partner agencies and services are available to all staff. - monthly one-stop meetings are available with partners. - Staff were able to immediately pull up resources			

**B. Evaluations of Physical and Programmatic Accessibility**

<b>B.1</b>	<b>Provision of reasonable accommodations for individuals with disabilities 20 CFR 678.800 (b)(1)</b>	✓	
<i>Review reasonable accommodations policy and/or procedures. Staff interviews</i>			
Evidence: Reasonable accommodation information is available and staff were able to identify accommodations and how to use them.			

<b>B.2</b>	<b>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)</b>	✓	
<i>Review reasonable accommodations policy and/or procedures. Staff interviews</i>			
Evidence: Policy and procedures are reviewed weekly in staff meetings and trainings.			

<b>B.3</b>	<b>Administration of programs in the most integrated setting appropriate 20 CFR 678.800 (b)(3)</b>	✓	
<i>Staff interviews, including scenarios and observation where appropriate</i>			
Evidence: Administration of programs are in an inclusive setting. Everyone is available and continuously assisting customers.			

<b>B.4</b>	<b>Communication with persons with disabilities is conducted as effectively as with others 20 CFR 678.800 (b)(4)</b>	✓	
<i>Staff interviews, including scenarios and observation where appropriate</i>			
Evidence: Staff were able to give examples of communication with persons of disabilities and were able to ensure customers were made to feel comfortable.			

**B. Evaluations of Physical and Programmatic Accessibility**

<b>B.5</b>	<b>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)</b>	✓	
<i>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.</i>			
Evidence: Staff were able to demonstrate the use of adaptive technology and where to locate. Staff were willing to go above and beyond to assist customers.			
<b>B.6</b>	<b>Verify that programmatic and physical accessibility exists 20 CFR 678.800 (b)(6)</b>	✓	
<i>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?</i>			
Evidence: Yes, staff are aware of interpretive services and they are delivered in an accessible way.			
<b>B.7</b>	<b>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</b>	✓	
<i>Staff interview: Does the center provide services outside of regular business hours when the need is identified?</i>			
Evidence: Normally office hours are followed and on a rare occasion customers have been met after hours.			
<b>B.8</b>	<b>There is at least one Title I staff member present at the One- Stop Center at all times during business hours</b>	✓	
<i>Verify through observation or timesheets. Do they understand Adult, DW and Youth programs?</i>			
Evidence: A Title I staff member is always available.			

**B. Evaluations of Physical and Programmatic Accessibility**

**B.9 Regular business hours are clearly visible outside of the One-Stop Center building**

*Verify through observation.*

Evidence:  
Business hours are posted and visible in more than one location.

**B.10 The local Equal Opportunity Officer periodically reviews policies and procedures regarding accessibility and equal opportunity and provides staff training and updates**

*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:  
Staff have met with the EO officer through team meeting. No training has been provided by EO officer but have by EDSI.

**B.11 The required Equal Opportunity tagline is included on all documents**

*Verify through document inspection. Review forms, brochures, and handouts given to all customers*

Evidence:  
EO taglines are on all documents.

**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**

*Review procedural documents pertaining to EO complaints/grievances. Review process for filing complaints.*

Evidence:  
- Staff are able to show customers where to go online for complaint/grievances process.  
- Posters are posted.

**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)**

*How is the center involved in the negotiation of local levels of performance?*

Evidence:  
- The WDB director is in charge of negotiations.

**C. Continuous Improvement**

**C.2** **Contributes to negotiated local levels of performance WIOA Pub L 113-128; 20 CFR 678.800 (c)** ✓

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:  
 Staff are aware of performance measures and monthly training is provided. Staff are aware of the importance of performance measures.

**C.3** **Identifies a continuous improvement plan when customer feedback indicates issues exist or performance is lacking** ✓

Review policy for reviewing and responding to customer concerns/grievances. Are staff aware of policy and procedures if they receive a customer complaint?

Evidence:  
 - monthly and weekly trainings - Trending Tuesdays  
 - Reviews - Wise up Wednesdays  
 - Tuesday Seno Connect - Monday + Friday Meetings.

**D. Quality Assurance**

**D.1** **Operations: Registrations, participants, service and training activities, job orders, hires, and customers served** ✓

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:  
 The kiosk is used to sign in clients. Case managers keep in regular contact with customers and keep plans updated. Monthly reviews are done with staff. Reports are pulled regularly.

**D.2** **Professional Development: Activities and staff certifications 20 CFR 678.800** ✓

Review professional development activities. Identify professional development completed in past year. How often is professional development offered?

Evidence:  
 - Wise up Wednesdays  
 - EDSI monthly Summits  
 - Community Activities  
 - MAWD  
 - Trendy Tuesdays  
 - CWDP  
 - Lunch and Learn