

Workforce Development Council  
**ONE-STOP CENTER CERTIFICATION REVIEW**

CONTENTS

*Huron Job Service* ..... 2  
*Mitchell Job Service* ..... 4  
*Sioux Falls Job Service*..... 5

To ensure the One-Stop delivery system meets minimum quality standards in accordance to the Workforce Innovation and Opportunity Act (WIOA), the South Dakota Workforce Development Council (WDC) has developed One-Stop Career Center certification criteria. This standard certification criterion promotes the objectives of South Dakota’s WIOA State Plan. The WDC is authorized to certify South Dakota One-Stop Career Centers. Refer to [One-Stop Career Center Certification](#) Policy 3.3 for more information.

A review was completed in March and April 2024.

**AMERICANS WITH DISABILITIES ACT (ADA)**

**FINDING #1 – LOW EFFORT:** If the door has a closer, does it take at least 5 seconds to close from an open position of 90 degrees from the latch?

**ADA Required Action #1:** Adjust the closers on both restroom doors to close in 5 seconds or more.

**RESOLUTION**

*Completed on  
September 17, 2024*

**EQUAL OPPORTUNITY (EO)**

**FINDING #1: Element 8: Complaint Processing Procedures.** The Huron Office does not adequately maintain the employment law and job service-related complaint process as seen in the following instances.

- Last review, Huron failed to document complaints on the complaint log. This resulted in an area of concern because it was shortly after the Covid-19 pandemic and the office was primarily focused on assisting with Reemployment Assistance. The current review indicated Huron continues to not document complaints on the complaint log. Huron submitted a bulk number of complaints on March 17. The date the complaints were originally filed was November 2023 to March 2024. Prior to the bulk update in the complaint log, Huron’s last complaint submitted was on 7/30/2021. A result of not maintaining the complaint log in a timely manner has resulted in inaccurate reporting on the quarterly federal LEARS ETA 5148 report.
- Huron also has not established designated complaint system representatives responsible for processing referring, and logging employment law and job service-related complaints.
- Huron staff have not completed the required General Complaint Process (All Staff) Training. The Huron manager or designee also has not completed the Complaint Process for Managers/Designee training.
- One case file reviewed noted in case notes on June17, 2022, that the participant came in to file a complaint and was referred to Robin. This complaint was not documented on the complaint log and no indication in case notes of the outcome of the complaint. During the review interview, the manager was not able to find any documentation of the complaint.

SD DLR Non-Discrimination Plan Element 8 Exhibit A – DLR Discrimination Complaint Policy and Procedure states in part that the Job Service Office is responsible for maintaining the complaint log and processing complaints according to this policy.

**Required Action #1:** The Huron Job Service Office must:

- Determine who will be the Complaint Representative(s) and ensure they have completed the General Complaint Process (All Staff) and Complaint Process for Managers/Designee courses in DLR Learn.
- Assign all staff the General Complaint Process (All Staff).
- Maintain the complaint log on a quarterly basis.
- Communicate with all staff in the office the complaint process – Refer individuals to the complaint representatives.

**RESOLUTION**

*Completed on  
September 17, 2024*

**DLR RECOMMENDATION**

DLR recommends continuing with the American Job Center Comprehensive Site Certification for this location.

\_\_\_\_\_  
Kendra Ringstmeyer, DLR Director of Workforce Development

\_\_\_\_\_  
Date

**CERTIFICATION**

The Workforce Development Council (WDC) recognizes the criteria detailed in the Workforce Innovation and Opportunity Act (WIOA) One-Stop Career Center Certification (OSC) Policy 3.3, has been met. All findings listed above have been successfully completed. Therefore, the Monitor is closed and certification for the Huron Job Service is approved through June 30, 2028.

Signed and approved by the undersigned on behalf of the Workforce Development Council Members.

\_\_\_\_\_  
Lee Anderson, Chairman, Workforce Development Council

\_\_\_\_\_  
Date

A review was completed in March and April 2024. No findings were identified.

**DLR RECOMMENDATION**

DLR recommends continuing with the American Job Center Affiliate Site Certification for this location.

\_\_\_\_\_  
Kendra Ringstmeyer, DLR Director of Workforce Development

\_\_\_\_\_  
Date

**CERTIFICATION**

The Workforce Development Council (WDC) recognizes the criteria detailed in the Workforce Innovation and Opportunity Act (WIOA) One-Stop Career Center Certification (OSC) Policy 3.3, has been met. All findings listed above have been successfully completed. Therefore, the Monitor is closed and certification for the Mitchell Job Service is approved through June 30, 2028.

Signed and approved by the undersigned on behalf of the Workforce Development Council Members.

\_\_\_\_\_  
Lee Anderson, Chairman, Workforce Development Council

\_\_\_\_\_  
Date

A review was completed in March and April 2024.

**AMERICANS WITH DISABILITIES ACT (ADA)**

**FINDING #1 – LOW EFFORT:** Are accessible spaces identified with a sign that includes the Internal Symbol for Accessibility? Is the bottom of the at least 60 inches above the ground?

**ADA Required Action #1:** Replace the missing handicap accessible parking sign in the line of handicap accessible spaces in the parking lot. Use ADA approved ADA sign and the correct height.

**RESOLUTION**

*Completed on June 11, 2024*

**DLR RECOMMENDATION**

DLR recommends continuing with the American Job Center Comprehensive Site Certification for this location.

\_\_\_\_\_  
Kendra Ringstmeyer, DLR Director of Workforce Development

\_\_\_\_\_  
Date

**CERTIFICATION**

The Workforce Development Council (WDC) recognizes the criteria detailed in the Workforce Innovation and Opportunity Act (WIOA) One-Stop Career Center Certification (OSC) Policy 3.3, has been met. All findings listed above have been successfully completed. Therefore, the Monitor is closed and certification for the Sioux Falls Job Service is approved through June 30, 2028.

Signed and approved by the undersigned on behalf of the Workforce Development Council Members.

\_\_\_\_\_  
Lee Anderson, Chairman, Workforce Development Council

\_\_\_\_\_  
Date