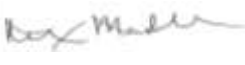




Policy Area: One-Stop Certification Process	
Title of Policy: One-Stop Certification Process	Number: 300-06 Change 1
Effective Date: Jan 1, 2021	Review by Date: Jan 1, 2023
Approved Date: Dec 14, 2020 Revision Date:	Approved by: 

Purpose

The purpose of this issuance is to outline the policy and procedures for certification of One-Stops under the Workforce Innovation and Opportunity Act (WIOA), including establishing quality assurance standards.

Rescission

This policy replaces VBWD Policy No. 300-06, One-Stop Certification Process.

Summary

Title I of WIOA requires the State Board (Virginia Board of Workforce Development VBWD) in consultation with Chief Elected Officials (CEOs) and Local Workforce Development Boards (LWDBs), establish objective criteria and procedures for the LWDBs to evaluate and certify the comprehensive and affiliate One-Stop Centers located within its Local Workforce Development Area (LWDA).

Federal law requires that each LWDA must have at least one certified Comprehensive One-Stop Center in accordance with WIOA Section 121(g), WIOA Section 188, and the Code of Federal Regulations. The federal regulatory language also requires that the One-Stop Affiliate Sites be compliant with quality assurance, accessibility and other criteria associated with One-Stop Certification.

The purpose of One-Stop Center certification is to: (1) ensure consistent delivery of services across the Commonwealth, (2) ensure continuous improvement of service delivery through the One-Stop Centers, (3) furnish a basis for evaluation of service provider effectiveness, and (4) maintain eligibility for One-Stop infrastructure funding. The evaluation and certification examines effectiveness (including customer satisfaction), physical and programmatic accessibility, continuous improvement, and quality assurance.

References

- Workforce Innovation and Opportunity Act Section 121(g) Certification And Continuous Improvement of One-Stop Centers
- United States Department of Labor, Workforce Innovation and Opportunity Act; Joint Final Rule, 20CFR, Part 678 and Part 679, 34 CFR 361.800, and 34 CFR 463.800
- Training and Guidance Letter No. 04-15, Vision for One-Stop Delivery System Under WIOA
- Training and Guidance Letter No. 16-16, One-Stop Operations Guidance for the American Job Center Network

- United States Department of Labor, Promising Practices in Achieving Universal Access and Equal Opportunity: A Section 188 Disability Reference Guide
- Commonwealth of Virginia WIOA Combined State Plan
- Virginia Board of Workforce Development Policy No. 300-02, One-Stop Delivery
- Virginia Board of Workforce Development Policy No. 600-03, Services to Individuals with Disabilities

Definitions

Comprehensive One-Stop Center

A comprehensive One-Stop Center is a physical location where job seeker and employer customers can access the programs, services, and activities of all required One-Stop partners. 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)

Affiliate Center

An affiliated site, or affiliate One-Stop Center, is a site that makes available to job seeker and employer customers one or more of the One-Stop partners' programs, services, and activities. An affiliated site does not need to provide access to every required One-Stop partner program. The frequency of program staff's physical presence in the affiliated site will be determined at the local level. Affiliated sites are access points in addition to the comprehensive One-Stop Center(s) in each local area. If used by local areas as a part of the service delivery strategy, affiliate sites must be implemented in a manner that supplements and enhances customer access to services. (34 CFR 361.310, VBWD 300-02)

One-Stop Center Staff

One-Stop Center Staff is inclusive of WIOA Title I, II, III and IV staff and other partner staff located in the workforce center, paid and volunteer.

Program Year

Program Year is the period that runs from July 1 through June 30 of the subsequent year.

Program Accessibility

Program Accessibility is physical accessibility of facilities, programs, services, technology, and materials for individuals with disabilities.

Programmatic Accessibility

Programmatic Accessibility is accomplished when policies, practices, and procedures provide effective and meaningful opportunity for persons with disabilities to participate in or benefit from aid, benefit, service and training. According to WIOA Section 188 it ensures full participation of people with disabilities from policy to practice. Programmatic accessibility includes communications accessibility.

Communications Accessibility

Communications Accessibility is accomplished when whatever is written or spoken is as clear and understandable to all individuals, including those who are Deaf/Hard-of-Hearing or with other disabilities, unless it would fundamentally alter the nature of the service or program in question or would result in an undue financial and administrative burden.

VaWC

Virginia Workforce Connection (VaWC) is the system of record for the WIOA Title I programs in the Commonwealth of Virginia.

Centers

Virginia Workforce Centers are Comprehensive and Affiliate One-Stop Centers where workforce development services and activities are made available to the citizens of the Commonwealth of Virginia. These are also known as Virginia Career Works Centers and American Job Centers (AJC).

Roles and Responsibilities

The VBWD, in consultation with LWDBs and CEOs, is responsible for establishing objective criteria and procedures for use by LWDBs in certifying One-Stop Centers. LWDBs and their CEOs have responsibility for ensuring the achievement of certification and quality standards for One-Stop Career Centers. The LWDA must have at minimum one certified Comprehensive One-Stop Center. The goal is to assure that each LWDA has been determined to meet uniform certification standards, such that businesses and job seekers can expect to encounter a minimum baseline of quality services regardless of location.

LWDBs are to be supported by One-Stop partner program leaders who shall work collaboratively to ensure that policy is clear and enforced, resources are properly allocated, and problems are resolved in a timely fashion. It is expected that service-level certification expectations and reporting metrics are integrated into written agreements with One-Stop Partners and Operators.

The VBWD is also responsible for ensuring the One-Stop certification criteria is reviewed and updated every two years as part of the review and modification of the WIOA State Plan. The VBWD is also responsible for certifying the One-Stop Centers when the local board is the One-Stop operator in a LWDA.

The LWDBs are responsible for oversight of the One-Stop Center certification process at the local level and for the appointment of a certification team to conduct the One-Stop certification reviews for each One-Stop Center (comprehensive and affiliate) in its LWDA (unless the LWDB is also the One-Stop operator, discussed more fully below). The LWDB must use the *Virginia One-Stop Center Certification Application* (Attachment A) and the corresponding criteria established by the VBWD.

The LWDB may set higher standards for service coordination beyond those identified in the One-Stop certification criteria established by the VBWD. However, the additional criteria must be clearly identified in an addenda to the *Virginia One-Stop Center Certification Application*.

Procedure

Center Certification Teams

If the LWDB does NOT serve in the role of the One-Stop operator for its LWDA, the LWDB will work with their Executive Director to appoint a team of three or more individuals to conduct the One-Stop certification review. In appointing the team, the LWDB must ensure avoidance of conflict of interest. One of the three individuals appointed to serve on the center certification team (CCT) must be a LWDB member. The LWDB shall notify the chief elected official (CEO) of the certification team selection.

If the LWDB does serve in the role of One-Stop operator for a LWDA, the VBWD shall be responsible for conducting the One-Stop Center certification for each One-Stop Center in that particular LWDA. The VBWD staff will establish a review team of three or more state staff to conduct the certification and ensure there are no conflicts of interest.

The individuals selected to be on any center certification team must be able to conduct an independent and objective evaluation of the One-Stop Center(s) and make a recommendation to the LWDB and VBWD. One individual on the certification team must serve as the “team lead” for contact purposes.

Certification Process

LWDB staff will provide the CCT with the certification application (Attachment A) and electronic materials to begin a desk and onsite review.

The CCT shall review all necessary documentation including, but not limited to the following:

- The Local MOU/IFA;
- Business and/or Local Plan;
- Local policies, procedures, manuals;
- Complaints and compliance findings;
- Marketing and other printed materials;
- Training schedules;
- Customer feedback reports; and
- Customer employment plans/case notes.

After the initial desk review, the certification team shall contact each center to schedule a time to visit the center and conduct the onsite One-Stop certification review. The Center Certification Team will adhere to all emergency mitigation requirements and practices established by the Commonwealth of Virginia and the United States Center for Disease Control (CDC) during a pandemic. During a pandemic, interviews and the onsite review may be conducted remotely through electronic communication.

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:

- WIOA partner programs/services;
- Local Initiatives;
- One-Stop Center policies and procedures;
- Staff roles and contributions to performance; and
- Awareness of accessibility requirements and available assistive technologies.

The CCT shall determine, as a group, whether a One-Stop Center has sufficiently met the certification criteria. To be certified the center must meet all certification criteria as identified in Attachment A. Center Certification teams must submit a written determination to the VBWD (if state certification team) or the LWDB (local certification team) within thirty (30) days of conducting the One-Stop Center certification review. The written documentation must include:

- A determination of “Certified” “Not Certified”, or “Probationary”;
- Completed Attachment A;
- Listing of interviews conducted and documents reviewed;
- Details regarding areas denoted “Not Meets”;
- In the event of non-certification, an action plan and timetable prepared in consultation with the One-Stop operator to bring the One-Stop Center into compliance; and
- In the event of “Probationary Status”, a date for follow-up review within 6 months.

The CCT may hold an exit interview with the LWDB and One-Stop Operator if requested.

Upon completion of review, the CCT shall present the completed Attachment A and a letter signed by the CCT to the LWDB recommending which of the three determinations to assign to the center. Once the recommendation is approved by the LWDB, the board shall obtain the signature of the CEO(s) for final approval.

Once the LWDB and CEO approve the certification of a comprehensive or affiliate One-Stop Center, the LWDB chair or designee submits electronically all executed letters and copies of Attachment A to the WIOA Title I Administrator for subsequent notice to be sent to the Virginia Board of Workforce Development (VBWD).

Non-Certification

If the One-Stop Center fails to achieve certification on initial review the One-Stop Center will be given the “Probationary” status. The certification team must re-evaluate the One-Stop Center within six (6) months of the written determination utilizing the same method as the initial evaluation. The CCT must submit, to the VBWD and the LWDB, a follow-up, written determination within thirty (30) days of the re-evaluation. If a One-Stop Center fails to achieve certification after the re-evaluation review, the center will be given the “*Not Certified*” status.

The LWDB shall have a total of six (6) months to bring a probationary One-Stop Center into compliance (infrastructure cost-funding will not be impacted during this time frame). If the LWDB fails to certify any One-Stop Center after the probationary period, that One-Stop Center will not be eligible for infrastructure-cost funding under the state-funding mechanism for the ensuing program year. LWDBs may also consider additional ramifications for failing One-Stop certifications in their One-Stop operator contracts.

Frequency of Certification

Each One-Stop Center (comprehensive and affiliate) must be certified every three (3) years. The VBWD Lead Staff will communicate the timeline for certification process each evaluation cycle.

Criteria

Criteria for certification are as follows:

- A. **Evaluations of Effectiveness** examines the extent to which the One-Stop integrates available services and meets the needs of local employers and participants. Effectiveness of “customer focused” program standards include:
 1. Integrates available services for participants and businesses
 2. Meets the workforce development needs of participants and the employment

needs of local employers

3. Operates in a cost-efficient manner
4. Coordinates services among the One-Stop partner programs
5. 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
6. Adult Education and Literacy services and Vocational Rehabilitation services are available through One-Stop Centers
7. Services funded through other partner programs are accessed through One- Stop Centers
8. Identify Sector strategies that meet the needs of local businesses are undertaken through One-Stop Centers
9. Identify targeted career pathways, including occupations and credentials, needed for in-demand occupations for the One-Stop Centers in a local area
10. Identify One-Stop Center customer flow business process and how job seekers access career and training services
11. The Local MOU between the local workforce board and all required One-Stop partners is signed and in place
12. There are no center-specific, unresolved Programmatic, Administrative, or Equal Opportunity compliance findings
13. The center has a “center manager” (may be referred to by other titles) who has oversight of center operations
14. The One-Stop Center adheres to branding requirements and utilizes the official American Job Center logo
15. One-Stop Center staff utilize the Virginia Workforce Connection (VaWC) to document all customer activities for job seekers and employers
16. The One-Stop Center abides by Veterans Preference and Priority of Service Requirements
17. The One-Stop Center ensures Priority of Service for Adult program participants
18. An inventory containing partner agency contact information and services offered is available to all center staff

B. Evaluations of physical and programmatic accessibility must include how well the One-Stop ensures equal opportunity for individuals with disabilities to benefit from One-Stop services. The American with Disabilities Act and WIOA Section 188 establish guiding standards. Evaluations of accessibility include:

1. Provision of reasonable accommodations for individuals with disabilities
2. Verification that reasonable modifications to policies, practices, and procedures are made where necessary to avoid discrimination against persons with disabilities
3. Administration of programs in the most integrated setting appropriate
4. Communication with persons with disabilities is conducted as effectively as with others
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
6. Verify that programmatic and physical accessibility exists
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

8. There is at least one Title I staff member present at the One-Stop Center at all times during business hours
9. Regular business hours are clearly visible outside of the One-Stop Center building
10. The local Equal Opportunity Officer periodically reviews policies and procedures regarding accessibility and equal opportunity and provides staff training and updates
11. The required Equal Opportunity tagline is included on all documents
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

C. Continuous Improvement requires the One-Stop network to collect, analyze, and use multiple data resources including the negotiated levels of performance measures. Data to support continuous improvement could stem from: customer satisfaction surveys; use of performance indicators to address technical assistance needs; and professional development opportunities made available to staff to successfully apply latest policies and procedures. Evaluations of continuous improvement include:

1. Supports the achievement of the negotiated local levels of performance for the indicators of performance for the local area
2. Contributes to negotiated local levels of performance
3. Identifies a continuous improvement plan when customer feedback indicates issues exist or performance is lacking

D. Quality Assurance requires that four critical factors must exist in balance in order to be successful. "Customer Relations" govern the manner in which partners focus on the needs of employers and job seekers. "Operations" governs the way in which Centers pursue their business objectives, including internal policies, and state and federal reporting and compliance requirements. "Professional Development" ensures that regardless of reporting structure staff at every level are properly trained to provide highly professional service to customers. Finally, "Resource Management" focuses on the ways in which staff, material, and fiscal resources are deployed to deliver workforce services effectively and efficiently. Quality assurance will include evaluation of the following data:

1. Customer Relations: Job seeker and business customer satisfaction survey results
2. Operations: Registrations, participants, service and training activities, job orders, hires, and customers served
3. Professional Development: Activities and staff certifications
4. Resource Management: Data related to adherence to the Resource Management Plan
5. Assure standards established for state workforce performance are met

Submitting Documentation

Documentation regarding the One-Stop Center certification should be sent electronically to wioa@vccs.edu.

Technical Assistance

The WIOA Title I Administrator will provide technical assistance through a dedicated One-Stop System Support Team, which will be comprised of subject matter experts from partnering agencies along with dedicated WIOA program staff.

Monitoring

The One-Stop Certification process shall be monitored in accordance with established state and local monitoring policies and guidance documents.

Contact for Questions

Wioa@vccs.edu

Attachment A: Virginia One-Stop Center Certification Application



Attachment A: Virginia One-Stop Certification Application

LWDA Name: _____

Name of One-Stop Center: _____

Comprehensive or Affiliate Status: _____

Address of One-Stop Center: _____

Hours of One-Stop Center: _____

Phone Number of One-Stop Center: _____

Website of One-Stop Center: _____

Completion Date of the One-Stop Certification Review: _____

Certification Period: July 1, 2021-June 30, 2024

Certifying Body (LWDB or VBWD): _____

Center Certification Team Reviewers: _____

Lead Reviewer Contact Email and Phone: _____

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: _____

Signature of LWDB/VBWD Chair: _____

Date of Signature: _____

Printed Name of Chief Elected Official: _____

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

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
- Training schedules
- Customer feedback reports
- 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;	
2 Outreach, intake (including worker profiling), and orientation to information and other services available through the One-Stop delivery system.	
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;	
4 Labor exchange services job search/placement, career counseling, business services on behalf of employers)	
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	
6 Workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas	
7 Performance information and program cost information on eligible providers of education, training, and workforce services by program and type of providers	
8 Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures,	
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,	
10 Information and meaningful assistance to individuals seeking assistance in filing a	

claim for unemployment compensation	
11 Establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.	

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	
2 Development of an individual employment plan	
3 Group counseling	
4 Individual counseling	
5 Career planning	
6 Short-term pre-vocational services	
7 Internships and work experiences that are linked to careers	
8 Workforce preparation activities;	
9 Financial literacy services	
10 Out-of-area job search assistance and relocation assistance	
11 English language acquisition and integrated education and training programs	

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.	

Training Services	Is Service Provided On Site? (Y/N)
1 Occupational skills training, including training for nontraditional employment;	
2 On-the-job training (OJT)	
3 Incumbent worker training	
4 Programs that combine workplace training with related instruction, which may include cooperative education programs	
5 Training programs operated by the private sector;	
6 Skills upgrading and retraining;	
7 Entrepreneurial training	
8 Transitional jobs	
9 Job readiness training provided in combination with other identified training services	

10 Adult education and literacy activities	
11 Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training	

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

Virginia 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 as identified in Attachment A.**

Standards	Meets	Not Meets
A. Evaluation of Effectiveness		
A.1	Integrates available services for participants and businesses WIOA Pub L. 113-128, 20 CFR 678.800 (b)	
	<p><i>Are core partners co-located, at least on a part-time basis? If not co-located, what procedure 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:</p>	
A.2	Meets the workforce development needs of participants and the employment needs of local employers WIOA Pub L. 113-128, 20 CFR 678.800 (b)	
	<p><i>Review Customer satisfaction report for the year immediately preceding certification.</i></p> <p>Evidence:</p>	
A.3	Operates in a cost-efficient manner 20 CFR 678.800 (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:</p>	

Standards		Meets	Not Meets
A.4	Coordinates services among the One-Stop partner programs 20 CFR 678.800 (b)		
	<i>How does the One-Stop Center management staff identify ways to integrate services to prevent duplication? Are there regular meetings amongst center staff and partners to address integration of services? Are there policies and procedures in place for making referrals to ALL partner programs?</i>		
	Evidence:		
A.5	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)		
	<i>Review Customer satisfaction report for the year immediately preceding certification.</i>		
	Evidence:		
A.6	Adult Education and Literacy services and Vocational Rehabilitation services are available through One-Stop Centers WIOA Sec. 108(b)(13)		
	<i>How does the local board coordinate workforce investment activities in the local area? How does the local board review local applications?</i>		
	Evidence:		
A.7	Services funded through other partner programs are accessed through One-Stop Centers 20 CFR 678.800 (b)		
	<i>Review tables on pages XX with Center Manager</i>		
	Evidence:		

Standards		Meets	Not Meets
A.8	Identify Sector strategies that meet the needs of local businesses are undertaken through One-Stop Centers		
	<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:		
A.9	Identify targeted career pathways, including occupations and credentials, needed for in-demand occupations for the One-Stop Centers in a local area		
	<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:		
A.10	Identify One-Stop Center customer flow business process and how job seekers access career and training services		
	<i>Verify through staff interview and observation.</i>		
	Evidence:		
A.11	The Local MOU between the local workforce board and all required One-Stop partners is signed and in place.		
	<i>Review copy of the local MOU to ensure the requirement has been met.</i>		
	Evidence:		
A.12	There are no center-specific, unresolved Programmatic, Administrative, or Equal Opportunity compliance findings.		
	<i>Interview Equal Employment Officer and Center Manager</i>		
	Evidence:		

Standards		Meets	Not Meets
A.13	The Center has a “center manager” (may be referred to by other titles) who has oversight of center operations		
	<i>Identify the center manager.</i> Evidence:		
A.14	The One-Stop Center adheres to branding requirements and utilizes the official American Job Center logo		
	<i>Is the logo properly utilized on handouts, brochures, and other printed materials?</i> Evidence:		
A.15	One-Stop Center staff utilize the Virginia Career Works System to document all customer activities for job seekers and employers		
	<i>Verify through observation and staff interviews.</i> Evidence:		
A.16	The One-Stop Center abides by Veterans Preference and Priority of Service Requirements		
	<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:		
A.17	The One-Stop Center ensures Priority of Service for Adult program participants		
	<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:		

Standards		Meets	Not Meets
A.18	An inventory containing partner agency contact information and services offered is available to all center staff.		
	<i>Verify written or electronic inventory listing is in place and readily available to all staff.</i>		
	Evidence:		
B. Evaluations of Physical and Programmatic Accessibility <i>(Technical assistance is available upon request through wioa@vccs.edu)</i>			
B.1	Provision of reasonable accommodations for individuals with disabilities 20 CFR 678.800 (b)(1)		
	<i>Review reasonable accommodations policy and/or procedures. Staff interviews</i>		
	Evidence:		
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)		
	<i>Review reasonable accommodations policy and/or procedures. Staff interviews</i>		
	Evidence:		

Standards		Meets	Not Meets
B.3	Administration of programs in the most integrated setting appropriate 20 CFR 678.800 (b)(3)		
	<i>Staff interviews, including scenarios and observation where appropriate</i>		
	Evidence:		
B.4	Communication with persons with disabilities is conducted as effectively as with others 20 CFR 678.800 (b)(4)		
	<i>Staff interviews, including scenarios and observation where appropriate</i>		
	Evidence:		
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)		
	<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:		
B.6	Verify that programmatic and physical accessibility exists 20 CFR 678.800 (b)(6)		
	<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:		

Standards		Meets	Not Meets
B.7	<p>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</p>		
	<p><i>Staff interview: Does the center provide services outside of regular business hours when the need is identified?</i></p> <p>Evidence:</p>		
B.8	<p>There is at least one Title I staff member present at the One-Stop Center at all times during business hours</p>		
	<p><i>Verify through observation or timesheets.</i></p> <p>Evidence:</p>		
B.9	<p>Regular business hours are clearly visible outside of the One-Stop Center building</p>		
	<p><i>Verify through observation.</i></p> <p>Evidence:</p>		
B.10	<p>The local Equal Opportunity Officer periodically reviews policies and procedures regarding accessibility and equal opportunity and provides staff training and updates</p>		
	<p><i>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?</i></p> <p>Evidence:</p>		
B.11	<p>The required Equal Opportunity tagline is included on all documents</p>		
	<p><i>Verify through document inspection. Review forms, brochures, and handouts given to all customers</i></p> <p>Evidence:</p>		

Standards		Meets	Not Meets
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		
	<i>Review procedural documents pertaining to EO complaints/grievances. Review process for filing complaints.</i>		
	Evidence:		
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)		
	<i>How is the center involved in the negotiation of local levels of performance?</i>		
	Evidence:		
C.2	Contributes to negotiated local levels of performance WIOA Pub L 113-128; 20 CFR 678.800 (c)		
	<i>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?</i>		
	Evidence:		
C.3	Identifies a continuous improvement plan when customer feedback indicates issues exist or performance is lacking		
	<i>Review policy for reviewing and responding to customer concerns/grievances. Are staff aware of policy and procedures if they receive a customer complaint?</i>		
	Evidence:		

Standards		Meets	Not Meets
D. Quality Assurance			
D.1	Customer Relations: Job seeker and business customer satisfaction survey results		
	<i>Review job seeker and business customer satisfaction survey results</i>		
Evidence:			
D.2	Operations: Registrations, participants, service and training activities, job orders, hires, and customers served		
	<i>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?</i>		
Evidence:			
D.3	Professional Development: Activities and staff certifications 20 CFR 678.800		
	<i>Review professional development activities. Identify professional development completed in past year. How often is professional development offered?</i>		
Evidence:			
D.4	Resource Management: Data related to adherence to the Resource Management Plan		
	<i>Resources management plan MOU clearly defines infrastructure cost sharing. Adherence to the Resource Management Plan is consistent.</i>		
Evidence:			
D.5	Assure standards established for state workforce performance are met		
	<i>Operator and Service Provider staff are aware of the LWDB negotiated performance levels for each Program Year. LWDB negotiated performance levels are either met or exceeded for each program year.</i>		
Evidence:			