

State Policy

Workforce Innovation and Opportunity Act (WIOA)

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| <p>Nebraska Department of Labor (NDOL) Office of Employment and Training 550 South 16th Street Lincoln, NE 68508 402.471.2022 ndol.wioa_policy@nebraska.gov</p> | <p>Policy category American Job Centers and Local Workforce Delivery Systems</p> <p>Effective date April 21, 2017</p> <p>Supersedes American Job Center Certification and Local Workforce Delivery System Evaluation, Change 1 (effective date March 16, 2017)</p> |
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**American Job Center Certification and Local Workforce Delivery System
Evaluation, Change 2**

REFERENCE

Workforce Innovation and Opportunity Act of 2014 (WIOA) Sections 101, 107, 116, 121, 134, and 188; 20 CFR §§ 678.300, 678.305, 678.310, 678.315, 678.320, 678.400, 678.410, 678.430, 678.635, 678.800, 678.900, 679.410; and 680.200; 29 CFR Part 38; Combined State Plan for Nebraska’s Workforce System, July 1, 2016 through June 30, 2020 (Combined State Plan)

BACKGROUND

- (a) WIOA requires that the Nebraska Workforce Development Board (NWDB), after consultation with chief elected officials (CEOs)¹ and local workforce development boards (local boards):
 - (1) establish objective criteria and procedures for local boards to use when:
 - (i) evaluating comprehensive American Job Centers (AJCs) and the local workforce delivery system for:²
 - (A) effectiveness, including customer satisfaction;
 - (B) physical accessibility;

¹ CEO also refers to a “chief elected officials board” (CEOB).

² 20 CFR § 678.800(a)(2)

- (C) programmatic accessibility; and
- (D) continuous improvement;
- (ii) certifying AJCs;³
 - (2) review and update the established criteria and procedures every two (2) years as part of the review and modification of the Combined State Plan.⁴
- (b) Each local workforce development area (local area) must have at least one (1) certified AJC that provides on-demand access to career services, training services, employment services, and all required programs and data.⁵
- (c) A local board that does not certify at least one (1) AJC in its local area is not eligible to:
 - (1) use infrastructure funding provided under the state funding mechanism until the certification is complete;⁶ or
 - (2) receive WIOA Title IB (Adult, Dislocated Worker, and Youth) program funding.⁷
- (d) If a local board is the one-stop operator for its local area, the NWDB must certify any AJC in that local area.⁸

CHANGES

This Change 2 implements the following changes to the Nebraska Department of Labor (NDOL) policy on American Job Center Certification and Local Workforce Delivery System Evaluation, Change 1 (effective date March 16, 2017):

- [Section V. Timelines](#) and [APPENDIX III. All-inclusive Timelines](#) have been revised to provide clarification on the timing of reporting required under this policy.

³ WIOA Secs. 101(d)(6) and 121(g)(1); 20 CFR § 678.800(a)

⁴ 20 CFR § 678.800(a)(1)

⁵ 20 CFR § 678.300(c)

⁶ WIOA Sec. 121(g)(4); 20 CFR § 678.800(d); see also NDOL's current policy on MOUs and funding of local workforce delivery system operations for more information on the state funding mechanism.

⁷ 20 CFR § 678.300(c)

⁸ 20 CFR § 678.800(a)(3)

ACTION

Each local board:

- (a) must establish a local policy that addresses the requirements, criteria, and procedures set out in this policy regarding:
 - (1) evaluation of its AJC(s) and local workforce delivery system;⁹ and
 - (2) certification of its AJC(s); and
- (b) in accordance with the timelines established in [Section V](#) of this policy, must use the criteria and procedures established in this policy and in its local policy to:
 - (1) evaluate, conduct, and complete a certification review of each AJC in its local area;
 - (2) conduct an initial (baseline) evaluation of its local workforce delivery system;
 - (3) at least once every two (2) years, evaluate each AJC in its local area as well as the local workforce delivery system for:
 - (i) effectiveness;
 - (ii) physical accessibility;
 - (iii) programmatic accessibility; and
 - (iv) continuous improvement;
- (c) in its local policy, may establish additional requirements, criteria, or procedures or set higher standards for service coordination beyond those established under this policy;¹⁰
- (d) must review and update its local policy at least once every two (2) years as part of the review and modification of its regional and local plan;

This policy is final after a ten (10) day review period. Questions and comments must be submitted in writing to the WIOA policy mailbox at ndol.wioa_policy@nebraska.gov.

⁹ Note: There is no certification process for the local workforce delivery system.

¹⁰ 20 CFR § 678.300(d)

POLICY

This policy:

- (a) establishes minimum criteria for each local board to apply when:
 - (1) evaluating and certifying an AJC in its local area; and
 - (2) evaluating its local workforce delivery system;
- (b) provides procedures for each local board to follow in:
 - (1) evaluation and certification of an AJC in its local area; and
 - (2) evaluation of its local workforce delivery system;
- (c) prescribes timelines for each local board's:
 - (1) certification of an AJC in its local area; and
 - (2) reporting of evaluation and certification outcomes to NDOL.

These criteria, procedures, and timelines set the AJC-certification standards to be utilized by each local board to ensure each AJC meets the minimum criteria for certification.

Each local board may develop additional evaluation and certification criteria in response to labor market, economic, demographic, or other conditions or priorities within its local area.

This policy is organized into six (6) sections and four (4) appendices.

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Section I. Minimum Evaluation and Certification Criteria

This section describes four (4) categories of required criteria for evaluation and certification of an AJC and evaluation of a local workforce delivery system. These criteria are addressed further in [APPENDIX I. Review Form](#).

(1) Effectiveness Criteria

The local board's evaluation of the effectiveness of its AJC(s) and local workforce delivery system, at a minimum, must include how well each:¹¹

- (i) integrates available services and avoids duplication for job seekers and employers;
- (ii) meets the needs of job seekers and employers;
- (iii) operates in a cost-efficient manner;
- (iv) coordinates services among the AJC's required one-stop partner programs, including co-located partners and partners providing access through direct linkage;¹² and
- (v) provides maximum access to the AJC's required one-stop partner programs, including co-located partners and partners providing access through direct linkage, even outside regular business hours (8a – 5p).

In addition, the local board's evaluation of the effectiveness of the AJC and local workforce delivery system, at a minimum, must take into account feedback from AJC customers.¹³

(2) Physical Accessibility

The local board's evaluation of the physical accessibility of the AJC and local workforce delivery system, at a minimum, must include criteria that evaluate how well the AJC and local workforce delivery system take actions to comply with the requirements established in WIOA Sec. 188 and 29 CFR Part 38 regarding equal opportunity and non-discrimination, which must include:¹⁴

- (i) providing reasonable accommodations for persons with disabilities;
- (ii) making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities;
- (iii) administering programs in the most appropriate integrated setting(s);
- (iv) communicating with persons with disabilities as effectively as with others;
- (v) providing appropriate auxiliary aids and services, including assistive technology devices and services when necessary, to afford persons with disabilities an equal opportunity to participate in and enjoy the benefits of the program or activity;

¹¹ 20 CFR § 678.800(b)

¹² See APPENDIX IV for definitions of [access](#) and [direct linkage](#).

¹³ 20 CFR § 678.800(b)

¹⁴ 20 CFR § 678.800(b)(1) – (6)

- (vi) providing physical accessibility to the AJC and local workforce delivery system for persons with disabilities;
- (vii) making the physical location of the AJC simple to find and identify with easy-to-see signage on the exterior and interior of the facility; and
- (viii) utilization of the “*American Job Center*” or “*a proud partner of the American Job Center network*” identifier on signage.

(3) Programmatic Accessibility

The local board’s evaluation of the programmatic accessibility of the AJC and local workforce delivery system, at a minimum, must include evaluations of how well the AJC and local workforce delivery system ensure:¹⁵

- (i) equal opportunity for persons with disabilities to participate in or benefit from AJC services, regardless of their:
 - (a) range of abilities;
 - (b) mobility;
 - (c) age;
 - (d) primary language;
 - (e) learning style; and
 - (f) intelligence or education level;
- (ii) services are provided on-demand and in real-time in the physical location of the AJC or via technology through direct linkage;
- (iii) that by November 17, 2016, the “*American Job Center*” or “*a proud partner of the American Job Center network*” identifier appears on all primary electronic resources and any newly printed, purchased, or created materials used by the local workforce delivery system;¹⁶ and
- (iv) that by July 1, 2017, the “*American Job Center*” or “*proud partner of the American Job Center network*” identifier appears on all electronic resources, facilities and related property, products, programs, activities, services, and new materials used in the local workforce delivery system.¹⁷

NOTE: Local boards, local areas, and one-stop partners may use additional identifiers on or for their facilities and related property, products, programs, activities, services, and materials.¹⁸

¹⁵ 20 CFR § 678.800(b)

¹⁶ 20 CFR § 678.900(b)

¹⁷ 20 CFR § 678.900(c)

¹⁸ 20 CFR § 678.900(d)

(4) Continuous Improvement

Continuous improvement of services to job seekers and employers is essential to the success and competitiveness of Nebraska's workforce. Each local board in its evaluation of the continuous improvement of the AJC and local workforce delivery system must:¹⁹

- (i) use employer and job seeker data generated through the local board's approved process for:
 - (a) measuring customer satisfaction;
 - (b) monitoring customer service levels; and
 - (c) implementing service improvements;
- (ii) establish and use a defined process for identifying and responding to technical assistance needs in the local area; and
- (iii) protect customer confidentiality, as required by Federal, state, and local laws, rules, and regulations and other considerations, as described in interagency agreements for information sharing.

The local board's evaluation of the continuous improvement of the AJC and local workforce delivery system must also include an assessment of how well each:

- (iv) supports the achievement of the negotiated local levels of performance for WIOA Title IB Adult, Dislocated Worker, and Youth programs,²⁰ as well as any additional indicators of performance for the local area established by the local board; and
- (v) meets any locally developed and approved outcomes and performance measures set as part of the overall continuous improvement strategy established in the local board's regional and local plan.

¹⁹ 20 CFR § 678.800(c)

²⁰ WIOA Sec. 116(c)(2)

Section II. Local Workforce Delivery System Evaluation Requirements and Procedures

Evaluation of the local workforce delivery system is the responsibility of the local board.²¹ Each local board must meet the requirements of and follow the procedures described in this section when evaluating the local workforce delivery system for:

- effectiveness;
- physical accessibility;
- programmatic accessibility; and
- continuous improvement.

(1) Pre-Evaluation Requirements

The criteria and requirements described in [Section III\(1\)](#) of this policy apply to the local board's evaluation of the local workforce delivery system.

(2) Evaluation Procedures

The Local Evaluation and Certification Team (described in [Section III\(1\)\(v\) - \(vi\)](#) of this policy) must conduct the evaluation of the local workforce delivery system according to the timelines established in [Section V](#) of this policy.

- (i) The Local Evaluation and Certification Team must take the following primary steps in its evaluation of the local workforce delivery system:
 - (a) scheduling onsite evaluations that include tours of all affiliate sites, eligible one-stop partners connected to affiliate sites via direct linkage, and specialized centers (in addition to the AJC as described in [Section III](#) below); and
 - (b) completing a Review Form during the onsite evaluations (provided as [APPENDIX I](#) to this policy).
- (ii) The Local Evaluation and Certification Team must send to the local board all Review Forms completed during its review of the local workforce delivery system and a letter signed by the members of the Local Evaluation and Certification Team indicating all deficiencies identified during the onsite evaluations.
- (iii) The local board must:
 - (a) provide a written assurance that all of the evaluation criteria and requirements established under this policy have been satisfied, using the Evaluation and Certification Assurances Form (provided as [APPENDIX II](#) to this policy), which must include:

²¹ 20 CFR § 678.800

1. a complete listing of the AJC(s), affiliate sites, eligible one-stop partners connected to affiliate sites via direct linkage, and specialized centers covered by the fully signed Evaluation and Certification Assurances Form;
2. a detailed description of the programs and services offered through the local workforce delivery system; and
3. an analysis of the local workforce delivery system, including:
 - a. discussion of the strengths and weaknesses of the system;
 - b. identification strategies for continuous improvement of the system; and
 - c. an action plan for correcting deficiencies identified by the Local Evaluation and Certification Team;

(b) submit by email, according to the timelines established in [Section V](#) of this policy:

1. all Review Forms completed during evaluation of the local workforce delivery system; and
2. the fully signed Review Form to:
 - a. Joan Modrell, Director, Office of Employment and Training, NDOL at joan.modrell@nebraska.gov; and
 - b. the WIOA policy mailbox at ndol.wioa_policy@nebraska.gov.

NOTE: The local board may establish additional criteria or procedures for evaluation of its local workforce delivery system, which must be clearly identified in an addendum to the Review Form (as section (g) of the form).

(3) Technical Assistance

In the event of technical issues relating to evaluation of the local workforce delivery system, NDOL will provide technical assistance to the local board upon written request submitted by email to:

- Joan Modrell, Director, Office of Employment and Training, NDOL at joan.modrell@nebraska.gov; and
- the WIOA policy mailbox at ndol.wioa_policy@nebraska.gov.

Section III. AJC Certification and Non-Certification Requirements and Procedures

AJC certification is the responsibility of the local board.²² Each local board must meet the requirements of and follow the procedures described in this section for certification of each comprehensive AJC in its local area.

(1) Pre-Certification Requirements

- (i) A memorandum of understanding (MOU) between the local board and each required one-stop partner must be fully-executed prior to the certification of the AJC²³ and must:
 - (a) include a description of the services to be provided, the method of service delivery, the location(s) at which the services will be provided, and the cost sharing of infrastructure and local workforce delivery system costs:
 - 1. The description of the services and the method of service delivery must be presented in the MOU, using the Local Workforce Delivery System Service Matrix included as part of the example MOU template provided in NDOL's current policy on memorandums of understanding and funding of local workforce delivery system operations.
 - 2. The Local Workforce Delivery System Matrix completed as part of the MOU negotiation process documents the design and function of the AJC and serves as a key resource during the AJC certification process.
 - (b) be consistent with NDOL's current policy on memorandums of understanding and funding of local workforce delivery system operations in relation to negotiating costs and services prior to certifying the AJC.
- NOTE:** The annual funding agreement component of the MOU is not required as part of the MOU when certifying the AJC prior to December 1, 2017.
- (ii) By November 17, 2016,²⁴ each local board must demonstrate it is taking steps to prepare for competitive selection of its one-stop operator. This demonstration may include, but is not limited to, conducting market research, requests for information, and conducting a cost and price analysis.
 - (iii) No later than July 1, 2017,²⁵ each local board must competitively select a one-stop operator as described in the local board's regional and local plan.
 - (iv) The chair of the local board or the local board's designee must convene and lead a Local Evaluation and Certification Team to conduct an independent, objective evaluation of each comprehensive AJC seeking certification.

²² Ibid.

²³ An umbrella MOU by the local board and all required one-stop partners is recommended; however, the local board may establish a separate MOU with each required one-stop partner.

²⁴ 20 CFR § 678.635(b)

²⁵ 20 CFR § 678.635(a)

- (v) Local Evaluation and Certification Team members must include the chair of the local board or the local board's designee.
- (vi) The chair of the local board or the local board's designee must select additional Local Evaluation and Certification Team members from the following categories of individuals:
 - (a) one (1) representative from each of the four (4) core-partner programs, which include:
 1. WIOA Title IB Adult, Dislocated Worker, and Youth programs;
 2. WIOA Title II Adult Education and Family Literacy Act programs;
 3. WIOA Title III Wagner-Peyser Employment Service programs; and
 4. WIOA Title IV programs:
 - a. Nebraska Vocational Rehabilitation Program; and/or
 - b. Nebraska Commission for the Blind and Visually Impaired; and
 - (b) other individuals identified by the chair of the local board or the local board's designee.

NOTE: Including representatives of required one-stop partner programs from an AJC(s) outside of the local board's local area is encouraged as a best practice in relation to the potential for bias in the evaluation process.

(2) Certification Procedures

- (i) The Local Evaluation and Certification Team conducting the evaluation of the AJC must take the following primary steps:
 - (a) reviewing completed MOU(s) and other necessary materials in advance of an onsite evaluation;
 - (b) scheduling an onsite evaluation that includes a tour of the AJC; and
 - (c) completing a Review Form during the onsite evaluation (provided as [APPENDIX I](#) to this policy).
- (ii) The Local Evaluation and Certification Team must send to the local board the completed Review Form and a letter signed by the members of the Local Evaluation and Certification Team indicating whether to approve the certification as a comprehensive AJC.
- (iii) If the AJC is recommended for certification and the local board elects to certify the AJC, the local board must:
 - (a) formally approve the recommendation from the Local Evaluation and Certification Team according to the local board's bylaws;

- (b) provide a written assurance that all of the established certification criteria have been satisfied using the Evaluation and Certification Assurances Form (provided as [APPENDIX II](#) to this policy), which must include:
 - 1. a complete listing of all affiliate sites, eligible one-stop partners connected to an affiliate site via direct linkage, and specialized centers associated with the AJC(s); and
 - 2. a detailed description of the programs and services offered at and through the AJC and the local workforce delivery system;
- (c) submit by email the completed Review Form and the fully executed Evaluation and Certification Assurances Form to:
 - 1. Joan Modrell, Director, Office of Employment and Training, NDOL at joan.modrell@nebraska.gov; and
 - 2. the WIOA policy mailbox at ndol.wioa_policy@nebraska.gov.
- (iv) If the AJC is recommended for *conditional* certification, the following steps must be taken.
 - (a) The local board must send the signed letter from the Local Evaluation and Certification Team to the one-stop operator, identifying deficiencies that must be corrected within ninety (90) days of the date of conditional certification, and send a copy of that letter to:
 - 1. Joan Modrell, Director, Office of Employment and Training, NDOL at joan.modrell@nebraska.gov; and
 - 2. the WIOA policy mailbox at ndol.wioa_policy@nebraska.gov.
 - (b) Once the one-stop operator informs the chair of the local board that all deficiencies have been resolved, the chair or the local board's designee must reconvene the Local Evaluation and Certification Team to conduct a follow-up evaluation using the same criteria and procedures as those used during the initial evaluation to confirm correction of the deficiencies.
 - (c) If the deficiencies are not resolved within ninety (90) days, the local board must:
 - 1. send the signed letter from the Local Evaluation and Certification Team to the one-stop operator stating that conditional certification of the AJC has been revoked; and
 - 2. follow the steps described in subsection (v) directly below.

- (v) If the AJC is not recommended for certification, the following steps must be taken.
- (a) The local board must send the signed letter from the Local Evaluation and Certification Team to the one-stop operator with specific corrective action(s) that must be taken before certification can be approved, and send a copy of that letter to:
1. Joan Modrell, Director, Office of Employment and Training, NDOL at joan.modrell@nebraska.gov; and
 2. the WIOA policy mailbox at ndol.wioa_policy@nebraska.gov.
- (b) Once the one-stop operator informs the chair of the local board that all deficiencies have been resolved, the chair or the local board's designee must reconvene the Local Evaluation and Certification Team to conduct a follow-up evaluation using the same criteria and procedures as those used during the initial evaluation to confirm correction of the deficiencies.
- (vi) Once the local board approves the certification of the AJC, NDOL will notify the NWDB. This will allow the comprehensive AJC to receive infrastructure funding under the state funding mechanism,²⁶ if applicable.

NOTE: The local board may also evaluate and certify affiliate sites, eligible one-stop partners linked to affiliated sites, and specialized centers associated with the AJC(s) in its local area using the same criteria and procedures described in this policy. In addition, the local board may establish additional criteria or procedures for certification of an AJC in its local area, which must be clearly identified in an addendum to the Review Form (as section (g) of the form).

(3) Non-certification

If an AJC is not certified following the local board's execution of the certification procedures described in subsections (1) and (2) above, the local board and one-stop operator must have a plan to ensure continuity of service between the time the AJC is not certified and a new one-stop operator is procured. The continuity-of-service plan must include reasonable timelines for competitive selection of the new one-stop operator.

A local board that does not certify at least one (1) AJC in its local workforce development area (local area) is not eligible to:

- use infrastructure funding provided under the state funding mechanism until the certification is complete;²⁷ or
- receive WIOA Title IB (Adult, Dislocated Worker, and Youth programs) funding.²⁸

²⁶ For information on the state funding mechanism, see NDOL's current policy on MOUs and funding of local workforce delivery system operations.

²⁷ WIOA Sec. 121(g)(4); 20 CFR § 678.800(d); see also NDOL's policy on MOUs and funding of local workforce delivery system operations for more information on the state funding mechanism.

²⁸ 20 CFR § 678.300(c)

(4) Technical Assistance

In the event of non-certification of an AJC, NDOL will provide technical assistance to the local board upon written request submitted by email to:

- Joan Modrell, Director, Office of Employment and Training, NDOL at joan.modrell@nebraska.gov; and
- the WIOA policy mailbox at ndol.wioa_policy@nebraska.gov.

Section IV. State Certification Procedures when the Local Board is One-stop Operator

If the local board is serving as the one-stop operator with approval from NDOL and the local area CEO as required under WIOA,²⁹ the NWDB is responsible for certification of any AJC in that local area.³⁰

An individual designated by the NWDB will convene a State Certification Team to conduct an independent, objective evaluation using criteria and procedures similar to the criteria and procedures detailed in [Section III](#) of this policy.

Section V. Timelines

Timelines for certification of comprehensive AJCs and evaluation of local workforce delivery systems are provided in Table 1. Each local board must adhere to the timelines established in Table 1. The “Deadline” dates provided in Table 1 represent the date range or latest possible date by which the named event can occur.

Because of their interrelatedness, all-inclusive timelines for regional and local plans, MOUs and annual funding agreements, and certification of comprehensive AJCs and evaluation of local workforce delivery systems are provided in [APPENDIX III](#) as Table 2.³¹

²⁹ WIOA Sec. 107(g)(2); see also 20 CFR § 679.410

³⁰ 20 CFR § 678.800(a)(3)

³¹ Timelines for regional and local plans and MOUs and annual funding agreements are also provided in the applicable current NDOL policies.

Table 1. Certification and Evaluation Timelines

| <i>Responsible Party - Event</i> | <i>Deadline</i> |
|--|-------------------------------------|
| <i>NDOL - release policy on Certification of Comprehensive American Job Centers and Evaluation of the Local Workforce Delivery Systems</i> | Tuesday, January 31, 2017 |
| <i>NDOL - release policy on Certification of Comprehensive American Job Centers and Evaluation of the Local Workforce Delivery Systems, Change 1</i> | March 16, 2017 |
| <i>NDOL - release policy on Certification of Comprehensive American Job Centers and Evaluation of the Local Workforce Delivery Systems, Change 2</i> | April 21, 2017 |
| <i>Local Evaluation and Certification Team - conducts an onsite evaluation of each comprehensive AJC in the local area for certification purposes and notifies NDOL by email at ndol.wioa_policy@nebraska.gov that the onsite evaluation has occurred</i> | <u>no later than</u> April 28, 2017 |
| <i>Local board- must notify each comprehensive AJC one-stop operator of the local board's determination of certification, conditional certification, or non-certification of the AJC and submit to NDOL the appropriate documentation as required under Section III of this policy</i> | Wednesday, May 31, 2017 |
| <i>Local board- must implement the local board's continuity-of-service plan for any comprehensive AJC receiving a notification of non-certification</i> | Wednesday, May 31, 2017 |
| <i>Local board- must certify or conditionally certify each eligible comprehensive AJC in the local area and submit to NDOL the appropriate documentation as required under Section III of this policy</i> | Thursday, June 15, 2017 |
| <i>Local board- must conduct a baseline evaluation of the local workforce delivery system and submit to NDOL the appropriate documentation as described in Section II of this policy</i> | Thursday, June 15, 2017 |
| <i>Local boards – must competitively select a new one-stop operator following implementation of the local board's continuity of service plan following non-certification of any comprehensive AJC in the local area</i> | Tuesday, August 29, 2017 |
| <i>Local boards – must certify any eligible conditionally-certified comprehensive AJC in the local area and submit to NDOL the appropriate documentation as required under Section III of this policy</i> | Wednesday, September 13, 2017 |
| <i>Local board- must conduct a reevaluation of the local workforce delivery system to determine progress compared to June 2017 evaluation and submit to NDOL the appropriate documentation as described in Section II of this policy</i> | Friday, June 15, 2018 |

Section VI. Reporting on Certification Reviews and Approvals

Each time a local board evaluates an AJC for certification or recertification, issues a notification of non-certification to a one-stop operator, or evaluates its local workforce delivery system, the local board must follow the procedures established in this policy.

DISCLAIMER

This policy is based on NDOL's reading of the applicable statutes, regulations, rules and guidance released by the U.S. Government and the State of Nebraska. This policy is subject to change as revised or additional statutes, regulations, rules and guidance are issued.

APPENDIX I. Review Form

INSTRUCTIONS

1. For evaluation of the local workforce delivery system's effectiveness, accessibility, and continuous improvement, the local board and Local Evaluation and Certification Team must follow the procedures described in [Section II](#) of the policy.
2. For review of a comprehensive AJC for certification purposes, the local board and Local Evaluation and Certification Team must follow the procedures described in [Section III](#) of the policy.
3. Regardless of the type of review (local workforce delivery system evaluation or AJC certification), each item in sections (a) through (g) of this Review Form must be completed.
4. A separate Review Form must be completed for each:
 - a. AJC being evaluated for certification; and
 - b. affiliate site, eligible one-stop partner connected to an affiliate site via direct linkage, and specialized center visited during evaluation of the local workforce delivery system.

(a) General Information

Provide the following information for the facility or one-stop partner evaluated during the onsite visit:

Identify the purpose for the onsite visit:

- AJC certification review
- Local workforce delivery system evaluation

Identify the type of facility or partner:

- AJC
- Affiliate site
- Eligible one-stop partner connected to an affiliate site via direct linkage
- Specialized center

(Collectively referred to as AJC/site/partner/system in this form.)

Provide contact information for the facility or partner:

Name of facility or partner:

Street address:

City, state, zip:

Phone:

Primary point-of-contact:

Email:

Date of onsite visit:

Provide the following information for each member of the Local Evaluation and Certification Team:

1. Name
2. Title and business affiliation (e.g., name of the company, business, agency, or organization by which the team member is employed)
3. Role on or affiliation with the local board (chair of local board, member of local board, designee of local board, etc.)
4. Role on the Local Evaluation and Certification Team
5. Signature

| Name | Title and Business Affiliation | Role on or Affiliation with the Local Board | Role on the Local Evaluation and Certification Team | Signature |
|------|--------------------------------|---|---|-----------|
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(b) Effectiveness Criteria

| Minimum Requirement | Minimum Certification Criteria | Indicator Demonstrating Requirement is Met | Criteria Met Yes or No | Comments |
|---|--|---|---------------------------|----------|
| <p>1. Governance: All required governing documents are in place prior to the evaluation or certification review.</p> | <p>1.1 All MOUs between required one-stop partners and the local board are fully executed and, if applicable, an agreement among local area CEOs is in place.</p> | <p>1.1.1 Each MOU is consistent with NDOL's current policy on memorandums of understanding and funding of local workforce delivery system operations in relation to negotiating costs and services <u>prior</u> to commencement of the evaluation or certification review <u>and</u> each MOU accurately: (a) reflects the name and location of the AJC/site/partner/system; (b) describes the way in which required one-stop partners will integrate services; and (c) includes a Local Workforce Delivery System Service Matrix that accurately reflects which services are provided through the AJC/site/partner/system and the method of service delivery.</p> <p>1.1.2 If applicable, the CEO agreement accurately reflects processes for appointing local area board members and their roles, designating a grant recipient and fiscal agent, collaborating on regional and local planning activities, and other governance functions.</p> | | |
| <p>(1. Governance – continued)</p> | <p>1.2 By November 17, 2016, the local board demonstrates it has taken steps to prepare for competitive selection of its one-stop operator.</p> | <p>1.2.1 The local board has documentation demonstrating its one-stop operator competitive selection process, such as market research, requests for information, or conducting a cost and price analysis, and such documentation was available by November 1, 2016.</p> | | |
| <p>(1. Governance – continued)</p> | <p>1.3 By July 1, 2017: (a) a one-stop operator is competitively selected or selected through a sole-source procurement process; (b) procurement documents clearly delineate the daily operations of the AJC and the roles and</p> | <p>1.3.1 The one-stop operator selected through a competitive or sole-source procurement process is in place by July 1, 2017: (a) with clear conflict of interest policies and procedures demonstrating internal controls; and</p> | | |

| Minimum Requirement | Minimum Certification Criteria | Indicator Demonstrating Requirement is Met | Criteria Met Yes or No | Comments |
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| | <p>responsibilities of the one-stop operator and its staff; and</p> <p>(c) if participating on the Local Evaluation and Certification Team and serving a different role within the local workforce delivery system (<i>i.e.</i>, as service provider for WIOA Title IB), the one-stop operator has established a written agreement with the local board defining its roles and responsibilities.</p> | <p>(b) if applicable, a written agreement among the one-stop operator, the local board, and the CEO has been established to clarify how the one-stop operator will carry out its responsibilities while demonstrating compliance with WIOA and its corresponding rules and regulations, relevant Office of Management and Budget circulars, and NDOL's current conflict of interest policy.</p> | | |
| <i>(1. Governance – continued)</i> | <p>1.4 For AJC review only: The local board and one-stop operator developed and established a continuity-of-service plan to be initiated in the event that the AJC is not certified.</p> | <p>1.4.1 The one-stop operator provided the established continuity-of-service plan.</p> | | |
| <p>2. Responsiveness to needs of job seekers and program participants: The AJC/site/partner/system meets the needs of job seekers and program participants as established in the regional and local plan.</p> | <p>2.1 Required one-stop partners identify specific ways the AJC/site/partner/system will integrate services and referrals among required one-stop partner programs as specified in the local board's regional and local plan and in performance reports to the local board.</p> | <p>2.1.1 Required one-stop partners' policies and procedures for service delivery identify standards and processes for integration of services and referrals.</p> <p>2.1.2 The Local Workforce Delivery System Service Matrix accurately reflects the job seeker services provided through the AJC/site/partner/system and the method of service delivery to meet the needs of job seekers.</p> <p>2.1.3 Required one-stop partners identify and document goals and performance for serving job seekers, consistent with the priorities established in the local board's regional and local plan.</p> <p>2.1.4 Performance reports to the local board are documented, available, and reflected in the minutes of local board meetings.</p> | | |
| <p>3. Responsiveness to needs of employers: The AJC/site/partner/system meets the needs of local employers as established in the regional and local plan.</p> | <p>3.1 Required one-stop partners identify specific ways the AJC/site/partner/system will respond to economic and labor force needs in the local area as specified in the regional and local plan and in performance reports to the local board.</p> | <p>3.1.1 The Local Workforce Delivery System Service Matrix accurately reflects the employer services provided through the AJC/site/partner/system and the method of service delivery to meet the needs of employers.</p> | | |

| Minimum Requirement | Minimum Certification Criteria | Indicator Demonstrating Requirement is Met | Criteria Met Yes or No | Comments |
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| | | 3.1.2 Required one-stop partners identify and document goals and performance for serving employers, consistent with the priorities established in the local board's regional and local plan. 3.1.3 Performance reports to the local board are documented, available, and reflected in the minutes of local board meetings. | | |
| (3. Responsiveness to needs of employers – continued) | 3.2 Required one-stop partners identify specific ways in which the AJC/site/partner/system will match employers with the skilled workers they seek and report performance to the local board. | 3.2.1 Desired goals and performance related to serving employers are identified and documented for each required one-stop partner. 3.2.2 Performance reports to the local board are documented, available, and reflected in the minutes of local board meetings. | | |
| 4. Performance: The AJC/site/partner/system supports the achievement of negotiated local levels of performance. | 4.1 Required one-stop partners, with assistance from the one-stop operator, develop a reporting system(s) for the ongoing tracking of performance outcomes and periodic reporting to the local board. | 4.1.1. Prior to June 30, 2017, performance reporting system(s) are in place and functional. 4.1.2. After June 30, 2017: (a) core partners (<i>WIOA Title IB Adult, Dislocated Worker, and Youth programs; WIOA Title II Adult Education and Family Literacy Act programs; WIOA Title III Wagner-Peyser Employment Service programs; and WIOA Title IV programs provided by the Nebraska Vocational Rehabilitation Program and the Nebraska Commission for the Blind and Visually Impaired</i>) periodically assess and report to the local board on the negotiated levels for the primary indicators of performance; (b) required one-stop partners periodically assess and report to the local board on the negotiated levels for the primary indicators of performance; and (c) local board meeting minutes reflect that periodic reports are made to and discussed by the local board on the | | |

| Minimum Requirement | Minimum Certification Criteria | Indicator Demonstrating Requirement is Met | Criteria Met Yes or No | Comments |
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| | | negotiated levels for the primary indicators of performance | | |
| 5. Program coordination: The AJC/site/partner/system prioritizes program coordination, including collaborative efforts among required one-stop partners, to provide job seeker and employer access to integrated programs, services, and activities. | 5.1. Required one-stop partners take specific steps to avoid duplication, coordinate programs, and integrate service delivery and referrals, such as: <ul style="list-style-type: none"> (a) staff working on functional rather than program teams; (b) front desk and intake staff are trained to complete an initial assessment of job seekers' and employers' needs and inform each of available services; (c) implementation of common intake procedures; and (d) elimination of duplication of effort through the sharing of assessments (as appropriate), employability plans, activities updates, etc. | 5.1.1. Specific steps taken to avoid duplication, integrate services, and referrals are documented; for example: <ul style="list-style-type: none"> (a) the AJC/site/partner/system organizational chart reflects functional roles rather than programmatic roles; (b) internal procedures reflect functional roles and coordinated service delivery; (c) material used to train front desk and intake staff include procedures on completing initial assessments and communicating all services available through the AJC/site/partner/system to job seekers and employers; and (d) frontline staff can demonstrate knowledge about basic eligibility requirements for each program and make knowledgeable referrals to required one-stop partner programs. | | |
| <i>(5. Program coordination – continued)</i> | 5.2. Intake forms and basic assessment tools are streamlined across programs, minimizing the need for job seekers and employers to complete multiple forms and assessments. | 5.2.1. Job seeker applications and assessment tools do not seek duplicative information for individuals enrolled in multiple programs. 5.2.2. The one-stop operator provides written descriptions of efforts to streamline intake and assessments between programs. | | |
| 6. Operational coordination: The AJC/site/partner/system prioritizes operational coordination, ensuring streamlined and efficient service delivery and administration for job seekers and employers. | 6.1. Resource teams consist of integrated program partners. | 6.1.1. Resource room staff job descriptions and procedures reflect cross-program functions. | | |
| <i>(6. Operational coordination – continued)</i> | 6.2. Resource rooms include high-quality, up-to-date information about the services and supportive services available for job seekers and employers, as applicable. | 6.2.1. Resource room materials about available services align with the Local Workforce Delivery System Service Matrix and includes a date or other method of indicating that it is current. | | |
| <i>(6. Operational coordination – continued)</i> | 6.3. Websites and resource materials provide information about all programs and services | 6.3.1. All services described on the local workforce delivery system website and resource | | |

| Minimum Requirement | Minimum Certification Criteria | Indicator Demonstrating Requirement is Met | Criteria Met Yes or No | Comments |
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| | available in the AJC/site/partner/system for job seekers and employers. | materials align with the Local Workforce Delivery System Service Matrix. | | |
| <i>(6. Operational coordination – continued)</i> | 6.4. Business services teams include representatives from all core partner programs (<i>WIOA Title IB Adult, Dislocated Worker, and Youth programs; WIOA Title II Adult Education programs; WIOA Title III Wagner-Peyser Employment Service programs; and WIOA Title IV programs provided by the Nebraska Vocational Rehabilitation Program and the Nebraska Commission for the Blind and Visually Impaired</i>) to avoid duplication of effort and to encourage collaboration. | 6.4.1. A record of business services team meetings reflect participation by representatives of all core partner programs (<i>WIOA Title IB Adult, Dislocated Worker, and Youth programs; WIOA Title II Adult Education programs; WIOA Title III Wagner-Peyser Employment Service programs; and WIOA Title IV programs provided by the Nebraska Vocational Rehabilitation Program and the Nebraska Commission for the Blind and Visually Impaired</i>). | | |
| 7. Service hours: The AJC/site/partner/system provides maximum access to required one-stop partner program services during regular business hours (8a – 5p) and any other predictable timeframes outside of regular business hours determined by the local board to be feasible and effective. | 7.1. The local board considers optimum business hours to accommodate the needs of employers and job seekers including business hours, work schedules, child care, and transportation. | 7.1.1. Local board meeting minutes reflect discussions and decisions regarding regular business hours (8a – 5p) and the availability of services outside of regular business hours. 7.1.2. Regular business hours are clearly visible on the exterior and interior of the AJC/site/partner/system. 7.1.3. Directions for arranging for services outside of regular business hours (8a – 5p) are clearly stated and available to the public, including persons with disabilities. | | |
| 8. Equal opportunity awareness: AJC/site/partner/system staffs are familiar with and comply all applicable Federal, state, and local laws, rules, regulations, and policies regarding non-discrimination and equal opportunity for persons with disabilities. | 8.1. AJC/site/partner/system staff program trainings cover such topics as: (a) the obligation to inform local workforce delivery system customers that auxiliary aids and accommodations are available; (b) instructions for using TDD/TTY and other adaptive technologies; (c) reasonably modifying procedures to avoid discrimination and to meet individual needs (<i>e.g.</i> , allowing an individual with a cognitive disability extra time to complete forms); and (d) effective strategies for communicating with persons with disabilities. | 8.1.1. AJC/site/partner/system staffs demonstrate they: (a) inform local workforce delivery system customers about the availability of auxiliary aids and accommodations; (b) know how to use the adaptive technologies and are aware of available resources; (c) are familiar with the modification of procedures to avoid discrimination; and (d) utilize effective strategies for communicating with persons with disabilities. | | |
| <i>(8. Equal opportunity awareness – continued)</i> | 8.2. Required one-stop partners ensure local workforce delivery system customers have | 8.2.1. Corrective action plans are developed if required one-stop partners or local workforce | | |

| Minimum Requirement | Minimum Certification Criteria | Indicator Demonstrating Requirement is Met | Criteria Met Yes or No | Comments |
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| | access to services in accordance all applicable Federal, state, and local laws, rules, regulations, and policies. | delivery system customers identify barriers to participation in services; | | |
| 9. Customer feedback: Customer feedback from job seekers and employers is actively sought and utilized based on the process approved by the local board established in the regional and local plan. | 9.1. AJC/site/partner/system staff actively collect customer feedback from job seekers and employers who utilize the local workforce delivery system. | 9.1.1. In order to assess and continuously improve the effectiveness of the AJC/site/partner/system, customer feedback data is provided to the local board and is documented, available, and reflected in the minutes of local board meetings. | | |
| 10. Branding: The “ <i>American Job Center</i> ” or “ <i>a proud partner of the American Job Center network</i> ” common identifier is used as required under WIOA by each AJC, affiliate site, eligible one-stop partner connected to the affiliate site via direct linkage, or specialized center. | 10.1. All products, programs, activities, services, electronic resources, facilities and all related property and new materials reflect the “ <i>American Job Center</i> ” or “ <i>a proud partner of the American Job Center network</i> ” identifier to be easily recognizable as the location where programs, services, and activities are available. | 10.1.1. The “ <i>American Job Center</i> ” identifier or “ <i>a proud partner of the American Job Center network</i> ” identifier is, at a minimum, found on all of the following by the date specified: (a) by November 17, 2016, on <u>all primary</u> electronic resources used by the local workforce delivery system (including websites) and on <u>all newly</u> printed, purchased, or created materials, including brochures, business cards, publications, promotional materials, <i>etc.</i> ; and (b) by July 1, 2017, on <u>all</u> products, programs, activities, services, electronic resources (including websites), facilities, and related property (including signage) and <u>all</u> new materials used in the local workforce delivery system, including brochures, business cards, publications, promotional materials, and <u>all</u> other electronic or tangible materials used by the local workforce delivery system. | | |

Additional comments on effectiveness:

(c) Physical Accessibility Criteria

| Minimum Requirements | Minimum Certification Criteria | Indicator Demonstrating Requirement is Met | Criteria Met Yes or No | Comments |
|--|--|---|---------------------------|----------|
| 1. Physical layout: The location and physical layout of the AJC/site/partner/system eliminates structural barriers and is accessible to individuals of all capabilities. | 1.1 The layout of the AJC/site/partner/system supports a culture of inclusiveness, guided by laws and regulations including WIOA Sec. 188 and 29 CFR part 38, as well as all applicable state and local laws. | 1.1.1 The layout of the AJC/site/partner/system is easily accessible, usable by persons with disabilities and is absent of physical barriers as defined by the ADA Standards for Accessible Design and Uniform Federal Accessibility Standards (UFAS). ³² | | |
| 2. Equal opportunity access: Staff of the AJC/site/partner/system and required one-stop partners provide access to the local workforce delivery system in compliance with the requirements established in WIOA Sec. 188 and 29 CFR Part 38 regarding disability and non-discrimination. | 2.1 Staff of the AJC/site/partner/system and required one-stop partners: (a) provide reasonable accommodations for persons with disabilities; (b) administer programs in the most appropriate integrated setting; and (c) communicate with persons with disabilities as effectively as with others. | 2.1.1 AJC/site/partner/system staffs demonstrate: (a) the availability of auxiliary aids and accommodations, including assistive technology devices and services; (b) that they inform local workforce delivery system customers of the availability of auxiliary aids and accommodations, including assistive technology devices and services; (c) how to use the adaptive technologies and are aware of available resources; (d) familiarity with the modification of procedures to avoid discrimination; and (e) utilize effective strategies for communicating with persons with disabilities. | | |
| <i>(2. Equal opportunity access – continued)</i> | 2.2 Required one-stop partners reasonably modify policies, practices, and procedures to avoid discrimination and to meet individual needs. | 2.2.1 Required one-stop partners can demonstrate that each has reasonably modified policies, practices, and procedures, and will whenever necessary, to avoid discrimination and to meet individual needs. | | |
| 3. Location: The location of the AJC/site/partner/system is accessible by public transportation, driving, or walking. | 3.1 Local workforce delivery system customers who take public transportation can access the AJC/site/partner/system within a reasonable walking distance. | 3.1.1 The local board has considered whether the location of the AJC/site/partner/system is within a reasonable walking distance from public transportation stops. | | |
| <i>(3. Location – continued)</i> | 3.2 Adequate parking is available and accessible for AJC/site/partner/system customers who drive to the facility. | 3.2.1 The AJC/site/partner/system has a dedicated parking lot suitable for the anticipated number of customers. | | |

³² The UFAS are accessible here: <https://www.access-board.gov/guidelines-and-standards/buildings-and-sites/about-the-aba-standards/background/ufas>.

| Minimum Requirements | Minimum Certification Criteria | Indicator Demonstrating Requirement is Met | Criteria Met Yes or No | Comments |
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| | | 3.2.2 The parking lot has spaces closest to the door which are dedicated to and marked for persons with disabilities. | | |
| (3. Location – continued) | 3.3 The location of the AJC/site/partner/system is recognizable in a high-traffic area. | 3.3.1 The AJC/site/partner/system signage is easily visible on the exterior and in the interior of the facility. | | |
| 4. Signage and logos: AJC/site/partner/system signage and logos are in use, making the physical location of the facility simple to find and identify with easy-to-see signage on the exterior and interior of the facility. | 4.1 Signage and logos reflect the “ <i>American Job Center</i> ” or “ <i>a proud partner of the American Job Center network</i> ” identifier. | 4.1.1 The “ <i>American Job Center</i> ” or “ <i>a proud partner of the American Job Center network</i> ” identifier is highly visible inside and outside of the facility. | | |

Additional comments on physical accessibility:

(d) Programmatic Accessibility Criteria

| Minimum Requirements | Minimum Certification Criteria | Indicator Demonstrating Requirement is Met | Criteria Met Yes or No | Comments |
|--|---|--|---------------------------|----------|
| <p>1. Career services: Customers have equal access at or through the AJC/site/partner/system to the 23 required career services for adults or dislocated workers.</p> | <p>1.1. Services available at the AJC/site/partner/system are provided in accordance with the Local Workforce Delivery System Service Matrix.</p> | <p>1.1.1. The Local Workforce Delivery System Service Matrix is readily available at the AJC/site/partner/system in accessible formats, including those for persons with disabilities.</p> <p>1.1.2. The publicly available Local Workforce Delivery System Service Matrix accurately reflects that all 23 required career services are available on demand and in real-time, via technology or in person at or through the AJC/site/partner/system.</p> | | |
| <p>2. Program services: Customers have access at or through the AJC/site/partner/system to training services, education services, employment services, supportive services, and business services in accordance with the applicable sections of WIOA and the applicable regulations and laws governing the required programs.</p> | <p>2.1. Access to training services is provided at or through the AJC/site/partner/system.</p> | <p>2.1.1. The Local Workforce Delivery System Service Matrix accurately reflects that all 23 required career services are available in person or on demand via technology at or through the AJC/site/partner/system.</p> <p>2.1.2. The coordinated service delivery method and approach is accurately described in the Local Workforce Delivery System Service Matrix presented in the MOUs between the local board and required one-stop partners.</p> | | |
| <p><i>(2. Program services – continued)</i></p> | <p>2.2. Access to employment services and activities through WIOA Title III Wagner-Peyser Employment Service is provided at or through the AJC/site/partner/system.</p> | <p>See 2.1.1 and 2.1.2 for indicators</p> | | |
| <p><i>(2. Program services – continued)</i></p> | <p>2.3. Business services, including labor force and labor market information, are provided at or through the AJC/site/partner/system.</p> | <p>See 2.1.1 and 2.1.2 for indicators.</p> | | |
| <p>3. Direct linkage: Customers have access to on-demand, real-time services in person and via technology at or through the AJC/site/partner/system in compliance with WIOA’s “direct linkage” requirement and definition of “access”</p> | <p>3.1. All services are available on demand through a direct connection with the AJC/site/partner/system within a reasonable time, either through onsite staff or via technology in real time, consistent with the “direct linkage” requirement.</p> | <p>3.1.1. Staff resource materials include the definition of “direct linkage.”</p> <p>3.1.2. Phone, real-time, web-based communications, or other technology is physically present and enables real-time interaction (e.g., via Skype).</p> <p>3.1.3. The AJC/site/partner/system has documented procedures for responding within a reasonable timeframe to demands</p> | | |

| Minimum Requirements | Minimum Certification Criteria | Indicator Demonstrating Requirement is Met | Criteria Met Yes or No | Comments |
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| | | for services via technology in accordance with direct linkage requirements. 3.1.4. The communications technologies used by the AJC/site/partner/system include call logs or other methods of tracking demand for real-time services. | | |
| <i>(3. Direct linkage – continued)</i> | 3.2. To ensure that not all services provided are virtual, at least one (1) WIOA Title IB (Adult, Dislocated Worker, and Youth programs) staff member is physically present at the facility at all times or is covered by other required one-stop partner program staff during shift transitions or breaks. | 3.2.1. The Local Workforce Delivery System Service Matrix indicates WIOA Title IB (Adult, Dislocated Worker, and Youth programs) staff are stationed at the center. | | |
| <i>(3. Direct linkage – continued)</i> | 3.3. Staff members physically present at the AJC/site/partner/system are appropriately trained to provide information about all required one-stop partner programs, services, and activities available at or through the AJC/site/partner/system. | 3.3.1. Documentation of the AJC/site/partner/system indicates cross-training expectations and a schedule for the cross-training sessions. 3.3.2. Documentation of the AJC/site/partner/system indicates in which programs, services, and activities staff and required one-stop partners are trained. | | |
| 4. Equal access: Each required one-stop partner program, service, and activity is made available to persons with disabilities in the most integrated setting appropriate to meet their unique needs. | 4.1. All required one-stop partner program services, not just those through provided by or available through the Nebraska Vocational Rehabilitation Program or the Nebraska Commission for the Blind and Visually Impaired, are made available to persons with disabilities. | 4.1.1. Career planners at the AJC/site/partner/system collaborate with the customers to develop individual employment plans or individual service strategies that encompass all program services appropriate to meet the needs and goals of persons with disabilities. | | |
| <i>(4. Equal access– continued)</i> | 4.2. If persons with disabilities receive separate or different services than those provided to other customers of the AJC/site/partner/system who do not have disabilities, staff can demonstrate why the provision of different services are necessary. | 4.2.1. Staff can explain the circumstances under which persons with disabilities receive separate or different services and that the services are as effective as services provided to others. | | |
| 5. Accommodations: The AJC/site/partner/system provides reasonable accommodations for persons with disabilities or language barriers to fully access services. | 5.1. The AJC/site/partner/system has the capacity to accommodate persons with disabilities through available equipment, policies, procedures, and other resources, including | 5.1.1. Assistive technology devices or other auxiliary aids are readily available. 5.1.2. The one-stop operator provides a written policy explaining how required one-stop partners in the AJC/site/partner/system | | |

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| | bilingual staff, materials, or translation services. | <p>make reasonable accommodations and includes procedures for handling requests for accommodations.</p> <p>5.1.3. Resources at the AJC/site/partner/system include bilingual materials or on-demand translation services, if necessary.</p> | | |
| <p>6. Common identifier: The AJC/site/partner/system displays the “<i>American Job Center</i>” or “<i>a proud partner of the American Job Center network</i>” identifier as the location for required programs, services and activities under WIOA.</p> | <p>6.1. Signage, logos, marketing material, and products reflect the “<i>American Job Center</i>” or “<i>a proud partner of the American Job Center network</i>” identifier to be easily recognizable as the location where programs, services, and activities are available.</p> | <p>6.1.1. The “<i>American Job Center</i>” or “<i>a proud partner of the American Job Center network</i>” identifier is highly visible inside and outside of the facility.</p> <p>6.1.2. By November 17, 2016, the local workforce delivery system includes the “<i>American Job Center</i>” or “<i>a proud partner of the American Job Center network</i>” identifier on all primary electronic resources used by the one-stop delivery system, and on any newly printed, purchased, or created materials.</p> <p>6.1.3. By July 1, 2017, the “<i>American Job Center</i>” or “<i>a proud partner of the American Job Center network</i>” identifier appear on all products, programs, activities, services, electronic resources, facilities, and related property and new materials used in the local workforce delivery system.</p> | | |

Additional comments on programmatic accessibility:

(e) Continuous Improvement Criteria

| Minimum Requirements | Minimum Certification Criteria | Indicator Demonstrating Requirement is Met | Criteria Met Yes or No | Comments |
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| <p>1. Improving performance: Required one-stop partners engage the local board in making strategic improvements to achieve performance goals, including negotiated levels of performance for WIOA Title IB programs (Adult, Dislocated Worker, and Youth).</p> | <p>1.1 Required one-stop partners and the one-stop operator use periodic performance reports to identify specific goals and tactics for improving performance.</p> | <p>1.1.1 Specific goals and metrics for measuring performance are identified in the work plans for continuous improvement, including negotiated levels of performance for WIOA Title IB programs (Adult, Dislocated Worker, and Youth).</p> <p>1.1.2 Local board meeting minutes reflect that the performance data and state benchmarks, if available, helped inform decision-making about strategic improvements.</p> | | |
| <p>2. Customer feedback: The AJC/site/partner/system has a systematic method of collecting and analyzing feedback from customers, including both job seekers and employers; and the feedback is used to continuously improve service delivery and operations.</p> | <p>2.1 Customer satisfaction surveys for job seekers and employers invite feedback, at a minimum, on the following topics:</p> <ul style="list-style-type: none"> (a) the way in which customers access the services; (b) overall satisfaction with services provided; (c) satisfaction level with the courteousness, knowledge, and responsiveness of staff; (d) timeliness of services provided; (e) accessibility and availability of program services; (f) physical accessibility of the facility; and (g) ideas for improvement. | <p>2.1.1 Customer satisfaction survey data indicates regular collection.</p> <p>2.1.2 Customer satisfaction survey data can be disaggregated by service, by program and by category of customer, including by customers with disabilities.</p> <p>2.1.3 Customer satisfaction survey data is disaggregated to determine whether persons with disabilities are uninhibited from participating in each program and service.</p> | | |
| <p><i>(2. Customer feedback – continued)</i></p> | <p>2.2 Results of customer satisfaction surveys are reported to the local board.</p> | <p>2.2.1 Local board meeting minutes reflect that customer satisfaction data was considered in decision-making about continuous improvement efforts.</p> | | |
| <p><i>(2. Customer feedback – continued)</i></p> | <p>2.3 The AJC/site/partner/system has a systematic process for identifying customer complaints and developing appropriate responses or corrective actions.</p> | <p>2.3.1 A mechanism exists for customers to be able to provide feedback outside of the routine customer feedback survey.</p> <p>2.3.2 The receipt of customer complaints is dated and tracked.</p> <p>2.3.3 Corrective action plans addressing customer complaints are documented with plans for implementation.</p> | | |

| Minimum Requirements | Minimum Certification Criteria | Indicator Demonstrating Requirement is Met | Criteria Met Yes or No | Comments |
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| 3. Evaluations of internal operations: Internal procedures and systems monitor operational effectiveness and opportunities for improvement. | 3.1 The AJC/site/partner/system has internal systems in place to identify and track operational efficiency and effectiveness. | 3.1.1 Customer satisfaction survey results indicate the timeliness in which services were provided in person or via technology is satisfactory. 3.1.2 Required one-stop partners periodically review the timeliness of service delivery to identify improvements. | | |
| <i>(3. Evaluations of internal operations – continued)</i> | 3.2 External systems or mechanisms are used to obtain objective feedback about operational efficiency and effectiveness. | 3.2.1 A system is in place to invite an external, objective program partner from another local area to serve as a “secret shopper” at least annually. | | |
| 4. Professional development of staff: AJC/site/partner/system staffs invest in continual professional development to staff and required one-stop partners are aware of the implications of evidence-based research and can implement the latest policies and procedures established at the Federal, state and local levels. | 4.1 Joint training on new policies, procedures, or regulatory guidance is available to AJC/site/partner/system staffs in a timely manner. | 4.1.1 Joint trainings are provided with documented attendance and dates. 4.1.2 Materials from joint trainings are available as a resource after trainings. 4.1.3 A policy manual or other guidance is current and easily accessible by staff. | | |
| <i>(4. Professional development of staff – continued)</i> | 4.2 Roles and responsibilities of AJC/site/partner/system staff are clear, starting with orientation and continuing throughout employment as roles and responsibilities change. | 4.2.1 Staff work together as a team to meet customer needs. 4.2.2 Staff orientation materials exist and describe each function and how the staff member fits into the integrated operations of the AJC/site/partner/system. | | |
| <i>(4. Professional development of staff – continued)</i> | 4.3 The AJC/site/partner/system has a system and procedures in place to assess staff members’ skills and core competencies, as well as gaps. | 4.3.1 System-wide skills-gap analyses for staff and required one-stop partners are documented and available. | | |
| <i>(4. Professional development of staff – continued)</i> | 4.4 AJC/site/partner/system staffs demonstrate motivation to continue advancing their skills. | 4.4.1 Goals and opportunities for AJC/site/partner/system staff skills development are documented. 4.4.2 Documentation verifies that AJC/site/partner/system staffs took advantage of professional development opportunities. | | |
| 5. Customer confidentiality | 5.1 The AJC/site/partner/system ensures customer confidentiality as required by Federal, state, and local laws, rules, and regulations. | 5.1.1 Required one-stop partners have established interagency agreements for information sharing. | | |

Additional comments on continuous improvement:

(g) Addenda

Incorporate all necessary or required information relevant to the evaluation or certification review process, such as documentation relating to a one-stop operator serving on the Local Evaluation and Certification Team.

APPENDIX II. Evaluation and Certification Assurances Form

By signing and submitting this form, the undersigned Chair of the Local Workforce Development Board and Chief Elected Official of the Local Workforce Development Area attest that requirements and criteria established in the current Nebraska Department of Labor policy on American Job Center Certification and Local Workforce Delivery System Evaluation (dated) (hereafter, the Policy) have been satisfied for:

- Program Years for certification of the comprehensive American Job Center (AJC) identified below; and/or
- Program Year for evaluation of the local workforce delivery system identified below.

Further, the undersigned parties understand that an onsite review will be conducted to verify compliance with the requirements, criteria, and procedures outlined in the policy.

Name of Local Workforce Development Board:

Name of Local Workforce Development System:

Website address for Local Workforce Development System:

Signatures

Name of Chair:
Chair

Date

Name of CEO:
Title of CEO:

Date

Attached to this form are:

- (1) a complete listing of all AJCs, affiliate sites, eligible one-stop partners connected to affiliate sites via direct linkage, and specialized centers in the local workforce delivery system, including:
 - (A) physical addresses;
 - (B) phone numbers;
 - (C) email addresses for the primary point of contact for each AJC, site, partner, and center; and
 - (D) website addresses for each;
- (2) a detailed description of the programs and services offered at or through the AJC in the local workforce delivery system; and
- (3) completed Review Forms for all AJCs, affiliate sites, eligible one-stop partners connected to affiliate sites via direct linkage, and specialized centers in the local workforce delivery system that are covered by this Evaluation and Certification Assurances Form.

APPENDIX III. All-inclusive Timelines

Because of their interrelatedness, all-inclusive timelines for regional and local plans, MOUs and annual funding agreements, and AJC certification and local workforce delivery system evaluation are provided in combination in Table 2.

Table 2 is color coded to classify timelines according to their respective policies:

- **Dark red text** indicates timelines for certification of comprehensive AJCs and evaluation of local workforce delivery systems
- **Black, bolded text** indicates timelines for MOUs and annual funding agreements
- **Blue text** indicates timelines for regional and local plans

Timelines for regional and local plans and certification of comprehensive AJCs are also provided in the applicable current NDOL policies.

Table 2. All-inclusive PY17 and PY18 Timelines for Regional and Local Plans, MOUs and Annual Funding Agreements, and AJC Certification and Local Workforce Delivery System Evaluation

| Responsible Party - Event | Deadline |
|---|---|
| WIOA Core Partners - sponsor regional planning sessions | October 2016 - December 2016 |
| NDOL - release interim policy on Regional and Local Plans | Wednesday, November 23, 2016 |
| NDOL - release policy on Regional and Local Plans, Change 1 | Friday, December 30, 2016 |
| NDOL - release policy on MOUs and Funding of Local Workforce Delivery System Operations | Monday, January 23, 2017 |
| Local boards - MOU process begins | Tuesday, January 24, 2017 |
| NDOL - release policy on American Job Center Certification and Local Workforce Delivery System Evaluation | Tuesday, January 31, 2017 |
| NDOL - release policy on American Job Center Certification and Local Workforce Delivery System Evaluation, Change 1 | March 16, 2017 |
| NDOL - release policy on American Job Center Certification and Local Workforce Delivery System Evaluation, Change 2 | April 21, 2017 |
| NDOL - release policy on Regional and Local Plans, Change 2 | Thursday, February 9, 2017 |
| NDOL – release Change 1 to policy on MOUs and Funding of Local Workforce Delivery System Operations | February 28, 2017 |
| Local boards – submit to NDOL draft MOUs with all required one-stop partners (as part of regional and local plan submissions); submission of annual funding agreement(s) optional at this time | Wednesday, March 15, 2017 |
| Local boards - must submit regional and local plans to NDOL | Wednesday, March 15, 2017 |
| NDOL - review of regional and local plans for compliance | Thursday, March 16, 2017 – Saturday, April 15, 2017 |
| Local boards – must submit outcome reports to NDOL on negotiation of MOUs with <u>all</u> required one-stop partners; submission must include the annual comprehensive budget for the local workforce delivery system | Friday, March 31, 2017 |
| NDOL – requires any local board failing to reach consensus on MOUs and/or the annual comprehensive budget with <u>all</u> required one-stop partners to resume MOU negotiations and provides technical assistance to any such local board | Monday, April 3, 2017 – Friday, April 28, 2017 |
| NDOL - provides feedback to local boards on regional and local plans, identifying deficiencies that must be addressed | <u>no later than</u> April 15, 2017 |
| Local boards – any local board required to resume negotiations on MOUs and/or the annual comprehensive budget following a reported failure to reach consensus must submit to NDOL a follow-up outcome report on the resumed negotiations | <u>no later than</u> April 28, 2017 |
| Local Certification Team - conducts an onsite evaluation of each comprehensive AJC in the local area for certification purposes and notifies NDOL by email at ndol.wioa_policy@nebraska.gov that the onsite evaluation has occurred | <u>no later than</u> April 28, 2017 |
| Governor or Nebraska Workforce Development Board– must notify the Secretary of the U.S. Department of Labor, <u>and</u> the head of any other Federal agency with responsibility for oversight of each applicable required one-stop partner, of any local board's and CEO's failure to reach consensus on MOUs with 1 or more required one-stop partners | Monday, May 1, 2017 |
| Local boards - must have fully-signed MOUs, including the annual comprehensive budget, which will be used for negotiating the annual funding agreement(s), in place with <u>all</u> required one-stop partners; inclusion of annual funding agreement(s) is optional at this time | Monday, May 15, 2017 |
| Local boards – if needed, continue annual funding agreement negotiations | Monday, May 15, 2017 |
| Local boards – must resubmit to NDOL revised regional and local plans with (1) deficiencies addressed and (2) fully-executed MOUs, including annual comprehensive budgets, with each required one-stop partner incorporated | Monday, May 15, 2017 |
| System Alignment Committee, Nebraska Workforce Development Board - review of local plans | Wednesday, May 24, 2017 |
| Local board- must notify each comprehensive AJC one-stop operator of the local board's determination of certification, conditional certification, or non-certification of the AJC and submit to NDOL the appropriate documentation as required under Section III of this policy | Wednesday, May 31, 2017 |
| Local board- must implement the local board's continuity-of-service plan for any comprehensive AJC receiving a notification of non-certification | Wednesday, May 31, 2017 |
| Strategic Direction Committee, Nebraska Workforce Development Board - review of regional plans | Thursday, June 8, 2017 |
| Local board- must certify or conditionally certify each eligible comprehensive AJC in the local area and submit to NDOL the appropriate documentation as required under Section III of this policy | Thursday, June 15, 2017 |
| Local board- must conduct a baseline evaluation of the local workforce delivery system and submit to NDOL the appropriate documentation as described in Section II of this policy | Thursday, June 15, 2017 |
| Local Boards - must provide any additional information requested by the Strategic Direction and System Alignment Committees following review of regional and local plans | Monday, June 12, 2017 – Friday, June 16, 2017 |
| Nebraska Workforce Development Board - review of regional and local plans | Friday, June 23, 2017 |
| Governor - must notify local boards of determinations on regional and local plans | Friday, June 30, 2017 |

| Responsible Party - Event | Deadline |
|---|-------------------------------|
| <i>Local boards</i> – must competitively select a new one-stop operator following implementation of the local board's continuity of service plan following non-certification of any comprehensive AJC in the local area | Tuesday, August 29, 2017 |
| <i>Local boards</i> – must certify any eligible conditionally-certified comprehensive AJC in the local area and submit to NDOL the appropriate documentation as required under Section III of this policy | Wednesday, September 13, 2017 |
| Local boards – must submit outcome reports to NDOL on negotiation of annual funding agreements | Monday, October 2, 2017 |
| NDOL – state funding mechanism takes effect for any local board failing to reach consensus with <u>all</u> required one-stop partners during negotiations on infrastructure costs (only) and annual funding agreements | Monday, October 2, 2017 |
| NDOL - all required one-stop partners in local areas subject to the state funding mechanism are notified of their required contribution amounts <u>and</u> directed to pay those amounts | Wednesday, November 1, 2017 |
| Local boards – must submit draft annual funding agreements to NDOL (based on either the local funding mechanism or the state funding mechanism) | Wednesday, November 1, 2017 |
| Local boards - must have fully-signed annual funding agreements in place with <u>all</u> required one-stop partners (based on either the local funding mechanism or the state funding mechanism) | Friday, December 1, 2017 |
| <i>Local boards</i> - must submit modifications to regional and local area plans to incorporate fully-signed annual funding agreements (based on either the local funding mechanism or the state funding mechanism) which include the annual comprehensive budget | Friday, December 15, 2017 |
| <i>Local board</i> - must conduct a reevaluation of the local workforce delivery system to determine progress compared to June 2017 evaluation and submit to NDOL the appropriate documentation as described in Section II of this policy | Friday, June 15, 2018 |

- **Dark red text** indicates timelines for certification of comprehensive AJCs and evaluation of local workforce delivery systems
- **Black, bolded text** indicates timelines for MOUs and annual funding agreements
- **Blue text** indicates timelines for regional and local plans

APPENDIX IV. Definitions

(a) access³³

“Access” to required one-stop partner programs and their services means:

- (1) having a program staff member physically present at the AJC;
- (2) having a staff member from a different required one-stop partner program physically present at the AJC and appropriately trained to provide information to customers about the programs, services, and activities available through required one-stop partner programs and the AJC; or
- (3) making available through technology via “direct linkage” to program staff who can provide meaningful information or services.

All comprehensive one-stop centers must be physically and programmatically accessible to persons with disabilities.³⁴

(b) affiliate site³⁵

“Affiliate site” means:

- (1) An affiliate site, or affiliate one-stop center, is a site that makes available to job seekers and employers one (1) or more of the AJC partner programs, services, and activities.
- (2) Affiliate sites are access points, in addition to the AJC(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.
- (3) An affiliate site does not need to provide access to every required one-stop partner program available through the AJC.
- (4) The frequency of the physical presence of required one-stop partner program staff in an affiliate site is determined at the local level.
- (5) A Wagner-Peyser Employment Service office cannot serve as a stand-alone affiliate site.³⁶
 - (i) An affiliate site must include other programs besides Wagner-Peyser Employment Service programs, local veterans' employment representatives, disabled veterans' outreach program specialists, and unemployment compensation programs and services.

³³ 20 CFR § 678.305

³⁴ WIOA Sec. 188; 29 CFR Part 38

³⁵ 20 CFR § 678.310

³⁶ 20 CFR § 678.315

- (ii) If Wagner-Peyser Employment Service programs are provided at an affiliate site, there must be one (1) or more other required one-stop partners located at the affiliate site with a combined physical presence of staff more than fifty (50) percent of the time the center is open.
- (iii) Additionally, the other required one-stop partner(s) must not be the partner administering local veterans' employment representatives, disabled veterans' outreach program specialists, or unemployment compensation programs. If Wagner-Peyser Employment Service programs and any of these three (3) required one-stop partner programs are provided at an affiliate site, an additional required one-stop partner or partners must have a combined physical presence of staff in the center more than 50 percent of the time the center is open.

All affiliate sites must be physically and programmatically accessible to persons with disabilities.³⁷

(c) comprehensive one-stop center (comprehensive American Job Center or AJC)³⁸

A comprehensive one-stop center (comprehensive American Job Center or AJC) is a physical location where job seekers and employers can access the following programs, services, and activities of required one-stop partners:

- (1) workforce and labor market information;
- (2) career services;³⁹
- (3) access to adult and dislocated worker employment and training activities and services;⁴⁰ and
- (4) access to programs and activities carried out by the required one-stop partners listed below:^{41,42}
 - a. Carl D. Perkins Career and Technical Education programs;
 - b. Employment and training activities carried out by the Department of Housing and Urban Development;
 - c. Employment and training activities carried out under the Community Services Block Grant;
 - d. Ex-offender (Second Chance Act) programs;
 - e. Jobs for Veterans State Grants programs;
 - f. Programs authorized under Nebraska's Unemployment Compensation law;
 - g. Senior Community Service Employment Program;
 - h. Trade Adjustment Assistance activities;
 - i. WIOA Title IB: Adult, Dislocated Worker, and Youth programs;
 - j. WIOA Title IC: Migrant and Seasonal Farmworker programs;
 - k. WIOA Title IC: Native American programs;
 - l. WIOA Title IC: YouthBuild programs;
 - m. WIOA Title ID: Job Corps;
 - n. WIOA Title II: Adult Education and Family Literacy Act programs;

³⁷ WIOA Sec. 188; 29 CFR Part 38; 20 CFR § 678.310(d)

³⁸ 20 CFR § 678.305

³⁹ 20 CFR § 678.430; see also NDOL's Regional and Local Plan policy

⁴⁰ WIOA Sec. 134(d); 20 CFR §§ 678.305 and 680.200

⁴¹ 20 CFR § 678.400 – 678.410

⁴² For greater detail on required one-stop partners, see NDOL's current policy on Memorandums of Understanding and Funding of Local Workforce Delivery System Operations.

- o. WIOA Title III: Wagner-Peyser Act Employment Service programs;
- p. WIOA Title IV: Nebraska Commission for the Blind and Visually Impaired;
- q. WIOA Title IV: Nebraska Vocational Rehabilitation Program; and
- r. Work, education, and training activities carried out by the Temporary Assistance for Needy Families program.

Customers must have access to these required one-stop partner programs, services, and activities during regular business hours at an AJC (Monday through Friday, 8a – 5p). The local board may establish other service hours at other times to accommodate the schedules of individuals who work during regular business hours.

All AJCs must be physically and programmatically accessible to persons with disabilities.⁴³

(d) direct linkage⁴⁴

A “direct linkage” means providing a direct connection at the AJC, within a reasonable period of time and by phone or through real-time web-based communication, to a required one-stop partner program staff member who can provide program information or services to the customer. Utilization of WebEx, Skype and Adobe Connect create a direct linkage to provide direct client services, staff training, and collaborative communications.

Direct linkage cannot be exclusively the provision of:

- (1) a phone number or a web address for services; or
- (2) information, pamphlets, or materials.

(e) specialized center⁴⁵

A specialized center is a center connected to the AJC and any appropriate affiliate site(s) that meets the needs of dislocated workers, youth, employers, or key industry sectors or clusters.

Specialized centers that address specific needs⁴⁶ must be connected to the AJC (and appropriate affiliate sites) by having processes in place to make referrals to the specialized centers and the one-stop partner programs located in them.

A Wagner-Peyser Employment Service office cannot serve as a stand-alone specialized center.⁴⁷

A specialized center must include other programs besides Wagner-Peyser Employment Service programs, local veterans' employment representatives, disabled veterans' outreach program specialists, and unemployment compensation programs and services.

Specialized centers must be physically and programmatically accessible to persons with disabilities.⁴⁸

⁴³ 20 CFR § 678.305(e)

⁴⁴ 20 CFR § 678.305(d)(i) – (ii)

⁴⁵ 20 CFR § 678.320

⁴⁶ 20 CFR § 678.300(d)(3)

⁴⁷ 20 CFR § 678.315

⁴⁸ WIOA Sec. 188; 29 CFR Part 38