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| Effective Date | 1/25/2021 |
| Approval | GNWDB |

**Continuity of Service Plan**

**American Job Center Certification**

The Greater Nebraska Workforce Development Board will adhere to all requirements of the Nebraska Department of Labor’s One-stop Delivery System Assessment and One-stop Center Certification, Change 2. The Board will work with the One Stop Operator and the system partners to make every effort to achieve certification of the American Job Center (AJC). In the event the Grand Island or Beatrice AJC is not certified, the Continuity of Service plan will be implemented.

Conditional Certification

Should recommendation of conditional certification be the initial action taken by the Evaluation & Certification Team, the Greater Nebraska Workforce Development Board (GNWDB) will follow the steps as outlined in state policy by sending a signed letter from the Team to the one-stop operator, identifying deficiencies that must be corrected within ninety (90) days of the date of the conditional certification and will send a copy of that letter to:

* WIOA policy mailbox at [ndol.wioa\_policy@nebraska.gov](mailto:ndol.wioa_policy@nebraska.gov); and
* WIOA State Monitor at ndol.state\_monitor@nebraska.gov

At this time, the Evaluation & Certification Team will schedule a 60 day review to determine the extent of progress being made by the one-stop operator and to work with the operator to resolve the findings. Immediately after the 60 day review, the Team will report in writing to the GNWDB with a forecast of the likelihood of all deficiencies being resolved within the next 30 days.

Once the one-stop operator informs the Chair of the GNWDB that all deficiencies have been resolved, the Chair or his/her designee will reconvene the Evaluation and Certification Team to conduct a follow-up evaluation using the same criteria and procedures in play during the initial evaluation in order to confirm correction of the deficiencies.

If the deficiencies are not resolved within the 90 days referenced above, the GNWDB will send a letter to the one-stop operator, signed by the Board Chair and by the Evaluation and Certification Team Lead, stating that conditional certification of the AJC has been revoked and a finding of non-certification will trigger the Continuity of Service plan.

AJC Not Recommended for Certification

Should no recommendation for certification be the initial action taken by the Evaluation & Certification Team, the GNWDB will send a signed letter from the Team to the one-stop operator, with specific corrective action items and steps that must be taken within a time period not to exceed 60 days before certification can be approved and a copy of that letter must be sent to:

* WIOA policy mailbox at [ndol.wioa\_policy@nebraska.gov](mailto:ndol.wioa_policy@nebraska.gov); and
* WIOA State Monitor at ndol.state\_monitor@nebraska.gov

Once the one-stop operator informs the Chair of the GNWDB that all deficiencies have been resolved, the Chair or his/her designee will reconvene the Evaluation and Certification Team to conduct a follow-up evaluation using the same criteria and procedures in play during the initial evaluation in order to confirm correction of the deficiencies.

Once the GNWDB approves the certification of the AJC, the Administrative Entity will notify the Nebraska Workforce Development Board.

Non-Certification & Continuity of Service

The Greater Nebraska Workforce Development Board’s Continuity of Service plan is to be initiated in the event that the Grand Island or Beatrice AJC is not certified. Under this plan, the GNWDB and its staff assume the duties of the One-stop Operator, either by performing directly such duties or by executing a short term professional services agreement, for a period not to exceed six months.

During this six month period, a process for competitive selection of a new one-stop operator begins immediately as a top priority for the GNWDB Board and the Chief Elected Officials Board (CEOB).

**One-stop Operator**

The GNWDB will adhere to all requirements of the Nebraska Department of Labor’s One-stop Operator Competitive Selection policy. The GNWDB will work with the CEOB to make every effort to ensure the One-stop Operator role is filled utilizing a competitive bid process and the One-stop Operator role is clearly articulated. In the event the One-stop Operator role becomes vacant for any reason, the Continuity of Service plan will be implemented.

Continuity of Service

The Greater Nebraska Workforce Development Board’s Continuity of Service plan is to be initiated in the event that the One-stop Operator role becomes vacant for any reason. Under this plan the Administrative Entity assume the duties of the One-stop Operator, either by performing directly such duties or by executing a short term professional services agreement, for a period not to exceed six months.

During this six month period, a process for competitive selection of a new one-stop operator begins immediately as a top priority for the GNWDB Board and the Chief Elected Officials Board (CEOB).