



Pete Ricketts, Governor

September 14, 2017

Sheryl Hiatt & Linda Black, OSO Administrators  
Nebraska Department of Economic Development  
301 Centennial Mall South  
Lincoln, NE 68509-4666

RE: American Job Center Certification

Dear Mrs. Hiatt and Mrs. Black:

The Executive Committee of the Greater Nebraska Workforce Development Board has approved Beatrice and Grand Islands' American Job Centers (AJC) for certification as defined in the Nebraska Department of Labor's policy on American Job Center Certification and Local Workforce Delivery System Evaluation, Change 2.

This action was taken by the committee at its meeting on September 7, 2017 and was based on recommendations from the Local Evaluation and Certification Teams.

Enclosed is the complete on-site evaluations for the centers.

Thank you for your continued commitment to the local area.

Sincerely,

Lisa Wilson, Chairperson  
Greater Nebraska Workforce Development Board

CC: Pam Lancaster, CEOB Chairperson  
Stan Odenthal, E&T Director, Department of Labor  
Shannon Grotrian, Administrator of Workforce Services, Nebraska Department of Labor  
Deb Anderson, Policy Coordinator, Department of Labor  
Dylan Wren, Program Coordinator, Greater Nebraska Workforce Development Area  
Karen Stohs, Employment Services Manager – Beatrice  
Randy Kissinger, Regional Workforce Development Manager - Grand Island

John H. Albin, Commissioner

Department of Labor | ADMINISTRATIVE ENTITY

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## APPENDIX I. Review Form

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### 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: **Beatrice American Job Center**  
Street address: **5109 W Scott Road, Ste. 413**  
City, state, zip: **Beatrice, NE 68310**  
Phone: **(402) 223-6060**  
Primary point-of-contact: **Karen Stohs**  
Email: **karen.stohs.nebraska.gov**

Date of onsite visit: **04/18/2017, second review completed 8/24/2017**

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
Lisa Wilson	HR Manager, Case New Holland Industries	Chair	Greater Nebraska Workforce Development Board	
Kelsey Miller	Regional Manager, Nebraska Department of Labor	Member	WIOA Title 1B	
Brittany Urias	Regional Manager, Nebraska Department of Labor	Partner	WIOA Title 3, Wagner-Peyser	
Ann Chambers	Adult Education Director, Central Community College	Member	WIOA Title 2, Adult Education and Family Literacy Act	
Denise Pettinger	Senior Service Specialist, Nebraska VR	Partner	WIOA Title, 4 Nebraska VR	

(b) Effectiveness Criteria

Minimum Requirement	Minimum Certification Criteria	Indicator Demonstrating Requirement is Met	Criteria Met Yes or No	Comments
<p>1. <b>Governance:</b> 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>YES</p>	<p>MOU's and <a href="#">CEOB Agreement</a> are posted <a href="#">online</a></p>
<p><i>(1. Governance – continued)</i></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>YES</p>	<p>Both issued RFP's, <a href="#">sole source documentation</a>, and meeting minutes are available <a href="#">online</a>.</p>
<p><i>(1. Governance – continued)</i></p>	<p>1.2 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>1.2.1 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>	<p>YES</p>	<p><a href="#">Conflict of Interest Policy</a> and <a href="#">Service Agreement</a> are available online</p>

Minimum Requirement	Minimum Certification Criteria	Indicator Demonstrating Requirement is Met	Criteria Met Yes or No	Comments
	<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>		
(1. Governance – continued)	<p>1.3 <b>For AJC review only:</b> 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>1.3.1 The one-stop operator provided the established continuity-of-service plan.</p>	YES	<p>1.4.1 – The board has developed a continuity-of-service policy. Attachment 4</p>
<p>2. <b>Responsiveness to needs of job seekers and program participants:</b> 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>	YES	<p>2.1.1 – MOU and Regional Plan commit partners to working together, cross-training staff, integrating and maximize services. Attachments 1 &amp; 5</p> <p>2.1.2 Workforce Delivery System Service Matrix has been created and is incorporated into the MOU. Attachment 6 Addressed in Southeast Nebraska Regional Plan</p> <p>2.1.3 Southeast Nebraska Regional Plan – Greater Lincoln Workforce Development Area, attachment 8</p> <p>2.1.4 – Performance reports are shared at board meetings Attachment 7, page 15</p>
<p>3. <b>Responsiveness to needs of employers:</b> 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>	YES	<p>3.1.1 Attachment 6</p> <p>3.1.2 Southeast Nebraska Regional Plan, Chapter 3</p> <p>3.1.3 GN &amp; GL both received performance reports</p>

Minimum Requirement	Minimum Certification Criteria	Indicator Demonstrating Requirement is Met	Criteria Met Yes or No	Comments
		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.		
<i>(3. Responsiveness to needs of employers – continued)</i>	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.	YES	3.2.1 – The local AJC has individual staff goals and work plans that outline the expectation of Title I and ES staff to coordinate and provide services to employers. (see attachments 9, 10, 11) 3.2.2 - Performance reports are shared at board meetings.
4. <b>Performance:</b> The AJC/site/partner/system supports the achievement of negotiated local levels of performance.	1.1 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	YES	4.1.1 - Performance reports are shared at board meetings 4.1.2 (a) For Title III: The ES Administrator informs the Administrative Entity of the negotiated level for Wagner-Peyser performance standards. (see attachment 12) (b) Reporting system needs to be developed



Minimum Requirement	Minimum Certification Criteria	Indicator Demonstrating Requirement is Met	Criteria Met Yes or No	Comments
		discussed by the local board on the negotiated levels for the primary indicators of performance		
<p>5. <b>Program coordination:</b> 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.</p>	<p>5.1. Required one-stop partners take specific steps to avoid duplication, coordinate programs, and integrate service delivery and referrals, such as:</p> <ul style="list-style-type: none"> <li>(a) staff working on functional rather than program teams;</li> <li>(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;</li> <li>(c) implementation of common intake procedures; and</li> <li>(d) elimination of duplication of effort through the sharing of assessments (as appropriate), employability plans, activities updates, etc.</li> </ul>	<p>5.1.1. Specific steps taken to avoid duplication, integrate services, and referrals are documented; for example:</p> <ul style="list-style-type: none"> <li>(a) the AJC/site/partner/system organizational chart reflects functional roles rather than programmatic roles;</li> <li>(b) internal procedures reflect functional roles and coordinated service delivery;</li> <li>(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</li> <li>(d) frontline staff can demonstrate knowledge about basic eligibility requirements for each program and make knowledgeable referrals to required one-stop partner programs.</li> </ul>	YES	<p>5.1.1</p> <ul style="list-style-type: none"> <li>(a) The AJC does have an organizational chart</li> <li>(b) customers can access multiple services from the AJC. AJC staff from various programs provide 'warm handoffs' and referrals to partner programs to ensure the customers receive relevant and quality services.</li> <li>(c) The GI AJC does currently have a dedicated front desk staff person, NDOL staff from NDOL programs (all except JVSG) provide coverage for the front desk and are trained in initial assessments and referral to partners for job seekers and employers.</li> <li>(d) AJC staff are knowledgeable about partner programs, including basic eligibility requirements and referral procedures.</li> </ul>
<p>(5. Program coordination – continued)</p>	<p>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.</p>	<p>5.2.1. Job seeker applications and assessment tools do not seek duplicative information for individuals enrolled in multiple programs.</p> <p>5.2.2. The one-stop operator provides written descriptions of efforts to streamline intake and assessments between programs.</p>	YES	<p>5.2.1 – Some job seeker information related to eligibility determination may be duplicative among partners, but this is mitigated to the greatest extent possible, and assessment results are shared between programs after as long as a release form is signed by the shared customer.</p> <p>5.2.2 – Action steps to streamline the referral system are included in the MOU, attachment 1</p> <p><a href="#">Workforce System Guide</a></p>
<p>6. <b>Operational coordination:</b> The AJC/site/partner/system prioritizes operational coordination, ensuring streamlined and efficient</p>	<p>6.1. Resource teams consist of integrated program partners.</p>	<p>6.1.1. Resource room staff job descriptions and procedures reflect cross-program functions.</p>	YES	<p>6.1.1 – The Workforce Coordinator Job Specifications reflects cross-program expectations and partnership role. (see attachment 15)</p>



Minimum Requirement	Minimum Certification Criteria	Indicator Demonstrating Requirement is Met	Criteria Met Yes or No	Comments
service delivery and administration for job seekers and employers.				
(6. Operational coordination – continued)	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.	YES	6.2.1 Resource room materials meet these requirements.
(6. Operational coordination – continued)	6.3. Websites and resource materials provide information about all programs and services available in the AJC/site/partner/system for job seekers and employers.	6.3.1. All services described on the local workforce delivery system website and resource materials align with the Local Workforce Delivery System Service Matrix.	YES	6.3.1 The NDOL website and NEworks website align with and reflect the services outlined in the Local Workforce Delivery System Service Matrix (see attachments 16, 17)
(6. Operational coordination – continued)	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> ).	YES	AJC staff and partners are involved in business service meetings in the area, including: Chamber Board meetings, Economic Development Board meetings; Chamber Ambassador meetings. While these meetings include multiple AJC partners, there is no formal record of dedicated business service team meetings between the core partner programs.
7. <b>Service hours:</b> 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.	YES	7.1.1 – The board has considered extending hours of operation and is reflected in the MOU packet designed by the board. Attachment 18 7.1.2 Hours are stated and a professional sign is being developed to replace the current signage. 7.1.3 This signage is at the front desk with contact information (phone and email) to request such accommodations.
8. <b>Equal opportunity awareness:</b> AJC/site/partner/system staffs are familiar with and comply all applicable Federal, state, and local laws, rules, regulations, and policies	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;	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;	YES	8.1.1 (a) Information regarding auxiliary aids is available on documents and materials. (b) A magnifier is available for resource room computer and staff know how to use it.

Minimum Requirement	Minimum Certification Criteria	Indicator Demonstrating Requirement is Met	Criteria Met Yes or No	Comments
regarding non-discrimination and equal opportunity for persons with disabilities.	(b) instructions for using TDD/TTY and other adaptive technologies; (c) reasonably modifying procedures to avoid discrimination and to meet individual needs (e.g., allowing an individual with a cognitive disability extra time to complete forms); and (d) effective strategies for communicating with persons with disabilities.	(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.		(c) Staff modify services and make accommodations to ensure no customer is discriminated against (d) Staff use multiple strategies to communicate with people with disabilities: verbal/non-verbal communication; translation services; etc.
<i>(8. Equal opportunity awareness – continued)</i>	8.2. Required one-stop partners ensure local workforce delivery system customers have access to services in accordance all applicable Federal, state, and local laws, rules, regulations, and policies.	8.2.1. Corrective action plans are developed if required one-stop partners or local workforce delivery system customers identify barriers to participation in services;	YES	8.2.1 – Agency EO policy protects participants and provides corrective steps, attachment 19
9. <b>Customer feedback:</b> 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.	YES	9.1.1 – Staff disseminate and collect electronic surveys and provide them to the Administrative Entity. Customer feedback is on the agenda for the next board meeting (5/25/2017) and will be reflected in the minutes.
10. <b>Branding:</b> The “American Job Center” or “a proud partner of the American Job Center network” 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 “American Job Center” or “a proud partner of the American Job Center network” identifier to be easily recognizable as the location where programs, services, and activities are available.	10.1.1. The “American Job Center” identifier or “a proud partner of the American Job Center network” 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, etc.; 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,	YES	10.1.1 (a) Yes (see attachment 20) (b) Yes, branding and signage is being coordinated for Beatrice AJC. It will be in place by 7/1/2017.

Minimum Requirement	Minimum Certification Criteria	Indicator Demonstrating Requirement is Met	Criteria Met Yes or No	Comments
		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. <b>Physical layout:</b> 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). <sup>1</sup>	YES	1.1.1 Yes
2. <b>Equal opportunity access:</b> 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.	1.1 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.	1.1.1 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.	YES	1.1.1 (a) This is noted on materials and handouts for customers. (b) This is noted on materials and handouts for customers. (c) A magnifier is available for resource room computer and staff know how to use it. (d) Staff modify services and make accommodations to ensure no customer is discriminated against (e) Staff use multiple strategies to communicate with people with disabilities: verbal/non-verbal communication; translation services; etc.
<i>(2. Equal opportunity access – continued)</i>	1.2 Required one-stop partners reasonably modify policies, practices, and procedures to avoid discrimination and to meet individual needs.	1.2.1 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.	YES	1.2.1 Partners demonstrate flexibility and accommodating of customer needs to the greatest extent possible.
3. <b>Location:</b> 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.	YES	3.1.1 Public transportation is a challenge in Greater Nebraska. However, the Blue Rivers Area on Aging provides a bus that bring individuals to the AJC.
<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.	YES	3.2.1 There is a dedicated parking lot with extensive parking for AJC customers. 3.2.2 Parking spots for individuals with disabilities are appropriately labeled and

<sup>1</sup> 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
		3.2.2 The parking lot has spaces closest to the door which are dedicated to and marked for persons with disabilities.		located closest to the entrance. A drop off lane is also provided at the entrance of the building to minimize walking for individuals.
(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.	YES	Yes. Signage is easily visible and will be updated with the new AJC branding requirements by 7/1/17. (see attachments 21, 22, 24)
4. <b>Signage and logos:</b> 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.	YES	This branding will be available by 7/1/2017 and will replace the current signage shown for 3.3.1.

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
1. <b>Career services:</b> Customers have equal access at or through the AJC/site/partner/system to the 23 required career services for adults or dislocated workers.	1.1. Services available at the AJC/site/partner/system are provided in accordance with the Local Workforce Delivery System Service Matrix.	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. 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.	YES	<a href="#">Workforce System Guide</a>
2. <b>Program services:</b> 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.	2.1. Access to training services is provided at or through the AJC/site/partner/system.	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. 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.	YES	2.1.1 All required career services are provided in Beatrice, attachment 6 2.1.2 <a href="#">One-Stop Operator – Direct Linkage Procedure</a>
<i>(2. Program services – continued)</i>	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.	See 2.1.1 and 2.1.2 for indicators	YES	2.2 Title 3 employment services and activities are directly provided at the AJC by ES staff.
<i>(2. Program services – continued)</i>	2.3. Business services, including labor force and labor market information, are provided at or through the AJC/site/partner/system.	See 2.1.1 and 2.1.2 for indicators.	YES	2.3 Business services are directly provided at the AJC by multiple WIOA Partners, including ES, Title I, VR, etc.
3. <b>Direct linkage:</b> 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"	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.	3.1.1. Staff resource materials include the definition of "direct linkage." 3.1.2. Phone, real-time, web-based communications, or other technology is physically present and enables real-time interaction (e.g., via Skype). 3.1.3. The AJC/site/partner/system has documented procedures for responding within a reasonable timeframe to demands	YES	3.1.1 <a href="#">AJC Handout</a> 3.1.2 Skype and WebEx video call resources, in addition to phone and web-based resources provide customers direct access to partner programs. 3.1.3 <a href="#">One-Stop Operator – Direct Linkage Procedure</a>

Minimum Requirements	Minimum Certification Criteria	Indicator Demonstrating Requirement is Met	Criteria Met Yes or No	Comments
		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.		Call logs, email logs and NEworks reports show the usage and real-time demand for 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.	YES	3.2.1 Yes, Title 1B (Adult, DLW and Youth) staff are housed out of the Beatrice AJC. Attachment 24
<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.	YES	3.3.1 Documentation has not been retained to date, but cross training occurs naturally as partner staff are hired and on-boarded to the AJC. Formal cross-training has occurred between programs at the state level, which involved staff from the AJC. 3.3.2 Documentation has not been retained to date, but all co-located programs share resources and information to better educate partner staff.
4. <b>Equal access:</b> 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.	YES	4.1.1 Yes, this occurs with workforce staff, partners and programs for their customers.
<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.	YES	4.2.1 Yes, staff are aware of how to provide accommodations to individuals with disabilities to provide them equal access to services.
5. <b>Accommodations:</b> The AJC/site/partner/system provides reasonable	5.1. The AJC/site/partner/system has the capacity to accommodate persons with disabilities	5.1.1. Assistive technology devices or other auxiliary aids are readily available.	YES	5.1.1 A magnifier is available for resource room computer and staff know how to use it.



Minimum Requirements	Minimum Certification Criteria	Indicator Demonstrating Requirement is Met	Criteria Met Yes or No	Comments
accommodations for persons with disabilities or language barriers to fully access services.	through available equipment, policies, procedures, and other resources, including bilingual staff, materials, or translation services.	5.1.2. The one-stop operator provides a written policy explaining how required one-stop partners in the AJC/site/partner/system make reasonable accommodations and includes procedures for handling requests for accommodations.  5.1.3. Resources at the AJC/site/partner/system include bilingual materials or on-demand translation services, if necessary.		5.1.2 Follows under NDOL Accessibility Policy - 19 5.1.3 Yes, translated materials and translation services are readily available to customers and are outlined in the AJCs Limited English Proficiency (LEP) Plan (see attachment 13)
6. <b>Common identifier:</b> The AJC/site/partner/system displays the "American Job Center" or "a proud partner of the American Job Center network" identifier as the location for required programs, services and activities under WIOA.	6.1. Signage, logos, marketing material, and products reflect the "American Job Center" or "a proud partner of the American Job Center network" identifier to be easily recognizable as the location where programs, services, and activities are available.	6.1.1. The "American Job Center" or "a proud partner of the American Job Center network" identifier is highly visible inside and outside of the facility.  6.1.2. By November 17, 2016, the local workforce delivery system includes the "American Job Center" or "a proud partner of the American Job Center network" identifier on all primary electronic resources used by the one-stop delivery system, and on any newly printed, purchased, or created materials.  6.1.3. By July 1, 2017, the "American Job Center" or "a proud partner of the American Job Center network" identifier appear on all products, programs, activities, services, electronic resources, facilities, and related property and new materials used in the local workforce delivery system.	YES	6.1.1 Branding and signage is being coordinated for Beatrice AJC. It will be in place by 7/1/2017.

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
1. <b>Improving performance:</b> 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).	1.1 Required one-stop partners and the one-stop operator use periodic performance reports to identify specific goals and tactics for improving performance.	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). 1.1.2 Local board meeting minutes reflect that the performance data and state benchmarks, if available, helped inform decision-making about strategic improvements.	YES	
2. <b>Customer feedback:</b> 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.	2.1 Customer satisfaction surveys for job seekers and employers invite feedback, at a minimum, on the following topics: (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.	2.1.1 Customer satisfaction survey data indicates regular collection. 2.1.2 Customer satisfaction survey data can be disaggregated by service, by program and by category of customer, including by customers with disabilities. 2.1.3 Customer satisfaction survey data is disaggregated to determine whether persons with disabilities are uninhibited from participating in each program and service.	YES	Survey data available <a href="#">Employer Satisfaction Survey</a> <a href="#">Participant Satisfaction Survey</a>
<i>(2. Customer feedback – continued)</i>	2.2 Results of customer satisfaction surveys are reported to the local board.	2.2.1 Local board meeting minutes reflect that customer satisfaction data was considered in decision-making about continuous improvement efforts.	YES	2.2.1 – customer satisfaction data will be used for future decisions as outlined in the regional/local plan, attachment 5
<i>(2. Customer feedback – continued)</i>	2.3 The AJC/site/partner/system has a systematic process for identifying customer complaints and developing appropriate responses or corrective actions.	2.3.1 A mechanism exists for customers to be able to provide feedback outside of the routine customer feedback survey. 2.3.2 The receipt of customer complaints is dated and tracked. 2.3.3 Corrective action plans addressing customer complaints are documented with plans for implementation.	YES	2.3.1 Customers are invited to provide feedback directly to staff or management of the AJC. They can also email or call the office to provide feedback. 2.3.2 Yes, there is a log for complaints. 2.3.3 Corrective action is handled by the equal opportunity officer

Minimum Requirements	Minimum Certification Criteria	Indicator Demonstrating Requirement is Met	Criteria Met Yes or No	Comments
3. <b>Evaluations of internal operations:</b> 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.	YES	3.1.1 Customer satisfaction survey ask about overall satisfaction as well as accessibility of staff. 3.1.2 AJC partners discuss service delivery and process improvement on a regular basis and incorporate it into the everyday operations of the AJC and their programs.
<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.	YES	3.2.1- yes for Py17, Southeast Nebraska Regional Plan
4. <b>Professional development of staff:</b> 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.	YES	4.1.1 Partner staff are invited to attend each other’s meetings and trainings. Documentation has not been retained to date, but cross training occurs naturally as partner staff are hired and on-boarded to the AJC. Formal cross-training has occurred between programs at the state level, which involved staff from the AJC. 4.1.2 Documentation has not been retained to date, but all co-located programs share resources and information to better educate partner staff 4.1.4 available on the intranet,
<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.	YES	4.2.1 All AJC partners and staff coordinate to provide tailored services to customers. 4.2.2 Staff are provided materials and resources by the program owners for their specific program.
<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.	YES	4.3.1 – Southeast Nebraska Regional Plan

Minimum Requirements	Minimum Certification Criteria	Indicator Demonstrating Requirement is Met	Criteria Met Yes or No	Comments
(4. Professional development of staff – continued)	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.	YES	4.4.1 Goals are documented in staff files and opportunities for skill development are promoted among partners (workshops, trainings, webinars, etc.) 4.4.2 Registration materials and/or certificates of completion verify staff participation in 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.	YES	5.1.1 Will be include in MOU's

Additional comments on continuous improvement:

(f) Additional Certification Requirements or Criteria established by the Local Board

If the local board has not established additional criteria, enter “not applicable.”

Minimum Certification Criteria	Indicator Demonstrating Requirement is Met	Criteria Met Yes or No	Comments
Not Applicable			

(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**

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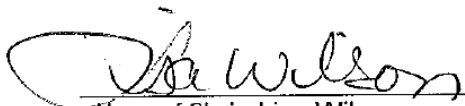
By signing and submitting this form, the undersigned Chair of the Local Workforce Development Board and Chief Elected Official of the Local Workforce Development Area attest that requirements and criteria established in the current Nebraska Department of Labor policy on American Job Center Certification and Local Workforce Delivery System Evaluation (dated January 31, 2017) (hereafter, the Policy) have been satisfied for:

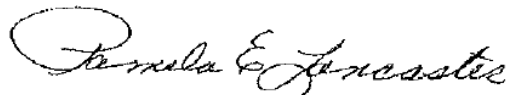
- Program Years 2017-2018 for certification of the comprehensive American Job Center (AJC) identified below; and/or
- Program Year 2017 for evaluation of the local workforce delivery system identified below.

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: **Greater Nebraska Workforce Development Board**  
Name of Local Workforce Development System: **Southeast Regional Workforce System**  
Website address for Local Workforce Development System: **dol.nebraska.gov / NEworks.nebraska.gov**

Signatures

  
Name of Chair: Lisa Wilson  
Chair  
Date: 9-14-2017

  
Name of CEOB: Pam Lancaster  
Title of CEOB: Hall County Commissioner  
Date: September 25, 2017

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 I. Review Form

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### 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: **Grand Island American Job Center**  
Street address: **203 East Stolley Park, Suite A**  
City, state, zip: **Grand Island, NE 68801**  
Phone: **(308) 385-6312**  
Primary point-of-contact: **Randy Kissinger**  
Email: **[randy.kissinger@nebraska.gov](mailto:randy.kissinger@nebraska.gov)**

Date of onsite visit: **04/18/2017, second review completed 8/24/2017**

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
Lisa Wilson	HR Manager, Case New Holland	Chair	Greater Nebraska Workforce Development Board	
Kelsey Miller	Regional Manager, Nebraska Department of Labor	Member	WIOA Title 1B	
Carla Stucky-Shuck	Adult Education Coordinator, Southeast Community College	Partner	WIOA Title 2, Adult Education and Family Literacy Act	
Brittany Urias	Regional Manager, Nebraska Department of Labor	Partner	WIOA Title 3, Wagner-Peyser	
Elaine Anderson	Office Director, Nebraska VR	Member	WIOA Title 4, Nebraska VR	

(b) Effectiveness Criteria

Minimum Requirement	Minimum Certification Criteria	Indicator Demonstrating Requirement is Met	Criteria Met Yes or No	Comments
<p>1. <b>Governance:</b> 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>YES</p>	<p>MOU's and <a href="#">CEOB Agreement</a> are posted <a href="#">online</a></p>
<p><i>(1. Governance – continued)</i></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>YES</p>	<p>Both issued RFP's, <a href="#">sole source documentation</a>, and meeting minutes are available <a href="#">online</a>.</p>
<p><i>(1. Governance – continued)</i></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>	<p>YES</p>	<p><a href="#">Conflict of Interest Policy</a> and <a href="#">Service Agreement</a> are available online</p>

Minimum Requirement	Minimum Certification Criteria	Indicator Demonstrating Requirement is Met	Criteria Met Yes or No	Comments
	<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>	(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.		
<i>(1. Governance – continued)</i>	1.4 <b>For AJC review only:</b> 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.	1.4.1 The one-stop operator provided the established continuity-of-service plan.	YES	<a href="#">Continuity-of-Service Plan</a>
2. <b>Responsiveness to needs of job seekers and program participants:</b> The AJC/site/partner/system meets the needs of job seekers and program participants as established in the regional and local plan.	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>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>	YES	<p><a href="#">One-Stop Operator – Program Coordination Procedure</a></p> <p><a href="#">One-Stop Operator – Direct Linkage Procedure</a></p> <p>Local Workforce Delivery System Service Matrix is incorporated in MOU's</p> <p>All available partner performance reports are shared at board meetings</p>
3. <b>Responsiveness to needs of employers:</b> The AJC/site/partner/system meets the needs of local employers as established in the regional and local plan.	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.	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.	YES	Attachment 6 Tri-Cities Regional Plan, Chapter 3 GN & GL both received performance reports

Minimum Requirement	Minimum Certification Criteria	Indicator Demonstrating Requirement is Met	Criteria Met Yes or No	Comments
		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.		
<i>(3. Responsiveness to needs of employers – continued)</i>	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.	YES	3.2.1 – The local AJC has individual staff goals and work plans that outline the expectation of Title I and ES staff to coordinate and provide services to employers. (see attachments 9, 10, 11) 3.2.2 - Performance reports are shared at board meetings.
4. <b>Performance:</b> The AJC/site/partner/system supports the achievement of negotiated local levels of performance.	1.1 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	YES	4.1.1 - Performance reports are shared at board meetings 4.1.2 (a) For Title III: The ES Administrator informs the Administrative Entity of the negotiated level for Wagner-Peyser performance standards. (see attachment 12) (b) Reporting system needs to be developed



Minimum Requirement	Minimum Certification Criteria	Indicator Demonstrating Requirement is Met	Criteria Met Yes or No	Comments
		negotiated levels for the primary indicators of performance		
5. <b>Program coordination:</b> 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"> <li>(a) staff working on functional rather than program teams;</li> <li>(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;</li> <li>(c) implementation of common intake procedures; and</li> <li>(d) elimination of duplication of effort through the sharing of assessments (as appropriate), employability plans, activities updates, etc.</li> </ul>	5.1.1. Specific steps taken to avoid duplication, integrate services, and referrals are documented; for example: <ul style="list-style-type: none"> <li>(a) the AJC/site/partner/system organizational chart reflects functional roles rather than programmatic roles;</li> <li>(b) internal procedures reflect functional roles and coordinated service delivery;</li> <li>(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</li> <li>(d) frontline staff can demonstrate knowledge about basic eligibility requirements for each program and make knowledgeable referrals to required one-stop partner programs.</li> </ul>	YES	5.1.1 <ul style="list-style-type: none"> <li>(a) The AJC does have an organizational chart</li> <li>(b) customers can access multiple services from the AJC. AJC staff from various programs provide 'warm handoffs' and referrals to partner programs to ensure the customers receive relevant and quality services.</li> <li>(c) The GI AJC does currently have a dedicated front desk staff person, NDOL staff from NDOL programs (all except JVSG) provide coverage for the front desk and are trained in initial assessments and referral to partners for job seekers and employers.</li> <li>(d) AJC staff are knowledgeable about partner programs, including basic eligibility requirements and referral procedures.</li> </ul>
(5. Program coordination – continued)	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.	YES	5.2.1 – Some job seeker information related to eligibility determination may be duplicative among partners, but this is mitigated to the greatest extent possible, and assessment results are shared between programs after as long as a release form is signed by the shared customer.  5.2.2 – Action steps to streamline the referral system are included in the MOU, attachment 1  <a href="#">Workforce System Guide</a>
6. <b>Operational coordination:</b> 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.	YES	6.1.1 – The Workforce Coordinator Job Specifications reflects cross-program expectations and partnership role. (see attachment 15)

Minimum Requirement	Minimum Certification Criteria	Indicator Demonstrating Requirement is Met	Criteria Met Yes or No	Comments
<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.	YES	6.2.1 Resource room materials meet these requirements.
<i>(6. Operational coordination – continued)</i>	6.3. Websites and resource materials provide information about all programs and services available in the AJC/site/partner/system for job seekers and employers.	6.3.1. All services described on the local workforce delivery system website and resource materials align with the Local Workforce Delivery System Service Matrix.	YES	6.3.1 The NDOL website and NEworks website align with and reflect the services outlined in the Local Workforce Delivery System Service Matrix (see attachments 16, 17)
<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> ).	YES	AJC staff and partners are involved in business service meetings in the area, including: Chamber Board meetings, Economic Development Board meetings; other community meetings, etc.
7. <b>Service hours:</b> 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.	YES	7.1.1 The board has considered extending hours of operation and is reflected in the MOU packet designed by the board. Attachment 18 7.1.2 Hours are appropriately stated. 7.1.3 This signage is at the front desk with contact information (phone and email) to request such accommodations.
8. <b>Equal opportunity awareness:</b> 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;	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;	YES	8.1.1 (a) Information regarding auxiliary aids is available on documents and materials. (b) Adaptive technology is available and staff know how to use it. (c) Staff modify services and make accommodations to ensure no customer is discriminated against

Minimum Requirement	Minimum Certification Criteria	Indicator Demonstrating Requirement is Met	Criteria Met Yes or No	Comments
	(c) reasonably modifying procedures to avoid discrimination and to meet individual needs (e.g., allowing an individual with a cognitive disability extra time to complete forms); and (d) effective strategies for communicating with persons with disabilities.	(c) are familiar with the modification of procedures to avoid discrimination; and (d) utilize effective strategies for communicating with persons with disabilities.		(d) Staff use multiple strategies to communicate with people with disabilities: verbal/non-verbal communication; translation services; etc.
<i>(8. Equal opportunity awareness – continued)</i>	8.2. Required one-stop partners ensure local workforce delivery system customers have access to services in accordance all applicable Federal, state, and local laws, rules, regulations, and policies.	8.2.1. Corrective action plans are developed if required one-stop partners or local workforce delivery system customers identify barriers to participation in services;	YES	8.2.1 – Agency EO policy protects participants and provides corrective steps, attachment 19
9. <b>Customer feedback:</b> 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.	YES	9.1.1 – Staff disseminate and collect electronic surveys and provide them to the Administrative Entity. Customer feedback is on the agenda for the next board meeting (5/25/2017) and will be reflected in the minutes.
10. <b>Branding:</b> The “American Job Center” or “a proud partner of the American Job Center network” 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 “American Job Center” or “a proud partner of the American Job Center network” identifier to be easily recognizable as the location where programs, services, and activities are available.	10.1.1. The “American Job Center” identifier or “a proud partner of the American Job Center network” 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, etc.; 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.	YES	10.1.1 (a) Yes (see attachment 20) (b) Yes, branding and signage is appropriate for the AJC.

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. <b>Physical layout:</b> 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). <sup>1</sup>	YES	1.1.1 Yes
2. <b>Equal opportunity access:</b> 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.	1.1 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.	1.1.1 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.	YES	1.1.1 (a) This is noted on materials and handouts for customers. (b) This is noted on materials and handouts for customers. (c) staff inform customers of accommodations and auxiliary aids available (d) Staff modify services and make accommodations to ensure no customer is discriminated against (e) Staff use multiple strategies to communicate with people with disabilities: verbal/non-verbal communication; translation services; etc.
<i>(2. Equal opportunity access – continued)</i>	1.2 Required one-stop partners reasonably modify policies, practices, and procedures to avoid discrimination and to meet individual needs.	1.2.1 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.	YES	1.2.1 Partners demonstrate flexibility and accommodating of customer needs to the greatest extent possible.
3. <b>Location:</b> 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.	YES	3.1.1 Public transportation is a challenge in Greater Nebraska. However, the AJC is located in a high traffic area of town to provide for more convenient access.
<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.	YES	3.2.1 There is a dedicated parking lot with extensive parking for AJC customers.

<sup>1</sup> 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
		3.2.2 The parking lot has spaces closest to the door which are dedicated to and marked for persons with disabilities.		3.2.2 Parking spots for individuals with disabilities are appropriately labeled and located closest to the entrance.
<i>(3. Location – continued)</i>	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.	YES	Yes. Signage is easily visible.
4. <b>Signage and logos:</b> 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.	YES	4.1.1 Yes, this signage is present.

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
1. <b>Career services:</b> Customers have equal access at or through the AJC/site/partner/system to the 23 required career services for adults or dislocated workers.	1.1. Services available at the AJC/site/partner/system are provided in accordance with the Local Workforce Delivery System Service Matrix.	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. 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.	YES	<a href="#">Workforce System Guide</a>
2. <b>Program services:</b> 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.	2.1. Access to training services is provided at or through the AJC/site/partner/system.	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. 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.	YES	2.1.1 All required career services are provided in GI, attachment 6 2.1.2 <a href="#">One-Stop Operator – Direct Linkage Procedure</a>
<i>(2. Program services – continued)</i>	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.	See 2.1.1 and 2.1.2 for indicators	YES	2.2 Title 3 employment services and activities are directly provided at the AJC by ES staff.
<i>(2. Program services – continued)</i>	2.3. Business services, including labor force and labor market information, are provided at or through the AJC/site/partner/system.	See 2.1.1 and 2.1.2 for indicators.	YES	2.3 Business services are directly provided at the AJC by multiple WIOA Partners, including ES, Title I, VR, etc.
3. <b>Direct linkage:</b> 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"	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.	3.1.1. Staff resource materials include the definition of "direct linkage." 3.1.2. Phone, real-time, web-based communications, or other technology is physically present and enables real-time interaction (e.g., via Skype). 3.1.3. The AJC/site/partner/system has documented procedures for responding within a reasonable timeframe to demands	YES	3.1.1 <a href="#">AJC Handout</a> 3.1.2 Skype and WebEx video call resources, in addition to phone and web-based resources provide customers direct access to partner programs. 3.1.3 <a href="#">One-Stop Operator – Direct Linkage Procedure</a>

Minimum Requirements	Minimum Certification Criteria	Indicator Demonstrating Requirement is Met	Criteria Met Yes or No	Comments
		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.		3.1.4 Call logs, email logs and NEworks reports show the usage and real-time demand for 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.	YES	3.2.1 Yes, Title 1B (Adult, DLW and Youth) staff are housed out of the AJC.
<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.	YES	3.3.1 Documentation has not been retained to date, but cross training occurs naturally as partner staff are hired and on-boarded to the AJC. Formal cross-training has occurred between programs at the state level, which involved staff from the AJC. 3.3.2 Documentation has not been retained to date, but all co-located programs share resources and information to better educate partner staff.
4. <b>Equal access:</b> 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.	YES	4.1.1 Yes, this occurs with workforce staff, partners and programs for their customers.
<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.	YES	4.2.1 Yes, staff are aware of how to provide accommodations to individuals with disabilities to provide them equal access to services.



Minimum Requirements	Minimum Certification Criteria	Indicator Demonstrating Requirement is Met	Criteria Met Yes or No	Comments
<p>5. <b>Accommodations:</b> The AJC/site/partner/system provides reasonable accommodations for persons with disabilities or language barriers to fully access services.</p>	<p>5.1. The AJC/site/partner/system has the capacity to accommodate persons with disabilities through available equipment, policies, procedures, and other resources, including bilingual staff, materials, or translation services.</p>	<p>5.1.1. Assistive technology devices or other auxiliary aids are readily available.</p> <p>5.1.2. The one-stop operator provides a written policy explaining how required one-stop partners in the AJC/site/partner/system 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>YES</p>	<p>5.1.1 Yes, assistive technology is available.</p> <p>5.1.2 Follows under NDOL Accessibility Policy - 19</p> <p>5.1.3 Yes, translated materials and translation services are readily available to customers and are outlined in the AJCs Limited English Proficiency (LEP) Plan (see attachment 13)</p>
<p>6. <b>Common identifier:</b> The AJC/site/partner/system displays the "American Job Center" or "a proud partner of the American Job Center network" identifier as the location for required programs, services and activities under WIOA.</p>	<p>6.1. Signage, logos, marketing material, and products reflect the "American Job Center" or "a proud partner of the American Job Center network" identifier to be easily recognizable as the location where programs, services, and activities are available.</p>	<p>6.1.1. The "American Job Center" or "a proud partner of the American Job Center network" 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 "American Job Center" or "a proud partner of the American Job Center network" 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 "American Job Center" or "a proud partner of the American Job Center network" 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>	<p>YES</p>	<p>6.1.1 Yes, signage is in place.</p> <p>6.1.2 Branding and signage is being coordinated for the AJC. It will be in place by 7/1/2017.</p> <p>6.1.3 Branding and signage is being coordinated for the AJC. It will be in place by 7/1/2017.</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
1. <b>Improving performance:</b> 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).	1.1 Required one-stop partners and the one-stop operator use periodic performance reports to identify specific goals and tactics for improving performance.	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). 1.1.2 Local board meeting minutes reflect that the performance data and state benchmarks, if available, helped inform decision-making about strategic improvements.	YES	
2. <b>Customer feedback:</b> 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.	2.1 Customer satisfaction surveys for job seekers and employers invite feedback, at a minimum, on the following topics: (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.	2.1.1 Customer satisfaction survey data indicates regular collection. 2.1.2 Customer satisfaction survey data can be disaggregated by service, by program and by category of customer, including by customers with disabilities. 2.1.3 Customer satisfaction survey data is disaggregated to determine whether persons with disabilities are uninhibited from participating in each program and service.	YES	Survey data available <a href="#">Employer Satisfaction Survey</a> <a href="#">Participant Satisfaction Survey</a>
(2. Customer feedback – continued)	2.2 Results of customer satisfaction surveys are reported to the local board.	2.2.1 Local board meeting minutes reflect that customer satisfaction data was considered in decision-making about continuous improvement efforts.	YES	2.2.1 – customer satisfaction data will be used for future decisions as outlined in the regional/local plan, attachment 5
(2. Customer feedback – continued)	2.3 The AJC/site/partner/system has a systematic process for identifying customer complaints and developing appropriate responses or corrective actions.	2.3.1 A mechanism exists for customers to be able to provide feedback outside of the routine customer feedback survey. 2.3.2 The receipt of customer complaints is dated and tracked. 2.3.3 Corrective action plans addressing customer complaints are documented with plans for implementation.	YES	2.3.1 Customers are invited to provide feedback directly to staff or management of the AJC. They can also email or call the office to provide feedback. 2.3.2 Yes, there is a log for complaints. 2.3.3 Corrective action is handled by the equal opportunity officer

Minimum Requirements	Minimum Certification Criteria	Indicator Demonstrating Requirement is Met	Criteria Met Yes or No	Comments
3. <b>Evaluations of internal operations:</b> 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.	YES	3.1.1 Customer satisfaction survey ask about overall satisfaction as well as accessibility of staff. 3.1.2 AJC partners discuss service delivery and process improvement on a regular basis and incorporate it into the everyday operations of the AJC and their programs.
<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.	YES	3.2.1 – yes for PY17 – Local/Regional Plan
4. <b>Professional development of staff:</b> 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.	YES	4.1.1 Partner staff are invited to attend each other’s meetings and trainings. Documentation has not been retained to date, but cross training occurs naturally as partner staff are hired and on-boarded to the AJC. Formal cross-training has occurred between programs at the state level, which involved staff from the AJC. 4.1.2 Documentation has not been retained to date, but all co-located programs share resources and information to better educate partner staff 4.1.3 available on the intranet, needs updating
<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.	YES	4.2.1 All AJC partners and staff coordinate to provide tailored services to customers. 4.2.2 Staff are provided materials and resources by the program owners for their specific program.
<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.	YES	4.3.1 part of steps identified in regional plan
<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.	YES	4.4.1 Goals are documented in staff files and opportunities for skill development are promoted among

Minimum Requirements	Minimum Certification Criteria	Indicator Demonstrating Requirement is Met	Criteria Met Yes or No	Comments
		4.4.2 Documentation verifies that AJC/site/partner/system staffs took advantage of professional development opportunities.		partners (workshops, trainings, webinars, etc.) 4.4.2 Registration materials and/or certificates of completion verify staff participation in professional development opportunities.
5. <b>Customer confidentiality</b>	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.	YES	5.1.1 included in MOU's

Additional comments on continuous improvement:

(f) Additional Certification Requirements or Criteria established by the Local Board

If the local board has not established additional criteria, enter “not applicable.”

Minimum Certification Criteria	Indicator Demonstrating Requirement is Met	Criteria Met Yes or No	Comments
Not Applicable			

(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**

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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 January 31, 2017) (hereafter, the Policy) have been satisfied for:

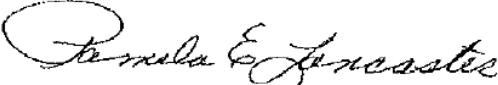
- Program Years 2017-2018 for certification of the comprehensive American Job Center (AJC) identified below; and/or
- Program Year 2017 for evaluation of the local workforce delivery system identified below.

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: **Greater Nebraska Workforce Development Board**  
Name of Local Workforce Development System: **Tri-Cities Regional Workforce System**  
Website address for Local Workforce Development System: **dol.nebraska.gov / NEworks.nebraska.gov**

Signatures

  
Name of Chair: Lisa Wilson  
Chair  
Date: 9-14-2017

  
Name of CEOB: Pam Lancaster  
Title of CEOB: Hall County Commissioner  
Date: September 25, 2017

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.