

State Policy

Workforce Innovation and Opportunity Act (WIOA)

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	One-stop Delivery System
	Effective date
	May 28, 2020
	Supersedes
	One-stop Delivery System Assessment and One-stop Center Certification (effective date July 23, 2019)

One-stop Delivery System Assessment and One-stop Center Certification, Change 2

REFERENCE

Federal and state laws, regulations, rules, and other guidance and documentation relied upon for the development of this policy are cited in footnotes.

BACKGROUND

WIOA¹ assigns responsibilities at the Federal, state, and local levels to ensure the creation and maintenance of a one-stop delivery system that enhances the range and quality of education and workforce development services that jobseekers, workers, and employers can access.² WIOA requires that state boards, in consultation with chief elected officials and local boards, establish objective criteria and procedures for local boards to use when assessing local one-stop delivery systems and assessing and certifying one-stop centers for effectiveness, physical and programmatic accessibility, and continuous improvement.³

ACTION

This policy supersedes and cancels the State's⁴ policy titled One-stop Delivery System Assessment and One-stop Center Certification, Change 1 (effective date July 23, 2019). Questions and comments on this policy may be submitted in writing to the WIOA policy mailbox at ndol.wioa_policy@nebraska.gov.

¹ WIOA refers to the Workforce Innovation and Opportunity Act of 2014.

² 20 CFR § 678.300(b)

³ 20 CFR § 678.800(a)

⁴ State refers to the Nebraska Workforce Development Board and the Nebraska Department of Labor (acting on the Governor's behalf pursuant to the Governor's Executive Order No. 15-03).

Each local board must assess the effectiveness, physical and programmatic accessibility, and continuous improvement of its local one-stop delivery system at least *once every three years* based on the requirements established in this policy.⁵ As part of that assessment, the local board must also assess and certify at least one comprehensive one-stop center based on the same requirements.⁶ During the *triennial* assessment of the local one-stop delivery system and assessment and certification of one-stop centers, including any designated affiliate sites and specialized centers, each local board must follow the requirements and procedures established in this policy and the requirements of WIOA and its implementing regulations and guidance, including WIOA Sec. 188 and 29 CFR Part 38, and the applicable provisions of the Americans with Disability Act of 1990 (42 USC 12101 et seq.).⁷

In addition to the triennial assessments described above, each local board must *annually* assess the physical and programmatic accessibility of all one-stop centers in the local area.⁸ During its annual assessment of the physical and programmatic accessibility of all one-stop centers in the local area, each local board must follow the requirements and procedures established in this policy and the requirements of WIOA and its implementing regulations and guidance, including WIOA Sec. 188 and 29 CFR Part 38, and the applicable provisions of the Americans with Disability Act of 1990 (42 USC 12101 et seq.).⁹

CHANGES

[Section I](#) has been revised to clarify requirements for:

- *triennial* assessment of local one-stop delivery systems and assessment and certification of one-stop centers; and
- *annual* assessment of local area one-stop centers for physical and programmatic accessibility.

[Section I](#) has also been revised to include criteria regarding:

- physical and programmatic accessibility for individuals who are limited English proficient; and
- compliance with the Americans with Disabilities Act of 1990.

[Section II](#) has been revised to clarify procedures that must be followed during:

- *triennial* assessment of local one-stop delivery systems and assessment and certification of one-stop centers;

⁵ WIOA Sec. 121(g)(1) and (4); 20 CFR § 678.800(d)

⁶ 20 CFR § 678.800(d); TEGL 16-16

⁷ 20 CFR §§ 678.800 and 679.370(p); TEGL 16-16

⁸ 20 CFR § 679.370(p)

⁹ 20 CFR §§ 678.800 and 679.370(p); TEGL 16-16

- *annual* assessment of local area one-stop centers; and
- *recertification* of relocated one-stop centers.

[APPENDIX II](#) has been added to provide one-stop delivery system assessment and one-stop center assessment and certification forms.

POLICY

This policy establishes requirements regarding assessment of local one-stop delivery systems and assessment and certification of one-stop centers.

This policy is organized into three sections and two appendices.

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Section I. Criteria requirements

Each local board must assess the effectiveness, physical and programmatic accessibility, and continuous improvement of its local one-stop delivery system *at least once every three* years based on the requirements established in this policy.¹⁰ As part of that assessment, the local board must also assess and certify at least one comprehensive one-stop center based on the same requirements.¹¹ If the local board designates affiliate sites or specialized centers for inclusion in the local one-stop delivery system, the local board must certify the sites and centers for those sites and centers to be eligible for infrastructure funding.¹² Affiliate sites and specialized centers that are not certified are not eligible for infrastructure funding.¹³

In addition to the *triennial* assessments described above, each local board must *annually* assess the physical and programmatic accessibility of all one-stop centers in the local area based on the requirements of this policy.¹⁴

¹⁰ WIOA Sec. 121(g)(1) and (4); 20 CFR § 678.800(d)

¹¹ 20 CFR § 678.800(d); TEGL 16-16

¹² United States Department of Labor Employment and Training Administration, “FAQs, WIOA, Workforce Innovation and Opportunity Act, May 4, 2017, Certification of American Job Center FAQs” United States Department of Labor Employment and Training Administration, <https://doleta.gov/wioa/faqs/> [accessed May 14, 2020]

¹³ Ibid.; WIOA Sec. 121(g)(1). For information on infrastructure funding, refer to the State’s current policy on memorandums of understanding and funding agreements. The policy is accessible at <https://dol.nebraska.gov/EmploymentAndTraining/LCRWP/WIOA/Policies>.

¹⁴ 20 CFR § 679.370(p)

Criteria and requirements for assessments and certifications are described below in Sections I(a) through (d) and Section I(b).

(a) Effectiveness

The local board's assessment of the effectiveness of the local one-stop delivery system and local one-stop centers must include how well the system and centers:¹⁵

1. integrate available services for jobseekers, workers, and employers;
2. meet the workforce development needs of jobseekers, workers, and employment needs of local employers;
3. operate in a cost-efficient manner;
4. coordinate services among the one-stop partner programs; and
5. provide access to one-stop partner program services to the maximum extent practicable, including providing services outside of regular business hours where there is a workforce need identified by the local board.

In addition, the local board's assessment of the effectiveness of the local one-stop delivery system and one-stop centers must take into account feedback from one-stop customers.¹⁶

(b) Physical and programmatic accessibility

The local board's assessment of the physical and programmatic accessibility of its local one-stop delivery system and one-stop centers must address how well the system and centers take actions to comply with the requirements established in WIOA Sec. 188 and its implementing rule, 29 CFR Part 38, regarding equal opportunity and non-discrimination. The actions that must be assessed include how well the system and centers, including affiliate sites and specialized centers:¹⁷

1. provide reasonable accommodations for individuals with disabilities;
2. make reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against individuals with disabilities;
3. administer programs in the most appropriate integrated setting;
4. communicate with individuals with disabilities as effectively as with other individuals;
5. provide appropriate auxiliary aids and services, including assistive technology devices and services when necessary, to provide individuals with disabilities an equal opportunity to participate in and enjoy the benefits of the program or activity;
6. provide physical accessibility for individuals with disabilities;

¹⁵ 20 CFR § 678.800(b)

¹⁶ 20 CFR § 678.800(b)

¹⁷ 20 CFR §§ 678.800(b)(1) – (6) and 678.900

7. provide meaningful access for individuals who are limited English proficient (LEP) and ensure LEP individuals are effectively informed about program services and able to participate in those services;¹⁸ and
8. use the common identifier (*American Job Center or a proud partner of the American Job Center network*) on all:¹⁹
 - a. products, programs, activities, services, electronic resources, facilities, and related property and new materials used within the one-stop delivery system; and
 - b. interior and exterior branding, including signage.

All one-stop centers, including affiliate sites and specialized centers, must comply with the physical and programmatic accessibility requirements described in this policy, as well as WIOA Sec. 188, 29 CFR Part 38, and the applicable provisions of the Americans with Disability Act of 1990.²⁰

(c) Continuous Improvement

The local board's assessment of continuous improvement of the local one-stop delivery system and one-stop centers:²¹

- must include how well the system and centers support the achievement of negotiated local levels of performance for the indicators described in WIOA Sec. 116(b)(2) and 20 CFR § 677.205;²² and
- may include other continuous improvement factors, such as:
 - regular processes for identifying and responding to technical assistance needs of the system and centers;
 - regular systems of continuing professional staff development; and
 - systems for capturing and responding to specific customer feedback.

(d) Local criteria²³

A local board may establish additional assessment and certification criteria or set higher standards for service coordination than those established in this policy. If additional criteria and standards are established, the local board must review and update the criteria and standards every two years as part of regional and local plan development and modification processes.

¹⁸ 29 CFR § 38.9(b)

¹⁹ 20 CFR § 678.900. Local boards, local areas, and one-stop partners may use additional (not alternative) identifiers on or for their facilities and related property, products, programs, activities, services, and materials [20 CFR § 678.900(d)].

²⁰ 20 CFR §§ 678.800(e) and 679.370(p)

²¹ 20 CFR § 678.800(c)

²² Refer to the State's current performance accountability policy for information on the performance indicators. The policy is accessible at <https://dol.nebraska.gov/EmploymentAndTraining/LCRWP/WIOA/Policies>.

²³ 20 CFR § 678.800(d); TEGL 16-16

Section II. Processes and procedures

(a) Triennial assessments and certifications

The local board's process for assessment of the local one-stop delivery system and assessment and certification one-stop centers, including affiliate sites and specialized centers, must be established in writing by the local board prior to commencement of *triennial* assessment and certification processes. In addition, the local board's process for *annual* assessment of physical and programmatic accessibility of all on-stop centers in the local area must be established in writing by the local board prior to commencement of the annual assessment.

During the assessment and certification processes described above, the local board must use the forms included with this policy as [APPENDIX II](#).²⁴

Each local board must notify the Nebraska Department of Labor (NDOL) of the outcomes of the triennial assessment of the local one-stop delivery system and one-stop centers and certification of one-stop centers. The notification must be submitted to ndol.wioa_policy@nebraska.gov and ndol.state_monitor@nebraska.gov and include:

- a fully signed *one-stop delivery system and one-stop center assessment and certification assurances* form, which is included in [APPENDIX II](#); and
- digital copies of all forms completed during the assessment and certification processes, including all required attachments identified in the completed review forms.

(b) Annual assessments

As mentioned above, the local board must use the forms included with this policy as [APPENDIX II](#). In APPENDIX II, sections C.III and C.IV of the review form must be completed during the annual assessment process.

Local boards are not required to notify NDOL of the outcomes of annual assessments of the physical and programmatic accessibility of local area one-stop centers. However, conduct and documentation of the outcomes of the annual assessments are subject to review by the State EO Officer and the State WIOA Monitor, as well as the US Department of Labor and other applicable Federal agencies. Documentation resulting from assessments and certification is subject to the record retention requirements described in the State's current policy on records management.²⁵

(c) Recertification of relocated one-stop centers

If the location of a certified one-stop center changes, the one-stop center must be recertified within 90 day of the opening of the new location. The local board must follow the requirements of this policy to recertify the one-stop.

²⁴ Local area administrative entities will be provided a Word version of the form provided in APPENDIX II.

²⁵ The policy is accessible at <https://dol.nebraska.gov/EmploymentAndTraining/LCRWP/WIOA/Policies>.

Section III. Timelines

Beginning July 1, 2017, each local board must:

- assess its local one-stop delivery system and one-stop centers *at least once every three years* (triennially) based on the requirements established in this policy;
- certify at least one comprehensive one-stop center *at least once every three years* (triennially) based on the requirements established in this policy; and
- *annually* assess the physical and programmatic accessibility of local area one-stop centers based on the requirements established in this policy.

In addition, relocated one-stop centers must be recertified within 90 day of the opening of the new location, as stated above in [Section II\(c\)](#).

DISCLAIMER

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

APPENDIX I. Definitions

PURPOSE. Definitions in this appendix are provided as supplemental information that supports the provisions of the policy. The terms and phrases defined in this appendix should be read and understood in the context in which they are used in the policy and not as stand-alone information independent of that context.

1. access

Providing access to each partner program and its services means:²⁶

- having a program staff member physically present at the one-stop center;
- having a staff member from a different partner program physically present at the one-stop center that is appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or
- providing a direct linkage through technology to program staff who can give meaningful information or services.

2. affiliate site (affiliate one-stop center)²⁷

An *affiliate site* (affiliate one-stop center) is a site that makes available to jobseekers, workers, and employers one or more one-stop partner programs, services, and activities. An *affiliate site* must be connected to a comprehensive one-stop center.

3. comprehensive one-stop center (comprehensive American Job Center or AJC)²⁸

A *comprehensive one-stop center* (comprehensive American Job Center or AJC) is a physical location where jobseekers, workers, and employers can access the programs, services, and activities of all required one-stop partners.

4. direct linkage²⁹

Direct linkage means providing a direct connection to a comprehensive one-stop center (or certified affiliate site or specialized center) and a required one-stop partner staff member who can provide program information or services to the customer, within a reasonable period, by phone or through real-time web-based communications. Simply providing a phone number, web address for services or information, pamphlets, or other materials *does not* constitute direct linkage.

5. specialized center³⁰

A *specialized center* is a center that addresses specific needs, including those of dislocated workers, youth, Veterans, employers, key industry sectors or clusters, or other groups specified

²⁶ 20 CFR § 678.305.(d)(1) – (3)

²⁷ 20 CFR § 678.310(a)

²⁸ 20 CFR § 678.305(a)

²⁹ 20 CFR § 678.305(d)(3)(i) – (ii)

³⁰ 20 CFR § 678.300(d)(3); TEGL 16-16

by a local board. A *specialized center* must be connected to a comprehensive one-stop center and any appropriate affiliate site.

APPENDIX II. One-stop delivery system assessment and one-stop center assessment and certification forms

Each local board must assess the effectiveness, physical and programmatic accessibility, and continuous improvement of its local one-stop delivery system and local area one-stop centers at least *once every three years* (triennially). As part of the *triennial* assessment process, the local board must certify at least one comprehensive one-stop center. If the local board designates affiliate sites or specialized centers for inclusion in the local one-stop delivery system, the local board must certify those sites and centers in order for those locations to be eligible for infrastructure funding.

In addition to the *triennial* assessments described above, each local board must *annually* assess the physical and programmatic accessibility of all one-stop centers in the local area, including affiliate sites and specialized centers. Sections C.III and C.IV of the review form, which address physical and programmatic accessibility, must be used to conduct the *annual* assessment.

The forms in this appendix must be used to conduct the assessments and certifications as described above and the policy.

A. One-stop delivery system and one-stop center assessment and certification assurances

By signing and submitting this form and submitting the associated documentation, the undersigned Chief Elected Official for the Local Workforce Development Area (CEO) and Chair of the Local Workforce Development Board (Chair) assure that requirements and criteria established in the State's current policy on one-stop delivery system assessment and one-stop center certification have been satisfied for Program Years 2020 through 2022 for certification of the comprehensive American Job Centers, affiliate sites, and specialized centers identified below. The CEO and Chair also provide an assurance regarding the accuracy of the information provided in the associated documentation.

In addition, by signing and submitting this form, the Chair and CEO each assure that assessment of the physical and programmatic accessibility of all one-stop centers in the local area will be performed annually during Program Year 2021 and Program Year 2020, as required under 20 CFR 679.370(p).

Further, the CEO and Chair understand that an onsite review will be conducted by the State Monitor to verify compliance with the requirements, criteria, and procedures outlined in the policy.

Certified comprehensive American Job Center, affiliate site, or specialized center

Comprehensive American Job Center 1	
Comprehensive American Job Center 2	
Affiliate site	
Specialized center	

CEO signature

Signature of CEO	
Name of CEO	
Date of CEO signature	

Chair signature

Signature of Chair	
Name of Chair	
Date of Chair signature	

B. Review form instructions: One-stop delivery system and one-stop center assessment

1. For *triennial* assessments of local one-stop delivery systems and assessment and certification of one-stop centers, each item in [Section C](#) of the review form must be completed; and at least one comprehensive one-stop center (comprehensive American Job Center or AJC) must be certified by the local board.
2. For *annual* assessments of local areas one-stop centers for physical and programmatic accessibility, Sections C.III and C.IV must be completed.
3. For all assessments and certifications, a separate review form must be completed for each:
 - a. one-stop center, affiliate site, and specialized center that has been evaluated for assessment and/or certification purposes; and
 - b. one-stop partner connected to AJC, affiliate site, or specialized center through direct linkage.

C. Review form criteria: One-stop delivery system and one-stop center assessment

I. General information

1. Provide the date of assessment.

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2. Identify the purpose of the assessment.

- ☐ one-stop delivery system assessment
☐ one-stop center certification

3. Identify the type of the partner's participation in the local one-stop delivery system.

- ☐ physical co-location at a one-stop center (comprehensive American Job Center or AJC)
☐ physical co-location at an affiliate site
☐ physical co-location at a specialized center
☐ direct linkage to an AJC
☐ direct linkage to an affiliate site
☐ direct linkage to an affiliate site and specialized center
☐ other

If *other* is selected, provide a clear description of the partner's participation in the local one-stop delivery system.

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4. Provide contact information for the assessed partner.

Name	
Program	
Street address	
City, state, zip	
Phone	
Name of primary point of contact	
Email for primary point of contact	

Provide the following information for all individuals involved in assessment and/or certification procedures.

- 1. Name
- 2. Title and business affiliation (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 in assessment and/or certification procedures

Name	Title and business affiliation	Role on or affiliation with the local board	Role in assessment and/or certification procedures

II. Effectiveness criteria

Minimum requirement	Minimum certification criteria	Indicator demonstrating requirement is met	Criteria met: yes or no	Comments/planned corrective actions
1. Governance: All required governance documents are in place.	<ul style="list-style-type: none">▪ All MOUs between the local board and one-stop partners are fully executed.▪ If applicable, a governance agreement among all local area CEOs is in place.	<ul style="list-style-type: none">▪ Each MOU is consistent with the State's current policy on memorandums of understanding and funding agreements.▪ Each MOU accurately:<ul style="list-style-type: none">○ reflects the name and location of the partner;○ describes the method the partner uses to integrate services within the one-stop delivery system and one-stop centers; and○ describes how the partner's services are provided through the one-stop delivery system and one-stop centers, including the method of service delivery (i.e., onsite or direct linkage).▪ If applicable, the governance agreement among all local area CEOs reflects processes for appointment of local board members and describes their roles, designation of a grant recipient and fiscal agent regarding funding allocated to the local area by the State, collaboration during regional and local planning activities, and other governance functions.		
2. Governance: One-stop operator selection, roles, and responsibilities	<ul style="list-style-type: none">▪ The one-stop operator is competitively selected or selected through a sole-source procurement process.▪ One-stop operator procurement documents clearly delineate the daily operations of the one-stop delivery system and one-stop centers, as well as the roles and responsibilities of the one-stop operator and its staff.▪ If the one-stop operator is participating in assessment procedures <i>and</i> fulfills one or more additional roles within the one-stop delivery system (i.e., service provider for WIOA Title IB programs), a written agreement between the local board and the one-stop operator that defines the one-stop operator's roles and responsibilities.▪ For AJC certification only: The local board and one-stop operator have established a written continuity-of-service plan that will be initiated if the AJC is not certified.	<ul style="list-style-type: none">▪ The local board has documentation demonstrating the one-stop operator selection process, such as market research, requests for information, or conduct of a cost and price analysis.▪ The one-stop operator was selected through a competitive or sole-source procurement process that was in place prior to selection:<ul style="list-style-type: none">○ with clear conflict of interest policies and procedures demonstrating internal controls; and○ if applicable, a written agreement among the one-stop operator, the local board, and 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, and the State's current policies regarding conflict of interest.▪ The continuity-of-service plan is documented and available for review.		
3. Responsiveness to needs of jobseekers, workers, and program participants: The one-stop delivery	One-stop partners have identified specific methods for integrating services and referrals among all one-stop partner programs that meet the needs of jobseekers, workers, and program participants.	<ul style="list-style-type: none">▪ One-stop partner policies and procedures for service delivery identify standards and processes for integration of services and referrals.		

Minimum requirement	Minimum certification criteria	Indicator demonstrating requirement is met	Criteria met: yes or no	Comments/planned corrective actions
system and one-stop centers meet the needs of jobseekers, workers, and program participants.		<ul style="list-style-type: none"> One-stop partner has identified and documented goals for serving jobseekers, workers, and program participants. One-stop partner performance reports to the local board are documented, available, and reflected in the minutes of local board meetings. 		
4. Responsiveness to needs of employers: The one-stop delivery system and one-stop centers meet the needs of local employers.	<ul style="list-style-type: none"> One-stop partners have identified specific methods for responding to economic and labor force needs within the one-stop delivery system. One-stop partners have identified specific methods for matching employers with skilled workers and reporting performance of their respective programs to the local board. 	<ul style="list-style-type: none"> One-stop partner has identified and documented goals for serving employers. One-stop partner performance reports to the local board are documented, available, and reflected in the minutes of local board meetings. 		
5. Performance: The one-stop delivery system and one-stop centers support the local board's achievement of negotiated levels of performance for the primary indicators of performance established under WIOA Sec. 116(b)(2)(A) and 20 CFR §.677.155.	One-stop partners, with assistance from the one-stop operator, have developed a reporting system(s) for ongoing tracking of performance outcomes and periodic reporting to the local board regarding negotiated levels of performance for the primary indicators of performance.	<ul style="list-style-type: none"> Core partners³¹ periodically assess and report to the local board on progress regarding negotiated levels of performance for the primary indicators of performance. Other one-stop partners periodically assess and report to the local board on progress regarding negotiated levels of performance for the primary indicators of performance. Local board meeting minutes reflect that periodic reports submitted by core partners and other one-stop partners are discussed by the local board regarding progress on negotiated levels of performance for the primary indicators of performance. 		
6. Program coordination: The one-stop delivery system and one-stop centers prioritize program coordination and collaboration among one-stop partners, to provide jobseeker, worker, and employer access to integrated programs, services, and activities.	<ul style="list-style-type: none"> One-stop partners have taken specific steps to avoid duplication of services and coordinate programs and integrate service delivery and referrals, such as: <ul style="list-style-type: none"> staff working on functional rather than program teams; "front desk" and "intake" staff are trained to complete an initial assessment of jobseeker, worker, and employer needs and inform each of available services; implementation of common intake procedures; elimination of duplication of effort through the sharing of assessments, employability plans, activities updates, and other information; and intake forms and basic assessment tools are streamlined across one-stop partner programs, minimizing the need for 	<ul style="list-style-type: none"> Specific steps have been taken to avoid duplication and to integrate services and referrals are documented. Examples: <ul style="list-style-type: none"> One-stop delivery system and one-stop center organizational charts reflect functional roles rather than programmatic roles. Internal procedures reflect functional roles and coordinated service delivery. Staff works on functional teams, rather than program teams. Front desk and intake staff are trained to complete an initial assessment of jobseeker, worker, and employer needs and inform each of available services. Materials used to train front desk and intake staff include procedures for completing initial assessments and communicating all services available through the one-stop delivery system and one-stop centers. 		

³¹ *Core partners* means 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; and WIOA Title IV programs provided by the Nebraska Vocational Rehabilitation Program and the Nebraska Commission for the Blind and Visually Impaired.

Minimum requirement	Minimum certification criteria	Indicator demonstrating requirement is met	Criteria met: yes or no	Comments/planned corrective actions
	jobseekers, workers, and employers to complete multiple forms and assessments.	<ul style="list-style-type: none"> ○ Common intake procedures have been implemented across all partner programs. ○ Frontline staff demonstrates knowledge of basic eligibility requirements for each one-stop partner program and make knowledgeable referrals to required one-stop delivery system and one-stop center partner programs. ○ Program applications and assessment tools do not seek duplicative information for individuals enrolled in multiple programs. ○ The one-stop operator provides written descriptions to the local board regarding efforts to streamline intake and assessments across one-stop partner programs. 		
7. Operational coordination: The one-stop delivery system and one-stop centers prioritize operational coordination, and ensure streamlined and efficient service delivery and program administration.	<ul style="list-style-type: none"> ▪ Resource teams consist of integrated program partners. ▪ Resource rooms provide high quality, up-to-date information about the services and supportive services available for jobseekers, workers, and employers. ▪ One-stop delivery system and one-stop center websites and resource materials provide information about all programs and services available for jobseekers, workers, and employers. ▪ Business services teams include representatives from all core partner³² programs to avoid duplication of effort and to encourage collaboration. 	<ul style="list-style-type: none"> ▪ Job descriptions for resource room staff reflect cross-program functions and responsibilities. ▪ Resource room materials regarding available one-stop center services align with the information provided in MOUs with one-stop center partners. ▪ Resource room materials include a date or other method for determining the materials are current. ▪ All services described on one-stop delivery system and one-stop center websites and in resource materials provide information on all programs and services available for jobseekers, workers, and employers. ▪ A record of business services team meetings reflect participation by representatives of all core partner programs. 		
8. Service hours: The one-stop delivery system and one-stop centers provide 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, as determined by the local board to be feasible and effective.	The local board considers optimum business hours to accommodate the needs of jobseekers, workers, and employers, including business hours, work schedules, childcare, and transportation.	<ul style="list-style-type: none"> ▪ Regular business hours are clearly visible on the exterior and interior of one-stop centers. ▪ Directions for arranging for services outside of regular business hours are clearly stated and widely available to the public, including persons with disabilities. ▪ Local board meeting minutes reflect discussions and decisions regarding regular business hours and the availability of services outside of regular business hours. 		

³² *Core partners* means 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; and WIOA Title IV programs provided by the Nebraska Vocational Rehabilitation Program and the Nebraska Commission for the Blind and Visually Impaired.

Minimum requirement	Minimum certification criteria	Indicator demonstrating requirement is met	Criteria met: yes or no	Comments/planned corrective actions
9. Equal opportunity and non-discrimination: One-stop delivery system and one-stop center staff 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.	<ul style="list-style-type: none"> ▪ One-stop delivery system and one-stop center staff training covers the following topics: <ul style="list-style-type: none"> ○ obligation to inform one-stop delivery system customers that auxiliary aids and accommodations are available; ○ instructions for using TDD/TTY and other adaptive technologies; ○ reasonable modifications to avoid discrimination and meet individual needs, such as allowing an individual with a cognitive disability extra time to complete forms; and ○ effective strategies for communicating with persons with disabilities. ▪ One-stop delivery system and one-stop center partners ensure customers have access to services, in accordance all applicable Federal, state, and local laws, rules, regulations, and policies. 	<ul style="list-style-type: none"> ▪ One-stop delivery system and one-stop center staff members demonstrate they: <ul style="list-style-type: none"> ○ inform one-stop delivery system customers of the availability of auxiliary aids and accommodations; ○ know how to use the adaptive technologies and are aware of available resources; ○ are familiar with the modification of procedures to avoid discrimination; and ○ utilize effective strategies for communicating with persons with disabilities. ▪ Corrective action plans are developed if partners or customers identify barriers to participation in services. 		
10. Customer feedback: Customer feedback from jobseekers, workers, and employers is actively sought and utilized.	One-stop delivery system and one-stop center staff actively collect customer feedback from jobseekers, workers, and employers.	<ul style="list-style-type: none"> ▪ Customer feedback data is provided to the local board, and documentation on the data is readily available. ▪ Minutes of local board meetings reflect the provision and review of customer-feedback reports. 		
11. Branding: The common identifier (<i>American Job Center</i> or <i>a proud partner of the American Job Center network</i>) is used, as required under WIOA Sec. 121(e)(4) and 20 CFR § 678.900, at each AJC, affiliate sites, and specialized centers, and by one-stop partners connected to AJCs, affiliate sites, and specialized centers through direct linkage.	All products, programs, activities, services, electronic resources, facilities, and all related property and new materials include the common identifier.	<ul style="list-style-type: none"> ▪ The common identifier is found on all products, programs, activities, services, electronic resources (including websites), facilities, related property (including signage), and all new materials used in the one-stop delivery system and at one-stop centers, including brochures, business cards, publications, promotional materials, and all other electronic or tangible materials. 		
12. Protection of personal identifiable information (PII): The local board ensures that PII is protected as required under Federal, state, and local laws, rules, regulations, and policies.	PII is protected in accordance with Federal, state, and local laws, rules, regulations, and policies.	<ul style="list-style-type: none"> ▪ The local board has established policies and procedures for protection of PII throughout the one-stop delivery system and all one-stop centers, in accordance with Federal, state, and local laws, rules, regulations, and policies. 		
13. Additional comments on effectiveness				

III. Physical accessibility criteria

Minimum requirements	Minimum certification criteria	Indicator demonstrating requirement is met	Criteria met: yes or no	Comments/planned corrective actions
1. Physical layout access: The physical layout of one-stop centers eliminates structural barriers and is accessible to the public, including individuals with disabilities.	The physical layout of one-stop centers is physically accessible in accordance with Federal, state, and local laws, rules, and regulations, including WIOA Sec. 188 and 29 CFR part 38.	The layout of all one-stop centers 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). ³³		
2. Equal opportunity access: One-stop delivery system and one-stop center staff provide equal access to the system and centers in compliance with the requirements established in WIOA Sec. 188 and 29 CFR Part 38.	<ul style="list-style-type: none">▪ One-stop delivery system and one-stop center staff:<ul style="list-style-type: none">○ provide reasonable accommodations for persons with disabilities;○ administer programs in the most appropriate integrated setting;○ communicate with persons with disabilities as effectively as with others.▪ One-stop delivery system and one-stop center partners reasonably modify policies, practices, and procedures to avoid discrimination and to meet individual needs.	<ul style="list-style-type: none">▪ One-stop delivery system and one-stop center staff demonstrate:<ul style="list-style-type: none">○ availability of auxiliary aids and accommodations, including assistive technology devices and services;○ they inform customers of the availability of auxiliary aids and accommodations, including assistive technology devices and services;○ how to use the adaptive technologies and are aware of available resources;○ familiarity with modification of procedures to avoid discrimination; and○ use of effective strategies for communicating with persons with disabilities.▪ One-stop delivery system and one-stop center partners demonstrate that each has reasonably modified policies, practices, and procedures to avoid discrimination and to meet individual needs		
3. Location: Locations of one-stop centers are accessible by public transportation, driving, or walking.	<ul style="list-style-type: none">▪ Customers who use public transportation can access one-stop centers within a reasonable walking distance.▪ Adequate parking is available and accessible for customers who drive to one-stop centers.▪ Locations of one-stop centers are identifiable in high-traffic areas.	<ul style="list-style-type: none">▪ One-stop centers have dedicated parking lots suitable for the anticipated number of customers.▪ One-stop center parking lots have spaces closest to the door that are dedicated to and marked for persons with disabilities.▪ One-stop center signage is easily visible on the exterior and in the interior of the facility.▪ Meeting minutes demonstrate the local board has considered whether the locations of one-stop centers are within reasonable walking distance from public transportation stops.		

³³ The UFAS are accessible at <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/planned corrective actions
4. Signage and logos: The common identifier (<i>American Job Center</i> or <i>a proud partner of the American Job Center network</i>) are used on signage and logos, as required under WIOA Sec. 121(e)(4) and 20 CFR § 678.900.	Signage and logos include the common identifier, making the physical location of one-stop centers simple to find and identifiable.	The common identifier is highly visible on signage and logos, with easy-to-see signage on the exterior and interior one-stop centers.		
5. Annual assessment of physical accessibility: The local board has annually assessed the physical accessibility of all one-stop centers.	Since Program Year 2017, the local board has annually assessed the physical accessibility of all one-stop centers, as required under 20 CFR 679.370(p).	Documentation of the local board's annual assessment for Program Years 2018 and 2019 of the physical accessibility of all one-stop centers is readily available and provides the results of the assessment.		
6. Additional comments on physical accessibility				

IV. Programmatic accessibility criteria

Minimum requirements	Minimum certification criteria	Indicator demonstrating requirement is met	Criteria met: yes or no	Comments/planned corrective actions
1. Career services: Basic and individualized career services, including supportive services and follow-up services, are accessible throughout the one-stop delivery system and at all one-stop centers, as required under 20 CFR § 680.150.	All basic and individualized career , including supportive services and follow-up services, are available and accessible throughout the one-stop delivery system and at all one-stop centers for all eligible individuals, including individuals with disabilities.	<ul style="list-style-type: none"> ▪ The local board's MOUs with one-stop partners demonstrate that all basic and individualized careers, including supportive services and follow-up services, are accessible through the one-stop delivery system and one-stop centers and available on demand and in real-time in person or through technology. ▪ Clear descriptions of the availability of all basic and individualized careers, including supportive services and follow-up services, are readily available in accessible formats, including formats accessible to individuals with disabilities. 		
2. Youth program services: Youth program services, including supportive services and follow-up services, are accessible throughout the one-stop delivery system and at all one-stop centers, as required under 20 CFR § 681.460.	All youth program services, including supportive and follow-up services, are available and accessible throughout the one-stop delivery system and at all one-stop centers for all eligible individuals, including individuals with disabilities.	<ul style="list-style-type: none"> ▪ The local board's MOUs with one-stop partners demonstrate that all youth program services, including supportive and follow-up services, are accessible throughout the one-stop delivery system and at all one-stop centers and available on demand and in real-time in person or through technology. ▪ Clear descriptions of the availability of all youth program services, including supportive and follow-up services, are readily available in accessible formats, including formats accessible to individuals with disabilities. 		

Minimum requirements	Minimum certification criteria	Indicator demonstrating requirement is met	Criteria met: yes or no	Comments/planned corrective actions
3. Other services: Training services, education services, employment services, and business services are accessible throughout the one-stop delivery system and at all one-stop centers.	<ul style="list-style-type: none"> ▪ All training services and education services are available and accessible throughout the one-stop delivery system and at all one-stop centers for all eligible individuals, including individuals with disabilities. ▪ All employment services provided by WIOA Title III Wagner-Peyser Employment Service services are available and accessible throughout the one-stop delivery system and at all one-stop centers for all eligible individuals, including individuals with disabilities. ▪ All business services are available and accessible throughout the one-stop delivery system and at all one-stop centers for all eligible employers and individuals, including individuals with disabilities. 	<ul style="list-style-type: none"> ▪ The local board's MOUs with one-stop partners demonstrate that all training services, education services, employment services, and business services are available and accessible throughout the one-stop delivery system and at all one-stop centers available on demand and in real-time in person or through technology. ▪ Clear descriptions of the availability of all training services, education services, employment services, and business services are readily available in accessible formats, including formats accessible to individuals with disabilities. 		
4. Accommodations: The one-stop delivery system and all one-stop centers provide reasonable accommodations for individuals with disabilities and individuals with language barriers.	The one-stop delivery system and all one-stop centers provide reasonable accommodations for individuals with disabilities and individuals with language barriers.	<ul style="list-style-type: none"> ▪ The local board has implemented one or more policies regarding accommodations for individuals with disabilities and individuals regarding with language barriers. ▪ Assistive technology devices or other auxiliary aids are readily available throughout the one-stop delivery system and at all one-stop centers. ▪ The local board has implemented one or more policies regarding accommodations for individuals with language barriers. ▪ Bilingual resources, including on-demand translation services, are available and accessible throughout the one-stop delivery system and at all one-stop centers. 		
7. Annual assessment of programmatic accessibility: The local board has annually assessed the programmatic accessibility of all one-stop centers.	Since Program Year 2017, the local board has annually assessed the programmatic accessibility of all one-stop centers, as required under 20 CFR 679.370(p).	Documentation of the local board's annual assessment for Program Years 2018 and 2019 of the programmatic accessibility of all one-stop centers is readily available and provides the results of the assessment.		
5. Additional comments on programmatic accessibility				

V. Continuous improvement criteria

Minimum Requirements	Minimum Certification Criteria	Indicator Demonstrating Requirement is Met	Criteria met: yes or no	Comments/planned corrective actions
1. Negotiated levels of performance: The local board includes one-stop partners in decision making regarding strategic improvements to achieve negotiated levels of performance for the primary indicators of performance established under WIOA Sec. 116(b)(2)(A) and 20 CFR §.677.155.	<ul style="list-style-type: none">▪ The local board requires periodic performance reports from one-stop partners regarding negotiated levels of performance for the primary indicators of performance.▪ One-stop partners and the one-stop operator use periodic performance reports to identify specific goals and tactics for improving performance.	<ul style="list-style-type: none">▪ The local board has identified specific goals and metrics in work plans for continuous improvement regarding negotiated levels of performance for the primary indicators of performance, based on periodic performance reports submitted by one-stop partners and the one-stop operator.▪ Local board meeting minutes demonstrate decision making regarding strategic improvements to achieve negotiated levels of performance for the primary indicators of performance.		
2. Customer feedback: The local board has established a systematic method for collection and analysis of feedback from customers, including jobseekers, workers, and employers; and the feedback is used to continuously improve service delivery and operations throughout the one-stop delivery system and at all one-stop centers.	<ul style="list-style-type: none">▪ Customer satisfaction surveys are provided to jobseekers, workers, and employers and ask for input on the following topics:<ul style="list-style-type: none">○ the way in which customers access the services;○ overall satisfaction with services provided;○ satisfaction level regarding the courteousness, knowledge, and responsiveness of staff;○ timeliness of services provided;○ accessibility and availability of program services;○ physical accessibility of the one-stop delivery system and one-stop centers; and○ ideas for improvement.▪ Results of customer satisfaction surveys are reported to the local board.▪ The local board has a systematic process for identifying customer complaints and developing appropriate responses and corrective actions.	<ul style="list-style-type: none">▪ Customer satisfaction survey data indicates regular collection by the local board.▪ Customer satisfaction survey data can be disaggregated by service, program, and category of customer, including customers with disabilities.▪ Customer satisfaction survey data can be disaggregated to determine whether individuals with disabilities are prevented or inhibited from participating in each program and service.▪ Local board meeting minutes reflect that customer satisfaction data was considered in decision-making regarding continuous improvement.▪ The local board has established a mechanism for customers to provide feedback outside of the routine customer feedback survey.▪ Receipt of customer complaints is dated, tracked, and provided the local board.▪ Corrective action plans addressing customer complaints are documented with plans for implementation.▪ Note: Any disaggregation of data must comply with all Federal, state, and local laws, regulations, and policies regarding protection of personal identifiable information (PII).		
3. Internal and external evaluation of operations: The local board's internal procedures and systems monitor operational effectiveness and identify opportunities for improvement.	<ul style="list-style-type: none">▪ The local board has established internal mechanisms for identification of the operational efficiency and effectiveness of the one-stop delivery system and all one-stop centers.▪ The local board has established external mechanisms for identification of the operational efficiency and effectiveness of the one-stop delivery system and all one-stop centers.	<ul style="list-style-type: none">▪ The local board has established policies and procedures regarding internal evaluation systems and identification and tracking of operational efficiency and effectiveness of the one-stop delivery system and all one-stop centers.▪ The local board has established policies and procedures regarding external evaluation systems and identification and		

Minimum Requirements	Minimum Certification Criteria	Indicator Demonstrating Requirement is Met	Criteria met: yes or no	Comments/planned corrective actions
		<p>tracking of operational efficiency and effectiveness of the one-stop delivery system and all one-stop centers.</p> <ul style="list-style-type: none"> Local board meeting minutes reflect that internal and external evaluations of operational efficiency and effectiveness of the one-stop delivery system and all one-stop centers is considered in decision-making regarding continuous improvement efforts. 		
<p>4. Professional development for staff: The local board ensures that continual professional development for staff is available throughout the one-stop delivery system and at all one-stop centers.</p>	<ul style="list-style-type: none"> Training on new policies, procedures, or regulatory guidance is available to staff throughout the one-stop delivery system and at all one-stop centers in a timely manner. Roles and responsibilities of one-stop delivery system and all one-stop center staff are made clear, starting with orientation and continuing throughout employment as roles and responsibilities change. The one-stop delivery system and all one-stop centers have systems and procedures in place to assess staff skills and core competencies, as well as gaps. One-stop delivery system and one-stop center staff demonstrate motivation to advance professional skills. 	<ul style="list-style-type: none"> Documentation of training provided to staff throughout the one-stop delivery system and at all one-stop centers is available and identifies staff attendance and dates of training. Materials used during training sessions are provided to staff throughout the one-stop delivery system and at all one-stop centers following training sessions, as evidenced by training records. A local policy manual or other guidance is current and easily accessible by staff throughout the one-stop delivery system and at all one-stop centers. Staff orientation materials are available and describe each staff member's function and how that staff member fits into the integrated operations of the one-stop delivery system and all one-stop centers. A method for skills-gap analysis for one-stop delivery system and at all one-stop centers staff is documented and available. Goals and opportunities for one-stop delivery system and one-stop center staff skills development are documented. Training documentation verifies that one-stop delivery system and one-stop center staff participated in professional development opportunities. 		
<p>5. Additional comments on continuous improvement</p>				

VI. 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/planned corrective actions

VII. Attachments

Attach and list (below) all relevant information that substantiates outcomes the regarding one-stop delivery system assessment and one-stop center certification.

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