

## 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: Lincoln American Job Center  
Street address: 1111 O Street  
City, state, zip: Lincoln, NE 68508  
Phone: 402- 441-1660  
Primary point-of-contact: David Landis  
Email: dlandis@lincoln.ne.gov

Date of onsite visit: 04-20-2017; 04-27-2017 (specific to Connie Daly) ; second Team visit on 06-21-2017 and a second review with Connie Daly on 08-14-17

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
Ashley Krajewski	HR Manager, Fiserv	Board member and Co-Lead	Co-Lead; designee of Board Chairperson	
Julie Panko-Haberman	Learning & Development Supervisor, LES	Board member and Co-Lead	Co-Lead; designee of Board Chairperson	
Angela Caldwell	Branch Manager, Manpower Group	Board member	Accommodations & Accessibility	
Diane Vesely-Robb	Director of Adult Education, SCC	One Stop Partner	Title II Adult Education & Family Literacy	
Brittany Urias	Regional Manager, NDOL-Lincoln	Board member	Title III Wagner Peyser ES	
Jessica Bergmann	Office Director, VR	Board member	Title IV, Nebraska VR	
Connie Daly	District Supervisor, NCBVI	One Stop Partner	Title IV, NCBVI	
Karen Stohs	Regional Manager, NDOL-Beatrice	Southeast Regional Team member	Title I B& III-ES-Regional representative	
Joanne Pickrel	Chief Executive Officer, Goodwill Industries	Board member	CBO serving people with disabilities	
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(b) Effectiveness Criteria

Minimum Requirement	Minimum Certification Criteria	Indicator Demonstrating Requirement is Met	Criteria Met Yes or No	Comments
<p>1. <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>All MOUs were executed and included in Attachment 11 of the Local/Regional Plan; the CEO Agreement was approved by Lincoln City Council; Saunders County Board; and Lancaster County Board</p>
<p>(1. Governance – continued)</p>	<p>1.2 By November 17, 2016, the local board demonstrates it has taken steps to prepare for competitive selection of its one-stop operator.</p>	<p>1.2.1 The local board has documentation demonstrating its one-stop operator competitive selection process, such as market research, requests for information, or conducting a cost and price analysis, and such documentation was available by November 1, 2016.</p>	<p>YES</p>	<p>RFP 16-087 issued March 2016; Team reviewed minutes from the 06-01-2016 Executive Committee meeting; NOTE: an OSO RFP was issued on 04-28-2017 and closed on 05-30-2017; the competitive procurement is in process</p>
<p>(1. Governance – continued)</p>	<p>1.3 By July 1, 2017:                      (a) a one-stop operator is competitively selected or selected through a sole-source procurement process;                      (b) procurement documents clearly delineate the daily operations of the AJC and the roles and responsibilities of the one-stop operator and its staff; 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                      (b) if applicable, a written agreement among the one-stop operator, the local board,</p>	<p>YES</p>	<p>Same as above; Multiple Hats Agreement is included in the Local/Regional Plan as Attachment 22</p>

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	(c) if participating on the Local Evaluation and Certification Team and serving a different role within the local workforce delivery system (i.e., 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.	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.		
(1. Governance – continued)	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	Attachment 20 of the Local/Regional Plan and approved at the 04-11-2017 Executive Committee meeting; OSO was present and copy provided for review by Team
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.	2.1.1 Required one-stop partners' policies and procedures for service delivery identify standards and processes for integration of services and referrals. 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. 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. 2.1.4 Performance reports to the local board are documented, available, and reflected in the minutes of local board meetings.	YES	Matrix is complete; MOU Attachment F is in discussion to be executed by December 1, 2017 to refelect policies/procedures for integration and referrals; performance reports beyond WIOA Title IB to become regular agenda item  NOTE: This will be included under Continuous Improvement
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. 3.1.2 Required one-stop partners identify and document goals and performance for serving employers, consistent with the priorities	YES	Matrix is complete from all partners and reflects employer services. See above comment regarding Attachment F, goals and performance reports.  NOTE: This will be included under Continuous Improvement

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		3.1.3 established in the local board's regional and local plan. Performance reports to the local board are documented, available, and reflected in the minutes of local board meetings.		
(3. Responsiveness to needs of employers – continued)	3.2 Required one-stop partners identify specific ways in which the AJC/site/partner/system will match employers with the skilled workers they seek and report performance to the local board.	3.2.1 Desired goals and performance related to serving employers are identified and documented for each required one-stop partner. 3.2.2 Performance reports to the local board are documented, available, and reflected in the minutes of local board meetings.	YES	Work being done is noted through Prosper Lincoln and the Lincoln Business Task Force  NOTE: This will be included under Continuous Improvement for plans for enhanced performance reports to the board
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 (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) 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 negotiated levels for the primary indicators of performance	YES	There is a statewide plan in place to issue an RFP for a common intake system; Vision Section, Chapter 2 of Local/Regional Plan addresses this subject  NOTE: Board reports and minutes will be included under Continuous Improvement
5. <b>Program coordination:</b> The AJC/site/partner/system prioritizes program	5.1. Required one-stop partners take specific steps to avoid duplication, coordinate programs, and	5.1.1. Specific steps taken to avoid duplication, integrate services, and referrals are	YES	Reference to Partner Forums; AJC Operations Manual; GLWDB Monitor Consultant reports;

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coordination, including collaborative efforts among required one-stop partners, to provide job seeker and employer access to integrated programs, services, and activities.	integrate service delivery and referrals, such as: (a) staff working on functional rather than program teams; (b) front desk and intake staff are trained to complete an initial assessment of job seekers' and employers' needs and inform each of available services; (c) implementation of common intake procedures; and (d) elimination of duplication of effort through the sharing of assessments (as appropriate), employability plans, activities updates, etc.	documented; for example: (a) the AJC/site/partner/system organizational chart reflects functional roles rather than programmatic roles; (b) internal procedures reflect functional roles and coordinated service delivery; (c) material used to train front desk and intake staff include procedures on completing initial assessments and communicating all services available through the AJC/site/partner/system to job seekers and employers; and (d) frontline staff can demonstrate knowledge about basic eligibility requirements for each program and make knowledgeable referrals to required one-stop partner programs.		Prosper Lincoln; Monthly One Stop Operator Reports  NOTE: Continuous Improvement is planned in the areas of cross-training staff and functional service delivery
<i>(5. Program coordination – continued)</i>	5.2. Intake forms and basic assessment tools are streamlined across programs, minimizing the need for job seekers and employers to complete multiple forms and assessments.	5.2.1. Job seeker applications and assessment tools do not seek duplicative information for individuals enrolled in multiple programs. 5.2.2. The one-stop operator provides written descriptions of efforts to streamline intake and assessments between programs.	YES	The understanding at the local level is that this is being addressed in the RFP for common intake  NOTE: This is a follow up item under Continuous Improvement
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	References to Job Duties; Matrix; information posted on website
<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	Examples shared
<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	Website reviewed  NOTE: Under Continuous Improvement; further specifics requested
<i>(6. Operational coordination – continued)</i>	6.4. Business services teams include representatives	6.4.1. A record of business services team meetings	YES	Examples of Lincoln Business Task Force

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	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.	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> ).		meetings
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	See GLWDB minutes of 05-02-2017
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; (c) reasonably modifying procedures to avoid discrimination and to meet individual needs ( <i>e.g.</i> , allowing an individual with a cognitive disability extra time to complete forms); and (d) effective strategies for communicating with persons with disabilities.	8.1.1. AJC/site/partner/system staffs demonstrate they: (a) inform local workforce delivery system customers about the availability of auxiliary aids and accommodations; (b) know how to use the adaptive technologies and are aware of available resources; (c) are familiar with the modification of procedures to avoid discrimination; and (d) utilize effective strategies for communicating with persons with disabilities.	YES	Examples of staff training supplied
<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	Recognized complaint process

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<p><b>9. 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.</p>	<p>9.1. AJC/site/partner/system staff actively collect customer feedback from job seekers and employers who utilize the local workforce delivery system.</p>	<p>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.</p>	<p>YES</p>	<p>Examples of customer survey results as shared with Board</p> <p>NOTE: To be noted under Continuous Improvement as a collaboration opportunity with other local areas</p>
<p><b>10. Branding:</b> The “<i>American Job Center</i>” or “<i>a proud partner of the American Job Center network</i>” common identifier is used as required under WIOA by each AJC, affiliate site, eligible one-stop partner connected to the affiliate site via direct linkage, or specialized center.</p>	<p>10.1. All products, programs, activities, services, electronic resources, facilities and all related property and new materials reflect the “<i>American Job Center</i>” or “<i>a proud partner of the American Job Center network</i>” identifier to be easily recognizable as the location where programs, services, and activities are available.</p>	<p>10.1.1. The “<i>American Job Center</i>” identifier or “<i>a proud partner of the American Job Center network</i>” identifier is, at a minimum, found on all of the following by the date specified:            (a) by November 17, 2016, on <u>all primary</u> electronic resources used by the local workforce delivery system (including websites) and on <u>all newly</u> printed, purchased, or created materials, including brochures, business cards, publications, promotional materials, <i>etc.</i>; and            (b) by July 1, 2017, on <u>all</u> products, programs, activities, services, electronic resources (including websites), facilities, and related property (including signage) and <u>all</u> new materials used in the local workforce delivery system, including brochures, business cards, publications, promotional materials, and <u>all</u> other electronic or tangible materials used by the local workforce delivery system.</p>	<p>YES</p>	<p>Examples provided</p>

Additional comments on effectiveness: Several items to be included in the Continuous Improvements comments

(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	Documentation; League of Human Dignity tour
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	AJC policies and documentation provided
<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	AJC policies and documentation provided
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	Team reviewed full Board minutes of May 22, 2013 documenting discussion of access to public transportation
<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. 3.2.2 The parking lot has spaces closest to the door	YES	Pictures

<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
		which are dedicated to and marked for persons with disabilities.		
(3. Location – continued)	3.3 The location of the AJC/site/partner/system is recognizable in a high-traffic area.	3.3.1 The AJC/site/partner/system signage is easily visible on the exterior and in the interior of the facility.	YES	Interior signage visible from Skywalk level which is considered a public sidewalk; one exterior sign is going up on N Street; negotiating with SCC for additional exterior facing signs
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	See above as all signage includes the national identifier

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	Matrix complete and posted on website and within the AJC
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	Matrix is completed; description of service delivery methods to be further defined in Attachment F of the MOUs
<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	Team reviewed Basic Career Services Matrix completed by ES
<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	Team reviewed completed Basic Career Services Matrix from ES
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	Definitions in place  NOTE: Continuous improvement to include further definition of direct linkage; examples to be included in Attachment Fs

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		<p>for services via technology in accordance with direct linkage requirements.</p> <p>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.</p>		
<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	
<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.	<p>3.3.1. Documentation of the AJC/site/partner/system indicates cross-training expectations and a schedule for the cross-training sessions.</p> <p>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.</p>	YES	<p>Basic training has occurred</p> <p>NOTE: Continuous improvement will include cross-training schedules;</p>
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	As applicable to funding source and WIOA/NDOL requirements
<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	See Operations Manual
5. <b>Accommodations:</b> The AJC/site/partner/system provides reasonable accommodations for persons with disabilities or language barriers to fully access services.	5.1. The AJC/site/partner/system has the capacity to accommodate persons with disabilities through available equipment, policies, procedures, and other resources, including bilingual staff, materials, or translation	<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</p>	YES	AJC website/Operations Manual

Minimum Requirements	Minimum Certification Criteria	Indicator Demonstrating Requirement is Met	Criteria Met Yes or No	Comments
	services.	<p>make reasonable accommodations and includes procedures for handling requests for accommodations.</p> <p>5.1.3. Resources at the AJC/site/partner/system include bilingual materials or on-demand translation services, if necessary.</p>		
<p>6. <b>Common identifier:</b> The AJC/site/partner/system displays the “<i>American Job Center</i>” or “<i>a proud partner of the American Job Center network</i>” identifier as the location for required programs, services and activities under WIOA.</p>	<p>6.1. Signage, logos, marketing material, and products reflect the “<i>American Job Center</i>” or “<i>a proud partner of the American Job Center network</i>” identifier to be easily recognizable as the location where programs, services, and activities are available.</p>	<p>6.1.1. The “<i>American Job Center</i>” or “<i>a proud partner of the American Job Center network</i>” identifier is highly visible inside and outside of the facility.</p> <p>6.1.2. By November 17, 2016, the local workforce delivery system includes the “<i>American Job Center</i>” or “<i>a proud partner of the American Job Center network</i>” identifier on all primary electronic resources used by the one-stop delivery system, and on any newly printed, purchased, or created materials.</p> <p>6.1.3. By July 1, 2017, the “<i>American Job Center</i>” or “<i>a proud partner of the American Job Center network</i>” identifier appear on all products, programs, activities, services, electronic resources, facilities, and related property and new materials used in the local workforce delivery system.</p>	YES	National identifier is consistently used; external signage is a work in progress

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	Reference Local/Regional Plan and board minutes  NOTE: OSO and required partner goals need clarification
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  NOTE: Regularity and disaggregated need further attention
(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	Board minutes
(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	Complaint log; informal surveys
3. <b>Evaluations of internal operations:</b> Internal procedures and systems monitor operational	3.1 The AJC/site/partner/system has internal systems in place to identify and track operational efficiency	3.1.1 Customer satisfaction survey results indicate the timeliness in which services were	YES	Timeliness is a survey factor that is included but expansion and definition

Minimum Requirements	Minimum Certification Criteria	Indicator Demonstrating Requirement is Met	Criteria Met Yes or No	Comments
effectiveness and opportunities for improvement.	and effectiveness.	3.1.2 provided in person or via technology is satisfactory. Required one-stop partners periodically review the timeliness of service delivery to identify improvements.		are needed
<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	Addressed in Plan/MOUs
<b>4. 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	Partner Forums, Webinars; AJC Operations Manual
<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	AJC webside and Operations Manual with work to be done on Matrix
<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.	NO	Individual partners report work in this area but a system approach needs development
<i>(4. Professional development of staff – continued)</i>	4.4 AJC/site/partner/system staffs demonstrate motivation to continue advancing their skills.	4.4.1 Goals and opportunities for AJC/site/partner/system staff skills development are documented. 4.4.2 Documentation verifies that AJC/site/partner/system staffs took advantage of professional development opportunities.	NO	Same comment as above
<b>5. 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	See MOUs; additional work is needed

Additional comments on continuous improvement: Continuous Improvement comments included throughout this document reflect future actions expected to be taken by the Workforce Administrator and the One Stop System Operator and the Program Partners. Of note, continuous improvement and system advancement apply to the priority areas of referral mechanisms and tracking; cross-training of staff and functional service delivery; methods of service delivery especially that of direct linkage; and enhancement of customer feedback methods.



(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 Lincoln Workforce Development Board  
Name of Local Workforce Development System: Greater Lincoln  
Website address for Local Workforce Development System: <http://lincoln.ne.gov/city/mayor/workforce/index.htm>

Signatures:

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*Name of Chair:* Carol Swigart *Date*  
*Chair*

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*Name of CEO:* Chris Beutler *Date*  
*Title of CEO:* Mayor of Lincoln

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.