

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 certification¹ 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's WIOA Monitor to verify compliance with the requirements, criteria, and procedures outlined in the State's policy and verify the information provided in the associated documentation submitted with this signed form.

Certified comprehensive American Job Center, affiliate site, or specialized center²

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

CEO signature

Signature of CEO	
Name of CEO	Mayor Leirion Gaylor Baird
Date of CEO signature	

Chair signature

Signature of Chair	
Name of Chair	Tim Bornemeier
Date of Chair signature	

¹ The State's current policy on one-stop delivery system assessment and one-stop center certification is accessible at <https://dol.nebraska.gov/webdocs/getfile/78927085-81be-478d-8566-9d660cc75c97>.

² Add additional rows if necessary. If a row does not apply, please enter "not applicable."

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

1. To assess effectiveness, physical and programmatic accessibility, and continuous improvement of the local one-stop delivery system and one-stop centers, the local workforce development board must adhere to the requirements established under the State's current policy regarding one-stop delivery system assessment and one-stop center certification.³
2. To assess one-stop centers for certification purposes, the local workforce development board must adhere to the requirements established under the State's current policy regarding one-stop delivery system assessment and one-stop center certification.
3. At least one comprehensive one-stop center (comprehensive American Job Center or AJC) must be certified by the local workforce development board.⁴
4. Regardless of the type of assessment (one-stop delivery system or one-stop center), each item in sections (a) through (g) of this review form must be completed.
5. A separate review form must be completed for each:
 - a. one-stop center, affiliate site, and specialized center assessed for certification purposes; and
 - b. one-stop partner connected to one-stop center, affiliate site, or specialized center through direct linkage.⁵

³ The State's current policy on one-stop delivery system assessment and one-stop center certification is accessible at <https://dol.nebraska.gov/webdocs/getfile/78927085-81be-478d-8566-9d660cc75c97>.

⁴ Refer to the policy identified in footnote 1 for a definition comprehensive one-stop center (comprehensive American Job Center or AJC).

⁵ Refer to the policy identified in footnote 1 for definitions of affiliate site, direct linkage, and specialized center.

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

General information

1. Provide the date of assessment.

May 28, 2020

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 specialized center
- other

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

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
Julie Panko Haberman	Learning & Development Supervisor, Lincoln Electric System	Member	Chair of Certification Team
Jessica Bergmann	Office Director, Nebraska VR	Member	Member & Core Partner
Travis Beck	Regional Workforce Development Manager, Nebraska Department of Labor	Member	Member & Core Partner
Connie Daly	Rehabilitation Supervisor, Nebraska Commission for the Blind & Visually Impaired	Member	Member & Core Partner
Cristina Thaut	Director, Adult Education, Southeast Community College	Partner	Core Partner
Ashley Krajewski	Director, Human Resources, Fiserv	Member	Member

Effectiveness criteria

Minimum requirement	Minimum certification criteria	Indicator demonstrating requirement is met	Criteria met: yes or no	Comments/planned corrective actions
<p>1. Governance: All required governance documents are in place.</p>	<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. 	<p>Yes</p>	<p>All MOU’s are posted online:</p> <ul style="list-style-type: none"> • Adult Education • Community Action Partnership • Lincoln Housing Authority • National Able • NE Commission for the Blind & Visually Impaired • NE Dept. of Health & Human Services • NE Dept. of Labor • Ponca Tribe • Proteus • ResCare • Southeast Community College - Carl Perkins • Vocational Rehab <p>Attachment 2: Agreement Among Local Area CEO's</p>
<p>2. Governance: One-stop operator selection, roles, and responsibilities</p>	<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 	<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 	<p>Yes</p>	<p>The OSO was competitively selected, following the City of Lincoln’s procurement process. The agreement is posted online: https://www.lincoln.ne.gov/city/mayor/workforce/pdf/Operator-Provider%20Agreements/OneStopOperator-93543.pdf</p> <p>Attachment 12: One-stop Operator Sole-source Procurement Process Documentation</p> <p>Attachment 21: RFP Specifications</p> <p>Attachment 22: City-Board-CEO Agreement</p> <p>Attachment 20: Continuity-of-service Plan</p>

Minimum requirement	Minimum certification criteria	Indicator demonstrating requirement is met	Criteria met: yes or no	Comments/planned corrective actions
	<p>programs), a written agreement between the local board and the one-stop operator that defines the one-stop operator's roles and responsibilities.</p> <ul style="list-style-type: none"> ▪ 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"> ○ 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. 		
<p>3. Responsiveness to needs of jobseekers, workers, and program participants: The one-stop delivery system and one-stop centers meet the needs of jobseekers, workers, and program participants.</p>	<p>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.</p>	<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. ▪ 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. 	<p>Cond.</p>	<p>The Attachment "Effectiveness Criteria 3" addresses this minimum requirement. Found within this document is:</p> <ol style="list-style-type: none"> 1. Partner Referral Operating Procedure. 2. Instruction on how to make a referral via NEworks. <p>A report indicating Partner Performance Summaries and data collected from Partners. Information contained in the report was collected/asked for during November -December 2019. This report was shared with the GLWDB.</p> <p>Partners such as NDOL, Vocational Rehabilitation, and the WIOA Title I programs have goals set through Federal guidelines. The One Stop Operator is working with the partners on developing an applicant screening tool to help identify partners to whom the applicant may be referred. An orientation to the AJC and partners is also being developed that will be able to be viewed in the office or electronically. Fliers and brochures are also being updated as needed. The separation between NDOL in room 222 and the resource room in room 205 was discussed.</p>
<p>4. Responsiveness to needs of employers: The one-stop delivery system and one-stop centers meet the needs of local employers.</p>	<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. 	<p>Yes</p>	<p>State of the One Stop is present at each board meeting.</p> <p>The One-Stop Center has partnered with the local Chamber as well as Partnership for Economic Development to provide daily job-leads to customers. Businesses submit job openings and the American Job Center publicizes the respective openings. In addition, the American Job Center and its staff are strongly involved with EmployLNK. This group aims to serve local businesses and does so in a variety of ways, including: Job fairs, hiring events, Short-term trainings, Business Tours, and Program dissemination.</p>

Minimum requirement	Minimum certification criteria	Indicator demonstrating requirement is met	Criteria met: yes or no	Comments/planned corrective actions
				<p>Please see Minimum Requirement #3 for information pertaining to Performance Reports from One-Stop Partners.</p> <p>Although specific goals have not been identified for serving employers, this is an issue being discussed with partners and expected goals are expected to be established by 7-30-20.</p>
<p>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.</p>	<p>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.</p>	<ul style="list-style-type: none"> ▪ Core partners⁶ 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. 	<p>Yes</p>	<p>Please see Partner Performance Summary found under Criteria #3. Partner Performance was discussed during February's Board Meeting. The One Stop Operator will continue to request performance information from partners and report on the results at Board meetings. These reports will include information on what is working and items for improvement.</p>
<p>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.</p>	<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; 	<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. 	<p>Yes</p>	<p>Coordination of Services and Supportive Services</p> <p>Business Services work directly with EmployLNK to coordinate many services in the area. EmplpoyLNK has partners such at TANF and NDOL represented.</p> <p>https://www.lincoln.ne.gov/city/urban/workforce/pdf/manuals/ajcoperationsmanual.pdf</p> <p>One-Stop center staff, although employed by Title1B Program, are expected to be representatives of the entire One-Stop system. This includes knowledge of Workforce Partners and basic understanding of eligibility requirements. The One-Stop Center staff meet with the One-Stop Operator and Title1B Project Director bi-weekly to host trainings/updates/etc. For example, in January 2020, a topic for this meeting centered around serving Veterans.</p>

⁶ 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.

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	<ul style="list-style-type: none"> ○ 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 jobseekers, workers, and employers to complete multiple forms and assessments. 	<ul style="list-style-type: none"> ○ 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. ○ 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. 		<p>One-Stop Partners have had discussions regarding “intake” and referral processes. Many Partners utilize different “systems,” which adds a barrier to making referrals among partners. However, to avoid duplication, and to assure customers are being referred for the most appropriate services, Partners HAVE agreed to utilize the Attached STEPS TO EMPLOYMENT PLAN process. (Attachment is labeled EFFECTIVENESS REQUIREMENT 6). The STEP process allows Job Center staff AND partner staff to easily identify services that are most applicable to respective customers.</p> <p>Once an “AJC Orientation” is complete, One-Stop Center staff will be expected to utilize NEWorks to make referrals based on information obtained during the orientations. This process will allow the One-Stop Center to identify and track referrals to Partner Programs.</p>
<p>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.</p>	<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 partner⁷ programs 	<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. 	Yes	<p>A Functional Job Description for American Job Center Staff, regardless of Partner Organization, is included. Resource Room materials consists of Partner organization information, job lead information, and other various services.</p> <p>With regards to Resource Room material, the OSO requests that Partners provide updated material once per month. This is done via email. In addition, job leads that are posted in the AJC are tracked via email (with dates) but are updated nearly daily in collaboration with EmployLNK.</p> <p>Business Service team meetings are held via EmployLNK. Many partner organizations are represented at these meetings. A copy of the previous Month’s Meeting Minutes is attached.</p>

⁷ 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
	to avoid duplication of effort and to encourage collaboration.	<ul style="list-style-type: none"> ▪ A record of business services team meetings reflect participation by representatives of all core partner programs. 		
<p>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.</p>	<p>The local board considers optimum business hours to accommodate the needs of jobseekers, workers, and employers, including business hours, work schedules, childcare, and transportation.</p>	<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. 	Yes	<p>See minutes: Board Meeting Minutes</p> <p>Hours are posted on AJC door and the entrance to the Southeast Community College building. A sign within the AJC is visible to customers indicating an ability to modify hours if/when needed.</p>
<p>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.</p>	<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, 	<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. 	Yes	<p>The American Job Center abides by federal, state, and local laws, rules, regulations and policies regarding non-discrimination and EEO. You will find Operating Procedures that address providing services to individuals with disabilities, ensuring equal access as well as providing accommodations.</p>

Minimum requirement	Minimum certification criteria	Indicator demonstrating requirement is met	Criteria met: yes or no	Comments/planned corrective actions
	state, and local laws, rules, regulations, and policies.			
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. 	Yes	Customer surveys are shared with the board Customer feedback is sought during the first two weeks of each month. Feedback is accepted both via computer survey and hard copy survey. Data is collected utilizing a program called FormStack, which allows data to be tracked “live.”
11. Branding: The common identifier (<i>American Job Center</i> or a <i>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. 	Yes	The OSO has reviewed several products related to the One-Stop delivery system and its Partners. It appears that many Partner organizations utilize the common identifier on materials; however, not all partner programs/organizations do. The OSO will work with the City’s Workforce Administrator to communicate with partners regarding this requirement.
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. 	Yes	Personally Identifiable Information (PII)

Minimum requirement	Minimum certification criteria	Indicator demonstrating requirement is met	Criteria met: yes or no	Comments/planned corrective actions
13.Additional comments on effectiveness				

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). ⁸	Yes	The State Monitor (NDOL) completed an EO and Accessibility Review of the AJC (report submitted 2-10-20). Follow-up was done and corrective action conditionally accepted 4-23-20 pending an additional walk-through by the State Monitor. GL Board continues to strive for improvement and so has formed a committee to review relocation options.
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. 	Yes	The One Stop Operator demonstrated the various assistive technology available in the resource room.

⁸ 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
		<ul style="list-style-type: none"> 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. 	Yes	<p>Will add public transit to next meeting.</p> <p>AJC utilizes an attached parking garage for customer parking. In addition, customers may utilize street parking. There are signs on the East entrance as well as the Alley way entrance indicating the presence of the AJC at Education Square. The AJC does host a sign on its window indicating it is the location of the AJC.</p>
4. Signage and logos: The common identifier (<i>American Job Center</i> or a <i>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.	Yes	<p>Relocation of AJC will ensure greater visibility of signage and logos.</p> <p>Signage is posted at the East Door entry way as well as the Alley Entrance. The “American Job Center” logo is posted on the window of the American Job Center.</p>
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.	Cond.	Will make a plan to move forward; add to monitoring schedule.
6. Additional comments on physical accessibility				

Programmatic accessibility criteria

Minimum requirements	Minimum certification criteria	Indicator demonstrating requirement is met	Criteria met: yes or no	Comments/planned corrective actions
<p>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.</p>	<p>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.</p>	<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. 	<p>Yes</p>	<p>Outreach materials are available on the services provided in the center. These will be reviewed and updated as needed. The training manuals also outline services. Discussion was held with the review team on staff training regarding accommodations and use of assistive technology equipment and Language Line. The WIOA Project Director said the latter is used at least monthly and they have had interpreters in as needed.</p>
<p>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.</p>	<p>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.</p>	<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. 	<p>Yes</p>	<p>ResCare Provides all youth elements per MOU. Some services are now available virtually.</p> <p>July 1, 2019 through June 30, 2020 Eligible Youth Service Providers</p>
<p>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.</p>	<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. 	<p>Yes</p>	<p>Service availability is posted on the AJC website and in handouts at the Center. Cross training has been done with partners and handouts are shared among partners. Recommendation was made to track outreach efforts as well as the results of work-based learning for all partners.</p>

Minimum requirements	Minimum certification criteria	Indicator demonstrating requirement is met	Criteria met: yes or no	Comments/planned corrective actions
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. 	Yes	Procedures are in place at the AJC. Please see Operating Procedures that address accommodating individuals with disabilities, non-English speakers, etc.
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.	Yes	Compliance Elements Review for PY18 attached. Py19 is in progress.
5. Additional comments on programmatic accessibility				

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. 	Yes	Reference local plan Reference minutes from Strategic Initiatives Committee

Minimum Requirements	Minimum Certification Criteria	Indicator Demonstrating Requirement is Met	Criteria met: yes or no	Comments/planned corrective actions
<p>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.</p>	<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). 	Yes	<p>Customer surveys are shared with the board</p> <p>Customer feedback is sought during the first two weeks of each month. Feedback is accepted both via computer survey and hard copy survey. Data is collected utilizing a program called FormStack, which allows data to be tracked "live."</p> <p>The One Stop Operator will work to disaggregate data to determine how individuals with disabilities are affected in trying to use programs and services.</p>
<p>3. Internal and external evaluation of operations: The local board's internal procedures and systems monitor operational effectiveness and identify opportunities for improvement.</p>	<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 tracking of operational efficiency and effectiveness of the one-stop delivery system and all one-stop centers. ▪ 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. 	Yes	<p>Internal evaluation of the one-stop center is done through the Certification process and through regular reporting to the Board. This includes having the One-Stop Operator provide feedback from surveys and reports on activities involving the Center.</p> <p>External evaluation is done through the Compliance Elements Review now done at least annually by the Board's Compliance Coordinator. Also looking to contract with UNL to do an external evaluation.</p>

Minimum Requirements	Minimum Certification Criteria	Indicator Demonstrating Requirement is Met	Criteria met: yes or no	Comments/planned corrective actions
<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. 	Yes	<p>Lincoln American Job Center Operations Manual</p> <p>Lincoln Youth Operations Manual</p> <p>Lincoln Adult & Dislocated Worker Operations Manual</p> <p>One Stop Operator hosts monthly Partner Forums in order for Partners to inform one another of programmatic updates/changes. In addition, the OSO hosts cross-training events regularly to educate partners on various workforce related topics. Please see attachment "continuous improvement criteria #4" for documentation related to Professional Development.</p>
5. Additional comments on continuous improvement				

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
Not applicable			

Minimum certification criteria	Indicator demonstrating requirement is met	Criteria met: yes or no	Comments/planned corrective actions

