INDIANA WORKFORCE DEVELOPMENT
AND ITS WorkOne CENTERS

To: Workforce Development Board Chairs
Workforce Development Board Directors

From: Regina Ashley, Chief Strategy Officer

Date: March 20, 2017

Subject: DWD Policy 2016-10
One-Stop Center Certification

Purpose

To communicate the process and criteria for evaluating and certifying Indiana's comprehensive and affiliate one-stop centers pursuant to the Workforce Innovation and Opportunity Act (WIOA).

Rescission

None

References

WIOA Sec. 121
WIOA Regulations Sec. 678.800, 678.305, 678.310
TEGL 4-15

Content

Definitions

Comprehensive One-Stop Center

A comprehensive one-stop center is a physical location where job seeker and employer customers can access the programs, services, and activities of all required one-stop partners. A comprehensive one-stop center must have at least one WIOA title I staff person physically present 100% of the time.

Affiliate Center
An affiliated site, or affiliate one-stop center, is a site that makes available to job seeker and employer customers one or more of the one-stop partners' programs, services, and activities. An affiliated site does not need to provide access to every required one-stop partner program. The frequency of program staff's physical presence in the affiliated site will be determined at the local level. Affiliated sites are access points in addition to the comprehensive one-stop center(s) in each local area. If used by local areas as a part of the service delivery strategy, affiliate sites must be implemented in a manner that supplements and enhances customer access to services.

In addition to the above requirements for an affiliate center, DWD further defines affiliate centers to mean physical buildings owned and/or operated by the local WDB and its designees.

Background

Title I of WIOA requires the State Board (Indiana State Workforce Innovation Council), in consultation with Chief Elected Officials and Local Workforce Development Boards (WDBs), establish objective criteria and procedures for the local WDBs to evaluate and certify the comprehensive and affiliate one-stop centers[1] located within its Local Workforce Development Area (LWDA). The evaluation and certification examines effectiveness (including customer satisfaction), physical and programmatic accessibility, and continuous improvement. Each one-stop center must be certified in order to be designated as a "one-stop center" and receive funding for infrastructure under the state infrastructure funding mechanism. The certification of one-stop centers is essential to set a minimum level of quality and consistency of services in the one-stop centers across the state.

Roles and Responsibilities

The Indiana Department of Workforce Development (DWD), on behalf of the Indiana State Workforce Innovation Council (SWIC), is responsible for oversight of the one-stop center certification process. DWD, in consultation with the SWIC, is also responsible for ensuring the one-stop certification criteria is reviewed and updated every two years as part of the review and modification of the WIOA State Plan. DWD is also responsible for certifying the one-stop centers when the local board is the one-stop operator in a LWDA.

The local WDBs are responsible for oversight of the one-stop center certification process at the local level and for the appointment of a certification team to conduct the one-stop certification reviews for each one-stop center in its LWDA (unless the local WDB is also the one-stop operator, discussed more fully below). The local WDB must use the *Indiana One-Stop Center Certification Review Form* (Attachment A) and the corresponding criteria established by DWD.

The local WDB may set higher standards for service coordination beyond those identified in the one-stop certification criteria established by the SWIC. However, the additional criteria must be clearly identified in an addenda to the *Indiana One-Stop Center Certification Review Form.*

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[1] Comprehensive and Affiliate One-Stop centers will be collectively referred to throughout this policy as "one-stop center(s)"

Procedure

Certification Teams

If the local WDB does NOT serve in the role of the one-stop operator for its LWDA, the local WDB has the discretion to appoint a team of three or more individuals to conduct the one-stop certification review, so long as there are no conflicts of interest. One of the three individuals appointed to serve on the certification team must be a local WDB member. The local WDB shall notify the chief elected official of the certification team selection.

If the local WDB does serve in the role of one-stop operator for a LWDA, DWD shall be responsible for conducting the one-stop center certification for each one-stop center in that particular LWDA. DWD will appoint a review team of three or more state staff to conduct the certification and ensure there are no conflicts of interest.

The individuals selected to be on either the DWD or local WDB certification team must be able to conduct an independent and objective evaluation of the one-stop center(s) and make a recommendation to the local WDB (if local WDB certification team) or the SWIC/committee (if DWD certification team). One individual on the certification team must serve as the "team lead" for contact purposes.

Certification Process

The certification team shall contact each center to schedule a time to visit the center and conduct the onsite one-stop certification review.

During the onsite certification review, the certification team shall conduct staff interviews with applicable staff[2]. Interviewees shall include the Center Manager, the local Equal Opportunity Officer, and a random sample of at least 20 percent of the frontline (state and partner) service staff at the one-stop center to determine their level of knowledge pertaining to the following:

- WIOA partner programs/services;
- Local Initiatives;
- One-stop center policies and procedures;
- Staff roles and contributions to performance; and
- Awareness of accessibility requirements and available assistive technologies.

The Certification team shall review all necessary documentation including the following:

- The Local MOU;
- Business and/or Local Plan;
- Local policies, procedures, manuals;
- Complaints and compliance findings;

[2] An affiliate center will likely not have all of the identified staff for the purpose of staff interviews. The certification team should interview the available staff in those centers.

- Marketing and other printed materials;
- Training schedules;
- Customer feedback reports; and
- Customer employment plans/case notes.

Certification Determination

The certification teams shall determine, as a group, whether a one-stop center has sufficiently met the certification criteria. Certification teams shall use the *Indiana One-Stop Center Certification Review Form* and submit a written determination to the DWD Policy Department and the local WDB (if local WDB certification team) or the SWIC/committee (if DWD certification team) within thirty (30) days of conducting the one-stop center certification review. The written documentation shall include:

- A determination of "Certified" or "Not Certified";
- Documentation that each criteria was reviewed;
- Details regarding areas denoted "Not Meets" or "In Progress";
- In the event of non-certification, an action plan and timetable prepared in consultation with the One-stop operator to bring the one-stop center into compliance; and
- In the event of non-certification, a date for follow-up review within ninety (90) days.

If the one-stop center fails to achieve certification, the certification team must re-evaluate the one-stop center in ninety (90) days of the written determination. The certification team shall submit, to DWD and the local WDB (if local WDB certification team) or the SWIC/committee (if DWD certification team), a follow-up, written determination within thirty (30) days or reevaluation.

Non-Certification

If a one-stop center fails to achieve certification after the ninety (90) day re-evaluation review, the center shall be deemed *probationary*, and DWD will notify the chief elected official. The local WDB shall have one year to bring a probationary one-stop center into compliance (infrastructure cost-funding will not be impacted during this time frame). If a local WDB fails to certify any one-stop center after the one year probationary period, that one-stop center will not be eligible for infrastructure-cost funding under the state-funding mechanism for the ensuing program year. Local WDBs may also consider additional ramifications for failing one-stop certifications in their one-stop operator contracts.

Frequency of Certification

Each one-stop center must be certified every three (3) years.

Submitting Documentation

Documentation regarding the one-stop center certification should be sent electronically (policy@dwd.in.gov) or by mail the DWD Policy Department.

Policy Department
Indiana Department of Workforce Development
10 North Senate Avenue; Room SE308
Indianapolis, IN 46204-2277

Action

At least ONE comprehensive center in each LWDA must be certified no later **January 1, 2018**. All remaining one-stop centers in a LWDA should be certified no later than **March 30, 2018.** Once certified, the certification status will remain in effect for three years. All future certifications shall be completed no later than March 31 immediately preceding the beginning of the third program year. *(ie-March 30, 2021 for the next round of certifications)*

Effective Date

March 20, 2017

Ending Date

Upon rescission.

Contact for Questions

policy@dwd.in.gov

Attachments

A- *Indiana One-Stop Center Certification Review Form*

INDIANA WORKFORCE DEVELOPMENT AND ITS WorkOne CENTERS

Indiana One-Stop Center Certification Review Form

Local Workforce Region:	**Date:**
Review Team Lead:	
Phone:	**Email:**
Location Reviewed:	**Address:**
Location Type (Circle One): **Comprehensive Center** **Affiliate** **Other**	
Hours of Operation:	
Review Team Members:	

Indiana One-Stop Center Certification Introduction

Comprehensive One-Stop Center

WIOA requires at least one comprehensive physical center in each local workforce development area (referred to as "regions" in Indiana). A comprehensive one-stop center is a physical location where job seeker and employer customers can access the programs, services, and activities of all required one-stop partners. A comprehensive one-stop center must have at least one WIOA title I staff person physically present 100% of the time.

The comprehensive one-stop center must provide:

- Career services, described in WIOA regulations § 678.430;
- Access to training services described in WIOA regulations § 680.200;
- Access to any employment and training activities carried out under sec. 134(d) of WIOA;
- Access to programs and activities carried out by one-stop partners listed in WIOA regulations §§ 678.400 through 678.410, including the Employment Service program authorized under the Wagner-Peyser Act, as amended by WIOA title III (Wagner-Peyser Act Employment Service program); and
- Workforce and labor market information.

Access to partner programs is defined as:

- Having a program staff member physically present at the one-stop center;
- Having a staff member from a different partner program physically present at the one-stop center appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or
- Making available a direct linkage through technology to program staff who can provide meaningful information or services.
    - A ''direct linkage'' means providing direct connection at the one-stop center, within a reasonable time, by phone or through a real-time Web-based communication to a program staff member who can provide program information or services to the customer.
    - A ''direct linkage'' cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.

All comprehensive one-stop centers must be physically and programmatically accessible to individuals with disabilities, as described in 29 CFR part 38, the implementing regulations of WIOA sec.188.

Affiliate One-Stop Center

WIOA also allows for affiliate one-stop centers in each local workforce development area. An affiliated site, or affiliate one-stop center, is a site that makes available to job seeker and employer customers one or more of the one-stop partners' programs, services, and activities. An affiliated site does not need to provide access to every required one-stop partner program. The frequency of program staff's physical presence in the affiliated site will be determined at the local level. Affiliated sites are access points in addition to the comprehensive one-stop center(s) in each local area. If used by local areas as a part of the service delivery strategy, affiliate sites must be implemented in a manner that supplements and

enhances customer access to services. Wagner-Peyser employment services cannot be provided as a stand-alone service at an affiliated site. In addition to the above requirements for an affiliate center, *DWD further defines affiliate centers to mean physical buildings owned and/or operated by the local WDB and its designees.*

All affiliated sites must be physically and programmatically accessible to individuals with disabilities, as described in 29 CFR part 38, the implementing regulations of WIOA sec. 188.

Review Process

Local Certification Review Teams shall conduct an objective, comprehensive review of each center that includes:

Staff interviews

During the onsite certification review, the certification team shall conduct staff interviews with applicable staff[1]. Interviewees shall include the Center Manager, the local Equal Opportunity Officer, and a random sample of at least 20 percent of the frontline (state and partner) service staff at the one-stop center to determine their level of knowledge pertaining to the following:

- WIOA partner programs/services;
- Local Initiatives;
- One-stop center policies and procedures;
- Staff roles and contributions to performance; and
- Awareness of accessibility requirements and available assistive technologies.

Documentation Review

The Certification team shall review all necessary documentation including the following:

- The Local MOU;
- Business and/or Local Plan;
- Local policies, procedures, manuals;
- Complaints and compliance findings;
- Marketing and other printed materials;
- Training schedules;
- Customer feedback reports; and
- Customer employment plans/case notes.

Certification Determination

The certification teams shall determine, as a group, whether a one-stop center has sufficiently met the certification criteria. Certification teams shall use the *Indiana One-Stop Center Certification Review Form* and submit a written determination to the DWD Policy Department and the local WDB (if local WDB

[1] An *affiliate* center will likely not have all of the identified staff for the purpose of staff interviews. The certification team should interview the available staff in those centers.

certification team) or the SWIC/committee (if DWD certification team) within thirty (30) days of conducting the one-stop center certification review. The written documentation shall include:

- A determination of “Certified” or “Not Certified”;
- Documentation that each criteria was reviewed;
- Details regarding areas denoted “Not Meets” or “In Progress”;
- In the event of non-certification, an action plan and timetable to bring the one-stop center into compliance; and
- In the event of non-certification, a date for follow-up review within ninety (90) days.

If the one-stop center fails to achieve certification, the certification team must re-evaluate the one-stop center in ninety (90) days of the written determination. The certification team shall submit, to DWD and the local WDB (if local WDB certification team) or the SWIC (if DWD certification team), a follow-up, written determination within thirty (30) days or reevaluation.

PLEASE FILL OUT THE FOLLOWING INFORMATION IN THIS FORM DURING THE ONSITE REVIEW OF EACH CENTER

Access to Required Programs/Partners

Check the appropriate box for each required Program/Partner. This section will require an interview with the Center Manager. ***Note- access to ALL partner programs is only required for comprehensive one-stop centers.***

Required Program/Partner	Program Staff On-Site (average hours per week)	Partner Program Staff On-Site (check box)	Direct Linkage (check box)	Not Applicable (partner does not exist in region)	Non-Compliant with access requirements
WIOA Title I Adult					
WIOA Title I Dislocated Worker					
WIOA Title I Youth					
Job Corps					
YouthBuild					
WIOA Title II Adult Education and Literacy					
WIOA Title III Wagner-Peyser					
Migrant and Seasonal Farmworker Programs					
WIOA Title IV Vocational Rehabilitation					
Senior Community Service Employment Program (SCSEP)					
Temporary Assistance for Needy Families (TANF)					
Post-Secondary Career and Technical Education					
Veteran's Employment Services					
Trade Adjustment Assistance					
Housing and Urban Development Employment and Training					
Unemployment Compensation					
Community Development Block Grant Employment and Training					
Second Chances Act					
WIOA Title I Native American Programs					

Services Checklist

Check the "on-site" box if the following services are available on-site for customers. ***Note- all services MUST be provided through comprehensive one-stop centers. Affiliate centers only need to provide one or more of these services.***

Service	On-Site?	Service	On-Site?	Service	On-Site?
Career Services					
Determinations of whether the individuals are eligible to receive assistance from adult, dislocated worker, or youth programs		Referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and, in appropriate cases, other workforce development programs		Information, in formats that are usable by and understandable to one-stop center customers, relating to the availability of supportive services or assistance	
Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the one-stop delivery system		Workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas		information and assistance regarding filing claims for unemployment compensation	
Initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs		Performance information and program cost information on eligible providers of training services		Establishing eligibility for programs of financial aid assistance for training and education programs that are not funded under this Act	
Labor Exchange Services (job search/placement, career counseling, business services on behalf of employers)		information, in formats that are usable by and understandable to one-stop center customers, regarding how the local area is performing on the local performance accountability measures		Services, if determined to be appropriate in order for an individual to obtain or retain employment	
Follow-up Services					

Service	On-Site?	Service	On-Site?	Service	On-Site?
Training Services					
Occupational skills training, including training for nontraditional employment		On-the-job training (OJT)		Incumbent worker training	
Programs that combine workplace training with related instruction, which may include cooperative education programs		Training programs operated by the private sector		Skills upgrading and retraining;	
Entrepreneurial training		Transitional jobs		Job readiness training provided in combination with other identified training services	
Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with the aforementioned training services (excluding transitional jobs)		Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training			

Business Services	
Service	**On-site?**
Labor Exchange Activities	
Develop, Convene, or Implement Sector Partnerships[2]	

[2] The one-stop center's role in providing this service is ensuring the business services team is sharing information acquired through employer engagement with one-stop partners and the local WDB. This can be verified through monthly board/partner meeting minutes and/or ICC documentation.

Certification Criteria Checklist

The following are the criteria by which the local workforce development boards shall assess and certify the Indiana One-Stop Centers. The local certification review team shall assess and determine if the one-stop center has met each criteria below by indicating "Meets," "Not Meets," or "In Progress." Comments are required for each criteria in which "Not Meets" or "In Progress" are denoted. ***Standards highlighted in green are NOT applicable to affiliate centers.***

Standards		Meets	Not Meets	In Progress
1. One-Stop Center Administration				
1.1	**The Local MOU between the local workforce board and all required one-stop partners is signed and in place.**			
	Request a copy of the local MOU to ensure the requirement has been met.			
	Comments:			
1.2	**As of July 1, 2017[3], cost-sharing agreements are in place with all Job Center Partners ensuring the center is maximizing resources, both financially and in-kind, to provide the best possible services to customers.**			
	Verify cost-sharing processes and procedures are in place and that there is a current cost-sharing agreement amongst all partners attached to the local MOU[4].			
	Comments:			
1.3	**There are no center-specific, unresolved Programmatic, Administrative, or Equal Opportunity compliance findings.**			
	Verify with DWD Oversight and Compliance Dept.			
	Comments:			

[3] Some local WDBs may have been granted an extension for these agreements. If this is the case, the cost-sharing agreements will need to be in place by the date identified in the request for extension.

1.4	**The center has a "center manager" (may be referred to by other titles) who has oversight of center operations.**			
	Identify the center manager. This will likely be the same manager as the comprehensive center(s).			
	Comments:			
1.5	**There is regular and meaningful communication between the center manager and front line one-stop center staff regarding center operations. This includes regularly scheduled meetings attended by all staff.**			
	Does the center hold staff meetings? How regularly? Conduct staff interviews to determine if communication is occurring on a regular basis.			
	Comments:			
1.6	**The one-stop center adheres to all applicable issuances, guidance, and practice and procedure manuals issued by DWD or the local WDB.**			
	Conduct staff interviews to determine if they are aware of relevant issuances and practice and procedure manuals. Do they know where to access them? Does the center appear to be In compliance?			
	Comments:			
1.7	**Does the one-stop center adhere to branding and utilize the official American Job Center logo?**			
	Is the logo properly utilized on handouts, brochures, and other printed materials printed after Nov. 18, 2016?			
	Comments:			

1.8	**Do one-stop center staff utilize the State Case Management System (ICC), or other applicable system, to document all customer activities for job seekers and employers?**			
	Verify through observation and staff interviews.			
	Comments:			
1.9	**Staff are provided on-going training to ensure they have the knowledge necessary to serve customers. The center manager ensures staff attend mandatory training sessions.**			
	Review staff training calendar/schedule. What training have staff received in the past year? Do staff appear knowledgeable as they work with customers?			
	Comments:			
1.10	**The one-stop center abides by Veterans Preference and Priority of Service Requirements.**			
	Observe welcome/intake process. Are customers always asked if they are a veteran? How does the center know which customers are veterans? What policies and procedures are followed? Do staff appear to be aware of Veteran priority of service? Interview the center's Disabled Veteran Outreach Program specialist (if applicable).			
	Comments:			
1.11	**The one-stop center ensures Priority of Service for Adult program participants.**			
	How is the center ensuring priority for eligible adult program participants? Are staff aware of this requirements? What procedures are in place to ensure priority of service for adult participants?			
	Comments:			

1.12	**All staff have an awareness of the region's Sector Strategies and Career Pathways. Staff understand what that means in terms of providing services to customers.**			
	Verify through staff interviews. Do staff know what the targeted sectors are for the region? Has staff received information and/or training on sector strategies and career pathways? Do staff appear to understand career pathways and how to use pathway information when assisting customers?			
	Comments:			
2. Responsiveness to the needs of Job-Seekers				
2.1	**The one-stop center has effectively integrated WIOA core partners and coordinated services among other required partner programs available to job seekers.**			
	Are core partners co-located, at least on a part-time basis? If not co-located, what procedure in in place to ensure all partner programs are accessible and available through the one-stop center? How are partners collaborating to ensure customers receive the most appropriate services?			
	Comments:			
2.2	**Staff clearly understand how to assess customer needs and provide the appropriate services to address those needs.**			
	Verify through staff interviews and observation of customer/staff interaction.			
	Comments:			

2.3	**The one-stop center has demonstrated high customer satisfaction from job-seekers.**[5]			
	Review ICC Customer satisfaction report for the year immediately preceding certification. High customer satisfaction means a job seeker satisfaction rate of 90% or higher.			
	Comments:			
3. Responsiveness to the needs of businesses				
3.1	**The one-stop center has effectively integrated WIOA core partners and coordinated services among other required partner programs available to businesses.**			
	Review business plan (or local plan). Interview business services staff. Are all core partners represented on the region's business services team? Are business outreach efforts coordinated amongst partners to avoid duplication? Are partners documenting employer contacts in the case management system or elsewhere, to the extent possible?			
	Comments:			
3.2	**The one-stop center has a plan for assessing the workforce needs of local employers.**			
	Review business plan (or local plan). Is there a process in place for assessing the workforce needs of local employers and addressing the needs identified?			
	Comments:			

[5] Customer feedback is not required in the first round of certifications in PY17.

3.3	**The one-stop center has demonstrated high customer satisfaction from businesses.**[6]			
	Review ICC Customer satisfaction report for the year immediately preceding certification. High customer satisfaction means an employer customer satisfaction rate of 90% or higher.			
	Comments:			
4. Performance				
4.1	**The one-stop center staff supports the achievement of local levels of performance.**			
	Do center management and staff know and understand the WIOA performance measures? Has training been provided? Does the center management and staff understand their role in achieving performance?			
	Comments:			
5. Program Coordination				
5.1	**An inventory containing partner agency contact information and services offered is available to all center staff.**			
	Verify written or electronic inventory listing is in place and readily available to all staff.			
	Comments:			
5.2	**The one-stop center integrates available services across partners, to the extent possible.**			
	How does the one-stop center management staff identify ways to integrate services to prevent duplication? Are there regular meetings amongst center staff and partners to address integration of services?			
	Comments:			

[6] Customer feedback is not required in the first round of certifications in PY17.

5.3	**Employment plans are specifically designed to meet the unique needs of the individual customer and jointly developed with partners, when appropriate.**			
	Verify with staff interviews. Review a sampling of employment plans and case notes.			
	Comments:			
6. Programmatic Accessibility				
6.1	**The one-stop center provides access to all partner programs consistent with the WIOA definition provided on page 2 of this tool. Customer referrals to partner services are coordinated.**			
	Verify through observation and staff interviews. Are there policies and procedures in place for making referrals to ALL partner programs? This should also be identified in the local MOU(s).			
	Comments:			
6.2	**All 13 required career services are available in person or on demand via technology at or through the center.**			
	These 13 elements are identified on page 64 of this tool.			
	Comments:			
6.3	**Customers have access at or through the one-stop center to training services, education services, employment services, supportive services, and business services.**			
	These services are identified on page 7 of this tool.			
	Comments:			
6.4	**There is at least one Title I staff member present at the one-stop center at all times during business hours.**			
	Verify through observation or timesheets.			
	Comments:			

6.5	**The center provides maximum access to partner agency programs, which may include providing services outside normal business hours if the local WDB determines there is a need for an extension of service hours.**			
	Does the center provide services outside of regular business hours when the need is identified?			
	Comments:			
6.6	**Regular business hours are clearly visible outside of the one-stop center building.**			
	Verify through observation.			
	Comments:			
7. Equal Opportunity Awareness				
7.1	**The local Equal Opportunity Officer periodically reviews policies and procedures regarding accessibility and equal opportunity and provides staff training and updates**.			
	Verify the last time the EO officer reviewed/updated policies and procedures. Have staff received training? How often is training provided? Are new employees trained?			
	Comments:			
7.2	**The required Equal Opportunity tagline is included on all documents.**			
	Review flyers. Forms, brochures, and handouts given to all customers.			
	Comments:			

7.3	**There is a process in place for customers to file Equal Opportunity complaints/grievances and a process for addressing these complaints/grievances when they are filed.**			
	Review procedural documents pertaining to EO complaints/grievances.			
	Comments:			
8. Physical Accessibility				
8.1	**The center is in compliance with all accessibility requirements under Federal Law. The one-stop center meets the physical accessibility requirements under WIOA Sec. 188, set forth in 29 CFR 38.**			
	Verify through the DWD Oversight and Compliance Dept.			
	Comments:			
8.2	**Staff and program partners are able to demonstrate they know how to use adaptive and assistive technologies and are aware of the available resources.**			
	Verify through staff interviews and observation.			
	Comments:			
8.3	**A written policy explains how required partners in the one-stop center make reasonable accommodations and includes procedures for handling requests for accommodations**			
	Review reasonable accommodations policy and/or procedures.			
	Comments:			

8.4	**Workshops are accessible to all customers. The one-stop center has the ability to provide reasonable accommodations to ensure equal access.**			
	Verify through observation to ensure workshops are accessible and reasonable accommodations are provided as needed.			
	Comments:			
8.5	**The one-stop center utilizes available resources, such as Vocational Rehabilitation Services, to ensure accessibility.**			
	Verify through staff interviews and observation. Do staff know when to make the appropriate referrals to agencies such as VR, when needed? Are staff aware of interpreter services/technology available for limited English proficient (LEP) individuals?			
	Comments:			
9. Continuous Improvement				
9.1	**Local board or committee meeting minutes reflect discussion about outcomes and strategic improvements.**			
	Review board or committee minutes.			
	Comments:			
9.2	**The one-stop center has a process in place for customers to provide feedback or complaints outside of the customer feedback survey. The process should identify how complaints are tracked and corrective action plans.**			
	Review process for filing complaints to ensure it contains these requirements.			
	Comments:			

9.3	**The one-stop center has internal systems in place to identify and track operational efficiency and effectiveness. Specifically, the effectiveness of partner integration.**			
	Verify through staff interviews or documentation.			
	Comments:			
9.4	**The one-stop center has a system and procedures in place to assess staff members' skills and core competencies, as well as gaps**			
	Verify through staff interviews and review of procedural documentation.			
	Comments:			