

**Memorandum of Understanding
State of Utah
One-Stop Partners**

I. Introduction

The vision of the Workforce Innovations and Opportunity Act (WIOA) is to achieve and maintain an integrated, job-driven workforce system that links Utah's diverse, talented workforce to the nation's businesses and improves the quality of life for citizens. To accomplish this we will:

- Allow the needs of businesses and job seekers/employed people to drive workforce solutions
- Create a workforce system that supports strong regional economies
- Develop One-Stop Career/Employment Centers that provide first-rate customer service to job seekers, workers and businesses

This is reflected in six overarching goals:

- Increase access to education, training and employment—particularly for people with barriers to employment
- Create a comprehensive, high-quality workforce by aligning workforce investment, education and economic development
- Improve the quality and labor-market relevance of workforce investment, education and economic development efforts
- Promote improvements in the structure and delivery of services
- Increase the prosperity of workers and employers
- Reduce welfare dependency, increase economic self-sufficiency, meet employer needs and enhance the productivity and competitiveness of the nation

The role of the WIOA core partners is to ensure that employment and training services are coordinated and complementary, and that job seekers can acquire the skills and credentials that meet employer needs.

Core partners include:

- Adult Worker
- Dislocated Worker
- Youth
- Wagner-Peyser Act providers
- Adult Education and Family Literacy Act providers
- Vocational Rehabilitation

Under WIOA, partners that are jointly responsible for workforce and economic development, educational and other human-resource programs collaborate to create a seamless, customer-focused one-stop delivery system. The required partners will collaborate and align their services to enhance access for job seekers and businesses.

Required partners include:

- Senior Community Service Employment Program (SCSEP)
- Veterans job counseling, training and placement services (JVSG)
- Career and Technical Education (CTE)
- Trade Adjustment Assistance (TAA)
- Community Services Block Grant employment and training activities (CDBG)
- U.S. Department of Housing and Urban Development (HUD) employment and training programs
- Unemployment Compensation programs (UI)
- Programs authorized under the Social Security Act Title IV, Part A (TANF)
- Job Corps
- National Farmworkers Jobs program (Futures Through Training)
- Indian Training and Education Center
- Youth Build

II. Strategic Goals

To view Utah's Workforce Innovation and Opportunity Act plan, including strategies for accomplishing these goals is located at: <http://jobs.utah.gov/wioa/wioastateplan.pdf>

III. Authority

Utah Department of Workforce Services (DWS) is the One-Stop Operator for the State of Utah, pursuant to Memorandum of Understanding between the Governor of Utah, the State Workforce Development Board, and the Department of Workforce Services (DWS contract #16-MOU-0058).

IV. Utah's Core and Required One-Stop Partners' Programs and Activities

The core and required partners agree to:

Services

Provide services through the one-stop delivery system. The manner in which the services will be coordinated and delivered through the system is described in the One-Stop Center Requirements (Attachment B).

One-Stop Operating Budget

CORE Partners shall contribute to the costs of the services and to the operating costs of the one-stop delivery system. Utah will submit an infrastructure funding agreement (IFA) no later than December 31, 2017 in order to meet the expectations.

Access & Referrals

Follow the methods and processes for referring individuals between DWS and one-stop partners for appropriate services and activities (Attachment B).

Follow the WIOA regulations and guidance which states required one-stop partner programs

must provide access to programs, services, and activities through electronic means if applicable and practicable. This is in addition to providing access to services through the mandatory comprehensive physical one-stop center and any affiliated sites or specialized centers. The provision of programs and services by electronic methods such as Web sites, telephones, or other means must improve the efficiency, coordination, and quality of one-stop partner services. Electronic delivery must not replace access to such services at a comprehensive one-stop center or be a substitute to making services available at an affiliated site if the partner is participating in an affiliated site. Electronic delivery systems must be in compliance with the nondiscrimination and equal opportunity provisions of WIOA sec. 188 and its implementing regulations at 29 CFR part 38.

Utilize methods to ensure the needs of workers, youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials that are available through the one-stop delivery system (Attachment A).

Provide business services through the American Job Center network and support a local workforce development system that meets the needs of businesses in the local area. Applicable one-stop partners develop, offer, and deliver quality business services that assist businesses and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the area economy. American Job Center staff must:

- Have a clear understanding of industry skill needs
- Identify appropriate strategies for assisting employers, and coordinate business services activities across partner programs as appropriate
- Incorporate an integrated and aligned business services strategy among partners to present a unified voice for American Job Centers in its communication with employers

Make labor exchange activities and labor market information available to employers. Local areas must establish and develop relationships and networks with large and small employers and their intermediaries. Local areas must develop, convene, or implement industry or sector partnerships.

Support the design of Utah's one-stop delivery system as described in the One-Stop Center Requirements (Attachment B).

Comply with the State Workforce Development Board (SWDB) American Job Center certification process (Attachment C).

Support the cross-training of staff.

Participate in a process of program review and continuous improvement to offer the best possible services and seek opportunities for further integration. Core and required partners will review available customer surveys to obtain feedback on job seeker and employer customer satisfaction. All partners will participate in the ongoing development and improvement of the One-Stop System/Center procedures, policies and operational management. All partners will be part of a process that will continuously review the needs of the workforce and business community and refine the services of the One-Stop Center based upon those needs (Attachment B).

Duration

Review and renew this MOU once every three years. This MOU will be reviewed and, possibly, renewed if any of the partners or the one-stop system experience substantial changes. This MOU shall be reviewed and renewed by July 1, 2020.

Modification Process

Agree to the modification process. To review and agree to any required amendments or modifications to this MOU that do not require renewal. If the MOU is renewed due to changes, the parties must review, agree to all the elements of the MOU and re-sign the MOU (TEGL 1-16 Section C). This MOU may be modified or amended by written consent of all of the partners. Any request to amend a provision should be made in writing to DWS and must be agreed to by all partners. The DWS will notify the other partners of the details of any modification request. The MOU may be modified from time to time to add new One-Stop Center partners. These new members may sign the MOU in its existing form as of the time that they are being added. All partners to the MOU will be notified in writing of additional parties joining in the MOU. Any adjustment of cost sharing items will be reviewed prior to adding additional partners.

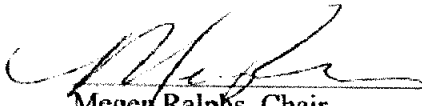
Fulfill their One-Stop role(s) in full accordance with any federal and state laws and policies which govern or affect their activities. If at any time any party is unable to perform its functions under this MOU consistent with federal, state or local statutory, regulatory or policy mandates, the affected party should immediately provide written notice to all parties of their intent to amend or modify the MOU at least 30 days in advance of effectuating the amendment or modification.

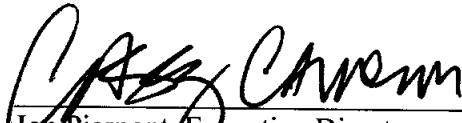
Appeals

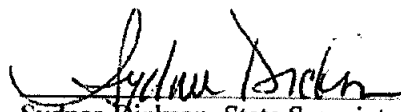
Follow the process described in 20 CFR § 678.750 to appeal to DWS regarding infrastructure costs. If the appeal results in a change to the one-stop partner's infrastructure cost contributions, this MOU will be updated to reflect the final one-stop partner infrastructure cost contributions.

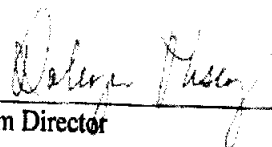
Note: The requirement to establish certification standards and to certify one-stops was directed in the WIOA statute, on July 22, 2014, as well as in the WIOA Joint Final Rules published August 19, 2016 (effective October 18, 2016). Certification is a prerequisite for one-stop centers to be eligible to receive infrastructure funding (WIOA sec. 121(g)(4)).

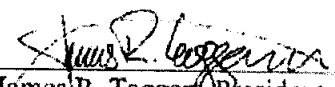
IN WITNESS WHEREOF, the parties sign and cause the agreement to be executed.

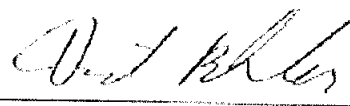

Megan Ralphs, Chair
State Workforce Development Board
7/13/17
Date


Jon Pierpont, Executive Director
Utah Department of Workforce Services
Utah State Office of Rehabilitation
Community Block Grants
Veterans
Unemployment Insurance
Temporary Assistance for Needy Families
National Farmworker
TAA
Adult & Youth
Wagner-Peyser
9-7-17
Date


Sydney Dickson, State Superintendent
State Superintendent Utah State Board of Education
Adult Ed
CIE
K-12
8/14/17
Date


Robyn Pusey
Robyn Pusey, Interim Director
Job Corps
Date

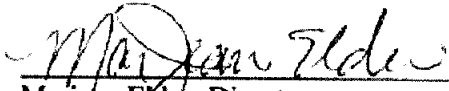

James R. Taggart, President
Ogden-Weber Technical College
YouthBuild
07/13/17
Date


David Buhler, Commissioner of Higher Education
Utah System of Higher Education
Post-Secondary Career and Technical Education
7/13/17
Date



7/6/17

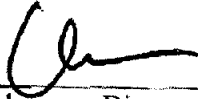
Dave Woolstenhulme, Commissioner of Technical Education
Utah System of Technical Education



7-10-17

Marjean Elder, Director
Indian and Native American Training

Date



07/10/17

Nels Holmgren, Director
Utah Aging and Adult Services
Senior Community Service Employment Program

Date



7-19-2017

Phil Shumway, Executive Director
Futures Through Training

Date

Attachment A

1109 ADA/Section 504 Accommodation and Complaint Procedures - Policy

Status: Active

Policy Effective: April 2013

Revised Date: February 2017

Approved by: Direct Reports

Next Review: February 2018

Reviewed Dates: February 2017

Last Reviewed By: Karla Aguirre

References:

1. Definitions

- A. The "ADA Coordinator" is the Department's Risk Manager who has overall responsibility for the Department's ADA program. The ADA Coordinator is assisted by ADA Officers who perform the duties defined as follows in paragraphs 2. and 3.
- B. The "Employee ADA Officer" is responsible for investigating and providing prompt and equitable resolution of ADA/Section 504 accommodation requests and/or complaints filed by DWS employees. One or more members of the Department of Human Resource Management (DHRM) staff assigned to the DWS Field Office shall assume the duties of the Employee ADA Coordinator.
- C. The "Customer ADA Officer" is responsible for investigating and providing prompt and equitable resolution of ADA/Section 504 accommodation requests and/or complaints filed by customers. The Customer ADA/Section 504 Officer is the DWS Equal Opportunity Officer.
- D. "Customer" is an individual who is interested in or is actively receiving one or more services provided by the Department of Workforce Services, and is not an active employee of the Department of Workforce Services.
- E. "Employee" is an active employee of the Department of Workforce Services.
- F. "Accommodation" is a reasonable modification to DWS physical and/or programmatic resource(s) to ensure equal access and opportunities for individuals with disabilities. Requests for accommodations are not considered complaints, as they are not filed pursuant to DWS Rule R982-101 or 29 CFR Part 38
- G. "Complaint" is a formal ADA/Section 504 related allegation filed by or on behalf of a customer.

Policy:

1. Requests for Accommodation

- A. The Department shall consider every request for accommodations under ADA/Section 504. A request for an accommodation may be submitted as follows:
 - i. Customer requests can be submitted to any DWS employee, or by contacting the Customer ADA Officer directly, as noted on the DWS ADA/Section 504 poster. It is important to note: If a customer requests through a DWS worker, the worker should not refer the customer directly to the Customer ADA Officer but rather explain to them the following process: The request must be submitted in writing, to include the accommodation needed, the disability, and how the disability impacts the customer's

ability to apply for or participate in DWS programs or services. Upon receipt of a request or inquiry for accommodation from a customer, the DWS worker should contact the Customer ADA Officer on behalf of the customer within one state business day of receipt of the request. The Customer ADA Officer will work with the DWS worker to ensure the appropriate decisions are made to assist the customer in accessing and/or participating in DWS Programs and services.

- ii. Employee requests should be submitted directly to the DHRM Employee ADA Officer. If requests for accommodations are not submitted initially to the DHRM Employee ADA Officer, the request shall be forwarded thereto within one business day of receipt.
 - B. The ADA Coordinator or designated ADA Officers shall inform the Department's legal counsel regarding all ADA matters. In complex or unusual matters the Department ADA Coordinator or designated ADA Officer shall consult with State Risk Management prior to taking any action to either approve or deny a request for accommodation. All denials for an ADA request shall be discussed with the Department's legal counsel as well as State Risk Management.
 - C. The appropriate ADA Officer will consult with the ADA Coordinator, as necessary, in approval or denial of each request for accommodation in accordance with requirements set forth in the Americans with Disability Act and/or Section 504.
 - D. All requests for additional information will comply with the requirements set forth in the Americans with Disabilities Act and Section 504 of the Rehabilitation Act.
 - E. Medical records created for ADA purposes shall be maintained by the Department in accordance with DHRM Rule R477-2-5(3).
 - F. Within 10 working days of receiving a request and required documentation for an accommodation, the appropriate ADA Officer shall either issue a written decision stating the action that will be taken on the request or notify the requestor in writing that the decision is being delayed and the amount of additional time needed to issue a decision.
 - i. The party initiating the request and the Department may agree in writing to waive or extend the time limits beyond 10 working days.
2. Appeals
- A. Customer or employee may appeal a decision to deny an ADA request for accommodation.
 - i. The ADA Coordinator or designed ADA Officer's decision regarding requests for accommodation may be appealed to the Department's Executive Director, or his/her designee within five business days of receipt of the decision.
 - ii. Within 10 working days after receiving an appeal regarding an ADA accommodation, the Executive Director shall either issue a written decision stating the action that will be taken on the appeal, or notify the appellant in writing that an additional amount of time is needed to issue a decision.
 - iii. The party initiating the appeal and the Department may agree in writing to waive or extend the time limits beyond 10 working days.
3. Complaints
- A. A customer or employee may file a complaint with the Department pursuant to DWS Rule R982-101.
 - i. Customer and employee complaints must be filed in writing, and must be submitted to the appropriate ADA Officer.

- ii. Additionally, with or without exhausting DWS procedures and pursuant to 29 CFR Part 38 complainants alleging discrimination on the basis of disability may file with the following:

The Director, Civil Rights Center
U.S. Department of Labor
200 Constitution Avenue, NW - Room N4123
Washington, DC 20210

-or-

Office of Civil Rights
U.S. Department of Health and Human Services
Federal Office Building
1601 Stout Street
Denver, CO 80295-3539

For employment related complaints, based on disability:

Utah Anti-Discrimination and Labor Division
160 East 300 South
Salt Lake City, Utah 84114
(801)530-6801
(800)222-1238

-or-

Equal Employment Opportunity Commission
4520 North Central Avenue, Ste 300
Phoenix, AZ 85012-1848
(602)640-2598

- iii. All ADA/Section 504 discrimination complaints filed with the Customer ADA Officer shall be processed in accordance with the procedures and time frames identified in the Equal Opportunity section of DWS Complaint Policy.

Attachment B

One-Stop Center (American Job Center) Requirements

General

- One-stop centers shall align and coordinate services for all core and required one-stop partners available in the area.
- All comprehensive one-stop centers must provide:
 - A physical location where job seeker and employer customers can access the programs, services, and activities of all one-stop partners
 - At least one title I staff person physically present in the one-stop center
 - Career services (outlined below)
 - Access to training services
 - Access to any employment and training activities
 - Access to programs and activities carried out by one-stop partners, including the Employment Service program authorized under the Wagner-Peyser Act
 - Workforce and labor market information
 - WIOA partner services to customers with no fees attached
- Customers must have access to one-stop partner programs, services, and activities during regular business days at a comprehensive one-stop center. The SWDB may establish other service hours at other times to accommodate the schedules of individuals who work on regular business days
 - The SWDB will evaluate the hours of access to service as part of the evaluation of effectiveness in the one-stop certification process. "Access" to each partner program and its services means:
 - Having a program staff member physically present at the one-stop center or;
 - 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 or;
 - 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
- The common one-stop delivery system identifier is "American Job Center." Each one-stop center must use "American Job Center" or "a proud partner of the American Job

Center network” on all primary electronic resources, newly printed, purchased or created materials. It must be included on all products, programs, activities, services, electronic resources, facilities, and related property and new materials used in the one-stop center

- The core and required partners affiliated with the one-stop center will meet annually
 - As part of this meeting, partners will develop continuous improvement plans based on performance outcomes and recommendations from the SWDB
- The core and required partners will provide a standardized one page information sheet that contains information about each program specified under the WIOA law as well as a contact person and/or process for one-stop staff. This sheet will be available and maintained in printable form on the jobs.utah.gov website for one-stop customers and staff to utilize
- All core and required partner staff working in the one-stop center will receive training to learn about all of the required WIOA programs, including the referral and accessibility processes
- All core and required partners that provide online information and/or services will ensure their websites are 508 compliant and meet the WIOA accessibility requirements
- All core and required partners who are co-located in the one-stop center will conduct in-person referrals with all customers when appropriate

Provision of Referrals for all Core and Required Partners

See partner one-pagers located on DWS website at jobs.utah.gov.

Marketing

- Utilize America’s Job Center logos appropriately
- All one-stop center partners will coordinate and align marketing and communication related to WIOA programs

Provide Career services including:

- Eligibility determination
- Outreach, intake and, orientation to information and services available through the one-stop delivery system
- Initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs
- Labor exchange services including:
 - Job search, placement assistance, and career counseling including:
 - Provision of information on in-demand industry sectors and occupations
 - Provision of information on nontraditional employment
 - Appropriate recruitment and other business services on behalf of employers
- Provision of workforce and labor market information including:
 - Job vacancy listings
 - Information on job skills necessary to obtain employment within the job vacancy listings
 - Information relating to occupations in-demand and the earnings, skill requirements
 - Advantage opportunities

- Provision of information on:
 - Performance and cost information on eligible providers of training by program
 - Eligible providers of youth workforce investment activities
 - Providers of adult education
 - Providers of career and technical education activities available to school dropouts
 - Providers of vocational rehabilitation services
 - Provision of information regarding how Utah is performing on the performance accountability measures
- Provision of information and referral relating to the availability of supporting services or assistance including:
 - Child care
 - Child support
 - Medical or child health assistance
 - Benefits under the supplemental nutrition assistance program
 - Assistance through the earned income tax credit
 - Assistance under a State program for temporary assistance for needy families
 - Other supportive services and transportation provided through funds made available in a local area
- Provision of information and assistance regarding filing claims for unemployment compensation
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not funded under WIOA
- Services, as appropriate, for an individual to obtain or retain employment, that consist of:
 - Comprehensive and specialized assessments of skill levels and services needs which may include:
 - Diagnostic testing and use of other assessment tools
 - In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals
 - Development of an individual employment plan
 - Group counseling
 - Individual counseling
 - Career planning
 - Short-term prevocational services
 - Internships, apprenticeships, work-based learning, and work experiences linked to careers
 - Workforce preparation activities
 - Financial literacy services
 - Out-of-area job search assistance and relocation assistance
 - English language acquisition and integrated education and training programs
 - Follow-up services
 - Training services which may include:
 - Occupational skills training
 - On-the-job training
 - Apprenticeships
 - Incumbent worker training

- Workplace training with related instruction including cooperative education programs
- Training programs operated by the private sector
- Skill upgrading and retraining
- Entrepreneurial training
- Transitional job work experiences
- Job readiness training
- Adult education and literacy activities provided concurrently or in combination with training services
- Customized training
 - Provision of supportive services
- Establish and develop relationships and networks with large and small employers and their intermediaries
- Develop industry or sector partnerships

Provide Vocational Rehabilitation Services including:

- Assessment for determining eligibility and priority for services by qualified personnel
- Assessment for determining vocational rehabilitation needs by qualified personnel
- Vocational rehabilitation counseling and guidance, including information and support services to assist an individual in exercising informed choice. This includes:
 - Development of an Individual Plan for Employment
 - Comprehensive Assessment of Rehabilitation Needs
 - Disability Adjustment Counseling
 - Career Counseling
- Referral and other services necessary to assist applicants and eligible individuals to secure needed services from other agencies, including other components of the statewide workforce development system
- Physical and mental restoration services, to the extent that financial support is not readily available from a source other than the VR Program
- Vocational and other training services, including:
 - Personal and vocational adjustment training
 - Vocational training
 - On-the-Job Training
 - Apprenticeships
 - Post-secondary training
 - Books, tools, and other training materials
- Maintenance for individual expenses, in excess of normal expenses, necessitated by the individual's participation in vocational rehabilitation services
- Transportation in connection with the provision of any vocational rehabilitation service
- Interpreter services including sign language and oral interpreter services, for individuals who are deaf or hard of hearing and tactile interpreting services for individuals who are deaf-blind provided by qualified personnel
- Reader services, rehabilitation teaching services, and orientation and mobility services for individuals who are blind
- Job-related services including
 - job search and placement assistance

- job retention services
- follow-up services
- follow-along services
- Supported employment services
- Personal assistance services
- Post-employment services
- Occupational licenses, tools, equipment, initial stocks, and supplies
- Rehabilitation technology including:
 - vehicular modification
 - telecommunications
 - sensory, and other technological aids and devices
- Transition services for students and youth with disabilities, that facilitate the transition from school to postsecondary life
- Technical assistance and other consultation services to pursue self-employment as an appropriate placement outcome
- Customized employment
- Other goods and services determined necessary for the individual with a disability to achieve an employment outcome

Provide Adult Education Services including:

- Intake and counseling services
- Referral to other Core and Required WIOA partners as requested or appropriate
- Academic assessment- English as a Second Language, Basic Education skills and high school completion and or GED testing readiness
- Academic programming- in integrated training situations as appropriate for ELL, ABE or Adult High School or GED testing preparation
- Bridge services to post-secondary or training programs or employment opportunities

One-Stop Center Best Practices

One-stop partner staff will:

- Introduce the customer, in person, to the partner staff that will assist them
- Directly contact partner staff on behalf of the customer and make a personal, telephone introduction
- Show the customer how to access information and/or services on the website and ensure they are able to accomplish their goals
- Follow up with customers to make sure they successfully connected to partners and received the appropriate services when referred
- Conduct quarterly webinars for all one-stop partners to introduce new information, products, best practices, etc.

Attachment C

COMPREHENSIVE ONE-STOP CENTER CERTIFICATION

The management of the one-stop delivery system is the shared responsibility of States, State Workforce Development Board (SWBD), elected officials, the core WIOA partners, required partners, and one-stop center operators.

Under WIOA, one-stop centers and their partners:

- provide job seekers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages
- provide access and opportunities to all job seekers, including individuals with barriers to employment, such as individuals with disabilities, to prepare for, obtain, retain, and advance in high-quality jobs and high-demand careers
- enable businesses and employers to easily identify and hire skilled workers and access other supports, including education and training for their current workforce
- participate in rigorous evaluations that support continuous improvement of one-stop centers by identifying which strategies work better for different populations
- ensure that high-quality integrated data inform decisions made by policy makers, employers, and job seekers

One-Stop Center Certification Process

One-stop centers and one-stop delivery systems are certified for effectiveness, physical and programmatic accessibility, and continuous improvement.

The State Workforce Development Board (SWDB) in consultation with chief elected officials, must review and update the criteria every two years as part of the review and modification of State Plans pursuant to 34 CFR § 463.135. One-stop centers are certified by the SWDB every two years.

Each one-stop center must receive a “Pass” for each requirement listed below to be recommended for SWDB certification. If the one-stop center receives a “Fail,” it will have 60 days to submit a plan to the State Workforce Development Board (SWDB) describing how they will remediate the problem. The SWDB has 60 days to approve the one-stop center’s remediation plan or request changes to the plan.

The “Comment” section describes what needs to be addressed if an item receives a “Fail.” It can also be used to describe how items can be improved, even if they receive a “Pass,” or to identify an item as a best practice.

Once the one-stop center has received a “passing” certification, it will be recommended to the

full State Workforce Development Board (SWDB) or the Executive Steering Committee at their next meeting for the SWDB's official approval.

One-Stop Center Certification Master Score Sheet

One-Stop Center: _____

Requirement	Pass	Fail	N/A	Notes
1) The one-stop center provides a physical location where job seekers and employers can access the programs, services, and activities of all one-stop partners.				
2) The core and required partners provide a standardized information sheet that contains information about each program specified under the WIOA law as well as a contact person and/or process for one-stop staff. This sheet is available and maintained in printable form on the jobs.utah.gov website for one-stop customers and staff to utilize.				
3) The one-stop center uses "American Job Center" or "a proud partner of the American Job Center network" on all primary electronic resources, newly printed, purchased or created materials. It must be included on all products, programs, activities, services, electronic resources, facilities, and related property and new materials used in the one-stop center.				
4) The one-stop center effectively aligns and coordinates services for all core and required one-stop partners available in its area as described in one-stop center requirements and referral process. a) The one-stop center effectively coordinates services among the one-stop partner programs.				
5) All core and required partners who are co-located in the one-stop center conduct in-person referrals with all customers when appropriate.				
6) The one-stop center provides at least one title I staff person physically present in the one-stop center. (See Attachment B)				
7) Applications for the Vocational Rehabilitation Program are available to one-stop customers.				
8) The one-stop center's Vocational Rehabilitation Program provides individuals who are referred through the one-stop with access to program information and an application. Information about Vocational Rehabilitation services and application for services are provided in an accessible format as requested.				

9) Referrals made to other one-stop partners will be made accessible in the format most appropriate to meet the needs of the individual's specific disability.				
10) The one-stop center provides career services as described in the one-stop center requirements. a) The one-stop center provides access to training services. b) The one-stop center provides workforce and labor market information.				
11) The one-stop center effectively operates in a cost efficient manner.				
12) The one-stop center demonstrates that it is incorporating customer feedback into its planning, processes, and daily work.				
13) The one-stop center has a regular process for identifying and responding to technical assistance needs.				
14) The one-stop center implements a regular system of continuing professional staff development and systems or processes that capture and respond to specific customer feedback.				
15) The one-stop center maintains current Equal Opportunity (EO) on-site monitoring tools.				
16) The one-stop center takes steps to provide reasonable academic accommodations to meet the individualized learning needs of the client. Services are provided in an accessible format as requested.				
17) The core and required partners affiliated with the one-stop center will meet annually.				
18) The one-stop center complies with section 188 (see internal accessibility report from Risk Management).				
19) The one-stop center provides access to programs and activities carried out by one-stop partners, including the Employment Service program authorized under the Wagner-Peyser Act.				
20) All core and required partner staff working in the one-stop center receive training to learn about all of the required WIOA programs, including the referral and accessibility processes.				
21) The one-stop center demonstrates that it ensures equal opportunity for individuals with disabilities to participate in or benefit from one-stop center services.				

<p>a) The one-stop center effectively takes actions to comply with the disability-related regulations, including:</p> <ul style="list-style-type: none"> ● Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities ● Administering programs in the most integrated setting appropriate ● Communicating with persons with disabilities as effectively as with others ● Providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of the program activity ● Providing for the physical accessibility of the one-stop center to individuals with disabilities 				
<p>22) The one-stop center effectively provides access to partner program services to the maximum extent practicable, including following the required referral processes and providing services outside of regular business hours where there is a workforce need.</p>				
<p>23) The one-stop center effectively integrates available services for participants (job seekers) and businesses.</p>				
<p>24) The one-stop center effectively meets the employment needs of local employers.</p>				
<p>The Certifying SWDB Members recommend this location:</p> <p><input type="checkbox"/> Be certified as a one-stop center</p> <p><input type="checkbox"/> Make improvements for further review</p> <p>Signature: _____ Date: _____</p>				