



Attachment A: Virginia One-Stop Certification Application

LWDA Name: NEW RIVER /MOUNT ROGERS WDA

Name of One-Stop Center: VIRGINIA CAREER WORKS/RADFORD CENTER

Comprehensive or Affiliate Status: AFFILIATE

Address of One-Stop Center: 6226 UNIVERSITY PARK DRIVE SUITE 1300 RADFORD VA 24141

Hours of One-Stop Center: M,T,TH, F 8:30-4:30/W 9:30-4:30

Phone Number of One-Stop Center: 540-831-5980

Website of One-Stop Center: <https://vcwnewrivermtrogers.com/job-seeker-tools/one-stop-centers-satellites/>

Completion Date of the One-Stop Certification Review: May 5, 2021

Certification Period: July 1, 2021-June 30, 2024

Certifying Body (LWDB or VBWD): _____

Center Certification Team Reviewers: Mike Miller, Mary Biggs, Laura Walters, Jay Williams

Lead Reviewer Contact Email and Phone: Mike Miller (540) 449-6603 mbmiller2@gmail.com

Recommendation: ☒ **Certified** ☐ **Not Certified** ☐ **Probationary**

If Probationary Status specify date that final review must occur by (within 6 months): _____

I certify to the best of my knowledge and belief that the One-Stop Center named above has met the Certification criteria in this One-Stop Certification Review. I also certify to the best of my knowledge and belief that this WIOA One-Stop Certification Tool is correct, and that we have appropriate documentation on file to support the submissions claimed herein.

Printed Name of LWDB/VBWD Chair: Mike Miller

Signature of LWDB/VBWD Chair: _____

Date of Signature: _____

Printed Name of Chief Elected Official: Mary Biggs

Signature of Chief Elected Official: _____

Date of Signature: _____

Interviews Conducted

During the onsite certification review, the certification team shall conduct staff interviews with applicable staff. 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:

Name of Individuals Interviewed	Title of Individual Being Interviewed	Interview Conducted By	Date of Interview
Phyllis Conner	District Manager	TEAM	4/9/21
Jon Cash	WIOA Coordinator	TEAM	4/9/21
Leta Badley	Workforce Services Representative	TEAM	4/9/21
Dawn Groseclose	DVOP	TEAM	4/9/21
Robert Edwards	Dislocated Worker Case Manager/People Inc	TEAM	4/9/21

The center certification team certifies that at least a random sample of 20% of the frontline staff were interviewed.

Documents Reviewed

Check the boxes for the documents that were reviewed by the CCT

☒ The Local MOU/IFA

Document provided to the team on Synology Directory – MOU's and Plans; File - (NRMWDA-MOU-Fully Executed)

☒ Business and/or Local Plan

Can be accessed on WDB's website (vcwnewrivermtrogers.com_strategicplan)

These are located by following the About Us / Strategic Plans links. The site contains the Plan for the years 2017 – 2020 and the Draft Plan for subsequent periods dated March 11, 2021.

☒ Local policies, procedures, manuals

Can be accessed on WDB's website.

(vcwnewrivermtrogers.com_policiesprocedures). These are located by following the About Us / Staff / Resources / Important Documents / Policies and Procedures links. 30 – 35 Policies on various matters are included there (along with the latest revision dates).

☒ Complaints and compliance findings

EO files on the Synology Drive in the EO Policies and Procedures folder. The Discrimination and Complaint Log is also found in that folder – File Name: WDA 2 Discrimination and Complaint Log. EO Walkthrough and Accessibility Survey in Center file

☒ Marketing and other printed materials

These materials are located in the Marketing and Surveys folder on the Synology Drive

☒ Training schedules

Region's training schedule on the Synology Drive, Compliance Training material is located in the MOU's and Plans folder. Other training material is located in the same folder, Filename: Professional Development Services.

☒ Customer feedback reports

A summary of Job Seeker Surveys for the Radford Center is located on the Synology Drive in the Radford folder – Filename: Surveys.

☒ Customer employment plans/case notes

Collected in the Synology Drive under the Radford Folder.

Complete during Interview with Center Manager **Access to Required Programs/Partners**

Purpose: To establish that the One-Stop Center meets the minimum requirements of a comprehensive center

Requirement: A comprehensive One-Stop center must have at least one WIOA title I staff person physically present 100% of the time (34 CFR 361.305, VBWD 300-02)

Career services may be provided through one of three ways

1. Program staff physically present at the AJC
2. A staff member from a different partner program physically present at the AJC and appropriately trained to provide information to customers about the programs, services, and activities available
3. Make available a direct linkage (by phone or real-time web-based communication) through technology to a program staff member who can provide meaning information or services.

Instructions: Check the appropriate box for each required Program/Partner. ***Note- access to ALL partner programs is only required for comprehensive One-Stop Centers.***

	Program Staff On-Site (provide average hours per week)	Partner staff cross trained	Direct Linkage	Not Applicable	Non- Compliant
WIOA Title I Adult <i>Goodwill Ind. – on site</i>	40	X			
Dislocated workers <i>People Inc – on site</i>	40	X			
Youth <i>Goodwill Ind. – on site</i>	40	X			
Job Corps <i>Blue Ridge Job Corps - referral</i>			X		
YouthBuild				X	
Native American programs				X	

Migrant and seasonal farmworker programs VEC - referral			X		
WIOA Title III Wagner-Peyser Act VEC – on-site	40	X			
WIOA Title II Adult Education and Family Literacy Act (AEFLA) NRCC Office of Transitional Programs and by referral	4		X		
WIOA Title IV Vocational Rehabilitation (VR) DARS – on site by appointment/referral			X		
Senior Community Service Employment Program Goodwill Ind by referral			X		
Career and technical education programs (Perkins) NRCC, School Districts CTE programs by referral			X		
Trade Adjustment Assistance VEC	40	X			
Veteran’s Employment Services VEC on-site	40	x			
Community Services Block Grant Employment and Training (not available in this area)				x	
Housing and Urban Development Employment and Training (not available in this area)				x	
Unemployment Compensation VEC on-site	40				
Second Chance Act				x	
Temporary Assistance for Needy Families (TANF) Floyd, Giles, Montgomery, Pulaski Radford DSS by referral			x		

Services Checklist

Purpose: To establish that the One-Stop Center meets the minimum requirements of a comprehensive center

Requirement: Center must provide the career Services listed in 20 CFR 678.430, 34 CFR 361.430, and 34 CFR 463.430 and training services listed in 20 CFR 680.200

Instructions: Identify 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.**

Basic Career Services	Is Service Provided On Site? (Y/N)
1 Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs. The Wagner-Peyser program provides basic career services, upon initial interaction with a customer they are able to gather information relevant to eligibility for WIOA Title 1 and/or other programs ie: obtaining unemployment benefits, public assistance, or that customers meet other priority groups for enrollment in these programs.	Y
2 Outreach, intake (including worker profiling), and orientation to information and other services available through the One-Stop delivery system. Staff conduct an informal initial interview/assessment of each customer's needs and inform customers of services available through the one-stop system.	Y
3 Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive services needs. Through the initial contact with customers' information about employment history, credentials, availability to work, education level, etc. Other assessments are used as deemed necessary: Based on need, assessments such as TABE, Careerscope, Conover, NCRC, etc are available.	Y
4 Labor exchange services job search/placement, career counseling, business services on behalf of employers. The NRV Business Services Team actively interacts with business customers. Center staff are active participants on the Business Services Team.	Y
5 Referrals to and coordination of activities with other programs and services, including programs and services within the One-Stop delivery system and, when appropriate, other workforce development programs. Referrals are made as appropriate. The WDB has created several tools to assist with this: A Referral Toolkit, use of IRTs (Integrated Resource Teams) and a Collaborative Funding Agreement. The NRV Partner meetings is also a place where referrals can happen.	Y
6 Workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas. VaWC provides up to date labor market information. In addition, local WDB maintains an "in-demand occupation list" that is updated regularly and Quarterly LMI Report that are maintained on the WDB website. Staff discuss labor market information with job seeking customers seeking both basic career services or training services through the center. Information is used to help customers make informed career decisions.	Y
7 Performance information and program cost information on eligible providers of education, training, and workforce services by program and type of providers. Staff provide customers with information on how to access eligible training provider and program lists through VAWC – information available includes overall program costs	Y

and available assistance for each program.	
8 Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures. Graphics of quarterly performance is available. This information can also be gathered from the WDB's website in posted meeting packets.	Y
9 Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance. We have all eligibility documents available in Spanish, English, and have a partnership with DBVI to provide materials printed in Braille as needed. Language Line is also available. Language Line is available to have documents done in any other needed language.	Y
10 Information and meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation. VEC Staff are on site. When the center is open, customers can utilize resource room to file claims for unemployment compensation. During COVID these services have been provided virtually and via phone. Appointments can be made through an on-line scheduler and a dedicated phone line.	Y
11 Establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA. Staff provide referrals to training providers and potential financial aid sources. Staff may help with financial aid applications, referrals to WDB grants, referrals to the community college workforce credential grant program, or other financial sources where applicable.	Y

Individualized Career Services	Is Service Provided On Site? (Y/N)
1 Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers. See #3 above	Y
2 Development of an individual employment plan. Individual Employment Plans are developed for each customer. IEP's are completed electronically and maintained in the VAWC or other database (for non-WIOA programs). IEP's are reviewed and updated as needed or every 90 days (whichever comes first).	Y
3 Group counseling. Referrals to counseling services are made available to partners who are qualified to provide this service.	Y
4 Individual counseling – For employment and training it is provided by program case managers, for other counseling, same as above	Y
5 Career planning. Part of the process to develop the IEP involves reviewing labor market information and the assessments for each individual customer. Information gathered during this process and during the intake process is all part of career planning.	Y
6 Short-term pre-vocational services are available if needed.	Y
7 Internships and work experiences that are linked to careers. We offer work-based training such as internships, On-the-Job Training, and Work Experiences when it is determined to be beneficial for the client.	Y
8 Workforce preparation activities. Conover and other programs are offered as	Y

needed. Youth programs offer many opportunities for Workforce Prep.	
9 Financial literacy services. Financial Literacy Workshops are offered as part of programs serving those with barriers to employment and/or youth	Y
10 Out-of-area job search assistance and relocation assistance. Available to WIOA participants on an as needed basis.	Y
11 English language acquisition and integrated education and training programs. ESL classes as well as English Language Acquisition training available through NRV Literacy Volunteers	Y

Follow-Up Career Services	Is Service Provided On Site? (Y/N)
1 Follow-up services must be provided, as appropriate, including: Counseling regarding the workplace, for participants in adult or dislocated worker workforce investment activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment. Follow up services for adults/youth/ Dislocated workers and other discretionary grant programs for a minimum of 12 months after exit.	Y

Training Services	Is Service Provided On Site? (Y/N)
1 Occupational skills training, including training for nontraditional employment Linkages to training opportunities based on the customers interest/aptitude and funding needs (and availability).	Y
2 On-the-job training (OJT) opportunities are available through Title 1 and other non-WIOA grants.	Y
3 Incumbent worker training The WDBs Business Services Coordinator works with various programs to support this training opportunity for businesses that could benefit.	Y
4 Programs that combine workplace training with related instruction, which may include cooperative education programs. The WDBs RSVP Program provides this opportunity to eligible customers that could benefit from the program.	Y
5 Training programs operated by the private sector this is mostly offered through IWT	Y
6 Skills upgrading and retraining is offered through NRCC (and other training providers), funding is available through many resources.	Y
7 Entrepreneurial training. NRV small business development center and other organizations offer this.	Y
8 Transitional jobs. If needed.	Y
9 Job readiness training provided in combination with other identified training services. Offered as needed (mostly with youth)	Y
10 Adult education and literacy activities through NRCC Office of Transitional Programs	Y
11 Customized training conducted with a commitment by an employer or group of	Y

employers to employ an individual upon successful completion of the training. This is coordinated with the WDB's BSC and offered as needed and available.	
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Business Services	Is Service Provided On Site? (Y/N)
1 Workforce and Labor Market Information. Staff know how to access LMI through the VAWC and the quarterly reports posted on the WDB website. The WDB also has a contract with Virginia Tech's Office of Economic Development to provide customized data pulls for a particular company as needed/requested.	Y

Virginia One-Stop Certification Criteria

The local center certification team shall assess and determine if the One-Stop center has met each criteria below by indicating “Meets” or “Not Meets”. **Please note: to be certified the center must meet all certification criteria as identified in Attachment A.**

Standards		Meets	Not Meets
A.1	Integrates available services for participants and businesses WIOA Pub L. 113-128, 20 CFR 678.800 (b)	MEETS	
	<i>Are core partners co-located, at least on a part-time basis? If not co-located, what procedure is 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? 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?</i>		
	Evidence: Affiliate center is not required to have all partners on-site, staff are aware of all required partners and have existing relationships with most. If services are not available on-site referrals can be made to required partners. Previous section indicates which services are available on-site. Other evidence provided: PY19 MOU (Synology, MOU’s and Plans Folder), Business Services Plan (Synology, MOU’s and Plans Folder), BSU (the BSU – Business Service Unit – is sometimes referred to as the BST – Business Services Team) notes (Synology, Radford Folder), Workforce Matrix (Synology, MOU’s and Plans Folder), PY20 Strategic Plan and Management/Partner Meetings (Synology, MOU’s and Plans Folder) all address these issues.		
A.2	Meets the workforce development needs of participants and the employment needs of local employers WIOA Pub L. 113-128, 20 CFR 678.800 (b)	MEETS	
	<i>Review Customer satisfaction report for the year immediately preceding certification.</i>		
	Evidence: The center has been working virtually since March 2020, the surveys are from before then (a link to a survey has been shared with job seekers, but none returned). See also BSU notes and In-Demand List.		
A.3	Operates in a cost-efficient manner 20 CFR 678.800 (b)	MEETS	
	<i>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.</i>		
	Evidence: Attachment C 1-24-19 (in the MOU and Plans folder – Synology drive) addresses this issue		

Standards		Meets	Not Meets
A.4	Coordinates services among the One-Stop partner programs 20 CFR 678.800 (b)	MEETS	
	<i>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? Are there policies and procedures in place for making referrals to ALL partner programs?</i>		
	Evidence: Workforce Service Matrix (this document – located in Synology, MOU's and Plans - reflects an effort to determine which Partners in the service area provide services to which type of client and which partners provide which services so that the workforce system can be more effective and efficient), Partner/Management Team Meetings (Synology, MOU's and Plans Folder), NRV BST (business service focus) and Partner Meetings (job seeker focus)		
A.5	Evaluations take into account feedback from One-Stop customers, including a process for obtaining customer feedback from both employers and job seekers regarding One-Stop services is identified 20 CFR 678.800 (a)(2)	MEETS	
	<i>Review Customer satisfaction report for the year immediately preceding certification.</i>		
	Evidence: see above. See also Customer Surveys discussed earlier. Our evaluation team also discussed with Staff the process of incorporating feedback received prospectively into processes and solutions during the interview process.		
A.6	Adult Education and Literacy services and Vocational Rehabilitation services are available through One-Stop Centers WIOA Sec. 108(b)(13)	MEETS	
	<i>How does the local board coordinate workforce investment activities in the local area? How does the local board review local applications?</i>		
	Evidence: Referrals are made as necessary to (and from) DARS and NRCC Office of Transitional Programs. Coordination with Adult Education document (Synology Drive, MOU's and Plans Folder). The WDB's executive director elaborated on the process as well as staff during interviews.		
A.7	Services funded through other partner programs are accessed through One-Stop Centers 20 CFR 678.800 (b)	MEETS	
	<i>Review tables on pages 3-6 with Center Manager</i>		
	Evidence: One-Stop Delivery System flow chart (Synology Drive, MOU's and Plans Folder) and staff interviews. Our evaluation team also reviewed and discussed with Staff the Collaborative Funding Agreement and the Supporting Alignment procedures, both Synology Drive, MOU's and Plans Folder.		

Standards		Meets	Not Meets
A.8	Identify Sector strategies that meet the needs of local businesses are undertaken through One-Stop Centers	MEETS	
	<i>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?</i>		
	Evidence: Career Pathways and Sector Strategies training was provided by the state. In-Demand Occupation List; Career Lattices (both documents Synology Drive, Negotiated Performance and In-Demand Occupations Folder); PY21 Strategic Plan (Located on the Website; follow the About Us / Strategic Plans links); staff interviews		
A.9	Identify targeted career pathways, including occupations and credentials, needed for in-demand occupations for the One-Stop Centers in a local area	MEETS	
	<i>Has staff received information and/or training on career pathways strategies? Do staff appear to understand career pathways and how to use pathway information when assisting customers?</i>		
	Evidence: Career Pathways and Sector Strategies training was provided by the state. In-Demand Occupation List provided. List is also housed on the WDBs website for job seekers and training providers to access. Staff elaborated on its use (during the interviews)		
A.10	Identify One-Stop Center customer flow business process and how job seekers access career and training services	MEETS	
	<i>Verify through staff interview and observation.</i>		
	Evidence: Customer flow diagram was provided (see Synology Drive, MOU's and Plans folder). During the interviews staff explained the process.		
A.11	The Local MOU between the local workforce board and all required One-Stop partners is signed and in place	MEETS	
	<i>Review copy of the local MOU to ensure the requirement has been met.</i>		
	Evidence: MOU was provided (Synology Drive, MOU's and Plans Folder).		
A.12	There are no center-specific, unresolved Programmatic, Administrative, or Equal Opportunity compliance findings	MEETS	
	<i>Interview Equal Employment Officer and Center Manager.</i>		
	Evidence: All issues have been resolved		

Standards		Meets	Not Meets
A.13	The Center has a “center manager” (may be referred to by other titles) who has oversight of center operations	MEETS	
	<i>Identify the center manager.</i>		
	Evidence: Karen Akers (center), Beth Carico One-Stop Operator		
A.14	The One-Stop Center adheres to branding requirements and utilizes the official American Job Center logo	MEETS	
	<i>Is the logo properly utilized on handouts, brochures, and other printed materials?</i>		
	Evidence: Various brochures/flyers provided (Synology Drive, Marketing and Surveys Folder)		
A.15	One-Stop Center staff utilize the Virginia Career Works System to document all customer activities for job seekers and employers	MEETS	
	<i>Verify through observation and staff interviews.</i>		
	Evidence: VOS is used for Wagner-Peyser and Title 1(confirmed by inquiry during interviews) . Case Notes and IEPs provided (Synology Drive, Radford Folder)		
A.16	The One-Stop Center abides by Veterans Preference and Priority of Service Requirements	MEETS	
	<i>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).</i>		
	Evidence: During the interviews, staff explained the process and the Priority of Service Policy was provided for review (see also page 23 of MOU). Veteran’s services are offered at this site.		
A.17	The One-Stop Center ensures Priority of Service for Adult program participants	MEETS	
	<i>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?</i>		
	Evidence: During the interviews, staff explained the process and the Priority of Service Policy was provided for review (see also page 23 of MOU)		

Standards		Meets	Not Meets
A.18	An inventory containing partner agency contact information and services offered is available to all center staff.	MEETS	
	<i>Verify written or electronic inventory listing is in place and readily available to all staff.</i>		
	Evidence: Partner Matrix in Center file and Workforce System Matrix (Synology Drive, MOU's and Plans Folder)		
B. Evaluations of Physical and Programmatic Accessibility <i>(Technical assistance is available upon request through wioa@vccs.edu)</i>			
B.1	Provision of reasonable accommodations for individuals with disabilities 20 CFR 678.800 (b)(1)	MEETS	
	<i>Review reasonable accommodations policy and/or procedures. Staff interviews</i>		
	Evidence: Policy (Synology Drive, EO Policies and Procedures Folder), Radford Walkthrough (Synology Drive, Radford Folder) *Radford Walkthrough was performed by Shirley Bray-Sledge October 2020 (which included staff interviews)		
B.2	Verification that reasonable modifications to policies, practices, and procedures are made where necessary to avoid discrimination against persons with disabilities 20 CFR 678.800 (b)(2)	MEETS	
	<i>Review reasonable accommodations policy and/or procedures. Staff interviews.</i>		
	Evidence: Policy (Synology Drive, EO Policies and Procedures Folder), Radford Walkthrough (Synology Drive, Radford Folder) *Radford Walkthrough was performed by Shirley Bray-Sledge October 2020 (which included staff interviews)		

Standards		Meets	Not Meets
B.3	Administration of programs in the most integrated setting appropriate 20 CFR 678.800 (b)(3)	MEETS	
	<i>Staff interviews, including scenarios and observation where appropriate.</i>		
	Evidence: Policy (Synology Drive, EO Policies and Procedures Folder), Radford Walkthrough (Synology Drive, Radford Folder) *Radford Walkthrough was performed by Shirley Bray-Sledge October 2020 (which included staff interviews)		
B.4	Communication with persons with disabilities is conducted as effectively as with others 20 CFR 678.800 (b)(4)	MEETS	
	<i>Staff interviews, including scenarios and observation where appropriate.</i>		
	Evidence: Policy (Synology Drive, EO Policies and Procedures Folder), Radford Walkthrough (Synology Drive, Radford Folder) *Radford Walkthrough was performed by Shirley Bray-Sledge October 2020 (which included staff interviews)		
B.5	Provision of 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 or activity 20 CFR 678.800 (b)(5)	MEETS	
	<i>Verify through staff interviews and observation. Staff and program partners are able to demonstrate they know how to use adaptive and assistive technologies and are aware of the available resources.</i>		
	Evidence: Policy (Synology Drive, EO Policies and Procedures Folder), Radford Walkthrough (Synology Drive, Radford Folder) *Radford Walkthrough was performed by Shirley Bray-Sledge October 2020 (which included staff interviews)		
B.6	Verify that programmatic and physical accessibility exists 20 CFR 678.800 (b)(6)	MEETS	
	<i>Verify through observation and staff interviews. Are staff aware of interpreter services/technology available for limited English proficient individuals? Are staff able to articulate how the services are being delivered in an accessible way?</i>		
	Evidence: Policy (Synology Drive, EO Policies and Procedures Folder), Radford Walkthrough and Accessibility Survey (Synology Drive, Radford Folder) *Radford Walkthrough was performed by Shirley Bray-Sledge October 2020 (which included staff interviews) **Radford Accessibility Survey was performed by the Appalachian Center for Independence on 3/16/2021. All findings have been resolved as of 8/9/21		

Standards		Meets	Not Meets
B.7	Identify how services will be made available to customers outside regular business hours, including whether physical One-Stop Center access is available outside regular business hours	MEETS	
	<i>Staff interview: Does the center provide services outside of regular business hours when the need is identified?</i>		
	Evidence: Through interviews staff explained the “virtual service process” and the use of the following tools: On-Line Scheduler: vcwnewrivermountrogers.as.me/Galax (evaluation team located this on the website), email: CareerHelp@vcwnrnr.com ; and self-service Job Seeker Tools - New River/Mount Rogers Workforce Development Board (vcwnewrivermtrogers.com)		
B.8	There is at least one Title I staff member present at the One-Stop Center at all times during business hours	MEETS	
	<i>Verify through observation or timesheets.</i>		
	Evidence: Goodwill Industries of the Valleys, Inc. holds the contracts for Title 1 Adult & Youth, People Inc. holds the contract for DLW which are located in the center. Timesheets provided (Synology Drive, Radford Folder)		
B.9	Regular business hours are clearly visible outside of the One-Stop Center building	MEETS	
	<i>Verify through observation.</i>		
	Evidence: Picture of the door – though all centers are closed to in-person visits right now. Hours also verified on the Walkthrough (Synology Drive, Radford Folder).		
B.10	The local Equal Opportunity Officer periodically reviews policies and procedures regarding accessibility and equal opportunity and provides staff training and updates	MEETS	
	<i>Interview with Equal Opportunity Officer. Verify the last time the EO officer reviewed/updated policies/procedures. Have staff received training? How often is training provided? Are new employees trained?</i>		
	Evidence: Marty Holliday is the region’s EO Officer who explained training and the EO policies. Training Schedule provided (Synology Drive, MOU’s and Plans Folder). Policies provided (Synology Drive, EO Policies and Procedures Folder). Karen Akers acts as EO officer for this center.		
B.11	The required Equal Opportunity tagline is included on all documents.	MEETS	
	<i>Verify through document inspection. Review forms, brochures, and handouts given to all customers</i>		
	Evidence: Brochures/flyers provided.		

Standards		Meets	Not Meets
B.12	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	MEETS	
	<i>Review procedural documents pertaining to EO complaints/grievances. Review process for filing complaints.</i>		
	Evidence: Brochures/flyers provided (Synology Drive, Marketing and Surveys Folder).		
C. Continuous Improvement			
C.1	Supports the achievement of the negotiated local levels of performance for the indicators of performance for the local area WIOA Pub L 113-128; 20 CFR 678.800 (c)	MEETS	
	<i>How is the center involved in the negotiation of local levels of performance?</i>		
	Evidence: Title 1 Program Operators are involved with the Executive Director in determining negotiated performance rates. Center Involvement in Performance Negotiation documentation provided and discussed in Staff interviews.		
C.2	Contributes to negotiated local levels of performance WIOA Pub L 113-128; 20 CFR 678.800 (c)	MEETS	
	<i>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?</i>		
	Evidence: Negotiated rates provided. Staff interviews verified staff knowledge.		
C.3	Identifies a continuous improvement plan when customer feedback indicates issues exist or performance is lacking	MEETS	
	<i>Review policy for reviewing and responding to customer concerns/grievances. Are staff aware of policy and procedures if they receive a customer complaint?</i>		
	Evidence: Discussed the improvement process with Staff during Staff Interviews		

Standards		Meets	Not Meets
D. Quality Assurance			
D.1	Customer Relations: Job seeker and business customer satisfaction survey results	MEETS	
	<i>Review job seeker and business customer satisfaction survey results.</i>		
	Evidence: surveys provided (Synology Drive, Radford Folder)		
D.2	Operations: Registrations, participants, service and training activities, job orders, hires, and customers served	MEETS	
	<i>How does the center track and analyze number of registrations, participants, service and training activities, credentials earned, job orders, hires, and customer served? How is data reviewed with staff? How often is the data reviewed?</i>		
	Evidence: The evaluation team reviewed the process during staff interviews, in conjunction with review of the One-Stop System Delivery Flow Chart, located in the Synology Drive, MOU's and Plans Folder. Staff track via reports from VOS.		
D.3	Professional Development: Activities and staff certifications 20 CFR 678.800	MEETS	
	<i>Review professional development activities. Identify professional development completed in past year. How often is professional development offered?</i>		
	Evidence: Training schedules provided for the region and centers (if additional trainings are offered) – See Synology Drive, MOU's and Plans Folder. Regional Professional Development is occurring at least every other month.		
D.4	Resource Management: Data related to adherence to the Resource Management Plan	MEETS	
	<i>Resources management plan MOU clearly defines infrastructure cost sharing. Adherence to the Resource Management Plan is consistent.</i>		
	Evidence: Attachment C 1-24-20 is provided (Synology Drive, MOU's and Plans Folder)		
D.5	Assure standards established for state workforce performance are met	MEETS	
	<i>Operator and Service Provider staff are aware of the LWDB negotiated performance levels for each Program Year. LWDB negotiated performance levels are either met or exceeded for each program year.</i>		
	Evidence: Quarter 1 PY2- Performance data was provided (Synology Drive, Negotiated Performance and In-Demand Occupations) and discussed during interviews.		