



LWDA Name: New River/Mount Rogers

Name of One-Stop Center: Virginia Career Works Abingdon

Comprehensive or Affiliate Status: Affiliate

Address of One-Stop Center: 1173 West Main Street, Abingdon VA 24210

Hours of One-Stop Center: vcwnewrivermountrogers.as.me/Abingdon

Phone Number of One-Stop Center: (276) 619-2255

Website of One-Stop Center: [Virginia Career Works Centers - New River/Mount Rogers Workforce Development Board \(vcwnewrivermtrogers.com\)](http://Virginia Career Works Centers - New River/Mount Rogers Workforce Development Board (vcwnewrivermtrogers.com))

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

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

Certifying Body (LWDB or VBWD): LWDB

Center Certification Team Reviewers: Martha Rasnake, Lori Deel and Lennie Gail Mitcham

Lead Reviewer Contact Email and Phone: Martha Rasnake (276) 783-9163
martha.rasnake@gd-ms.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
Beth Carico	Director of Workforce Development		
Nancy Gipson	Program/Client Tracking & Performance Analyst		
Christina Tyler	Lead Workforce Development Specialist		

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

Documents Reviewed

☒ 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

None found. 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.

☒ 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 Abingdon Center is located on the Synology Drive in the Abingdon folder – Filename: Surveys.

☒ Customer employment plans/case notes

Collected in the Synology Drive under the Abingdon 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 People Inc. – on site	40				
Dislocated workers People Inc. – on site	40				
Youth People Inc. – on site	40				
Job Corps Blue Ridge – by referral			X		
YouthBuild				N/A	
Native American programs				N/A	
Migrant and seasonal farmworker programs			X		

VEC – by referral					
WIOA Title III Wagner-Peyser Act VEC by referral		40			
WIOA Title II Adult Education and Family Literacy Act (AEFLA) Mount Rogers Regional Adult Ed by referral			X		
WIOA Title IV Vocational Rehabilitation (VR) DARS Abingdon by referral			X		
Senior Community Service Employment Program Goodwill TNVA by referral			x		
Career and technical education programs (Perkins) VHCC and Bristol, Smyth, Washington CTE programs – by referral					
Trade Adjustment Assistance VEC – by referral			X		
Veteran’s Employment Services VEC – by referral			X		
Community Services Block Grant Employment and Training People Inc provides services funded by Community Service Block Grants through other programs offered out of this office.	40				
Housing and Urban Development Employment and Training				N/A	
Unemployment Compensation VEC by referral			X		
Second Chance Act				N/A	
Temporary Assistance for Needy Families (TANF) DSS – Bristol, Washington, Smyth			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. Adult/Youth/DLW case managers provide basic career services, upon initial interaction with a customer they are able to gather information relevant to eligibility for WIOA Title 1 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 and through People Inc. People Inc. takes a "whole family" approach to serving clients – which means the full needs of each household are assessed.	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. Initial applications are collected on all program applicants. Initial application assists case manager with gathering information about employment history, credentials, availability to work, education level, etc. From there it is determined whether the customer needs to complete a test of basic adult education (TABE). Customers only take a TABE test when it is necessary to determine their ability to benefit from pursuing training. All customers take a careerscope assessment which provides the case manager with information on their interests and aptitudes – this helps with making career recommendations.	Y
4 Labor exchange services job search/placement, career counseling, business services on behalf of employers. Virginia Highlands 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. The WDB has developed a Referral Tool to help with this process, along with the use of IETs (Intergrated Resource Teams) and a Collaborative Funding Agreement. People Inc's staff also enter external referrals into internal data tracking system – Empower.	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 maintained on the WDB website. Case managers discuss labor market information with job seeking	Y

customers seeking both basic career services or training services through the center. Information is used to help customers make informed career decisions.	
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 and available assistance for each program.	Y
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. The Center has all eligibility documents available in Spanish, English, and have a partnership with DBVI to provide materials printed in Braille as needed. Language Line is available if needed for other languages.	Y
10 Information and meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation. Customers can utilize resource room to file claims for unemployment compensation. There are no VEC staff available on site to provide assistance, but staff that are on site can help with basic computer navigation or we can provide a phone that customers can use to call the local VEC office for assistance. In addition, the local VEC staff are located about 10 miles away and staff are able to refer customers who want in-person assistance from the Bristol Center (when the office is open – ie: not during the pandemic).	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. WIOA funding is always used as the last source of payment for individuals.	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. Case managers are certified to administer the Test of Basic Adult Education to assess individual skill level in reading and math. They are also trained to administer and interpret the CareerScope assessment which provides individual interest and aptitude assessments for customers.	Y
2 Development of an individual employment plan. Individual Employment Plans are developed for each customer enrolled in Adult, Youth, or DLW services. IEP's are completed electronically and maintained in the VAWC. 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. In Abingdon, the partner who provides this	Y

service is Highlands Community Service Board. We have also begun a partnership with a PeerHelp program through Ballard Health – they provide substance abuse services/counseling in this area as well.	
4 Individual 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 can be accessed by referral to other programs	Y
7 Internships and work experiences that are linked to careers. The center offers 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. Staff utilize a curriculum called Workplace Excellence to address soft-skills and workplace preparation.	Y
9 Financial literacy services. The workplace excellence curriculum that is utilized with clients has a section that discusses financial literacy – in addition, People Inc's community and economic development department provides free credit counseling and budgeting services – we frequently partner with them to provide individual budgeting assistance to workforce customers.	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 Adult Ed	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. We have two follow up clerks that provide follow up services for adults/youth/and Dislocated workers 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 these opportunities based on the customers interest/aptitude and IEP	Y
2 On-the-job training (OJT) is available through WIOA Title 1 programs and other non-WIOA programs (by referral)	Y
3 Incumbent worker training The WDBs Business Services Coordinator works with	Y

various programs to support this training opportunity for businesses that could benefit.	
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 are available through various training partners (including VHCC) and funding is available through a variety of sources (including Title 1)	Y
7 Entrepreneurial training. Our workplace excellence curriculum has a unit that discusses entrepreneurship, we also utilize our local small business development centers and People Inc's community and economic development department.	Y
8 Transitional jobs are offered through various programs (by referral) if necessary	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 are offered through Mount Rogers Regional Adult Education Program by referral	Y
11 Customized training conducted with a commitment by an employer or group of 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.	

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. Evaluation of Effectiveness			
A.1	Integrates available services for participants and businesses WIOA Pub L. 113-128, 20 CFR 678.800 (b)	X	
	<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, found in Bristol 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)	X	
	<i>Review Customer satisfaction report for the year immediately preceding certification.</i>		
	Evidence: The center has been working virtually since March 2020. See also BSU notes and In-Demand List found in the Synology.		
A.3	Operates in a cost-efficient manner 20 CFR 678.800 (b)	X	
	<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 (Synology, MOU’s and Plans Folder) addresses this issue		

Standards		Meets	Not Meets
A.4	Coordinates services among the One-Stop partner programs 20 CFR 678.800 (b)	X	
	<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), Virginia Highlands BST (business service 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)	X	
	<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)	X	
	<i>How does the local board coordinate workforce investment activities in the local area? How does the local board review local applications?</i>		
	Evidence: 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)	X	
	<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	X	

	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?		
	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		
	Identify targeted career pathways, including occupations and credentials, needed for in-demand occupations for the One-Stop Centers in a local area	X	
A.9	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?		
	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)		
	Identify One-Stop Center customer flow business process and how job seekers access career and training services	X	
A.10	Verify through staff interview and observation.		
	Evidence: Customer flow diagram was provided (see Synology Drive, MOU's and Plans folder). During the interviews staff explained the process.		
	The Local MOU between the local workforce board and all required One-Stop partners is signed and in place	X	
A.11	Review copy of the local MOU to ensure the requirement has been met.		
	Evidence: MOU was provided (Synology Drive, MOU's and Plans Folder).		
	There are no center-specific, unresolved Programmatic, Administrative, or Equal Opportunity compliance findings	X	
A.12	Interview Equal Employment Officer and Center Manager.		
	Evidence: None. This was affirmed through inquiry during interviews and the annual EO Log and other reports were provided.		

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	X	
	<i>Identify the center manager.</i>		
	Evidence: Interview w/ Beth Carico		
A.14	The One-Stop Center adheres to branding requirements and utilizes the official American Job Center logo	X	
	<i>Is the logo properly utilized on handouts, brochures, and other printed materials?</i>		
	Evidence: pictures provided in the Abingdon file on the Synology drive.		
A.15	One-Stop Center staff utilize the Virginia Career Works System to document all customer activities for job seekers and employers	X	
	<i>Verify through observation and staff interviews.</i>		
	Evidence: VOS is for all Title 1 customers (confirmed by inquiry during interviews) and Case Notes and IEPs provided (Synology Drive, Abingdon Folder)		
A.16	The One-Stop Center abides by Veterans Preference and Priority of Service Requirements	X	
	<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)		
A.17	The One-Stop Center ensures Priority of Service for Adult program participants	X	
	<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.	X	
	Verify written or electronic inventory listing is in place and readily available to all staff.		
	Evidence: Partner Contact in Center file and Workforce System Matrix (Synology Drive, MOU’s and Plans Folder)		
B. Evaluations of Physical and Programmatic Accessibility (Technical assistance is available upon request through wioa@vccs.edu)			
B.1	Provision of reasonable accommodations for individuals with disabilities 20 CFR 678.800 (b)(1)	X	
	Review reasonable accommodations policy and/or procedures. Staff interviews		
	Evidence: Policy (Synology Drive, EO Policies and Procedures Folder), Abingdon Walkthrough (Synology Drive, Abingdon Folder) *Abingdon 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)	X	
	Review reasonable accommodations policy and/or procedures. Staff interviews.		
	Evidence: Policy (Synology Drive, EO Policies and Procedures Folder), Abingdon Walkthrough (Synology Drive, Abingdon Folder) *Abingdon 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)	X	
	<i>Staff interviews, including scenarios and observation where appropriate.</i>		
	Evidence: Policy (Synology Drive, EO Policies and Procedures Folder), Abingdon Walkthrough (Synology Drive, Abingdon Folder) *Abingdon 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)	X	
	<i>Staff interviews, including scenarios and observation where appropriate.</i>		
	Evidence: Policy (Synology Drive, EO Policies and Procedures Folder), Abingdon Walkthrough (Synology Drive, Abingdon Folder) *Abingdon 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)	X	
	<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), Abingdon Walkthrough (Synology Drive, Abingdon Folder) *Abingdon 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)	X	
	<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), Abingdon Walkthrough and Abingdon Accessibility Survey (Synology Drive, Abingdon Folder) *Abingdon Walkthrough was performed by Shirley Bray-Sledge October 2020 (which included staff interviews) **Abingdon Accessibility Survey was performed by the Appalachian Center for Independence on 4/15/2021. All findings have been resolved and cleared.		

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	X	
	<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: vcwnewrivermountr Rogers.as.me/Galax (evaluation team located this on the website), email: CareerHelp@vcwnrnmr.com ; and self-service Job Seeker Tools - New River/Mount Rogers Workforce Development Board (vcwnewrivermt Rogers.com)		
B.8	There is at least one Title I staff member present at the One-Stop Center at all times during business hours	X	
	<i>Verify through observation or timesheets.</i>		
	Evidence: People Inc holds the contracts for Title 1 DLW, Adult & Youth which are in the facility. Timesheets provided (Synology Drive, Abingdon Folder)		
B.9	Regular business hours are clearly visible outside of the One-Stop Center building	X	
	<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, Abingdon Folder).		
B.10	The local Equal Opportunity Officer periodically reviews policies and procedures regarding accessibility and equal opportunity and provides staff training and updates	X	
	<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).		
B.11	The required Equal Opportunity tagline is included on all documents.	X	
	<i>Verify through document inspection. Review forms, brochures, and handouts given to all customers</i>		
	Evidence: Brochures/flyers provided (Synology Drive, Marketing and Surveys Folder).		

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	X	
	Review procedural documents pertaining to EO complaints/grievances. Review process for filing complaints.		
	Evidence: Policy Provided. Most recent EO Discrimination Log provided. These documents are located in the Synology Drive, EO Policies and Procedures 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)	X	
	How is the center involved in the negotiation of local levels of performance?		
	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)	X	
	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?		
	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	ML, JM, JL	
	Review policy for reviewing and responding to customer concerns/grievances. Are staff aware of policy and procedures if they receive a customer complaint?		
	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	X	
	Review job seeker and business customer satisfaction survey results.		

	Evidence: surveys provided (Synology Drive, Abingdon Folder)		
D.2	Operations: Registrations, participants, service and training activities, job orders, hires, and customers served	X	
	<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	X	
	<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 center (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	X	
	<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	X	
	<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.		