



Attachment A: Virginia American Job Center Certification Application

LWDA Name: New River/Mount Rogers

Name of American Job Center: Abingdon – People Inc.

Comprehensive, Affiliate, or Specialized Status: Affiliate

Address of American Job Center: 1173 W. Main Street. Abingdon, VA 24210

Hours of American Job Center: M – F 8 a.m. – 4:30 p.m.

Phone Number of American Job Center: 276-274-9931

Website of American Job Center: Virginia Career Works Centers - New River/Mount Rogers
Workforce Development Board (vcwnewrivermtrogers.com)

Completion Date of the American Job Center Certification Review: _____

Certification Period (not to exceed three years): PY24-26

Certifying Body (LWDB or VBWD): LWDB

Signatures of Center Certification Team: _____

Charles Hays

[Signature]

THOMAS AUSTIN (WFB)

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 American Job Center named above has met the certification criteria in this American Job Center Certification Review. I also certify to the best of my knowledge and belief that this AJC 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: *Mike Miller*

Date of Signature: 12/4/24

(For Local Area Certification Only)

Printed Name of Chief Elected Official: Mary Biggs

Signature of Chief Elected Official: *Mary W. Biggs*

Date of Signature: 12-4-24

Partner Programs Available at the American Job Center

Instructions: For each program listed in the table below, provide the name of the partner administering the program and indicate the number of hours per week the partner is physically present on site and (if applicable) how services are provided if the partner is not located on site. *Access to ALL partner programs is only required for comprehensive centers.* A comprehensive center must have at least one WIOA Title I staff person physically present 100% of the time (20 CFR 678.305).

	Name of Program Provider	Number of staff located in center	Average Number of Hours Physically On-Site Each Week	If program is not physically present describe how services are provided	Program Not in Local Area
*These programs must have a full-time staff physically present at a comprehensive center					
WIOA Title I Adult*	People Inc.	1	40		
WIOA Title I Dislocated Workers*	People Inc.	1	40		
WIOA Title I Youth*	People Inc.	1	40		
WIOA Title III Wagner-Peyser Act*	People Inc.	1	40	Title 1 staff provide basic career services under WP	
Jobs for Veterans State Grants*	Virginia Works			Abingdon/Bristol	
**These programs must have a part-time staff physically present at a comprehensive center					
WIOA Title II Adult Education and Family Literacy Act **	Mt. Rogers Adult Ed			Referrals between program staff	
WIOA Title IV Vocational Rehabilitation**	DARS			Referrals between program staff	
Remaining programs must be accessible from a comprehensive center if the program is available in the local area					
Registered Apprenticeship	Virginia Works			Referrals between program staff	
Non-Credit Workforce Training by VCCS	Virginia Highlands CC			Referrals between program staff	
Virginia Initiative for Employment not Welfare					
Supplemental Nutrition Assistance Program Employment and Training	Washington Co. DSS/Bristol DSS			Referrals between program staff	
Carl D. Perkins Career and Technical Education Programs					
Trade Adjustment Assistance	Virginia Works			Referrals between program staff	
Temporary Assistance for Needy Families (TANF)	DSS/People Inc.	1	40	Referrals between program staff	
WIOA Title I Job Corps	Blue Ridge Job Corps			Referrals between program staff	
WIOA Title I YouthBuild	NRMRWDB			Referrals between program staff	

WIOA Title I Native American Programs					
WIOA Title I Migrant and seasonal farmworker programs					
Senior Community Service Employment Program					
Community Services Block Grant Employment and Training	People Inc.				
Housing and Urban Development Employment and Training					
Unemployment Compensation	Virginia Works			Referrals between program staff	
Reentry Employment Opportunities Second Chance Act	People Inc – VA Cares	1	40		

Confirmation Statement for Comprehensive Center Application:

A comprehensive center must provide (a) all the career services described in 20 CFR 678.430; (b) access to training services described in 20 CFR 680.200; (c) access to any employment and training activities carried out under WIOA Sec 134 (d); (d) access to programs and activities carried out by partners listed in 678.400 through 678.410; and (e) workforce and labor market information.

If applying as a comprehensive center, do the partners in the table above provide all required services?

☐ Yes ☐ No

Interviews Conducted

During the onsite certification review, the certification team must conduct staff interviews with applicable staff. Interviewees must include the One-Stop Operator, the local Equal Opportunity Officer, and a random sample of at least 20 percent of the frontline (state and partner) service staff at the center.

Name of Individuals Interviewed	Title of Individual Being Interviewed	Interview Conducted By	Date of Interview
Christina Tyler	Workforce Services Coordinator	AVSTW/ DUNNAGE	12/4/24
Beth Carico	One Stop Operator/Director of Workforce Development	AVSTW/ DUNNAGE	12/4/24
Jennifer Foster	TANF Employment	AVSTW/ DUNNAGE	12/4/24
Angela Gentry NANCY GIBSON	Workforce Development Specialist	AVSTW/ DUNNAGE	12/4/24
Marty Holliday	EO Officer	AVSTW/ DUNNAGE	12/4/24

Virginia American Job Center Certification Criteria

The center certification team shall assess and determine if the center has met each criteria below by indicating "Meets" or "Not Meets". **To be certified the center must meet all certification criteria.** If a criteria is not applicable per VBWD policy, write in the evidence section the justification for that determination and leave the "Meets" and "Not Meets" box blank.

Standards		Meets	Not Meets
A. Evaluation of Effectiveness			
A.1	The executed MOU identifies the center as a comprehensive, affiliate, or specialized center and includes all required partners. Reference: WIOA 121 (c) Evidence: The Region's MOU has signatures and Attachment "Bs" for all required partners (pages 30-61) The MOU is in the Synology File for MOUs but can also be viewed on our website: Here	X	
A.2	The AJC has an operating budget and cost sharing agreement and a reconciliation process in place with all partners. Reference: 20 CFR 678.800 (b) Evidence: The IFA for the Wytheville Comprehensive Center has all required partners participating. It can be found starting on page 62 of the MOU. The IFA methodology for all Affiliate Centers is page 75 of the MOU	X	
A.3	The AJC has a one-stop operator who has oversight of center operations. Reference: 20 CFR 678.620 Evidence: The One-Stop Operator is selected through a competitive bid process (the RFP can be found here). On May 17, 2023 the New River/Mount Rogers Workforce Development Board and the New River/Mount Rogers Workforce Development Area Consortium Board selected People Inc as the One-Stop Operator. On page 16 of the MOU are the duties of the One-Stop Operator.	X	

Standards	Meets	Not Meets
The AJC has an inventory containing partner agency contact information and services offered that is available to all center staff. A.4 Reference: 20 CFR 678.800 (b) Evidence: Workforce Partner List is maintained and updated annually as well as VA 211. Both documents uploaded to synology.	X	
The AJC has a written process in place to promptly greet all customers, identify their needs and reason for their visit, and quickly connect them to appropriate services. A.5 Evidence: The One-Stop System Flow graphic is uploaded into synology here The regional system uses the Eligibility at a Glance document to help with connecting to appropriate services and people. It can be found here Customers access career and training services in this way: they are first greeted and asked to complete an objective assessment to better understand needs of customer. Next, an informal interview takes place to assess suitability for WIOA, and if not suitable, basic career services such as job search and labor market info are offered, and additionally a referral may be made to partner programs based on client's expressed needs. If they are suitable for WIOA, the program is discussed in detail, and eligibility items are collected, and a process is begun towards enrollment approval. Once approved, educational levels and interest /aptitude are assessed, an IEP is developed with the client, and the plan is put into motion which may include training services and support services.	X	
The AJC integrates available services for customers. <i>Not applicable to new AJCs that have not yet served customers</i> Reference: WIOA Pub L. 113-128 121(g)(2)(B)(ii), 20 CFR 678.800 (b) A.6 Evidence: (Review available co-enrollment rates between WIOA Title III Wagner-Peyser and WIOA Title I Adult, Dislocated Worker, and Youth) Co-enrollments are encouraged by the LWDB through the use of Integrated Resource Teams (see the diagram uploaded into synology MOU & Plans). Again, the Eligibility at a Glance document serves as a resource for co-enrollment activity. Title 1 Adult, Youth and DLW services are available in this building full time as are WP Basic Career Services, TANF Employment Services, and CSBG programs offered through People Incorporated. For Partners not physically located in the building, CM uses Partner networks to send and receive referrals for services. Referrals are made in a "warm hand-off" method meaning that the case manager facilitates communication with partner programs such as Youth Build, SNAP/TANF - DSS, or	X	

	other partner programs and assists the client with scheduling appointments or providing documentation required by the partner program (with client consent). Case Management staff are made aware of and kept up to date on partner programs and services utilizing the "eligibility at a glance" document maintained by the WDB.		
A.7	The AJC integrates available services for businesses.	X	
	Reference: 20 CFR 678.800 (b)		
	Evidence: (Review Business Services Team members, activities, and job orders) The region has four Business Solution Teams and a Business Service Plan which is uploaded in synology under MOU and Plans found here . Abingdon team meets the first Thursday of odd months. Most recent minutes uploaded to Synology.		
Standards		Meets	Not Meets
A.8	The AJC staff are cross trained on partner programs and can provide basic information on all partners' programs.	X	
	Reference: 20 CFR 678.800 (b)		
	Evidence: Meetings among partner staff occur regularly via web and in person to discuss and share each program's service ranges and eligibility requirements. Region-wide partner meetings occur quarterly and provide updates/staff training on all partner programs listed on the Eligibility at a Glance document. Eligibility at a Glance is uploaded in the Synology folder. Quarterly Workforce Partner Management Team meetings are held virtually to provide opportunities for communication between all regional workforce leaders.		
A.9	Staff at the AJC are aware of the sector strategies and high demand occupation list to meet the needs of the local businesses.	X	
	Reference: 20 CFR 679.560		
	Evidence: The region has been engaged in sector strategy work consistently since 2015. In 2023 we began work on standing up three sector partnerships (information can be found here). The region uses the State's In-Demand Occupation Dashboard with targeted industries found here and uploaded into synology in MOUs and Plans.		
A.10	Staff at the AJC are aware and make available high demand career pathways, including occupations and credentials. Reference: 20 CFR 679.560	X	

	Evidence: See A.9 for information on targeted industries and in-demand list. Career Lattices for the industries are being vetted in the Sector Partnerships and can be found here and uploaded in synnology MOU and Plans:		
A.11	The AJC adheres to the use of the official American Job Center logo. Reference: WIOA Sec 121(e)(4) & 20 CFR 678.900 Evidence: Picture of Entrance uploaded to Synology.		
A.12	The AJC's regular business hours are clearly visible outside of the AJC building. Reference: 20 CFR 678.305(c) Evidence: Picture of Entrance uploaded to Synology.		
Standards		Meets	Not Meets
A.13	The AJC makes services available to customers outside regular business hours. Reference: 20 678.800 (b) Evidence: The board's website is one way a customer can gain information outside of business hours about programs, locations and regular hours. Job Seekers can find information as well as submit a pre-screening application (found here) and businesses can also find information about available services here. People Incorporated utilizes a request for information form that is available on our website at all times. https://www.peopleinc.net/service/adult-workforce-development/ . Submission of the "request information form"/questions comes directly to staff and customers are followed up with asap, within one to two business days. Staff also schedule apts outside of their scheduled work hours when needed and off-site as needed. Additional information on workforce programs are available on People Inc. facebook page.		
A.14	There is at least one Title I staff member present at the AJC at all times during business hours. <i>Not applicable to affiliate or specialized AJCs.</i> Reference: 20 CFR 678.305(a)		

	Evidence: Time sheets for Christina Tyler, Nancy Gibson, and Angela Gentry are uploaded to synology. These are the current staff providing Title 1 services in the Abingdon office.		
A.15	The AJC includes customer feedback when evaluating the effectiveness of the center. <i>Not applicable to new AJCs that have not yet served customers.</i>		
	Reference: 20 CFR 678.800 (a)(2)		
	Evidence: People Incorporated conducts an annual customer satisfaction survey of workforce development customers. Customer Satisfaction Survey results are uploaded to Synology.		
A.16	The AJC includes employer feedback when evaluating the effectiveness of the center. <i>Not applicable to new AJCs that have not yet served customers.</i>		
	Reference: 20 CFR 678.800 (a)(2)		
	Evidence: The region’s BSU put on many events for employers and after each event request feedback. Here is a sampling from the <u>2024</u> events (thus far). People Incorporated conducts an annual partner satisfaction survey for workforce partners and businesses that the workforce development department work with. Partner satisfaction surveys – which include business partner surveys – are uploaded to Synology.		
A.17	Corrective action plans are being implemented to address any programmatic or administrative compliance findings. <i>Not applicable to new AJCs that have not yet served customers.</i>		
	Reference: WIOA Section 188; 29 CFR part 38		
	Evidence: This center does not have any corrective action plans in place at this time.		
B. Evaluations of Physical and Programmatic Accessibility			
Standards		Meets	Not Meets
B.1	The local Equal Opportunity Officer periodically reviews policies and procedures regarding accessibility and equal opportunity and provides access to available training and updates to staff at the AJC.		
	Reference: WIOA 188 29 CFR Part 38		

	Evidence: Review most recent EO Report Items #4 & #5 (#4 Does the EO Officer process discrimination complaints? Does the EO Officer conduct desk and on-site EO monitoring visits to service providers and contractors to ensure its contractors are not violating their nondiscrimination obligations? Does the EO officer provide EO training to staff? #5 What EO training has been provided to staff within the LWDA and to service providers?) This center had an EO review from the State in April 2024 and had no findings (for the center). Documents are uploaded in Synology under EO Policies and Procedures.		
	The AJC includes the required Equal Opportunity tagline on all documents or includes a link or QR code to the EO tagline. Reference: WIOA 188 29 CFR Part 38		
B.2	Evidence: Review most recent EO Report Items #7 & #9 (#7 Where are the EO Notice posters displayed and in what languages? #9 Is the appropriate tagline included in brochures, pamphlets, flyers, electronic/oral marketing?) This center had an EO review from the State in April 2024 and had no findings (for the center). Title 1 Flyers are uploaded to Synology.		
	AJC staff communicate with persons with disabilities as effectively as with others. Reference: 20 CFR 678.800(b)(4), WIOA Sec 188, 29 CFR part 38		
B.3	Evidence: Review most recent EO Report Item #11 (#11 What efforts does the LWDB make to ensure that communications within the local area VaWC system with individuals with disabilities are just as effective as communications with others?) This center had an EO review from the State in April 2024 and had no findings (for the center).		
	The AJC is physically accessible. Reference: 20 CFR 678.800(b)(6), WIOA Sec 188, 29 CFR part 38		
B.4	Evidence: Review most recent EO Report Item #19 & #22 (#19 Does the LWDB have an ADA accessibility survey on file? Provide copy #22 Are the Centers accessible to individuals with disabilities?) This center had an EO review from the State in April 2024 and had no findings (for the center).		
Standards		Meets	Not Meets
B.5	The AJC prohibits employment discrimination by the LWDB and its partners. Reference: 20 CFR 678.800(b)(2), WIOA Sec 188, 29 CFR part 38		

Evidence: Review most recent EO Report Item #23 (#23 Describe efforts to prohibit discrimination on the basis of disability in employment practices by the LWDB and its partners.)			
This center had an EO review from the State in April 2024 and had no findings (for the center).			
B.6	The AJC administers programs in the most integrated setting possible.	X	
	Reference: 20 CFR 678.800(b)(3), WIOA Sec 188, 29 CFR part 38		
	Evidence: Review most recent EO Report Item #24 (#24 Is the LWDB aware that programs and activities must be administered in the most integrated settings possible.)		
This center had an EO review from the State in April 2024 and had no findings (for the center).			
B.7	The AJC has 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.	X	
	Reference: 20 CFR 678.800(b)(5), WIOA Sec 188, 29 CFR part 38		
	Evidence: Review most recent EO Report Item #25 (#25 Describe the availability of assistive technology for individuals with disabilities.)		
This center had an EO review from the State in April 2024 and had no findings (for the center).			
B.8	The AJC staff provide reasonable accommodations for individuals with disabilities.	X	
	Reference: 20 CFR 678.800(b)(1), WIOA Sec 188, 29 CFR part 38		
	Evidence: Review most recent EO Report Item #28 & #29 (#28 How is it made known that reasonable accommodations will be provided? #29 Please describe any reasonable accommodations that have been provided for applicants or participants with disabilities.)		
This center had an EO review from the State in April 2024 and had no findings (for the center).			
B.9	The AJC has a written process in place for customers to file Equal Opportunity complaints or grievances and a process for addressing any complaints or grievances.	X	
	Reference: WIOA 188, 29 CFR Part 38		
	Evidence: Review most recent EO Report Item #34 & #37 (#34 What discrimination complaint policies and procedures are used in the LWDA? Provide copies of policy and procedures #37 Describe the LWDB practice or procedures for service providers when they receive a discrimination complaint from their participants.)		
This center had an EO review from the State in April 2024 and had no findings (for the center).			
C. Continuous Improvement			
Standards		Meets	Not Meets
C.1	The AJC regularly reviews performance data to identify strategies and set goals to improve outcomes.	X	

	<i>(For new AJCs that do not yet have performance data to evaluate, review the written plan that will be implemented to review performance data.)</i> Reference: 20 CFR 678.800 c Evidence: Center activities are reviewed by the WDB at each meeting (as presented by the One-Stop Operator). A monthly report can be found here. Program operator meets with WDB Leadership staff monthly discussing any programmatic concerns including performance. Quarterly performance discussions with State staff. Quarterly "SAS" Data is sent out by state staff - local staff (program operator) review data to determine if there are any data entry discrepancies prior to final performance reporting and correct any discrepancies that may be found.	X	
C.2	The AJC has a written process in place to elicit and respond to customer, employer, and partner feedback. Reference: 20 CFR 678.800 c Evidence: People Incorporated follows guidelines in our "Evaluation Policies and Procedures" – uploaded to synology.	X	
C.3	The AJC has a written plan for systematic staff development and cross-program training. Reference: 20 CFR 678.800 c Evidence: Quarterly Region-Wide Partner/IRT Meetings.	X	