



Attachment A: Virginia American Job Center Certification Application

LWDA Name: New River/Mount Rogers

Name of American Job Center: Wytheville Virginia Career Works Center

Comprehensive, Affiliate, or Specialized Status: Comprehensive

Address of American Job Center: 1000 East Main Street, Carroll Hall, Wytheville VA 24382

Hours of American Job Center: Mon, Tues, Thurs 8:30am-4pm, Wed. 9:30am-4pm, Fri 8:30am-3pm

Phone Number of American Job Center: 1-276-484-9411

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: 11/01/2024

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

Certifying Body (LWDB or VBWD): LWDB

Signatures of Center Certification Team: [Signature] THADDEUS AUSTIN (LWDB)  
[Signature] JEFF DUNNICK  
[Signature] Cameron B. Bell

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: [Signature]

Date of Signature: 12/4/24

(For Local Area Certification Only)

Printed Name of Chief Elected Official: Mary Biggs

Signature of Chief Elected Official: [Signature]

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 |
|------------------------------------------------------------------------------------------------------------------------|--------------------------|-----------------------------------|------------------------------------------------------|-------------------------------------------------------------------------|---------------------------|
| <b>*These programs must have a full-time staff physically present at a comprehensive center</b>                        |                          |                                   |                                                      |                                                                         |                           |
| WIOA Title I Adult*                                                                                                    | People Inc.              | 1                                 |                                                      |                                                                         |                           |
| WIOA Title I Dislocated Workers*                                                                                       | People Inc.              | 1                                 |                                                      |                                                                         |                           |
| WIOA Title I Youth*                                                                                                    | People Inc.              | 1                                 |                                                      |                                                                         |                           |
| WIOA Title III Wagner-Peyser Act*                                                                                      | Virginia Works           | 4                                 | 40                                                   |                                                                         |                           |
| Jobs for Veterans State Grants*                                                                                        | Virginia Works           | 1                                 | 20-40                                                |                                                                         |                           |
| <b>**These programs must have a part-time staff physically present at a comprehensive center</b>                       |                          |                                   |                                                      |                                                                         |                           |
| WIOA Title II Adult Education and Family Literacy Act **                                                               | MRRAEP                   | 4                                 | 10-20                                                | Referral – Information provision or soft hand off                       |                           |
| WIOA Title IV Vocational Rehabilitation**                                                                              | DARS                     | 7                                 | 40                                                   | Referral – Information provision or soft hand off                       |                           |
| <b>Remaining programs must be accessible from a comprehensive center if the program is available in the local area</b> |                          |                                   |                                                      |                                                                         |                           |
| Registered Apprenticeship                                                                                              | Virginia Works           |                                   |                                                      | Referral – Information provision                                        |                           |
| Non-Credit Workforce Training by VCCS                                                                                  | WCC                      |                                   |                                                      | Referral – Information provision or soft hand off                       |                           |
| Virginia Initiative for Employment not Welfare                                                                         | DSS                      |                                   |                                                      | Referral – Information provision                                        |                           |
| Supplemental Nutrition Assistance Program Employment and Training                                                      | DSS                      |                                   |                                                      | Referral – Information provision                                        |                           |
| Carl D. Perkins Career and Technical Education Programs                                                                | WCC                      |                                   |                                                      | Referral – Information provision                                        |                           |
| Trade Adjustment Assistance                                                                                            | Virginia Works           |                                   |                                                      | Direct Referral / Information provision                                 |                           |
| Temporary Assistance for Needy Families (TANF)                                                                         | DSS                      |                                   |                                                      | Referral – Information provision                                        |                           |
| WIOA Title I Job Corps                                                                                                 | BRJC                     |                                   |                                                      | Referral – Information provision                                        |                           |
| WIOA Title I YouthBuild                                                                                                | Virginia Works           |                                   |                                                      | Pre-screen application (Referral – Information provision)               |                           |
| WIOA Title I Native American Programs                                                                                  |                          |                                   |                                                      |                                                                         | X                         |
| WIOA Title I Migrant and seasonal farmworker programs                                                                  | Virginia Works           |                                   |                                                      | Referral – Information provision                                        |                           |

|                                                        |                    |  |  |                                                                                   |  |
|--------------------------------------------------------|--------------------|--|--|-----------------------------------------------------------------------------------|--|
| Senior Community Service Employment Program            | District Three     |  |  | Referral – Information provision                                                  |  |
| Community Services Block Grant Employment and Training | DSS                |  |  | Referral – Information provision                                                  |  |
| Housing and Urban Development Employment and Training  | HUD                |  |  | Referral – Information provision                                                  |  |
| Unemployment Compensation                              | VEC/Virginia Works |  |  | MUIA provided – Information Provision/Escalation request to UI CCC for assistance |  |
| Reentry Employment Opportunities Second Chance Act     | DOC/WDB            |  |  | Referral – Information provision                                                  |  |

**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 |
|---------------------------------|---------------------------------------|------------------------|-------------------|
| BETH CARRICO                    | DIR. OF WORKFORCE DEV.                | DUNNACK/AUSTIN         | 11/01/2024        |
| CHRISTY LOWE                    | VIRGINIA WORKS CENTER MGR.            | DUNNACK/AUSTIN         | 11/01/2024        |
| MARTY HOLIDAY                   | EEO - EXEC. DIR. OF MRNRWDB           |                        |                   |
| WILL BYRD                       | ADULT / DISLOCATED WORKER             | DUNNACK/AUSTIN         | 11/01/2024        |
| SARINA ROBERTS                  | ADULT / YOUTH                         | DUNNACK/AUSTIN         | 11/01/2024        |
| LISA REEDY                      | WORKFORCE SERVICES REP SR             | DUNNACK/AUSTIN         | 11/01/2024        |

## 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 |
|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-----------|
| <b>A. Evaluation of Effectiveness</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |       |           |
| <b>A.1</b>                            | <p>The executed MOU identifies the center as a comprehensive, affiliate, or specialized center and includes all required partners.</p> <p>Reference: WIOA 121 (c)</p> <p>Evidence:<br/>The Region's MOU has signatures and Attachment "Bs" for all required partners (pages 30-61)</p> <p>The MOU is in the Synology File for MOUs but can also be viewed on our website: <a href="#">Here</a></p>                                                                                                                   | X     |           |
| <b>A.2</b>                            | <p>The AJC has an operating budget and cost sharing agreement and a reconciliation process in place with all partners.</p> <p>Reference: 20 CFR 678.800 (b)</p> <p>Evidence:<br/>The IFA for the Wytheville Comprehensive Center has all required partners participating. It can be found starting on page 62 of the MOU.</p> <p>The IFA methodology for all Affiliate Centers is page 75 of the MOU</p>                                                                                                             | X     |           |
| <b>A.3</b>                            | <p>The AJC has a one-stop operator who has oversight of center operations.</p> <p>Reference: 20 CFR 678.620</p> <p>Evidence:<br/>The One-Stop Operator is selected through a competitive bid process (the RFP can be found <a href="#">here</a>). 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.</p> | X     |           |

| Standards |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Meets | Not Meets |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-----------|
| A.4       | The AJC has an inventory containing partner agency contact information and services offered that is available to all center staff.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | X     |           |
|           | Reference: 20 CFR 678.800 (b)<br>Evidence: Partner Matrix and VA 211 Quick Guide uploaded to Synology File.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |       |           |
| A.5       | 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | X     |           |
|           | Evidence:<br><br>The One-Stop System Flow graphic is uploaded into synology <a href="#">here</a><br><br>The regional system uses the Eligibility at a Glance document to help with connecting to appropriate services and people. It can be found <a href="#">here</a><br><br>All customers that visit the center are asked to complete an intake form and speak directly with WP Staff. This process allows the WP Staff to determine their immediate need and to assess additional service that may need to be provided or partner referrals/information that needs to be provided.                                                                                                                                                                                                                                                                                                                                                                                                                  |       |           |
| A.6       | The AJC integrates available services for customers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | X     |           |
|           | <i>Not applicable to new AJCs that have not yet served customers</i><br><br>Reference: WIOA Pub L. 113-128 121(g)(2)(B)(ii), 20 CFR 678.800 (b)<br><br>Evidence: (Review available co-enrollment rates between WIOA Title III Wagner-Peyser and WIOA Title I Adult, Dislocated Worker, and Youth)<br>Co-enrollments are encouraged by the LWDB through the use of Integrated Resource Teams (see the <a href="#">diagram</a> uploaded into synology MOU & Plans ). Again, the Eligibility at a Glance document serves as a resource for co-enrollment activity.<br><br>After review of the intake form and discussion, the WP staff reviews the available non-WIOA and WIOA programs/services and request the client complete a pre-screen application, which sets up contact with the programs, process to determine eligibility and best fit for the customers needs. We also do a direct referrals and/or soft introduction when staff are on site. We can provide a Title I application if needed. |       |           |
| A.7       | The AJC integrates available services for businesses.<br><br>Reference: 20 CFR 678.800 (b)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | X     |           |

|           | <p>Evidence: (Review Business Services Team members, activities, and job orders)</p> <p>The region has four Business Solution Teams and a Business Service Plan which is uploaded in synology under MOU and Plans found <a href="#">here</a>.</p>                                                                                                                                                                                                                                             |       |           |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-----------|
| Standards |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Meets | Not Meets |
| A.8       | <p>The AJC staff are cross trained on partner programs and can provide basic information on all partners' programs.</p> <p>Reference: 20 CFR 678.800 (b)</p>                                                                                                                                                                                                                                                                                                                                  | X     |           |
|           | <p>Evidence:</p> <p>All Center partners, especially WP staff are cross trained on partner programs through various professional development opportunities and through BSU/Partner meetings that are held 8-9 months throughout the year. In addition, the WDB provides additional professional development opportunities which allow for learning and networking to take place.</p>                                                                                                           |       |           |
| A.9       | <p>Staff at the AJC are aware of the sector strategies and high demand occupation list to meet the needs of the local businesses.</p> <p>Reference: 20 CFR 679.560</p>                                                                                                                                                                                                                                                                                                                        | X     |           |
|           | <p>Evidence:</p> <p>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 <a href="#">here</a>). The region uses the State's In-Demand Occupation Dashboard with targeted industries found <a href="#">here</a>) and uploaded into synology in MOUs and Plans. : <a href="#">Sector Partnership Orientaion</a> was made available to all partner leadership in the region</p> |       |           |
| A.10      | <p>Staff at the AJC are aware and make available high demand career pathways, including occupations and credentials.</p> <p>Reference: 20 CFR 679.560</p>                                                                                                                                                                                                                                                                                                                                     | X     |           |
|           | <p>Evidence:</p> <p>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 <a href="#">here</a> and uploaded in synology MOU and Plans:</p>                                                                                                                                                                                                                                       |       |           |
| A.11      | <p>The AJC adheres to the use of the official American Job Center logo.</p> <p>Reference: WIOA Sec 121(e)(4) &amp; 20 CFR 678.900</p>                                                                                                                                                                                                                                                                                                                                                         | X     |           |
|           | <p>Evidence:</p> <p>Picture Attached</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                      |       |           |

| A.12      | The AJC's regular business hours are clearly visible outside of the AJC building.<br><br>Reference: 20 CFR 678.305(c)<br><br>Evidence:<br><br>Picture attached                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | X     |           |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-----------|
|           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |       |           |
| Standards |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Meets | Not Meets |
| A.13      | The AJC makes services available to customers outside regular business hours.<br><br>Reference: 20 678.800 (b)<br><br>Evidence:<br>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 <a href="#">here</a> ) and businesses can also find information about available services here.<br><i>In that local office customers will find handouts with various program information available outside our resource room door and in the hallway that can be picked up at any time. The Virginia Works website and VEC website are available for their use. They can call and leave a voice mail message or email a request for assistance with a expected 48 hours response. If the situation warrants an accommodations can be made to meet with a customer outside normal business hours.</i> | X     |           |
|           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |       |           |
| A.14      | There is at least one Title I staff member present at the AJC at all times during business hours.<br><br><i>Not applicable to affiliate or specialized AJCs.</i><br><br>Reference: 20 CFR 678.305(a)<br><br>Evidence:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | X     |           |
|           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |       |           |
| A.15      | The AJC includes customer feedback when evaluating the effectiveness of the center.<br><br><i>Not applicable to new AJCs that have not yet served customers.</i><br><br>Reference: 20 CFR 678.800 (a)(2)<br><br>Evidence:<br>Customers can complete either paper or on-line surveys / We have a suggestion box in the center as well. Some of the programs have surveys/customer feedback mechanisms available on their websites as well.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | X     |           |
|           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |       |           |
| A.16      | The AJC includes employer feedback when evaluating the effectiveness of the center.<br><br><i>Not applicable to new AJCs that have not yet served customers.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | X     |           |
|           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |       |           |

|                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |              |                  |
|------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|------------------|
|                                                                  | Reference: 20 CFR 678.800 (a)(2)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |              |                  |
|                                                                  | Evidence:<br>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).<br>Paper and on-line employer surveys are available as well.                                                                                                                                                                                                                                                                                                                                                                                                             |              |                  |
| <b>A.17</b>                                                      | Corrective action plans are being implemented to address any programmatic or administrative compliance findings.<br><br><i>Not applicable to new AJCs that have not yet served customers.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                             | ×            |                  |
|                                                                  | Reference: WIOA Section 188; 29 CFR part 38                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |              |                  |
|                                                                  | Evidence:<br>This center does not have any corrective action plans in place at this time.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |              |                  |
| <b>B. Evaluations of Physical and Programmatic Accessibility</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |              |                  |
|                                                                  | <b>Standards</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <b>Meets</b> | <b>Not Meets</b> |
| <b>B.1</b>                                                       | 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.<br><br>Reference: WIOA 188 29 CFR Part 38                                                                                                                                                                                                                                                                                                                                                                                       | ×            |                  |
|                                                                  | Evidence: <i>Review most recent EO Report Items #4 &amp; #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?)</i><br><br>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. |              |                  |
| <b>B.2</b>                                                       | The AJC includes the required Equal Opportunity tagline on all documents or includes a link or QR code to the EO tagline.<br><br>Reference: WIOA 188 29 CFR Part 38                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | ×            |                  |
|                                                                  | Evidence: <i>Review most recent EO Report Items #7 &amp; #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?)</i><br><br>This center had an EO review from the State in April 2024 and had no findings (for the center).<br><br>Samples provided                                                                                                                                                                                                                                                                   |              |                  |
| <b>B.3</b>                                                       | AJC staff communicate with persons with disabilities as effectively as with others.<br><br>Reference: 20 CFR 678.800(b)(4), WIOA Sec 188, 29 CFR part 38                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | ×            |                  |

|            | <p><b>Evidence:</b> 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?)</p> <p>This center had an EO review from the State in April 2024 and had no findings (for the center).</p>                                                                                                                                                                                                                                   |       |           |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-----------|
| <b>B.4</b> | <p>The AJC is physically accessible.</p> <p><b>Reference:</b> 20 CFR 678.800(b)(6), WIOA Sec 188, 29 CFR part 38</p> <p><b>Evidence:</b> Review most recent EO Report Item #19 &amp; #22 (#19 Does the LWDB have an ADA accessibility survey on file? Provide copy #22 Are the Centers accessible to individuals with disabilities?)</p> <p>This center had an EO review from the State in April 2024 and had no findings (for the center).</p>                                                                                                                                                      | X     |           |
| Standards  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Meets | Not Meets |
| <b>B.5</b> | <p>The AJC prohibits employment discrimination by the LWDB and its partners.</p> <p><b>Reference:</b> 20 CFR 678.800(b)(2), WIOA Sec 188, 29 CFR part 38</p> <p><b>Evidence:</b> 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.)</p> <p>This center had an EO review from the State in April 2024 and had no findings (for the center).</p>                                                                                                                                 | X     |           |
| <b>B.6</b> | <p>The AJC administers programs in the most integrated setting possible.</p> <p><b>Reference:</b> 20 CFR 678.800(b)(3), WIOA Sec 188, 29 CFR part 38</p> <p><b>Evidence:</b> 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.)</p> <p>This center had an EO review from the State in April 2024 and had no findings (for the center).</p>                                                                                                                                                    | X     |           |
| <b>B.7</b> | <p>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.</p> <p><b>Reference:</b> 20 CFR 678.800(b)(5), WIOA Sec 188, 29 CFR part 38</p> <p><b>Evidence:</b> Review most recent EO Report Item #25 (#25 Describe the availability of assistive technology for individuals with disabilities.)</p> <p>This center had an EO review from the State in April 2024 and had no findings (for the center).</p> | X     |           |
| <b>B.8</b> | <p>The AJC staff provide reasonable accommodations for individuals with disabilities.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | X     |           |

|                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |              |                  |
|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|------------------|
|                                  | Reference: 20 CFR 678.800(b)(1), WIOA Sec 188, 29 CFR part 38                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |              |                  |
|                                  | <p>Evidence: Review most recent EO Report Item #28 &amp; #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.)</p> <p>This center had an EO review from the State in April 2024 and had no findings (for the center).</p>                                                                                                                                                                                                                                                                                                      |              |                  |
| B.9                              | <p>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.</p> <p>Reference: WIOA 188, 29 CFR Part 38</p> <p>Evidence: Review most recent EO Report Item #34 &amp; #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.)</p> <p>This center had an EO review from the State in April 2024 and had no findings (for the center).</p>                      | X            |                  |
| <b>C. Continuous Improvement</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |              |                  |
|                                  | <b>Standards</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Meets</b> | <b>Not Meets</b> |
| C.1                              | <p>The AJC regularly reviews performance data to identify strategies and set goals to improve outcomes.</p> <p>(For new AJCs that do not yet have performance data to evaluate, review the written plan that will be implemented to review performance data.)</p> <p>Reference: 20 CFR 678.800 c</p> <p>Evidence:</p> <p>Center activities are reviewed by the WDB at each meeting (as presented by the One-Stop Operator). A monthly report can be found <a href="#">here</a></p> <p>Federal performance is negotiated with VDWD staff (State) and monitored by the Compliance and Procedure Coordinator. Negotiated rates for PY24 &amp; Y25 can be found <a href="#">here</a></p> | X            |                  |
| C.2                              | <p>The AJC has a written process in place to elicit and respond to customer, employer, and partner feedback.</p> <p>Reference: 20 CFR 678.800 c</p> <p>Evidence:</p> <p>Surveys are available for customers and employers. BSU/Partnership meetings give Partners the opportunity to provide feedback on operations of the center. Any information/issues that need to be addressed would be taken up with the center operator, the local WDB, and or appropriate program leadership.</p> <p>EO is the Law signage posted with EO Officers information<br/>EEO-EO Hot Spot – Grievance Policy<br/>Job Service Complaint System</p>                                                   | X            |                  |

|            |                                                                                                                                                                                                                                                                |   |  |
|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|--|
|            | Discrimination Procedures                                                                                                                                                                                                                                      |   |  |
|            | The AJC has a written plan for systematic staff development and cross-program training.<br><br>Reference: 20 CFR 678.800 c                                                                                                                                     | X |  |
| <b>C.3</b> | Evidence:<br><br>The Center Operator, the local WDB, and partners work very hard to collaborate and be inclusive on training and staff development opportunities in order to guarantee systemic staff development and cross-training. (Training list attached) |   |  |