

**GREATER NEBRASKA
WORKFORCE INVESTMENT BOARD**

**ONE STOP CAREER CENTER
CERTIFICATION PROCESS AND CRITERIA**

Revised April 2012

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GREATER NEBRASKA'S GUIDE TO ESTABLISHING A ONE STOP DELIVERY SYSTEM

This guide is being provided to bring all the One Stop Career Center history, policy and tools together for the convenience of the Greater Nebraska Workforce Investment Board members, One Stop Operator, Partners and Community member's use.

CONTACT INFORMATION

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HISTORY

In 1998 Congress passed the Workforce Investment Act (WIA). It was designed to replace the patchwork federal system developed over the last sixty years with locally designed and driven systems to improve the quality of the workforce, enhance productivity and competitiveness of the nation and reduce welfare dependency. The WIA became fully effective on July 1, 2000; new legislation is anticipated to be implemented July 1, 2005.

Partnerships at all levels of the government – local, state and federal, and across the system are – the hallmark of the workforce investment system. All levels are required to coordinate and collaborate with agencies and entities that have not been a part of the traditional workforce development system. Accountability and responsibility for outcomes at all levels of the system now exist, with each level having unique and integral roles and responsibilities.

ONE STOP CAREER CENTER

A One Stop Career Center is a site described in the legislation that organizes employment, education and training services into a single network of public and private resources at the local, state and national levels. One Stop Career Centers must be based on a “no-wrong door” approach that assures customers access to information on all core services.

State and local communities began creating their own One Stop Career Centers in the early 1990s. It wasn't until 1998, however, when a bi-partisan majority of Congress

passed the Workforce Investment Act (WIA) that many of the barriers to creating effective One Stop Career Centers were eliminated and the centers became required by law.

At these integrated local One Stop Career Centers, individuals can access high quality local information on available jobs, skill requirements and training provider performance. While the Workforce Investment Act establishes certain minimum requirements for the structure of the local system, it allows local communities significant flexibility in the design and implementation of their One Stop Career Center systems. The partners required by the law to be part of the One Stop Career Centers to the extent possible are:

- WIA Adult, Dislocated Worker and Youth Activities
- Veterans Workforce Program
- Employment Service
- Adult Education
- Postsecondary Vocational Education
- Vocational Rehabilitation
- Title V of the Older Americans Act
- Job Corps
- WIA Indian and Native American Programs
- WIA National Farm Worker Jobs Program
- Trade Adjustment Assistance/NAFTA Transitional Adjustment Assistance
- Veterans Employment
- Employment and Training Activities, Community Services Block Grant
- Employment and Training Activities, U.S. Department of Housing and Urban Development
- Unemployment Insurance
- Youth Opportunity Grant

GREATER NEBRASKA WORKFORCE INVESTMENT BOARD VISION

“To establish a community based public and private partnership to obtain and train a quality workforce for Greater Nebraska businesses.”

ROLE OF THE GREATER NEBRASKA WORKFORCE INVESTMENT BOARD

In the new system, the local level remains key for operational and administrative decisions. It is where customers access services and where the design for the new One Stop Career Center system is implemented. Local Workforce Investment Boards play an important role in maintaining a responsive delivery system to both job seekers and employers.

The GNWIB has established clear One Stop Career Center certification criteria as outlined in the WIA legislation. The purpose of the standards is to ensure quality of the system and provide for greater performance and accountability measures.

The GNWIB is responsible for defining and evaluating goals and policies and is the oversight entity responsible for organizing a comprehensive, community-wide response to the challenges of building a highly skilled workforce. The day-to-day management of the system is the responsibility of the One Stop Operator staff and partner agencies.

The GNWIB's role is primarily one of governance, negotiation and quality control and has structured its certification as an interactive process. The One Stop Career Center is a reflection of the standards that have been established by the Board.

The GNWIB must ensure that an atmosphere exists for a quality service delivery model through continuous improvement including:

- An understanding of the certification process and tools used by the Board, One Stop Operator, partners and community.
- Establishing a certification process review team empowered to create an initial framework of quality standards for the one stop delivery system

ROLE OF THE ONE STOP OPERATOR

The role and responsibilities of the One Stop Operator are specified by the GNWIB. The role shall be that of coordinator of services for the system. The One Stop Operator may provide services within the One Stop system.

The duties of a One Stop Operator include, but are not limited to, the following:

- A. Design the integration of systems and coordination of services for the site and partners.
- B. Manage fiscal responsibility for the system or site.
- C. Evaluate performance as identified by the GNWIB and implement required actions to meet standards.
- D. Evaluate customer (which may include, but is not limited to, employers, job seekers and partners) needs and satisfaction data to continually refine and improve service strategies.
- E. Plan and report responsibilities.
- F. Write and maintain business plan.
- G. Act as liaison with the local GNWIB and One Stop Career Center.

- H. Monitor adherence to the provisions of the Memorandum of Understanding.
- I. Market One Stop Career Center services.
- J. Recruit additional partners.
- K. Define and provide means to meet common operational needs (e.g., training, technical assistance, additional resources, etc.).
- L. Facilitate the sharing and maintenance of data; primarily the site, with secondary emphasis on the state system.
- M. Clearly define and communicate the strategic objectives of the GNWIB to the One Stop Career Center partners.
- N. Continuously assess customer needs and recommend to the GNWIB on the need for additional access points or affiliate sites.
- O. Respond to the employment needs of the Community.
- P. Implement the Continuous Improvement Model designated by the GNWIB.
- Q. Facilitate groups/teams on common issues (what works, what doesn't).
- R. Select One Stop Career Center manager(s).
- S. Accommodation of special needs, where not the responsibility of a specific partner (i.e. common areas).

ONE STOP CAREER CENTER LOGO

All One Stop Career Centers will adhere to the approved logo standards found in the Nebraska Workforce Development System Identity Manual available through the Marketing and Communication Center/Nebraska Department of Labor (402-471-4189).

GREATER NEBRASKA ONE STOP DELIVERY SYSTEM

The design of the Greater Nebraska Workforce Investment Area's One Stop delivery system is described in the local plan and will be consistent with the Memorandum of Understanding (MOU) executed with the One Stop partners.

The One Stop Delivery System is intended to be customer focused, to help Nebraskans access the tools they need to manage their careers through information and high quality services and to help local companies find skilled workers.

The Workforce Investment Act (WIA) holds seven key principles:

- Streamline multiple employment and training programs into an integrated One Stop Career Center system, simplifying access to services for job seekers and employers.
- Empower individuals to get the services and skills they need to improve their employment opportunities through qualified training programs of their choosing.
- The design and delivery of core workforce development services universally accessible to all individual and employer customers regardless of their eligibility for specific categorical programs.
- Increase accountability of states, localities and training providers for their performance based on job placement rates, earnings, retention in employment, skill gains and credentials earned.
- Involve local elected officials and the private sector in a business-led board for the local areas focusing on strategic planning, policy development and local oversight.
- Allow state and local flexibility to implement innovative and comprehensive workforce investment systems to meet the needs of their communities.
- Improve youth programs by creating Youth Councils that are linked more closely to local labor market needs and the community.

The establishment of a One Stop delivery system for workforce development services is a cornerstone of the reform contained in Title I of the Workforce Investment Act (WIA). The Act mandates that each local WIA area has at least one physical comprehensive full-service One Stop site. It is described as a seamless system of service delivery that is created through the collaboration of entities responsible for separate workforce development, educational and other human resource programs and funding streams (referred to as One Stop partners). It is designed to enhance access to services and improve employment outcomes for all individuals.

Title I of WIA assigns responsibilities at the local, state, and federal level to ensure the creation and maintenance of a One Stop delivery system that enhances the range and quality of workforce development services that is accessible to individuals seeking assistance.

Objectives of the One Stop system include:

1. Universality

All population groups will have access to a wide array of job seeking and employment development services regardless of their eligibility for specific categorical programs. One Stop Career Centers, serving both employers and job seekers, will offer a range of services based on individual need.

2. Customer Choice

Job seekers and employers may go to any location. The centers will be customer-driven, allowing the job seeker and employer customers to select services appropriate to their individual needs and interests. The centers will be flexible and sensitive to customers' requirements and satisfaction.

3. Service Integration

Services will be seamless to the customer. There will be integration of planning, design, and service delivery across existing multiple funding streams and programs, and there will be reduced duplication of effort in providing service to the customer.

4. Accountability (Performance Outcomes)

Centers will be judged by clear, measurable outcomes designed around customer needs. Future funding will be based on success in meeting expectations of customers.

Each One Stop Career Center will offer services ranging from self-service activities to more concentrated staff-assisted services. The Workforce Investment Act provides for a continuum of three levels of services that individuals are to progress through: core services (applicable to partner program) and access to intensive and training services or other program activities, with the more extensive levels of services being provided only after the individual is unable to obtain employment with basic Wagner-Peyser services.

Job Seeker Services provided by the partners at a One Stop Career Center may include, but are not limited to:

Core Services:

- Outreach, intake (which may include worker profiling), and orientation to the One Stop Career Center
- Initial assessment of skill levels, aptitudes, abilities and supportive service
- Job search and placement assistance, and career counseling
- Provision of labor market information, employment statistics information and job skills necessary to obtain jobs, local in demand occupations, earnings and skill requirements
- Provision of information on:
 - Eligible providers of training and other services
 - Local performance outcomes
 - Activities at the One Stop Career Center
 - Filing claims for Unemployment Insurance

- Supportive services
- Determination of individual eligibility for services
- Assistance in establishing eligibility for financial aid assistance
- Follow-up services

Intensive Services:

Intensive services may be provided to adults and dislocated workers who are unemployed, have received at least one core service and are unable to obtain employment through core services, or who are employed and have received at least one core service if the One Stop Operator determines the individual is in need of more intensive services in order to obtain or retain employment that leads to self-sufficiency. Intensive Services include:

- Comprehensive and specialized assessments of skill levels (e.g., diagnostic testing)
- Development of an individual employment plan
- Group counseling
- Individual counseling and career planning
- Case management
- Short-term prevocational services

Training Services:

Individuals who have met the eligibility requirements for intensive services and are unable to obtain or retain employment through intensive services may receive training services. Through One Stop Career Centers, these individuals will be evaluated to determine whether or not they are in need of training and if they possess the skills and qualifications needed to participate successfully in the training program in which they express an interest. Training services must be directly linked to occupations that are in demand in the local area, or in another area to which the individual receiving services is willing to relocate. As with intensive services, in areas where the local board and the governor have determined that adult funds are limited, those with the greatest need may receive priority in the use of funds for training services.

One Stop Career Centers provide access to consumer information about training providers that can assist individuals in gaining relevant skills – including information on the performance of such providers in placing graduates in employment. Through local boards, each state maintains a list of eligible training providers that meet performance levels set by the governor. The performance levels may be adjusted upward, as appropriate, by local boards. Individuals may choose any provider from the list of approved providers, whether or not the provider is located in the local area where the individual resides.

Employer Services to be provided by partners at the One Stop Career Centers may include, but are not limited to:

Core Services:

- Orientation to One Stop system and services
- Self-enrollment and common application for services
- Multiple methods to list job opening (i.e. telephone, fax, internet, with employer choice)
- Job matching
- Screening and referral of qualified candidates
- Training programs, providers, and consumer reports on effectiveness of specific providers
- Labor Market Information to bridge economic and workforce development
- Human resource information; (e.g., tax credits and access to labor law and compliance information)
- Initial skills assessment/occupational profile of positions
- Access to computerized training to upgrade incumbent basic skills
- Rapid Response, initial contact

Intensive Services:

- Brokering with other service providers/resources
- Job profiling
- Rapid Response services, including outplacement
- Seminars and informational workshops
- Customized assessment for new hires/existing staff
- Linkages with other employers that have similar needs
- Individualized recruitment plans
- Access to federal procurement assistance
- Access to entrepreneurial assistance
- Access to economic development programs and services
- Assistance to foster labor-management cooperation

Training Services:

- Incumbent worker training
- On-the-Job Training
- Customized job training funded under WIA
- Advanced skills training

ONE STOP PARTNERS AND MEMORANDUM OF UNDERSTANDING – (MOU)

The One Stop partners as defined by the Workforce Investment Act are illustrated in the chart below:

<i>Mandated Partners</i>
1. WIA Adult Program
2. WIA Dislocated Worker Program
3. WIA Youth Program
4. WIA Job Corp Program
5. WIA Native American Program
6. WIA Migrant & Seasonal Farm Workers
7. Wagner-Peyser Act
8. Adult Education. & Literacy Activities (ABE)
9. Vocational Rehabilitation
10. Title V - Senior Community Service Employment
11. Post Secondary Vocational Education
12. Trade Adjustment Assistance and NAFTA Transitional Adjustment Assistance
13. Veterans' Program (Ch. 41-Title 38)
14. Community Service Block Grant Employment & Training Program HHS Grant to Community Partners
15. Unemployment Insurance
16. HUD E&T Program- Not available in Greater Nebraska
17. Youth Opportunity Grant Program - Not available in Greater Nebraska
18. WIA Veterans' Program - Not available in Greater Nebraska

Due to Greater Nebraska's vast geographic size (75,000 square miles), it is recognized by the Board that mandated partner programs or activities may not be available to the local or regional One Stop Career Center system. As a part of the One Stop Career Center certification criteria, the Board will identify mandated partners whose programs are not available to the local One Stop system in accordance with paragraph 662.220(a) of the Workforce Investment Act; Final Rules which states in part;

If a program or activity listed as a required partner (mandated) is not carried out in a local area, the requirements relating to a required One Stop partner are not applicable to such program or activity in that local One Stop system.

Examples of programs or activities that are not available: Employment and training activities carried out by HUD, Department of Economic Development, Youth Opportunity Grant Program and WIA Veterans Program. When mandated partner programs are not available MOU's will not be required.

It is also recognized by the Board that a mandated partner's statewide business structure can prohibit physical collocation in a One Stop Career Center. As a part of the One Stop Career Center certification criteria, the Board will identify any mandated partners exempt from collocation. An example of a mandated partner exempt from

collocation would be Unemployment Insurance which has moved all field staff and operations to a single statewide facility. Mandated partners exempt from collocation are required to enter into a MOU as required by the level of certification. The GNWIB will exempt partners from collocation on an individual basis.

Additionally, the GNWIB recognizes that throughout the state non-mandated partners (i.e. community partners) are invaluable to the success of the One Stop Career Center System. The GNWIB encourages communities to explore community partners, as well as mandated partners, when seeking certification. The GNWIB will negotiate the mandated partners' MOUs and the One Stop Operator is responsible for completing the community partners' MOUs.

The MOU is a document that generally outlines the following: services to be provided, referral process between partners, shared cost plan to help fund core services, duration of the MOU and procedures for amending the MOU. Requirement for completed MOU(s) depends on the level of certification.

CERTIFICATION LEVELS AND REQUIREMENTS

The Greater Nebraska Workforce Investment Board has established one level of certification for its One Stop Career Centers: Comprehensive Certification status focuses on the following elements: number of colocated One Stop partners (including both mandated and community), FTEs, availability of services, physical environment of the One Stop Career Center and completed Memorandum of Understanding (MOU's).

Requirements of certification are as follows:

- **COMPREHENSIVE ONE STOP CAREER CENTER** - requires all available mandated partners be physically colocated and/or have core services available Monday through Friday for a minimum of 40 hours per week. Core services may be made available through appropriate technology. Any partner programs without a physical presence in the One-Stop have core services available in the center which are delivered through either electronic or other means. The Comprehensive site must have a fully equipped resource room. A Career Center business plan must be developed which includes Malcolm Baldrige Continuous Improvement and Limited English Proficiency Plan (LEP). Complete Memorandums of Understanding will be established with all partners at the Comprehensive One-Stop Career Center. The Greater Nebraska Workforce Investment Board will negotiate the mandated partners' MOUs and the One-Stop Operator is responsible for completing the community partners' MOUs.
- **WIA Service Locations:** In addition to the Comprehensive One Stop Center(s), the Local Area will provide services through WIA Service Locations. WIA Service Locations will be strategically placed in the local area. These Service Locations will provide WIA services up to and including core, intensive and training services. Mandated Partners and MOUs are not a requirement for WIA Service Locations. Partnerships will be cultivated and established to develop a seamless service strategy to WIA applicants and clients receiving other services within the same location as the WIA Service Location.
- **Virtual Access Points:** The Greater Nebraska Local Area will provide virtual access points in all 88 Greater Nebraska Counties. This will be accomplished by leveraging partnerships with other agencies and stakeholders in each of the 88 counties. Virtual Access will include a minimum of access to the Greater Nebraska WIA electronic system, NEworks, with a goal of providing intensive services up to and including case management via available technology. These virtual access points will be a priority to allow individuals to receive services in a client centered manner and at their convenience. Virtual Access Points will align community services with a workforce delivery system. Partners and MOUs are not a requirement for Virtual Access Points.

INITIAL CERTIFICATION PROCESS

Prior to requesting certification, Career Centers seeking Workforce Investment Board certification in the Greater Nebraska WIA area are to follow the initial certification process outlined below.

1. The One Stop Operator designated by the Greater Nebraska Workforce Investment Board (GNWIB) will notify the GNWIB's Community Outreach Committee Chair (through the Office of Workforce Security) of their readiness to proceed with the certification process in writing with the following documents:
 - Letter from the One Stop Operator to the Community Outreach Committee Chair requesting certification
 - Submittal Notification (Attachment A)
 - Completed copy of Initial One Stop Career Center Certification Assessment (Attachment B)
 - Copy of Career Center's updated business plan, if applicable, as stated in the Certification Levels and Requirements section of this document (see sample business plan, Attachment D)

The necessary documents must be submitted to:

Greater Nebraska Workforce Investment Board
c/o Office of Employment & Training
Nebraska Workforce Development / Department of Labor
550 South 16th Street
P.O. Box 94600
Lincoln, NE 68509-4600

An electronic version of the documents must also be sent to the Administrative Entity at kelly.reese@nebraska.gov

2. The One Stop Operator and Career Center representatives will go through a self-assessment of the criteria which will explain where they see strengths, weaknesses and identify solutions for continuous improvement methods of the One Stop Career Center applying for certification.
3. An up to date business plan for the One Stop Career Center must be submitted when requesting certification (if applicable).
4. Upon receipt of the certification request, a team of five to seven representatives, from the GNWIB, the GNWIB staff support, Assistive Technology and/or the CEOB will review service levels and the required documents. An on site review may be conducted with the review team, One Stop Operator staff and partners.

5. The review team, in cooperation with staff, will report back to the GNWIB on the progress of the One Stop Career Center and give their recommendation regarding certification. In order for the certification to be official, the GNWIB must complete MOUs as required and vote to certify, based on the committee recommendation. Following the Board meeting, a letter will be sent to the One Stop Operator identifying certification status and term of certification.

ONGOING PERFORMANCE ASSESSMENT AND CONTINUOUS IMPROVEMENT

Annual Report

After the initial certification, a report will be prepared by the One Stop Operator on an annual basis to keep the Board informed of the Career Center's progress. The annual report should be submitted each year by December 31st and should be sent to GNWIB's Community Outreach Chair (through the Office of Workforce Services) in writing to:

Greater Nebraska Workforce Investment Board
c/o Office of Employment & Training
Nebraska Workforce Development/Department of Labor
550 South 16th Street
P.O. Box 94600
Lincoln, NE 68509-4600

An electronic version of the documents must also be sent to the Administrative Entity at kelly.reese@nebraska.gov

The annual report will cover:

- the progress of the center since original certification, the last recertification report, or the last annual report, whichever is applicable;
- enhancements made through continuous improvements;
- any changes incorporated by the One Stop Career Center including FTE or partner changes and;
- an updated business plan.

RECERTIFICATION PROCESS

Once a One Stop Career Center has been certified by the GNWIB, the One Stop Career Center will be placed on a schedule to be recertified. Recertification will occur in accordance with the Recertification Schedule (Attachment F) unless the Board deems it necessary to visit or request an additional certification process.

Steps for Recertification Process:

- 1 The One Stop Operator and site representatives will go through a self-assessment of the recertification criteria included in this document. The One Stop Operator will explain in detail what it has achieved; where they see their strengths and weaknesses; and will identify solutions on continuous improvement methods of the designated One Stop Career Center.
- 2 The business plan for the Career Center will be a current plan with Continuous Improvement efforts and Limited English Proficiency Plan built into it.
- 3 A cost allocation plan will be developed (as applicable).
- 4 The One Stop Operator designated by the Greater Nebraska Workforce Investment Board (GNWIB) will notify the GNWIB's Community Outreach Committee Chair (through the Office of Workforce Security) to request recertification in writing with the following documents:
 - Letter from the One Stop Operator requesting recertification
 - Submittal Notification (Attachment A)
 - Completed copy of the One Stop Career Center Recertification Self Assessment (Attachment E)
 - Copy of Career Center's updated business plan including any changes in FTE or partners, if applicable as stated in the Certification Levels and Requirements section of this document (see sample business plan, Attachment D)

The necessary documents must be submitted to:

Greater Nebraska Workforce Investment Board
c/o Office of Employment & Training
Nebraska Workforce Development / Department of Labor
550 South 16th Street
P.O. Box 94600
Lincoln, NE 68509-4600

An electronic version of the documents must also be sent to the Administrative Entity at kelly.reese@nebraska.gov.

- 5 Upon receipt of the recertification request, a review team of 5-7 representatives from the GNWIB Community Outreach Committee and the GNWIB staff support will review service levels and the required documents. An on-site review may be conducted with the review team, One Stop Operator staff and partners.
- 6 The review team from the GNWIB Community Outreach Committee, in cooperation with staff, will report back to the GNWIB on the progress of the One Stop Career Center and give their recommendation regarding recertification. In order for the recertification to be official, the GNWIB and One Stop Operator must complete MOUs as required. Then, the GNWIB must vote to certify, based on the committee recommendation. Following the Board meeting, a letter will be sent to the One Stop Operator identifying recertification status and term of certification.
- 7 The GNWIB reserves the right to conduct reviews at any time necessary if there has been cause for concern.

GREATER NEBRASKA ONE STOP DELIVERY SYSTEM
SUBMITTAL NOTIFICATION

☐ INITIAL CERTIFICATION☐ RECERTIFICATION

Applicant Name:	
Address:	Phone:
Contact Person, Title, Phone:	

This cover page is notification to the Greater Nebraska Workforce Investment Board and the Chief Elected Officials Board that the entity named above has submitted an application for One Stop Career Center Certification or Recertification.

Signature of One Stop Career Center Operator (sign in ink)

Date of Submittal

Submit Notification in Writing to: Greater Nebraska Workforce Investment Board
c/o Office of Employment & Training
Nebraska Workforce Development/Department of Labor
550 South 16th Street
P.O. Box 94600
Lincoln, NE 68509-4600

Submit Electronic Notification to: kelly.reese@nebraska.gov

GREATER NEBRASKA ONE-STOP DELIVERY SYSTEM APPLICATION

1. Name of Applicant_____

Address_____

Phone No._____Fax No._____Email_____

Contact Person_____

2. Name of One Stop Operator (if different from applicant)_____

Address_____

Phone No._____Fax No._____Email_____

Contact Person_____

3. Check type of One Stop Career Center:

☐ Comprehensive

4. Location of One Stop(s): Please be as specific as possible with city and address. If you are applying for more than one site, list all locations:

5. Of the mandated partners identified in the WIA legislation section 121(b)(1), list those who have agreed to participate at the One Stop Career Center. All available mandated partners in the area are required for Comprehensive Level of Certification. **Please complete the following Mandated Partners Table and Community Partners Table to describe how the Partner is operating in the One Stop Career Center and providing services by:**

- Collocation on a full or part time, or itinerant basis; or services provided via electronic linkage; or exempt from collocation due to Partner's statewide business structure; or that a mandated partner's programs or activities are not available to the local or regional One Stop Career Center; and
- Financially supporting the One Stop Career Center and number of FTE in the One Stop Career Center; and
- Detailed process of how core services are provided to clients

Mandated Partners Table

<i>Greater Nebraska One Stop Career Center WIA Mandated Partners</i>	<i>Partner Contact Name Address, Phone, and Email</i>	<i>Means of Participation (collocation, electronic, itinerant, or exempt/unavailable)</i>	<i>Partner Financial Support and Number of FTE in Career Center</i>	<i>Describe in detail the process of how Partner Core Services are provided at the One Stop Career Center</i>
1. Adult Program Title I of WIA				
2. Dislocated Worker Program Title I of WIA				
3. Youth Program Title I of WIA				
4. Wagner-Peyser Act				
5. TAA & NAFTA				
6. Veterans' Program (Ch 41-Title 38)				
7. Unemployment Insurance				
8. Vocational Rehabilitation				

Greater Nebraska One Stop Career Center WIA Mandated Partners	Partner Contact Name Address, Phone, and Email	Means of Participation (collocation, electronic, itinerant, or exempt/unavailable)	Partner Financial Support and Number of FTE in Career Center	Describe in detail the process of how Partner Core Services are provided at the One Stop Career Center
9. Adult Ed. & Literacy Activities (ABE)				
10. Post Secondary Vocational Education				
11. Title V – Older Americans				
12. Migrant and Seasonal Farm Worker Program Title I of WIA				
13. Native American Program Title I of WIA				
14. Job Corp Program Title I of WIA				
15. Community Service Block Grant Emp. & Trng Activities				
16. HUD-Employment & Training Activities	NOT	AVAILABLE	IN	GREATER NEBRASKA
17. Veterans Program Title I of WIA	NOT	AVAILABLE	IN	GREATER NEBRASKA
17. Youth Opportunity Grant Program	NOT	AVAILABLE	IN	GREATER NEBRASKA

Community Partners Table

<i>Greater Nebraska One Stop Career Center WIA Community Partners</i>	<i>Partner Contact Name Address, Phone, and Email</i>	<i>Means of Participation (collocation, electronic, itinerant, or exempt/unavailable)</i>	<i>Partner Financial Support and Number of FTE in Career Center</i>	<i>Describe in detail the process of how Partner Core Services are provided at the One Stop Career Center</i>
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				

INITIAL ONE STOP CAREER CENTER CERTIFICATION Self Assessment

☐ ☐ COMPREHENSIVE

Does the One Stop Career Center. . .

Yes ☐ No ☐ 1. Have facilities that accommodate customer service for individuals?

Yes ☐ No ☐ 2. Have facilities that accommodate customer service for groups?

If yes, describe ability to accommodate employer functions in the center, as well as, but not limited to, staff meetings and trainings that occur from all residents of the center and employer functions, for example interviewing, training, orientation meetings and assessments.

If no, describe process to secure space to facilitate meetings.

Yes ☐ No ☐ 3. Have a common reception/single point of contact?

Yes ☐ No ☐ 3a. Have professional staff directing customers appropriately and immediately upon entry into the One Stop Career Center?

Yes ☐ No ☐ 3b. Have staff trained in customer service with knowledge of the partners' services and the resource area?

Yes ☐ No ☐ 3c. Have multi-funding through all partners collocated in the center?

Yes ☐ No ☐ 3d. Feel welcoming and not governmental?

Yes ☐ No ☐ 4. Provide for adequate space for itinerant staff functions?

If yes, please explain space accommodations.

Yes ☐ No ☐ 5. Provide adequate space for employer interviewing functions?

Yes ☐ No ☐ 6. Provide adequate space for employer testing and or group orientations?

Yes ☐ No ☐ 6a. Have a fee schedule established for services.

Does the resource area . . .

Yes ☐ No ☐ 1. Provide customers with a self-help area to research employment and training opportunities?

Yes ☐ No ☐ 2. Have staff knowledgeable of the resources and services available?

Yes ☐ No ☐ 3. Have self-help materials?

Yes ☐ No ☐ 4. Provide introductory computer assistance to enhance customers' knowledge & skills in accessing technology?

Yes ☐ No ☐ 4a. Have software and staff skills appropriate to provide direction in common software tutorials?

Yes ☐ No ☐ 5. Provide local Labor Market Information and employment opportunities?

Yes ☐ No ☐ 6. Provide self-assessment or career decision-making tools? Check those that apply:

- ☐ Software(ONET, Career Scope etc.)
- ☐ Books
- ☐ Videos
- ☐ Staff Expertise
- ☐ Workshops
- ☐ Web based tools

Yes ☐ No ☐ 7. Provide job search/interviewing information? If yes, check those that apply:

- ☐ Software
- ☐ Books
- ☐ Videos
- ☐ Web based tools

Yes ☐ No ☐ 8. have job and career information? Check those that apply:

- ☐ State & local resources
- ☐ Consumer guide information
- ☐ Government explorer information
- ☐ Web based tools (i.e. JobLink)
- ☐ Other _____

Yes ☐ No ☐ 9. provide directories/general reference? If yes, check those that apply:

- ☐ Telephone books
- ☐ Human service reference guides
- ☐ School/Educational information
- ☐ High school/GED information
- ☐ College guides
- ☐ Other _____

Yes ☐ No ☐ 10. provide additional tools to help the customer obtain a job? Check those that apply:

- ☐ Newspapers
- ☐ Business and trade magazines
- ☐ Personal computers
- ☐ Word processing software
- ☐ Employer listings
- ☐ Temporary employment opportunities
- ☐ Full internet connection
- ☐ Other _____

Yes ☐ No ☐ 11. Provide child friendly area at the Once Stop Career Center?

Yes ☐ No ☐ 12. Serve as the focal point of the One Stop Career Center?

Yes ☐ No ☐ 13. Have adequate personal computers available?

Yes ☐ No ☐ 14. Have appropriate internal and external signage to assist customers?

Part II – Service Delivery Features

Yes ☐ No ☐ 1. Is Employment Services, which is supported by Wagner-Peyser funding, delivered at the One Stop Career Center?

Yes ☐ No ☐ 2. Does the One Stop Career Center utilize a single point of entry through the Nebraska Workforce Access System (NWAS) as the mechanism for common intake, case management and tracking?

2a. If all the partners collocated are not connected to NWAS, what mechanism or process is used in order to provide the customer with seamless service delivery?

- Yes ☐ No ☐ 3. Are services integrated to the extent possible which will insure a seamless system of delivery, enhancing access to all programs? Provide a brief explanation of the current status of service integration in the One Stop Career Center.

- 3a. How is non duplication of services identified among the partners?

- 3b. What is the process of sharing information among partners for the seamless delivery of services practiced?

- Yes ☐ No ☐ 4. Do telephone greetings incorporate a common local area identity?

- Yes ☐ No ☐ 4a. Does the One Stop Career Center have a central telephone system, so that a customer does not have to make more than one call to be connected to partners in the One Stop Career Center? If not, please explain the current situation.

Yes ☐ No ☐ 5. Does the One Stop Career Center have a system of management and staff development in place so that staff are able to provide a customer friendly service delivery system that supports the integration and principles?

Yes ☐ No ☐ 5a. Is there a demonstration of commitment by all One Stop Partners to training staff through Malcolm Baldrige Continuous Improvement through time and budget?

Yes ☐ No ☐ 5b. Has cross-informational training been conducted with all One Stop Partner staff?

Yes ☐ No ☐ 6. Is the One Stop Center floor plan functionally designed to capitalize on teaming and partnering opportunities to provide services?

Yes ☐ No ☐ 6a. Do core, intensive and training services flow seamlessly and are they understood by staff?

6b. How does the customer move through the system?

Yes ☐ No ☐ 6c. Is the flow explained by services rather than funding streams?

6d. What is the referral system between programs?

- Yes ☐ No ☐ 6e. Does the customer have to leave the building to access partner services?
If yes, please explain.

- Yes ☐ No ☐ 7. Do all colocated partners know and understand the services delivered from the One Stop Career Center?

- Yes ☐ No ☐ 7a. Is there a process established that informs partners of changes in services?

- Yes ☐ No ☐ 8. Does the One Stop site design reflect integrated use of spaces such as conference rooms, testing rooms, classrooms, common “break” rooms, shared storage and other facilities?

- Yes ☐ No ☐ 8a. Is the cost of the common areas in the One Stop Career Center shared among all colocated partners? If no, please explain why not.

- Yes ☐ No ☐ 9. Does the One Stop Career Center conform to the intent of the Americans with Disabilities Act? ***(ADA accessible – mandatory for all GNWIB certified One Stop sites. A facilities checklist will be used to institute an accessible site along with the expertise of partner staff. Automatic doors for entry are required for the comprehensive Career Centers. See checklist – Attachment C***

- Yes ☐ No ☐ 10. Does the One Stop Career Center provide the appropriate auxiliary aides or services where necessary to afford individuals with disabilities or limited English speaking ability an equal opportunity to participate and enjoy the benefits of workforce investment programs?

- Yes ☐ No ☐ 11. Does the One Stop adhere to the Limited English Proficiency Plan (LEP)?

Part III – Customer Service Features for the Job Seeker

Does the One Stop Career Center provide...

- Yes ☐ No ☐ 1. Outreach, intake and orientation to the One Stop Career Center?

- Yes ☐ No ☐ 2. Initial assessment of skill levels, aptitudes, and abilities?

- Yes ☐ No ☐ 3. Job search and placement assistance, and career counseling?

- Yes ☐ No ☐ 4. Labor market information, employment statistics and job skills necessary to obtain jobs, local in-demand occupations, and earnings and skill requirements?

- Yes ☐ No ☐ 5. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs that are not funded under the Workforce Investment Act that are available in the local area?
- Yes ☐ No ☐ 6. A telephone or internet connection is available on site for the customer to file claims for unemployment compensation?
- Yes ☐ No ☐ 7. Provision of information regarding filing claims for unemployment compensation?
- Yes ☐ No ☐ 8. Provision of information relating to the availability of supportive services, including childcare and transportation, available in the local area, and referral to such services, as appropriate?
- Yes ☐ No ☐ 9. information regarding the performance of the One Stop Career Center; Local performance measures from partners who are collocated in the One Stop in a format that is understandable and easily viewed by the customer?

Part IV – Customer Service Features for the Employer

Does the One Stop Career Center Provide...

- Yes ☐ No ☐ 1. Assistance in finding qualified workers?
- Yes ☐ No ☐ 2. Labor exchange using Nebraska's JobLink?
- Yes ☐ No ☐ 3. Interview facilities at the One Stop Career Center?
- Yes ☐ No ☐ 4. State and/or federal generated information on Americans with Disabilities Act?
- Yes ☐ No ☐ 5. Local, state and/or federal generated Labor Market Information (LMI)?
- Yes ☐ No ☐ 6. Information regarding consultations on workplace accommodations for persons with disabilities?
- Yes ☐ No ☐ 7. Information on and referral to business start-up, retention and expansion services?
- Yes ☐ No ☐ 8. Information on and referral to sources for developing customized training programs?
- Yes ☐ No ☐ 9. Local, state and federal generated information on and referral to workplace safety, Labor Laws, and consultation programs?
- Yes ☐ No ☐ 10. Rapid response to mass layoffs and plant closing?
- Yes ☐ No ☐ 11. Information about training incentives such as on-the-job training programs (based on worker eligibility)? If no, please explain:

Yes ☐ No ☐ 12. State and federal generated information on Work Opportunity Tax Credits for new hires?

Yes ☐ No ☐ 13. Public assistance information for employers to determine employee eligibility of subsidized day-care, Medicare, Medicaid, TANF, Food Stamps, other food programs and or other short or long term assistance? If no, please explain:

Part V – Case Management System

Yes ☐ No ☐ Is the Nebraska Workforce Access system (NWAS) being used as the primary mechanism for case management in this center?

Part VI – Continuous Improvement and Customer Satisfaction

Does the One Stop Career Center...

Yes ☐ No ☐ 1. Utilize the data generated though the state developed system of measuring customer satisfaction of both employers and job seekers for the purposes of monitoring customer service levels and implementing service improvements?

Yes ☐ No ☐ 2. Use the state-developed system of measuring performance, once national system performance standards are issued and state-specific system performance standards are developed? (Local outcomes determined by the local One Stop Career Center and customized to the local area.)

Yes ☐ No ☐ 3. Implement the use of Malcolm Baldrige to ensure continuous improvement strategies?

Part VII – One Stop Partners

A. At a minimum, access to the services from the following programs will be included in the One Stop delivery system when available.

✓ Please check all mandated programs authorized under Title I of the Workforce Investment Act and available in the area served by the local One Stop Center:

- ☐ Adult Programs
- ☐ Dislocated Worker Programs
- ☐ Youth Programs
- ☐ Job Corp Programs
- ☐ Native American Programs
- ☐ Migrant and Seasonal Farm Worker Programs
- ☐ Programs authorized under the Wagner-Peyser Act

- ☐ Programs authorized under State Unemployment Compensation Laws
- ☐ (in accordance with applicable federal law)
- ☐ Adult Education and Literacy Activities authorized under Title II of Workforce Investment Act
- ☐ Vocational Rehabilitation Programs authorized under parts A and B of Title I of the Rehabilitation Act
- ☐ Senior Community Service Employment Activities authorized under Title V of the Older Americans Act of 1965
- ☐ Post Secondary Vocational Education Activities under the Carl D. Perkins Vocational and Applied Technology Education Act
- ☐ Trade Adjustment Assistance and NAFTA Transitional Adjustment Assistance Activities authorized under Chapter 2 of Title II of the Trade Act of 1974
- ☐ Activities authorized under Chapter 41 of Title 38, U.S.C. (local veterans' employment representatives and disabled veterans outreach programs)
- ☐ Employment and Training Activities carried out under the Community Services Block Grant
- ☐ Employment and Training Activities carried out by the Department of Housing and Urban Development (Not available in Greater Nebraska)
- ☐ Veterans' Workforce Program (Not available in Greater Nebraska)
- ☐ Youth Opportunities Grant Programs (Not available in Greater Nebraska)

B. The Workforce Investment Act also provides that other entities that carry out a human resource program, including Federal, State or local programs and programs in the private sector may serve as additional partners in the One Stop delivery system if the Workforce Investment Board and Chief Elected Official Board approve the entity's participation.

✓ Please check all other programs available in the area served by the local One Stop Center:

- ☐ Temporary Assistance for Needy Family programs authorized under Part A of Title IV of the Social Security Act
- ☐ Employment and Training Programs authorized under Section 6(d)(4) of the Food Stamp Act of 1977
- ☐ Programs authorized under the National and Community Service Act of 1990
- ☐ Other appropriate programs, including programs related to transportation and housing
- ☐ Employment First
- ☐ Supportive Services Child Care
- ☐ Medical Programs: Medicaid, Kids Connect
- ☐ Community college placement services, job search classes, financial aid, and related services
- ☐ Government procurement services
- ☐ Community mental health programs, particularly those related to job training/placement
- ☐ Substance abuse services
- ☐ Economic development services
- ☐ AmeriCorps Program

- ☐ Homeless Programs
- ☐ Transportation Systems and Service Providers
- ☐ All local employment and training programs and sources of funds

C. The Greater Nebraska Workforce Investment Board recognizes that a mandated partner's statewide business structure can prohibit collocation in a One Stop Career Center. Identify any mandated partners exempt from collocation:

Part VIII – Accessibility Checklist

Yes ☐ No ☐ Does the One Stop Career Center comply with ADA requirements for physical accessibility? The facilities checklist will be part of the certification criteria (see Attachment C).

Part IX – Youth Services

Yes ☐ No ☐ 1. Is the facility equipped to provide pre-employment workshops specifically designed around the needs and interests of youth? Explain.

2. What has been identified in the One Stop Career Center that either is available or addresses the needs of youth? Is this marketed to the youth population?

Part X – Memorandum of Understanding

Yes ☐ No ☐ Does the Greater Nebraska Workforce Investment Board have a fully executed, signed Umbrella Memorandum of Understanding (MOU) with mandated partners? (***Applies to Comprehensive and Affiliate I Career Centers***)

Yes ☐ No ☐ Does the Greater Nebraska Workforce Investment Board have fully executed, signed

Memorandum of Understanding (Attachments A and B) with all available mandated partners? ***(Applies to Comprehensive and Affiliate I Career Centers)***

Yes ☐ No ☐ Has the One Stop Operator completed Memorandum of Understanding with all Community Partners providing services at this center?

Part XI – Coordination of Services

Yes ☐ No ☐ 1. Is there coordination of services to be provided among the Comprehensive, Affiliate I and Affiliate II Career Centers in the region?

Part XII – Consumer Reports

Do Career Center Staff...

Yes ☐ No ☐ 1. Utilize the TrainingLink System and Labor Market Information?
Explain how it is used and when.

Part XIII – Business Plan

Yes ☐ No ☐ 1. Are all services part of a combined business plan?

Yes ☐ No ☐ 2. Are staff and partners knowledgeable about the business plan?

Yes ☐ No ☐ 3. Does it include marketing?

Yes ☐ No ☐ 4. Has a customer satisfaction baseline been established?

Yes ☐ No ☐ 5. Are outcome measurements established? How are they collected and reported?

Yes ☐ No ☐ 6. Does the One Stop Career Center have an advisory body of key community leaders?

When was the business plan updated last? _____
(For a sample business plan format, see Attachment D.)

Facilities Checklist

The following checklist was developed by the U.S. Department of Labor's One-Stop Disability Initiative to ensure that the facilities of One-Stop Centers are physically accessible and welcoming for people with disabilities, and comply with ADA requirements for physical accessibility.

Editor's note: A few additional items have been added to the original USDOL version of this checklist

Part 1: Entrance Accessibility

People with disabilities should be able to arrive on the site, approach the building, and enter the building as freely as everyone else. At least one path of travel should be safe and accessible for everyone, including people with disabilities.

Path of Travel

- ☐ Is there a path of travel that does not require the use of stairs?
- ☐ Is the path of travel stable, firm, and slip-resistant?
- ☐ Is the path at least 36 inches wide?
- ☐ Can a person with a visual disability detect all objects protruding into the path with a cane?

Note: In order to be detected using a cane, an object must be within 27 inches of the ground. Objects hanging or mounted overhead must be higher than 80 inches to provide clear headroom. It is not necessary to remove objects that protrude less than 4 inches from the wall.

- ☐ Do curbs on the pathway have curb cuts at drives, parking, and drop-offs?

Ramps

- ☐ Are the slopes of ramps no greater than 1:12?

Note: Slope is given as a ratio of the height to the length; 1:12 means that for every 12 inches along the base of the ramp, the height increases one inch. For a 1:12 maximum slope, at least one foot of ramp length is needed for each inch of height.

- ☐ Do all ramps longer than 6 feet have railings on both sides?
- ☐ Are railings sturdy, and between 34 and 38 inches high?
- ☐ Is the width between railings at least 36 inches?
- ☐ Are ramps non-slip?
- ☐ At the top and bottom of ramps and at switchbacks, is there a 5-foot-long level landing at every 30-foot horizontal length of ramp?

Parking and Drop-Off Areas

- ☐ Are an adequate number of accessible parking spaces available (8 feet wide for car plus 5 foot striped access aisle)?

For guidance in determining the appropriate number to designate, the table below gives the ADAAG requirements for new construction and alterations. For lots with more than 100 spaces, contact ADAAG (see the “Access Board” listing at the end of this section):

Total spaces:	Required # of accessible spaces:
1 to 25	1
26 to 50	2
51 to 75	3
76 to 100	4

Note: Check your state building code for parking requirements. State codes can be more stringent.

- ☐ Are 16-foot-wide spaces, with 98 inches of vertical clearance, available for lift-equipped vans?

Note: At least one of every 8 accessible spaces must be van-accessible.

- ☐ Are the accessible spaces closest to the accessible entrance?
- ☐ Are accessible spaces marked with the International Symbol of Accessibility?
- ☐ Are there signs reading “Van Accessible” at van spaces?
- ☐ Is there an enforcement procedure to ensure that only those who need it use accessible parking?

Entrance

- ☐ If there are stairs at the main entrance, is there a ramp, lift, or alternative accessible entrance?

Note: Do not use a service entrance as the accessible entrance unless there is no other option.

- ☐ Do all inaccessible entrances have signs indicating the location of an accessible entrance?
- ☐ Can the alternate accessible entrance be used independently?
- ☐ Does the entrance door have at least a 32 inch clear opening (for a double door, at least one 32-inch leaf)?
- ☐ Is there at least 18 inches of clear wall space on the pull side of the door, next to the handle?

Note: A person using a wheelchair needs this space to get close enough to open the door.

- ☐ Is the threshold level less than 1/4 inch, or beveled, up to 1/2 inch high?
- ☐ Are doormats 1/2 inch high or less, and secured to the floor at all edges?
- ☐ Is the door handle no higher than 48 inches and operable with a closed fist?

Note: The “closed fist” test for handles and controls is as follows: Try opening the door or operating the control using only one hand, held in a fist. If you can do it, so can a person who has limited use of his or her hands.

- ☐ Can doors be opened without too much force (maximum is 5 lb.)?

Note: You can use a fish scale to measure the force required to open a door. Attach the hook of the scale to the doorknob or handle. Pull on the ring end of the scale until the door opens, and read off the amount of force required. If you do not have a fish scale, you will need to judge subjectively whether the door is easy enough to open.

- ☐ If the door has a closer, does it take at least 3 seconds to close?
- ☐ Is the entire front desk or at least a section of the front desk at a height where customers in wheelchairs can see over the desk comfortably and have face-to-face conversation with staff?

Emergency Egress

- ☐ Is there sufficient lighting for egress pathways such as stairs, corridors, and exit routes?

Part 2: Access to Goods and Services

Ideally, the layout of the building should allow people with disabilities to obtain goods or services without special assistance. Where it is not possible to provide full accessibility, assistance or alternative services should be available upon request.

Horizontal Circulation

- ☐ Does the accessible entrance provide direct access to the main floor, lobby, or elevator?
- ☐ Are all public spaces on an accessible path of travel?
- ☐ Is the accessible route to all public spaces at least 36 inches wide?
- ☐ Is there a 5-foot circle or a T-shaped space for a person using a wheelchair to reverse direction?

Doors

- ☐ Do doors in public spaces have at least a 32-inch clear opening?
- ☐ On the pull side of doors, next to the handle, is there at least 18 inches of clear wall space so that a person using a wheelchair can get near to open the door?
- ☐ Can doors be opened without too much force (5 lb. maximum)?
- ☐ Are door handles 48 inches high or less and operable with a closed fist?
- ☐ Are all threshold levels less than 1/4 inch, or beveled, up to 1/2 inch high?

Rooms and Spaces

- ☐ Are all aisles and pathways to all goods and services at least 36 inches wide?
- ☐ Is there a 5-foot circle or T-shaped space for turning a wheelchair

- completely?
- ☐ Is carpeting low-pile, tightly woven, and securely attached along edges?
- ☐ In routes through public areas, are all obstacles cane-detectable (located within 27 inches of the floor or protruding less than 4 inches from the wall), or are they higher than 80 inches?
- ☐ Do signs designating permanent rooms and spaces, such as rest room signs, exit signs, and room numbers, comply with the appropriate requirements for accessible signage?

Note: Mount signs on the wall, on the latch side of the door.

Controls

- ☐ Are all controls that are available for use by the public (including electrical, mechanical, window, cabinet, game, and self-service controls) located at an accessible height?

Note: Reach ranges — The maximum height for a side reach is 54 inches; for a forward reach, 48 inches. The minimum reachable height is 15 inches.

- ☐ Are the controls operable with a closed fist?

Seats, Tables, and Counters

- ☐ Are the aisles between chairs or tables at least 36 inches wide?
- ☐ Are the spaces for wheelchair seating distributed throughout?
- ☐ Are the tops of tables or counters between 28 and 34 inches high?
- ☐ Are knee spaces at accessible tables at least 27 inches high, 30 inches wide, and 19 inches deep?

Vertical Circulation

- ☐ Are there ramps or elevators to all levels?
- ☐ On each level, if there are stairs between the entrance and/or elevator and essential public areas, is there an accessible alternate route?

Stairs

- ☐ Do treads have a non-slip surface?
- ☐ Do stairs have continuous rails on both sides, with extensions beyond the top and bottom stairs?

Elevators

- ☐ Are there both visible and verbal or audible door opening/closing and floor indicators?

Note: one tone = up, two tones = down.

- ☐ Are the call buttons in the hallway no higher than 42 inches?
- ☐ Do the controls outside and inside the cab have raised and Braille lettering?
- ☐ Is there a sign on the jamb at each floor identifying the floor in raised and Braille letters?
- ☐ Is the emergency intercom usable without voice communication?
- ☐ Are there Braille and raised-letter instructions for the communication system?

Lifts

- ☐ Can the lift be used without assistance? If not, is a call button provided?
- ☐ Is there at least 30 by 48 inches of clear space for a person using a wheelchair to approach to reach the controls and use the lift?
- ☐ Are controls between 15 and 48 inches high (up to 54 inches if a side approach is possible)?

Part 3: Telephones

There are a variety of considerations in ensuring that the phone system is accessible to people with disabilities, including phones available for use by customers.

Telephones

- ☐ If pay or public use phones are provided, is there clear floor space of at least 30 by 48 inches in front of at least one?
- ☐ Is the highest operable part of the phone no higher than 48 inches (up to 54 inches if a side approach is possible)?
- ☐ Does the phone protrude no more than 4 inches into the circulation space?
- ☐ Does the phone have push-button controls?
- ☐ Is the phone hearing aid compatible?
- ☐ Is there a phone adapted with high-grade amplification for use by customers with moderate to severe hearing loss, located in a quiet area, away from ambient noise?
- ☐ Is the phone with volume control identified with appropriate signage?
- ☐ Is one of the phones equipped with a telecommunications device for the deaf (TTY/TDD)?
- ☐ Is the TTY/TDD available for customers to call into the center as well as for customers to use for calling employers (if the One-Stop has phones that customers can use for calling employers)?
- ☐ Is the location of the TDD identified by accessible signage bearing the International TDD Symbol?
- ☐ Is there a hands-free speaker phone with large keypad available for use by individuals who have difficulty holding a receiver and/or dialing numbers?

Part 4: Usability of Restrooms

When rest rooms are open to the public, they should be accessible to people with disabilities. Closing a rest room that is currently open to the public is not an allowable option.

Getting to the Rest Rooms

- ☐ If rest rooms are available to the public, is at least one rest room (either one for each sex, or unisex) fully accessible?
- ☐ Are there signs at inaccessible rest rooms that give directions to accessible ones?
- ☐ Is there tactile signage identifying rest rooms?

Note: Mount signs on the wall, on the latch side of the door. Avoid using ambiguous

symbols in place of text to identify rest rooms.

- ☐ Is the doorway at least 32 inches clear?
- ☐ Are doors equipped with accessible handles (operable with a closed fist), 48 inches high or less?
- ☐ Can doors be opened easily (5 lb. maximum force)?
- ☐ Does the entry configuration provide adequate maneuvering space for a person using a wheelchair?

Note: A person using a wheelchair needs 36 inches of clear width for forward movement, and a 5 foot diameter clear space, or a T-shaped space, to make turns. A minimum distance of 48 inches, clear of the door swing, is needed between the two doors of an entry vestibule.

- ☐ Is there a 36-inch-wide path to all fixtures?

Stalls

- ☐ Is the stall door operable with a closed fist, inside and out?
- ☐ Is there a wheelchair-accessible stall that has an area of at least 5 feet by 5 feet, clear of the door swing, OR is there a stall that is less accessible but that provides greater access than a typical stall (either 36 by 69 inches or 48 by 69 inches)?
- ☐ In the accessible stall, are there grab bars behind, and on the side wall nearest to, the toilet?
- ☐ Is the toilet seat 17 to 19 inches high?

Lavatories

- ☐ Does one lavatory have a 30-inch-wide by 48-inch-deep clear space in front?

Note: A maximum of 19 inches of the required depth may be under the lavatory.

- ☐ Is the lavatory rim no higher than 34 inches?
- ☐ Is there at least 29 inches from the floor to the bottom of the lavatory apron (excluding pipes)?
- ☐ Can the faucet be operated with one closed fist?
- ☐ Are soap and other dispensers and hand dryers 48 inches high or less and usable with one closed fist?
- ☐ Is the mirror mounted with the bottom edge of the reflecting surface 40 inches high or lower?

Part 5: Signage

Signage should be designed so that it is useful for people with disabilities.

- ☐ Is all signage 60 inches above the ground?
- ☐ Are signs on doors on the same side as the door knob?
- ☐ Is signage well lit, using uniform lighting (e.g., not spotlights), with illumination coming from behind or beside the text or sign?
- ☐ Is signage in clear contrasting colors (e.g., black and white)?
- ☐ Is signage in Braille?

Part 6: Additional Access

When amenities, such as public drinking fountains, are provided to the general public, they should be accessible to people with disabilities.

Drinking Fountains

- ☐ Is there at least one fountain with clear floor space of at least 30 by 48 inches in front?
- ☐ Is there one fountain with its spout no higher than 36 inches from the ground, and another with a standard height spout (or a single “hi-lo” fountain)?
- ☐ Are controls mounted on the front (or on the side near the front edge), and operable with one closed fist?
- ☐ Does the fountain protrude no more than 4 inches into the circulation space?

Sample Business Plan Component Checklist for One-Stop Career Center

The checklist contains two types of information. First is a series of “framing” questions for the center operator to consider when developing each section. The questions are designed to ensure comprehensive thinking about the center and its operations. These questions are not exhaustive, but are designed to prompt teams to think strategically about what they are proposing. Second are the major areas to be addressed and included in the business plan

NAME OF ONE STOP CAREER CENTER

BUSINESS PLAN FORMAT

Defining the Business

Framing Questions:

- Why is the career center being established? What is its primary business objective?
- What is the concise definition of the core business as it relates to the local labor market?
- Who comprises the center’s current and/or proposed customer base?
- What location has been chosen for the center and why?
- What is the center’s relationship to other community service providers?

Areas to Address:

_____ Vision and mission are clearly defined and consistent with Workforce Investment Board/System vision.

_____ Operator’s/partners’ vision and mission reflects new approach to Career Center operations, including emphasis on customer-focus, service integration, and measurable results.

Management Plan

Framing Questions:

- What is the center’s management structure?
- What is the background and expertise of key management and staff?
- What center-wide policies and procedures are needed or are needed or are being established?
- What staff are needed? What are their duties?
- What structures are already in place (corporate status, personnel structures, financial management structures, legal assistance)? What will need to be developed or acquired?
- What will the center actually manage and what will be managed by other service providers?
- What employee development strategies are in place or planned?

Areas to Address – Individual Job Seekers:

_____ Clearly shows a plan for increasing individual customer use of center(s) through universal access and/or enrollment in various programs.

_____ Includes diagram of customer flow through core services.

_____ Demonstrates clear flow of services between all partners.

- _____ Identifies performance measures related to individual customers which support center and system objectives.
- _____ Describes how individual customer satisfaction is surveyed, including frequency and results, as well as how survey results are disseminated to staff and others. Identifies plan for improvement in actual results.
- _____ Describes a mechanism to identify the need for technical assistance in working with individual customers.
- _____ Clearly outlines core services, as required by the Workforce Investment Act, and intensive services and identifies provider(s) of each core and intensive service.
- _____ Identifies a system for referral to training services.
- _____ Identifies the use of ITAs, including planned service level and estimated cost.
- _____ Demonstrates knowledge of and linkage with educational grants, student loans, and other education support/financial aid programs.

Marketing Plan

Framing Questions:

- What is the short and long-term marketing strategy?
- How does the center define its market?
- What market analysis exists? What analysis needs to be done?
- What is the center's market niche in the community?
- What is the center's forecast for growth and how is it justified?

Areas to Address:

- _____ Describes the marketing need for the service area and planned measures of marketing success, including a plan to increase employer and job-seeker use of center(s) and ensuring community-wide recognition of center(s) as a valuable resource.
- _____ Clearly defined plan exists for establishing market presence of center(s), including a market presence baseline and identification of market niche.
- _____ Identifies marketing pieces to be developed, such as TV, Internet, radio and print campaigns, and linkage with other partners' marketing divisions are established and maintained by a dedicated staff position.
- _____ Identifies any need for technical assistance and marketing capacity building.

Location, Facilities, Operations

Framing Questions:

- What is the center's service delivery structure, i.e., location, service mix and customer flow?
- What is the status of operations; what is the time frame for moving to full scale?
- What special transition provisions will be needed?

- What other location and access issues will affect the center(s) (i.e., customer flow, ADA compliance, available parking and public transportation, effective signage, safe environment)?
- Are there other influences which affect operations, such as access to resources or time frames?

Areas to Address:

- _____ Identifies revenue and resources needed to meet planned service levels and enumerates various cash and in-kind sources provided by partners and affiliates.
- _____ Planned costs of all facilities is identified.
- _____ Financial strategy for long-term sustainability exists.
- _____ Describes how fee-for-services will be implemented for employers and individuals, including timeline and estimated revenue.
- _____ Demonstrates ability to manage ITAs, supportive service payments, and payments of all invoices for the center.
- _____ Identifies insurance coverage and estimated annual cost.

ONE STOP CAREER CENTER RECERTIFICATION Self Assessment

Universality

- Yes ☐ No ☐ 1. Does the site comply with the ADA and facilities checklist?
(Attachment C)
- Yes ☐ No ☐ 2. Has the One Stop Career Center built a culture of collaboration that will
outlast staff and management changes?
- Yes ☐ No ☐ 3. Has the One Stop Career Center taken steps to bridge the knowledge
gap and increase integration within the Center? Describe the steps taken.

- Yes ☐ No ☐ 4. Does this site cross train staff (all partners) in the Resource Room tools
and resources, so that all staff are able to provide services to the
universal customer base?

Customer Choice

- Yes ☐ No ☐ 1. Does the One Stop Career Center have a plan in effect to receive
feedback from customers (job seekers and employers) to market the One
Stop Career Center services. Describe the plan and explain how the
center uses the information gathered.

- Yes ☐ No ☐ 2. Do customers have choices on how they can access information and/or
services from the One Stop Career Center?

Service Integration

Part VII – One Stop Partners

A. At a minimum, access to the services from the following programs will be included in the One Stop delivery system when available.

- ✓ Please check all mandated programs authorized under Title I of the Workforce Investment Act and available in the area served by the local One Stop Center:

- ☐ Adult Programs
- ☐ Dislocated Worker Programs
- ☐ Youth Programs
- ☐ Job Corp Programs
- ☐ Native American Programs

- ☐ Migrant and Seasonal Farm Worker Programs
- ☐ Programs authorized under the Wagner-Peyser Act
- ☐ Programs authorized under State Unemployment Compensation Laws (in accordance with applicable federal law)
- ☐ Adult Education and Literacy Activities authorized under Title II of Workforce Investment Act
- ☐ Vocational Rehabilitation Programs authorized under parts A and B of Title I of the Rehabilitation Act
- ☐ Senior Community Service Employment Activities authorized under Title V of the Older Americans Act of 1965
- ☐ Post Secondary Vocational Education Activities under the Carl D. Perkins Vocational and Applied Technology Education Act
- ☐ Trade Adjustment Assistance and NAFTA Transitional Adjustment Assistance Activities authorized under Chapter 2 of Title II of the Trade Act of 1974
- ☐ Activities authorized under Chapter 41 of Title 38, U.S.C. (local veterans' employment representatives and disabled veterans outreach programs)
- ☐ Employment and Training Activities carried out under the Community Services Block Grant
- ☒ Employment and Training Activities carried out by the Department of Housing and Urban Development ([Not available in Greater Nebraska](#))
- ☒ Veterans' Workforce Program ([Not available in Greater Nebraska](#))
- ☒ Youth Opportunities Grant Programs ([Not available in Greater Nebraska](#))

B. The Workforce Investment Act also provides that other entities that carry out a human resource program, including Federal, State or local programs and programs in the private sector may serve as additional partners in the One Stop delivery system if the Workforce Investment Board and Chief Elected Official Board approve the entity's participation.

- ✓ Please check all other programs available in the area served the local One Stop Center:
- ☐ Temporary Assistance for Needy Family programs authorized under Part A of Title IV of the Social Security Act
 - ☐ Employment and Training Programs authorized under Section 6(d)(4) of the Food Stamp Act of 1977
 - ☐ Programs authorized under the National and Community Service Act of 1990
 - ☐ Other appropriate programs, including programs related to transportation and housing
 - ☐ Employment First
 - ☐ Supportive Services Child Care
 - ☐ Medical Programs: Medicaid, Kids Connect
 - ☐ Community college placement services, job search classes, financial aid, and related services
 - ☐ Government procurement services
 - ☐ Community mental health programs, particularly those related to job training/placement
 - ☐ Substance abuse services
 - ☐ Economic development services
 - ☐ AmeriCorps Program
 - ☐ Homeless Programs
 - ☐ Transportation Systems and Service Providers
 - ☐ All local employment and training programs and sources of funds

C. The Greater Nebraska Workforce Investment Board recognizes that a mandated partner's statewide business structure can prohibit collocation in a One Stop Career Center. Identify any mandated partners exempt from collocation:

Yes ☐ No ☐ 1. Does the One Stop Operator or Career Center's manager conduct partner meetings? If so, how often?

Yes ☐ No ☐ 2. Does the One Stop Career Center have a plan to promote cooperation among workforce development organization, community agencies and private business? If so, describe the plan.

Yes ☐ No ☐ 3. Has the One Stop Career Center embarked upon any projects that coordinate and collaborate services and/or efforts with partners either collocated or not, that enhance the services of the center's customers and/or community? If so, describe those projects.

Yes ☐ No ☐ 4. Has the center received any additional funds through extra effort to enhance services to the communities the center serves. If so, list the additional funds and describe how they were raised/used.

Accountability (Performance Outcomes)

1. In addition to the Annual Report, describe any other reports you expect to furnish the GNWIB on the performance of the One Stop Career Center.

2. Describe how management and staff will use informational tools to identify strengths and weaknesses on service delivery.

Yes ☐ ☐
continuous

- No ☐ 3. Does the One Stop Operator engage all staff (partners) into the improvement process? If yes, give examples how.

RECERTIFICATION SCHEDULE

The Greater Nebraska Workforce Investment Board will adhere to a three-year recertification schedule for One Stop Career Centers. If any significant changes occur within the operational structure of the One Stop Career Center between recertification that affect the current level of certification, such as relocation or FTE gain or loss, the One Stop Operator will notify the GNWIB Administrative Entity, in writing, outlining those changes. This notification should be completed within 60 days of the occurrence. The GNWIB will then notify the One Stop Operator if any additional action or information will be required.

The One Stop Operator will be required to submit all required recertification documents to the Chair of the Community Outreach Committee by December 31st of the year prior to the recertification due date. If deemed necessary by the One Stop Review Committee, an on-site review may be conducted with the review team, One Stop Operator staff and partners and will be scheduled prior to the recertification due date.

RECERTIFICATION TIMETABLE

Recertification Due Date, June 2012--Notification due by December 31, 2011

Grand Island

Recertification Due Date, June 2015--Notification due by December 31, 2014

Grand Island

Recertification Due Date, June 2018--Notification due by December 31, 2017

Grand Island

Recertification Due Date, June 2021---Notification due by December 31, 2020

Grand Island
