



Attachment A: Virginia One-Stop Certification Application

LWDA Name: Virginia Career Works Bay Consortium Region LWDA XIII

Name of One-Stop Center: Virginia Career Works Eastern Shore Center

Comprehensive or Affiliate Status: Affiliate

Address of One-Stop Center: 25036 Lankford Highway Onley, VA 23418

Hours of One-Stop Center: Monday – Friday 9:00 am – 4:00pm

Phone Number of One-Stop Center: 757-302-2029

Website of One-Stop Center: www.vcwba.com

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

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

Certifying Body (LWDB or VBWD): LWDB

Center Certification Team Reviewers: Kevin Marshall (CLEO), David Mann (BCWDB), Jackie Davis (Board Staff), Steven Golas (Board Staff)

Lead Reviewer Contact Email and Phone: Jackie S. Davis, BCWDB Executive Director

Recommendation: Certified Not Certified Probationary

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

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

Printed Name of LWDB/VBWD Chair: Dennis D. Parsons, EdD

Signature of LWDB/VBWD Chair: *Dennis Parsons*

Date of Signature: May 5, 2021

Printed Name of Chief Elected Official: E. Lee Sanders

Signature of Chief Elected Official: *E. Lee Sanders*

Date of Signature: May 5, 2021

Interviews Conducted

During the onsite certification review, the certification team shall conduct staff interviews with applicable staff. Interviewees shall include the Center Manager, the local Equal Opportunity Officer, and a random sample of at least 20 percent of the frontline (state and partner) service staff at the One-Stop center to determine their level of knowledge pertaining to the following:

Name of Individuals Interviewed	Title of Individual Being Interviewed	Interview Conducted By	Date of Interview
Fred Berg	VEC-WSR	CCT	4/19/2021
Diana Strand	VEC-Administrative Staff	CCT	4/19/2021
Luis Echevarria	VEC-Farm Placement Specialist	CCT	4/19/2021
Irasema Muniz	Telamon	CCT	4/19/2021
Tina Stratton-Taylor	ESCC-WIOA Management	CCT	4/26/2021
Kentrelle Walker	ESCC- WIOA A-DW	CCT	4/26/2021
Amy Shockley	ESCC-Adult Education	CCT	4/14/2021
Steven Golas	LWDA XIII EO Officer	CCT	3/31/2021

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

Documents Reviewed

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

- The Local MOU/IFA
- Business and/or Local Plan
- Local policies, procedures, manuals
- Complaints and compliance findings
- Marketing and other printed materials
- Training schedules
- Customer feedback reports
- Customer employment plans/case notes

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

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

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

Career services may be provided through one of three ways

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

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

	Program Staff On-Site (provide average hours per week)	Partner staff cross trained	Direct Linkage	Not Applicable	Non-Compliant
WIOA Title I Adult	40 hours	X	X		
Dislocated workers	40 hours	X	X		
Youth	40 hours		X		
Job Corps		X			
YouthBuild				X	
Native American programs				X	
Migrant and seasonal farmworker programs	8 hours		X		
WIOA Title III Wagner-Peyser Act	40 hours	X	X		
WIOA Title II Adult Education and Family Literacy Act (AEFLA)	40 hours	X	X		
WIOA Title IV Vocational Rehabilitation (VR)	8 hours	X	X		
Senior Community Service Employment Program			X		
Career and technical education programs (Perkins)			X		
Trade Adjustment Assistance	40 hours	X	X		
Veteran's Employment Services	40 hours	X	X		
Community Services Block Grant Employment and Training			X		
Housing and Urban Development Employment and Training				X	

Unemployment Compensation	40 hours	X	X		
Second Chance Act			X		
Temporary Assistance for Needy Families (TANF)		X	X		

Services Checklist

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

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

Instructions: Identify if the following services are available on-site for customers. *Note- all services MUST be provided through comprehensive One-Stop Centers. Affiliate centers only need to provide one or more of these services.*

Basic Career Services	Is Service Provided On Site? (Y/N)
1 Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs	Y
2 Outreach, intake (including worker profiling), and orientation to information and other services available through the One-Stop delivery system	Y
3 Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive services needs	Y
4 Labor exchange services job search/placement, career counseling, business services on behalf of employers	Y
5 Referrals to and coordination of activities with other programs and services, including programs and services within the One-Stop delivery system and, when appropriate, other workforce development programs	Y
6 Workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas	Y
7 Performance information and program cost information on eligible providers of education, training, and workforce services by program and type of providers	Y
8 Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures	Y
9 Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance	Y
10 Information and meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation	Y
11 Establishing eligibility for programs of financial aid assistance for training and	Y

education programs not provided under WIOA	
Individualized Career Services	
	Is Service Provided On Site? (Y/N)
1 Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers	Y
2 Development of an individual employment plan	Y
3 Group counseling	Y
4 Individual counseling	Y
5 Career planning	Y
6 Short-term pre-vocational services	Y
7 Internships and work experiences that are linked to careers	Y
8 Workforce preparation activities	Y
9 Financial literacy services	Y
10 Out-of-area job search assistance and relocation assistance	Y
11 English language acquisition and integrated education and training programs	Y
Follow-Up Career Services	
	Is Service Provided On Site? (Y/N)
1 Follow-up services must be provided, as appropriate, including: Counseling regarding the workplace, for participants in adult or dislocated worker workforce investment activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment.	Y
Training Services	
	Is Service Provided On Site? (Y/N)
1 Occupational skills training, including training for nontraditional employment	Y
2 On-the-job training (OJT)	Y
3 Incumbent worker training	Y
4 Programs that combine workplace training with related instruction, which may include cooperative education programs	Y
5 Training programs operated by the private sector	Y
6 Skills upgrading and retraining	Y
7 Entrepreneurial training	Y
8 Transitional jobs	Y
9 Job readiness training provided in combination with other identified training services	Y
10 Adult education and literacy activities	Y
11 Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training	Y
Business Services	
	Is Service Provided On Site? (Y/N)
1 Workforce and Labor Market Information	Y

Virginia One-Stop Certification Criteria

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

Standards		Meets	Not Meets
A. Evaluation of Effectiveness			
A.1	Integrates available services for participants and businesses WIOA Pub L. 113-128, 20 CFR 678.800 (b)	X	
	<i>Are core partners co-located, at least on a part-time basis? If not co-located, what procedure is in place to ensure all partner programs are accessible and available through the One-Stop Center? How are partners collaborating to ensure customers receive the most appropriate services? Review business plan (or local plan). Interview business services staff. Are all core partners represented on the region’s business services team? Are business outreach efforts coordinated amongst partners to avoid duplication? Are partners documenting employer contacts in the case management system or elsewhere, to the extent possible?</i>		
	<i>Evidence: All core partners co-located, at least on a part-time basis. If not co-located, the local plan describes the procedure in place to ensure all partner programs are accessible and available through the One-Stop Center. CCT reviewed local plan. CCT interviewed business services staff. All core partners represented on the region’s business services team. Business outreach efforts coordinated amongst partners to avoid duplication per local plan. Partners document employer contacts in the VAWC case management system and elsewhere (quarterly Business Services Report).</i>		
	Meets the workforce development needs of participants and the employment needs of local employers WIOA Pub L. 113-128, 20 CFR 678.800 (b)	X	
	<i>Review Customer satisfaction report for the year immediately preceding certification.</i>		
A.2	<i>Evidence: CCT reviewed customer satisfaction reports for the VCW Eastern Shore Center for the year immediately preceding certification.</i>		
	Operates in a cost-efficient manner 20 CFR 678.800 (b)	X	
	<i>Verify cost-sharing processes and procedures are in place and that there is a current cost-sharing agreement amongst all partners attached to the local MOU.</i>		
A.3	<i>Evidence: CCT verified cost-sharing processes and procedures are in place and that there is a current cost-sharing agreement signed and fully executed amongst all partners attached to the Virginia Career Works Bay Consortium Region MOU.</i>		

Standards		Meets	Not Meets
A.4	Coordinates services among the One-Stop partner programs 20 CFR 678.800 (b) <i>How does the One-Stop Center management staff identify ways to integrate services to prevent duplication? Are there regular meetings amongst center staff and partners to address integration of services? Are there policies and procedures in place for making referrals to ALL partner programs?</i> Evidence: CCT reviewed documentation of weekly staff meetings of the VCW Eastern Shore Center staff and partners, the Referral Process, the Center referral and customer flow procedures, and the monthly Center Management meetings.	X	
	Evaluations take into account feedback from One-Stop customers, including a process for obtaining customer feedback from both employers and job seekers regarding One-Stop services is identified 20 CFR 678.800 (a)(2) <i>Review Customer satisfaction report for the year immediately preceding certification.</i> Evidence: CCT reviewed documentation the Customer satisfaction report for the year immediately preceding certification.	X	
A.5	Adult Education and Literacy services and Vocational Rehabilitation services are available through One-Stop Centers WIOA Sec. 108(b)(13) <i>How does the local board coordinate workforce investment activities in the local area? How does the local board review local applications?</i> Evidence: CCT reviewed the local plan which includes how the local board coordinates workforce investment activities in the Bay Consortium region. CCT reviewed the process of the BCWDB process for reviewing local applications via BCWDB policy.	X	
	Services funded through other partner programs are accessed through One-Stop Centers 20 CFR 678.800 (b) <i>Review tables on pages 3-5 with Center Manager</i> Evidence: CCT reviewed the tables on page 3-5 with the Center Manager who provided detailed information on services funded through other partner programs and how they are accessed through the VCW Eastern Shore Center.	X	
A.6			
A.7			

Standards		Meets	Not Meets
A.8	Identify Sector strategies that meet the needs of local businesses are undertaken through One-Stop Centers	X	
	<p><i>Verify through staff interviews. Do staff know what the targeted sectors are for the region? Has staff received information and/or training on sector strategies?</i></p> <p>Evidence: CCT verified through staff interviews that staff know what the targeted sectors are for the region, (Healthcare, Logistics and IT) and that staff has received information and/or training on sector strategies.</p>		
A.9	Identify targeted career pathways, including occupations and credentials, needed for in-demand occupations for the One-Stop Centers in a local area	X	
	<p><i>Has staff received information and/or training on career pathways strategies? Do staff appear to understand career pathways and how to use pathway information when assisting customers?</i></p> <p>Evidence: CCT verified staff has received information and/or training on career pathways strategies. CCT verified staff appear to understand career pathways and how to use pathway information when assisting customers.</p>		
A.10	Identify One-Stop Center customer flow business process and how job seekers access career and training services	X	
	<p><i>Verify through staff interview and observation.</i></p> <p>Evidence: CCT verified through staff interviews and flow charts the process of the VCW Eastern Shore Center customer flow as well as the employer/business process and how job seekers access career and training services.</p>		
A.11	The Local MOU between the local workforce board and all required One-Stop partners is signed and in place	X	
	<p><i>Review copy of the local MOU to ensure the requirement has been met.</i></p> <p>Evidence: CCT reviewed a copy of the VCW Bay Consortium Region MOU to ensure it is signed and in place.</p>		
A.12	There are no center-specific, unresolved Programmatic, Administrative, or Equal Opportunity compliance findings	X	
	<p><i>Interview Equal Employment Officer and Center Manager.</i></p> <p>Evidence: CCT interviewed the EO Officer and verified there are no center-specific, unresolved Programmatic, Administrative, or Equal Opportunity compliance findings per reports from federal EO monitoring and local monitoring conducted during the program year.</p>		

Standards		Meets	Not Meets
A.13	The Center has a “center manager” (may be referred to by other titles) who has oversight of center operations	X	
	Identify the center manager. Evidence: CCT met with Center Manager and Staff who have oversight of center operations.		
A.14	The One-Stop Center adheres to branding requirements and utilizes the official American Job Center logo	X	
	Is the logo properly utilized on handouts, brochures, and other printed materials? Evidence: CCT reviewed the VCW branding initiative as well as whether the logo is being properly utilized on handouts, brochures, and other printed materials via examples provided by center manager, which it is.		
A.15	One-Stop Center staff utilize the Virginia Career Works System to document all customer activities for job seekers and employers	X	
	Verify through observation and staff interviews. Evidence: CCT verified through staff interviews that VCW Center staff utilize the Virginia Career Works System to document all customer activities for job seekers and employers.		
A.16	The One-Stop Center abides by Veterans Preference and Priority of Service Requirements	X	
	Observe welcome/intake process. Are customers always asked if they are a veteran? How does the center know which customers are veterans? What policies and procedures are followed? Do staff appear to be aware of Veteran priority of service? Interview the center’s Disabled Veteran Outreach Program specialist (if applicable). Evidence: CCT verified the welcome/intake process with Veterans Representatives via staff interviews. Customers are always asked if they are a Veteran’s through the common intake process (white sheet). Staff follow the BCWDB Priority of Service policy to be sure all procedures are followed. Staff through interviews all appear to be aware of the Veteran Priority of Service. An interview was conducted with all Veteran Representative staff including the center’s Disabled Veteran Outreach Program specialist (DVOP).		
A.17	The One-Stop Center ensures Priority of Service for Adult program participants	X	
	How is the center ensuring priority for eligible adult program participants? Are staff aware of this requirement? What procedures are in place to ensure priority of service for adult participants? Evidence: CCT verified through interviews and documentation the center staff ensures priority for eligible adult program participants through tracking sheets submitted quarterly. Staff are aware of this requirement via the BCWDB Priority of Service policy. The Priority of Service policy as well as the quarterly tracking sheet procedures ensure priority of service for adult participants.		

Standards		Meets	Not Meets
A.18	An inventory containing partner agency contact information and services offered is available to all center staff.	X	
	<i>Verify written or electronic inventory listing is in place and readily available to all staff.</i>		
	Evidence: CCT verified through written and electronic means that an inventory containing partner agency contact information and services offered is available to all VCW center staff.		
B. Evaluations of Physical and Programmatic Accessibility <i>(Technical assistance is available upon request through wioa@vccs.edu)</i>			
B.1	Provision of reasonable accommodations for individuals with disabilities 20 CFR 678.800 (b)(1)	X	
	<i>Review reasonable accommodations policy and/or procedures. Staff interviews</i>		
	Evidence: CCT reviewed the BCWDB Reasonable Accommodation Policy and its procedures with staff, all staff were aware of this policy and the procedures.		
B.2	Verification that reasonable modifications to policies, practices, and procedures are made where necessary to avoid discrimination against persons with disabilities 20 CFR 678.800 (b)(2)	X	
	<i>Review reasonable accommodations policy and/or procedures. Staff interviews.</i>		
	Evidence: CCT reviewed the BCWDB Reasonable Accommodation Policy and verification that reasonable modifications to this policies, practices, and procedures are made where necessary to avoid discrimination against persons with disabilities, all staff were aware of this policy and the procedures.		

Standards		Meets	Not Meets
B.3	Administration of programs in the most integrated setting appropriate 20 CFR 678.800 (b)(3)	X	
	Staff interviews, including scenarios and observation where appropriate. Evidence: CCT interviewed staff to be sure the administration of programs is done in the most integrated setting appropriate based on CDC guidelines due to the COVID-19 pandemic.		
B.4	Communication with persons with disabilities is conducted as effectively as with others 20 CFR 678.800 (b)(4)	X	
	Staff interviews, including scenarios and observation where appropriate. Evidence: CCT verified Communication with persons with disabilities is conducted as effectively as with others per 20 CFR 678.800 (b)(4) as well as the BCWDB LEP Policy and BCWDB Reasonable Accommodation Policy.		
B.5	Provision of appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity 20 CFR 678.800 (b)(5)	X	
	Verify through staff interviews and observation. Staff and program partners are able to demonstrate they know how to use adaptive and assistive technologies and are aware of the available resources. Evidence: CCT verified through observation and staff interviews that VCW staff and program partners know how to use adaptive and assistive technologies and are aware of the available resources.		
B.6	Verify that programmatic and physical accessibility exists 20 CFR 678.800 (b)(6)	X	
	Verify through observation and staff interviews. Are staff aware of interpreter services/technology available for limited English proficient individuals? Are staff able to articulate how the services are being delivered in an accessible way? Evidence: CCT verified through observation and staff interviews, that VCW staff are aware of interpreter services/technology available for limited English proficient individuals. VCW staff were able to articulate how the services are being delivered in an accessible way and the know about the BCWDB LEP Policy.		

Standards		Meets	Not Meets
B.7	Identify how services will be made available to customers outside regular business hours, including whether physical One-Stop Center access is available outside regular business hours	X	
	<i>Staff interview: Does the center provide services outside of regular business hours when the need is identified?</i>		
	<i>Evidence: CCT verified through Staff interviews some partners at the center provide services outside of regular business hours when the need is identified. This process is overseen in conjunction with the One Stop Operator.</i>		
B.8	There is at least one Title I staff member present at the One-Stop Center at all times during business hours <i>Verify through observation or timesheets.</i>	X	
	<i>Evidence: CCT verified through timesheets that at least one Title I staff member present at the One-Stop Center at all times during business hours.</i>		
B.9	Regular business hours are clearly visible outside of the One-Stop Center building <i>Verify through observation.</i>	X	
	<i>Evidence: CCT verified through observation that posted business hours are clearly visible outside of the VCW Eastern Shore Center building.</i>		
B.10	The local Equal Opportunity Officer periodically reviews policies and procedures regarding accessibility and equal opportunity and provides staff training and updates	X	
	<i>Interview with Equal Opportunity Officer. Verify the last time the EO officer reviewed/updated policies/procedures. Have staff received training? How often is training provided? Are new employees trained?</i>		
	<i>Evidence: CCT verified with EO Officer the last time the EO officer reviewed/updated the policies and procedures for the EO non-discrimination reporting process, and verified through records of technical assistance sessions provided by the BCWDB on EO/ADA training. Technical Assistance is provided monthly to staff and all new staff receive training and guidance of EO policies and procedures.</i>		
B.11	The required Equal Opportunity tagline is included on all documents. <i>Verify through document inspection. Review forms, brochures, and handouts given to all customers</i>	X	
	<i>Evidence: CCT verified through document inspection of forms, brochures, and handouts given to all customers that the EO tagline is included on all documentation both physical and electronic.</i>		

Standards		Meets	Not Meets
B.12	<p>There is a process in place for customers to file Equal Opportunity complaints/grievances and a process for addressing these complaints/grievances when they are filed</p> <p><i>Review procedural documents pertaining to EO complaints/grievances. Review process for filing complaints.</i></p> <p>Evidence: CCT reviewed all procedural documentation pertaining to EO complaints/grievances, as well as, reviewed the process for filing complaints.</p>	X	
	C. Continuous Improvement		
C.1	<p>Supports the achievement of the negotiated local levels of performance for the indicators of performance for the local area WIOA Pub L 113-128; 20 CFR 678.800 (c)</p> <p><i>How is the center involved in the negotiation of local levels of performance?</i></p> <p>Evidence: CCT verified that the VCW Center staff are involved in the negotiations of local levels of performance by providing documentation to the BCWDB on achievable performance metrics based on historical data in the VAWC.</p>	X	
	C.2		
C.2	<p>Contributes to negotiated local levels of performance WIOA Pub L 113-128; 20 CFR 678.800 (c)</p> <p><i>Do center management and staff know and understand the WIOA performance measures? Has training been provided? Does the center management and staff understand their role in achieving performance?</i></p> <p>Evidence: CCT verified through interviews that center management and staff know and understand the WIOA performance measures. CCT verified that training been provided to staff through technical assistance sessions quarterly. Training is provided and staff understand their role in achieving performance for participants in all programs.</p> <ul style="list-style-type: none"> • Employment 2nd qtr after exit • Employment 4th qtr after exit • Credentials • Measurable Skills Gains • Median Earnings 2nd qtr after exit. 	X	
	C.3		
C.3	<p>Identifies a continuous improvement plan when customer feedback indicates issues exist or performance is lacking</p> <p><i>Review policy for reviewing and responding to customer concerns/grievances. Are staff aware of policy and procedures if they receive a customer complaint?</i></p> <p>Evidence: CCT verified the Continuous Improvement Process as defined in the Local Plan, as well as, reviewed the BCWDB Grievance Policy and verified VCW staff are aware of the policy and procedures if they receive a complaint.</p>	X	

Standards		Meets	Not Meets
D. Quality Assurance			
D.1	Customer Relations: Job seeker and business customer satisfaction survey results	X	
	<i>Review job seeker and business customer satisfaction survey results.</i>		
D.1	Evidence: CCT reviewed the job seeker and business customer satisfaction survey results for the program year.		
D.2	Operations: Registrations, participants, service and training activities, job orders, hires, and customers served	X	
	<i>How does the center track and analyze number of registrations, participants, service and training activities, credentials earned, job orders, hires, and customer served? How is data reviewed with staff? How often is the data reviewed?</i>		
D.2	Evidence: CCT verified the VCW Eastern Shore Center tracks the above data points through the Labor Exchange system (Virginia Workforce Connection). In addition, Center numbers served are tracked through intakes. VCW center management staff review this data during weekly meetings with program staff. VCW center data is reviewed through monthly reporting and continuous improvement processes.		
D.3	Professional Development: Activities and staff certifications 20 CFR 678.800	X	
	<i>Review professional development activities. Identify professional development completed in past year. How often is professional development offered?</i>		
D.3	Evidence: CCT verified through interviews and documentation professional development is completed by staff to achieve Workforce Professional certifications which require Continuing Educational Credits to maintain validity.		
D.4	Resource Management: Data related to adherence to the Resource Management Plan	X	
	<i>Resources management plan MOU clearly defines infrastructure cost sharing. Adherence to the Resource Management Plan is consistent.</i>		
D.4	Evidence: CCT verified the Resources Management Plan in the MOU clearly defines infrastructure cost sharing and verified the adherence to the Resource Management Plan is consistent between all partners.		
D.5	Assure standards established for state workforce performance are met	X	
	<i>Operator and Service Provider staff are aware of the LWDB negotiated performance levels for each Program Year. LWDB negotiated performance levels are either met or exceeded for each program year.</i>		

Evidence: CCT reviewed with the Operator and Service Provider staff that they are aware of the LWDB negotiated performance levels for each Program Year via documented emails from the Program Specialist at the BCWDB and that the BCWDB negotiated performance levels are required to either be met or exceeded for each program year.