



AMERICAN JOB CENTER

**LOCAL CRITERIA ON CERTIFICATION AND CONTINUOUS IMPROVEMENT
OF THE SINGLE MANAGEMENT CENTERS**

LEGAL BASIS:

Section 121(g)(3) of WIOA, Section 678.800 of the REGULATIONS of the WIOA Act.

I. PUBLIC POLICY:

1. Based on the criteria established by the State Board in consultation with the Chief Elected Official, this Local Board will review and update the criteria every two years as part of the revision and modification for the plans required by the Section.

676.135 of this regulation.

2. The criteria will be consistent with the guidelines established by the Governor and state boards and the funding policies for infrastructure decisions described in Section 678.705.
3. The criteria will evaluate the Single Management Center and the single management systems for effectiveness purposes, including customer satisfaction, physical and programmatic accessibility, and continuous improvement.
4. Evaluations of effectiveness should include:
 - (a) How the SMC integrates the services available to participants and companies, and

- (b) How the needs of participants in the workforce and the employment needs of local employers are met and
- (c) How it operates in a cost-effective manner and
- (d) How services are coordinated between the required partners of the SMC programs, and
- (e) How access to the required partner programs is provided to the maximum extent possible in a practical manner, including the provision of after-hours services when necessary for the workforce, as identified by the Local Board.
- (f) These evaluations will consider the feedback from the clients of the **SMC**.
5. Evaluations will be included how the SMC ensures equal opportunity for people with disabilities to participate in the benefits of the services provided by the SMC.
6. These evaluations should include the evaluation criteria for the efforts that the SMC is taking to comply with the regulations related to persons with disabilities provided for in Section 188 of WIOA and Regulation 29 CFR Part 38. These actions should include but are not limited to:
- Provide reasonable accommodation for people with disabilities.
 - Make reasonable modifications to policies, practices, and procedures when necessary to avoid discrimination against persons with disabilities.
 - Manage programs in the most effective way of integration possible.
 - The effectiveness of communicate with people with disabilities as well as everybody else.
 - Provide auxiliary and appropriate aids and services, including assistive devices and services when necessary, to help people with disabilities participate on an equal basis and enjoy the benefits of programs or activities and provide
 - Physical access in the SMC to people with disabilities.

7. Evaluations of continuous improvement should include assessment on how the SMC supports the achievement of the negotiated execution levels of the local area for the performance indicators described in Section 116(b)(2) of WIOA and Part 677 of WIOA.
8. Other continuous improvement factors may be included in a regular process to identify and respond to technical assistance needs, a regular system of continuous improvement and professional development of staff and to maintain a system that allows capturing and responding to the specific needs of customers in a feedback process.
9. The Local Board will evaluate at least once every three years the effectiveness, the physical and programmatic access, the continuous improvement of the SMC and the Single Management Systems, using the criteria and procedures developed by the State Board.
10. The Local Area may establish additional criteria or establish higher standards for the coordination of services than those already established by the State.
11. The Local Board shall review and update the criteria every two years as part of the local plan in the updating process described in Section 676,580 of this chapter.
12. The Local Board will certify the SMC in order to be eligible to use infrastructure funds through the state funding mechanism described in Section 678,730.
13. The SMC must comply with the applicable programmatic requirements of physical and programmatic accessibility as part of the provisions of the Regulation in Section 188, as described in 29 CFR Part 38.

II. **PROCEDURE:**

1. Once the Operator of the SMC has been selected and in accordance with the criteria established in the request for proposal (RFP), the criteria listed in this public policy will be established as part of the SMC operating contract which will have to be signed between the selected supplier with the Local Area and the President of the Board of Mayors and the Local Board.
2. A working committee will be appointed with representatives of the Local Area and the Board of Mayors, Local Board, and the selected operator, to establish a work plan that ensures that the criteria for the certification and continuous improvement of the SMC are

identified and known, as required by the WIOA Law and the established public policy .

3. This committee shall be responsible for making quarterly progress reports for the parties, in order to ensure compliance with the work plans established by the committee.
4. A report will be submitted as appropriate for the certification and about the continuous improvement of the SMC.

This policy y procedure will be in effect immediately.

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President

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Local Workforce
Development Board

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