

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

BASE LEGAL:

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

I. PUBLIC POLICY

1. Based on the criteria established by the State Board in consultation with the Chief Elected Officer, this Local Board shall review and update the criteria every two years as part of the review and modification by the plans required by Section 676.135 of these regulations.
2. The criteria shall be consistent with the guidance established by the Governor and state boards and the policies on financing infrastructure decisions described in Section 679.705.
3. The criteria will evaluate the Single Management Center and the single management systems for effective purposes, including customer satisfaction, physical and programmatic accessibility, and continuous improvement.
4. Effectiveness evaluations should include:
 - a) That the UGC also integrates the services available to participants and companies,
 - b) How the needs of workforce participants and the employment needs of local employers are met; and
 - c) How it operates in a cost-effective way, and
 - d) How services are coordinated between required partners of CGU programs,
 - e) How access to the required partner programs is provided to the maximum extent practicable, including the provision of after-hours services when necessary for the workforce, as identified by the Local Board.
 - f) These evaluations will consider feedback from the UGC's customers.
5. Assessments will be included that UGC also ensures equal opportunity for individuals with disabilities to participate in/or benefit from UGC services.

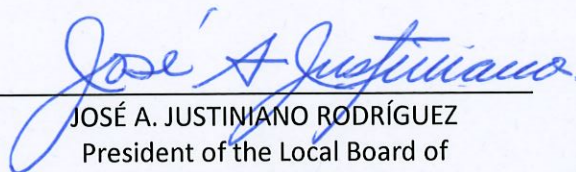
6. These evaluations shall include evaluation criteria for the steps that UGC is taking to comply with the regulations relating to the people with disabilities set forth in Section 188 of the WIOA and Regulation 29 CFR Part 38. These actions shall include, but are not limited to:
 - a) Provide reasonable accommodation for people with disabilities.
 - b) Make reasonable modifications to policies and practices and procedures, when necessary, to avoid discrimination against individuals with disabilities.
 - c) Manage programs in the most effective way of integration possible.
 - d) Communicate with people with disabilities about effectiveness, as well as others.
 - e) Provide appropriate auxiliary aids and services, including assistive devices, technology, and services, when necessary, to help people with disabilities participate on an equal opportunity basis and enjoy the benefits of programs or activities, and provide?????? **IT'S INCOMPLETE**
 - f) Provide physical access in UGC to individuals with disabilities.
7. Continuous improvement assessments shall include that the UGC also supports the achievement of the local area's negotiated performance levels for the performance indicators described in Section 116(b)(2) of the WIOA and Part 677 of the WIOA.
8. Other continuous improvement factors could be included in a regular process to identify and respond to technical support needs, a regular system of ongoing maintenance and professional development of staff, and to maintain a system in place to capture and respond to specific customer needs in a feedback process.
9. The Local Board will evaluate at least once every three years effectiveness, physical and programmatic access, continuous improvement of the CGU 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 of coordination of services than those established by the State.
11. The Local Board will 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 UGC for the purposes of being eligible to use infrastructure funds through the state funding mechanism, described in Section 678.730.

13. The UGC may comply with the applicable programmatic physical and programmatic accessibility requirements as part of the provisions of the Regulations in Section 188, as described in 29 CFR Part 38.

II: PROCEDURE:

1. Once the UGC Operator has been selected and in accordance with the criteria set forth in the request for proposal (RFP), the criteria listed in this public policy will be established as part of the UGC operating contract to be entered into between the selected provider with the Local Area and the Chair of the Board of Mayors and the Local Board.
2. A working committee will be appointed with representatives from the Local Area and the Board of Mayors, Local Board and the selected operator, to establish a work plan to ensure that the criteria for certification and continuous improvement of the CGU are identified and known, as required by the WIOA Act and established public policy.
3. This committee will be responsible for making quarterly progress reports for the parties, to ensure compliance with the work plans established by the said committee.
4. A report will be submitted as appropriate for certification and on the continuous improvement of the CGU.

This policy and procedure shall take effect immediately.



JOSÉ A. JUSTINIANO RODRÍGUEZ
President of the Local Board of
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