

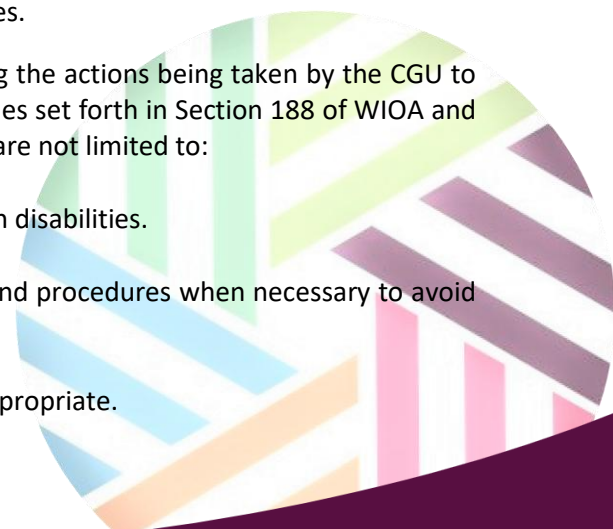
LOCAL CRITERIA FOR THE CERTIFICATION AND CONTINUOUS IMPROVEMENT OF ONE-STOP CENTERS (CENTROS DE GESTIÓN ÚNICA)

LEGAL BASIS:

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

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 review and modification of the plans required by Section 676.135 of these regulations.
2. The criteria will be consistent with the guidelines established by the Governor and state boards, as well as policies on infrastructure funding decisions described in Section 679.705.
3. The criteria will evaluate the One-Stop Center (*Centro de Gestión Única* or CGU) and the one-stop delivery systems for effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement.
4. Effectiveness evaluations must include: a) How well the CGU integrates available services for participants and businesses; b) How the needs of workforce participants and the employment needs of local employers are met; c) How it operates in a cost-effective manner; d) How services are coordinated among required partners of the CGU programs; e) How access to the required partner programs is provided to the maximum extent practical, including the provision of services outside of regular business hours when necessary for the workforce, as identified by the Local Board; and f) These evaluations will consider feedback from CGU customers.
5. Evaluations will include assessments of how well the CGU ensures equal opportunity for individuals with disabilities to participate in or benefit from CGU services.
6. These evaluations must include evaluative criteria regarding the actions being taken by the CGU to comply with regulations related to individuals with disabilities set forth in Section 188 of WIOA and 29 CFR Part 38 regulations. These actions shall include, but are not limited to:
 - a) Providing reasonable accommodation for individuals with disabilities.
 - b) Making reasonable modifications to policies, practices, and procedures when necessary to avoid discrimination against individuals with disabilities.
 - c) Administering programs in the most integrated setting appropriate.



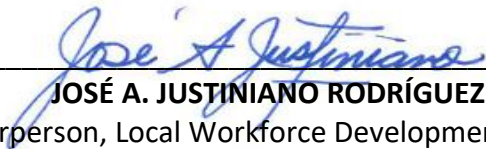
- d) Communicating effectively with individuals with disabilities, among other measures.
 - e) Providing appropriate auxiliary aids and services, including assistive technology devices and services, when necessary, to afford individuals with disabilities an equal opportunity to participate in and enjoy the benefits of programs or activities, and providing... [INCOMPLETE IN SOURCE]
 - f) Providing physical access to the CGU for individuals with disabilities.
7. Continuous improvement evaluations must include how well the CGU supports the achievement of negotiated local area performance levels for the performance indicators described in Section 116(b)(2) of WIOA and Part 677 of WIOA.
 8. Other continuous improvement factors may include a regular process for identifying and responding to technical assistance needs, a regular system of ongoing maintenance and staff professional development and maintaining a system to capture and respond to specific customer needs through a feedback process.
 9. The Local Board will evaluate, at least once every three years, the effectiveness, physical and programmatic access, and continuous improvement of the CGU and One-Stop Delivery Systems, using the criteria and procedures developed by the State Board.
 10. The Local Area may establish additional criteria or set higher standards for service coordination than those already established by the State.
 11. The Local Board will review and update the criteria every two years as part of the local plan update process described in Section 676.580 of this chapter.
 12. The Local Board will certify CGUs for the purpose of eligibility to use infrastructure funds through the state funding mechanism described in Section 678.730.
 13. The CGU may comply with applicable physical and programmatic accessibility requirements as part of the provisions of Section 188 regulations, as described in 29 CFR Part 38.

II. PROCEDURE:

1. Once the CGU Operator is selected and in accordance with the criteria established in the Request for Proposals (RFP), the criteria listed in this public policy will be incorporated into the CGU operating contract to be executed between the selected provider, the Local Area, the President of the Mayors' Board, and the Local Board.
2. A working committee will be designated, comprising representatives from the Local Area, the Mayors' Board, the Local Board, and the selected operator, to establish a work plan that ensures the certification and continuous improvement criteria required by WIOA and established public policy are identified and understood.

3. This committee will be responsible for preparing quarterly progress reports for the parties to ensure compliance with the work plans established by said committee.
4. A report will be submitted, as appropriate, for the certification and continuous improvement of the CGU.

This policy and procedure shall take effect immediately.



JOSÉ A. JUSTINIANO RODRÍGUEZ
Chairperson, Local Workforce Development Board

July 28th, 2025

DATE

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