


**DATE:** May 14, 2021  
**TO:** Atlanta Regional Workforce Development Board  
**FROM:** Rob LeBeau, Director - ARWDB   
**SUBJECT:** Affiliate Sites Certification

**Requested Action**

Approval of the certification of three Affiliate Site locations (Cherokee, Douglas, and Rockdale).

**Reason**

In accordance with 20 CFR 678.800, the State Workforce Development Board (SWDB) developed the minimum criteria for the certification of the comprehensive and affiliate one-stops throughout Georgia. The following sites require recertification due to relocation and/or a change of provider.

The Cherokee CRC requires certification due to a change of provider and a new location. The Douglas and Rockdale CRCs require certification due to change in locations. Administrative Staff have reviewed the new locations and confirm they meet all affiliate site criteria.

**Timeframe**

This information will be valid during PY 21 (July 1, 2021- June 30, 2022).

**Impact**

There is no financial impact.

**Recommendation**

Approve the certification of three Affiliate Site locations (Cherokee, Douglas, and Rockdale).

**Comprehensive & Affiliate One-Stop Certification Forms  
CHEROKEE COUNTY**

## Form A: Partner Presence

1. Under “Physical Presence: Average Hours/Week On-Site,” include the number of hours per week the agency is on- site, if applicable.
2. Under “Agency Personnel Name and Schedules,” enter the names and schedules of those on-site.
3. Under “Electronic Presence,” indicate whether or not the partner agency has an electronic presence on-site.
4. If questions do not apply to the particular partner agency, indicate so in the “Not Applicable” column.

REQUIRED PROGRAMS/PARTNERS				
REQUIRED PARTNERS	PHYSICAL PRESENCE: AVERAGE HOURS/WEEK ON- SITE	AGENCY PERSONNEL NAMES AND SCHEDULES	ELECTRONIC PRESENCE (Y/N)	NOT APPLICABLE (Explain)
<b>WIOA Title I Adult Services</b>	<b>Monday - Friday 9am – 5pm</b>	<b>Goodwill of North Georgia Career Center Woodstock Location 9425 Hwy 92 #142 Woodstock, GA 30188</b>  <b>*One weekday will be spent at local DOL office</b>		
<b>WIOA Title I Dislocated Worker Services</b>	<b>Monday - Friday 9am – 5pm</b>	<b>Goodwill of North Georgia Career Center Woodstock Location 9425 Hwy 92 #142 Woodstock, GA 30188</b>  <b>*One weekday will be spent at local DOL office</b>		
<b>WIOA Title I Youth Services</b>				
<b>Job Corps</b>				

<b>YouthBuild</b>				
<b>Native American programs</b>				

<b>REQUIRED PROGRAMS/PARTNERS</b>				
<b>REQUIRED PARTNERS</b>	<b>PHYSICAL PRESENCE: AVERAGE HOURS/WEEK ON- SITE</b>	<b>AGENCY PERSONNEL NAMES AND SCHEDULES</b>	<b>ELECTRONIC PRESENCE (Y/N)</b>	<b>NOT APPLICABLE (Explain)</b>
<b>Migrant and Seasonal Farmworker programs</b>				
<b>Wagner-Peyser Act programs</b>				
<b>Vocational Rehabilitation Program</b>				
<b>Senior Community Service Employment Program</b>				
<b>Carl D. Perkins Programs</b>				
<b>WIOA Title II Adult Education and Literacy programs</b>				

<b>REQUIRED PROGRAMS/PARTNERS</b>				
<b>REQUIRED PARTNERS</b>	<b>PHYSICAL PRESENCE: AVERAGE HOURS/WEEK ON- SITE</b>	<b>AGENCY PERSONNEL NAMES AND SCHEDULES</b>	<b>ELECTRONIC PRESENCE (Y/N)</b>	<b>NOT APPLICABLE (Explain)</b>
<b>Trade Adjustment Assistance programs authorized under Title II of the Trade Act</b>				
<b>Jobs for Veterans State Grants programs</b>				
<b>Community Services Block Grant employment and training programs</b>				
<b>Department of Housing and Urban Development employment and training activities</b>				
<b>Programs authorized under State unemployment and compensation laws</b>				

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REQUIRED PARTNERS	PHYSICAL PRESENCE: AVERAGE HOURS/WEEK ON- SITE	AGENCY PERSONNEL NAMES AND SCHEDULES	ELECTRONIC PRESENCE (Y/N)	NOT APPLICABLE (Explain)
<b>Programs authorized under Sec. 212 of the Second Chance Act</b>				
<b>List other programs available</b> 1. 2. 3. 4. 5.				

**BASED UPON THE ABOVE RESPONSES, THIS CENTER QUALIFIES FOR CERTIFICATION AS:**

<p style="text-align: center;"><b>Comprehensive One-Stop</b></p> <p style="text-align: center;"><input type="checkbox"/></p> <p style="text-align: center;">(Complete Form C)</p>	<p style="text-align: center;"><b>At a minimum, includes access to:</b></p> <p style="text-align: center;"><b>WIOA Title I Adult, Dislocated Worker, and Youth Services*</b>  <b>Wagner-Peyser Employment Services programs^</b>  <b>Vocational Rehabilitation Services^</b>  <b>Adult Education and Literacy^</b>  <b>Job Corps</b>  <b>Youthbuild</b>  <b>Native American programs</b>  <b>Migrant and Seasonal Farmworker programs</b>  <b>Senior Community Service Employment program</b>  <b>Carl D. Perkins programs</b>  <b>Trade Adjustment Assistance programs</b>  <b>Jobs for Veterans State Grants programs</b>  <b>Community Services Block Grant employment and training programs</b>  <b>Department of Housing and Urban Development employment and training activities</b>  <b>Programs authorized under State unemployment and compensation laws</b>  <b>Programs authorized under Sec. 212 of the Second Chance Act</b></p> <p style="text-align: center;">*Must be physically present  ^Preference is for physical presence</p>
<p style="text-align: center;"><b>Affiliate One-Stop</b></p> <p style="text-align: center;"><b>X</b></p> <p style="text-align: center;">(Complete Form D)</p>	<p style="text-align: center;"><b>At a minimum, includes access to:</b></p> <p style="text-align: center;"><b>One or more of the above-required partners such that programs (other than Wagner-Peyser) have a physical presence of combined staff more than 50% of the time the center is open<sup>1</sup>.</b></p>

<sup>1</sup> § 678.310 What is an affiliated site and what must be provided there?

**(a)** An affiliated site, or affiliate one-stop center, is a site that makes available to job seeker and employer customers one or more of the one-stop partners' programs, services, and activities. An affiliated site does not need to provide access to every required one-stop partner program. The frequency of program staff's physical presence in the affiliated site will be determined at the local level.

**§ 678.315** If Wagner-Peyser Act employment services are provided at an affiliated site, there must be at least one or more other partners in the affiliated site with a physical presence of combined staff more than 50% of the time the center is open. Additionally, the other partner must not be the partner administering local veterans' reemployment representatives, disabled veterans' outreach representatives, disabled veterans' outreach program specialties, or unemployment compensation programs.



**FORMB:ACCESSIBILITY&EQUALOPPORTUNITY**  
**CERTIFICATION**

Please complete to show compliance with applicable accessibility and equal opportunity standards.

<b>ACCESSIBILITY &amp; EQUAL OPPORTUNITY CERTIFICATION</b>				
	<b>YES</b>	<b>NO</b>	<b>IF NO – Corrective Action Plan</b>	<b>NOTES</b>
<b>Does the one-stop have policies and procedures to ensure that no individual is excluded from participation or denied the benefits any WIOA Title program on the basis of race, color, religion, sex, national origin, age, disability, or political affiliation or belief, or, for beneficiaries, applicants, and participants only, on the basis of citizenship or participation? (29 C.F.R. § 38.5)</b>	Y			
<b>Does the one-stop ensure that no qualified individual with a disability is excluded from participation in, or denied the benefits of a service, program or activity because the one-stop facility is inaccessible or unusable by individuals with disabilities? (29 C.F.R. § 38.13)</b>	Y			
<b>Does the one-stop comply with the applicable provision of Title II of the ADA in the new facilities or alterations of facilities that began construction after January 26, 1992, comply with the applicable federal accessible design standards, such as the ADA Standards for Accessible Design (1991 or 2010) or the Uniform Federal Accessibility Standards? (29 C.F.R. § 38.13)</b>	Y			

<b>ACCESSIBILITY &amp; EQUAL OPPORTUNITY CERTIFICATION</b>				
	<b>YES</b>	<b>NO</b>	<b>IF NO – Corrective Action Plan</b>	<b>NOTES</b>
<b>Does the one-stop comply with the accessibility obligations under Section 504 of the Rehabilitation act and the implementing regulations at 29 C.F.R. part 32? (29 C.F.R. § 38.13</b>	Y			
<b>Does the one-stop provide programming and activities that are programmatically accessible, which includes providing reasonable accommodations for individuals with disabilities, making reasonable modifications to policies, practices, and procedures, administering programs in the most integrated setting appropriate, communicating with persons with disabilities as effectively as with others, and providing appropriate auxiliary aids or 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? (29 C.F.R. § 38.13)</b>	Y			

<b>ACCESSIBILITY &amp; EQUAL OPPORTUNITY CERTIFICATION</b>				
	<b>YES</b>	<b>NO</b>	<b>IF NO – Corrective Action Plan</b>	<b>NOTES</b>
Does the one-stop comply with the obligations outlined in subparts A and B of 29 C.F.R. § 38 which are the implementing regulations of WIOA Section 188?	Y			

# **FORM D: AFFILIATE ONE-STOP CERTIFICATION**

## **Customer Flow of Services**

Provide a detailed chart and description of the customer intake and flow of services.

<b>CUSTOMER INTAKE AND FLOW OF SERVICES</b>	
<p><b>Does the site use customer-focused processes such as integrated and expert welcoming and intake for all customers? How does the site provide seamless and coordinated customer centered services through front-desk staff and counselors?</b></p>	<p>Yes, the center does use a customer focused process that includes an integrated and expert welcoming and intake for all customers.</p> <p>A process utilizing integrated workflows has been put in place to ensure staff provide a seamless and coordinated customer centered process from the front-line staff (intake and eligibility) to the career advisors.</p>
<p><b>Provide a brief overview of the One-stop Operator's role and duties. Please address how the operator ensures the seamless provision of the required partner services.</b></p>	<p>The primary function of the One-Stop Operator is to coordinate the service delivery of One-Stop partners and service providers located at the One-Stop Center. Specific duties of the One-Stop Operator associated with the operation of the affiliate One-Stop Center include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Design and implement a strategy for the integration of partners' staff and processes including the development of adequate methods of referrals, sharing information, and ensuring the non-duplication of services;</li> <li>• Fostering partnerships within the Center to promote function as a multi-agency team, and promotion of and participation in collective accountability that recognizes system outcomes in addition to individual partner program outcomes;</li> <li>• Ensuring that the Center is in compliance with all applicable Americans with Disabilities Act (ADA) guidelines and is accessible to individuals with disabilities;</li> <li>• Ensuring that all partners co-located at the Center implement and execute a priority of service for qualifying veterans and/or their eligible spouses, as mandated by State and local policy;</li> <li>• Coordinating staff training to ensure the ability to adequately perform assigned roles, functional knowledge of the policies, procedures and unique characteristics of all co-located partner programs, and cultural competency;</li> </ul>

	<ul style="list-style-type: none"><li>• In conjunction with appropriate staff, recruiting additional partners and/or in-kind resources to support the Center, as appropriate;</li><li>• Staff the affiliate One-Stop Center and to greet customers, provide initial needs assessment screening, and assign customer to the most appropriate onsite partner (or self-service function) for service; and,</li><li>• Design and administer a customer satisfaction survey assessment tool that will be tabulated, analyzed and reported out at least annually</li></ul>
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## **Memorandum of Understanding**

Answer the following questions concerning the One-Stop MOU.

<b>MOU</b>			
	<b>YES</b>	<b>NO</b>	<b>NOTES</b>
<b>Are the site's methods of funding and services provided addressed in the LWDA's primary ("umbrella") MOU? If not, are they addressed in a separate MOU?</b>	Y		There will be a fully executed MOU in place with all required partners by July 1, 2021.
<b>Does an MOU describe the method in which the present required partner programs deliver services at the site?</b>	Y		
<b>Does the MOU identify how the one-stop operator will coordinate services provided at the site?</b>	Y		
<b>Does the MOU address how the site is integrated into the LWDA's one-stop service delivery system?</b>	Y		
<b>Does the MOU describe how program integration is achieved and how the costs of these services will be funded?</b>	Y		



<b>MOU</b>			
	<b>YES</b>	<b>NO</b>	<b>NOTES</b>
Does the MOU include an infrastructure funding agreement that ensures each present required partner contributes a proportionate share of infrastructure costs?	Y		
Does the MOU outline the methods for customer referrals between partners and between sites?	Y		
Does the MOU have an amendment provision?	Y		
How often does the board review and renew the MOU? What is the date of the last renewal or the initial execution date? (Must be renewed at least once every three years)	<b>Frequency of renewal:</b> The MOU will be renewed every three years with an annual review to ensure appropriate funding and delivery of services.  <b>Date of last renewal or initial execution date:</b> July 1, 2021		
Is there a process for periodic reconciliation of the Infrastructure Funding Agreement?	Y		
Is the duration of the MOU defined?	Y		The MOU shall remain in effect from July 1, 2021- June 30, 2024.
Does the MOU cover the period of time in which the infrastructure funding agreement is effective?	Y		
Does the MOU describe the process for the parties to resolve disputes?	Y		

## Affiliate One-Stop Criteria

### **I. Operational Details**

Answer the following questions with as much detail as possible

AFFILIATE ONE-STOP CRITERIA			
	YES	NO	NOTES
<b>Is the one-stop center accessible to those in the area?</b>	Y		<b>Please describe the steps taken to make it accessible:</b> ARWDB conducts regular assessments to ensure ADA and accessibility compliance. The affiliate site in Woodstock has limited access to public transportation. This location is in a central location with easy access to various businesses and residential areas within the community. This location has immediate access to Interstate 575.
<b>What are the one-stop center's open hours?</b>			Monday – Friday 9am – 5pm
<b>Does the one-stop have secure document storage?</b>	Y		<b>Describe how customer personal identification information is kept secure:</b> A double cipher locking system and locked filing cabinets protect paper customer files with personal identification information. Files are not allowed to be transported without a secure lock box. We also have security measures in place for our electronic records.  <b>Describe how information is transferred between the customer and case manager and from case manager to case manager:</b> Information is transferred between the customer and case manager via email, hand delivered by the customer, or completed on site. Information is transferred between case managers via email, hand delivered, or uploaded to our case management system.

AFFILIATE ONE-STOP CRITERIA			
	YES	NO	NOTES
<b>Detail and describe the site's resource room. How are both business and participant customer needs satisfied by the resources made available?</b>	Y		<b>Describe:</b> The resource room has computers with access to the internet, resume writing software, and career assessments and are equipped with required assistive technology. Customers also have access to job readiness workshops, labor market information, copy machines, printers, and fax machines.
<b>Describe the internet/network infrastructure.</b>	All computers have access to the internet and network.		
<b>Does the customer have seamless access to information and resources upon entering the one-stop?</b>	Y		<b>Describe:</b> Customers have seamless access to the information and resources available in the affiliate one-stop center. Upon entry to the center, customers are asked the purpose of their visit to the center. Based on their answer the customer is directed to the appropriate provider/service.
<b>Does the one-stop center have options for customers to access Career Advisors or resources?</b>	Y		Yes, the affiliate site has options for the customer to access a Career Advisor or resources. The resource room and the resources are always available to the customer. The customer is directed to the appropriate person/resource based on their needs at the visit

<b>AFFILIATE ONE-STOP CRITERIA</b>			
	<b>YES</b>	<b>NO</b>	<b>NOTES</b>
<b>Are customers referred to any partner services through virtual or electronic means?</b>	Y		<b>How are referrals made?</b> Customers are typically referred via electronic means. A direct linkage/virtual option will be explored moving forward.
<b>What technical skills or training is provided to one-stop center staff to ensure they are knowledgeable and able to assist customers in accessing available basic career services?</b>	Y		All staff working in this affiliate site are knowledgeable in the available career resources provided to customers. Staff are encouraged to attend training(s) to enhance their skills as well as attend mandated full-staff trainings held twice a year and refreshers throughout the program year.
<b>Has the site completed the attached Accessibility and Equal Opportunity Certification? (Form B)</b>	Y		

## II. Customer Satisfaction

Answer the following questions with as much detail as possible.

CUSTOMER SATISFACTION: Job Seekers	
	DESCRIBE
How do you plan on gathering customer feedback?	<p>One of the responsibilities of the One Stop Operator is to design and administer a customer satisfaction survey assessment tool that will be tabulated, analyzed and reported out at least annually.</p> <p>A similar survey will be used by the affiliate sites to gather customer feedback.</p>
How do you plan on having staff share and discuss feedback from customers?	<p>Results from surveys will be shared with staff during staff meetings. A plan will be devised between the manager and staff to address any issues/deficiencies. Any immediate issues/deficiencies will be addressed immediately.</p>
How will feedback be utilized and integrated into your practices and how will you notify customers of the incorporation?	<p>Feedback from customers and staff will be utilized to update the service delivery for customers. Both will be notified of the new practice and continuously monitored to determine impact of the changes.</p>

CUSTOMER SATISFACTION: Job Seekers	
	DESCRIBE
<b>How will you measure the success or failure of integrating customer feedback?</b>	Success or failure of the customer will be measured based on the feedback received by and about staff. Customers will continue to be surveyed to determine if the method in which services are delivered is conducive to the customer.

<b>CUSTOMER SATISFACTION: Employers</b>	
	<b>DESCRIBE</b>
<b>How do you plan on gathering employer feedback?</b>	<ul style="list-style-type: none"> <li>• Each year we ask employers to complete Employer Satisfaction Surveys so we can understand our successes and areas of development within employer engagement.</li> <li>• The Survey also affords an opportunity for any additional comments that the employer may want to make.</li> <li>• Our employment team also regularly conducts perceptual analyses to learn how to better serve our employer partners.</li> <li>• After resource fairs all employers complete a survey to share feedback on their experience.</li> </ul>
<b>How do you plan on having staff share and discuss feedback from employers?</b>	<ul style="list-style-type: none"> <li>• The results of these surveys are shared with the management team and reviewed and discussed at staff meetings.</li> <li>• In cases where concerns or opportunities for improvement cut across functional lines, the manager will work with staff to develop a plan to address the concerns and elevate services.</li> </ul>
<b>How will feedback be utilized and integrated into your practices and how will you notify employers of the incorporation?</b>	<ul style="list-style-type: none"> <li>• During Business Advisory Council meetings, we will share the changes being made to meet the needs of our employer partners.</li> <li>• We also have an account management system where we can take a more personalized approach to address specific needs of an employer.</li> </ul>

**How will you measure the success or failure of integrating employer feedback?**

- Improvement in retention of businesses that have experienced problems and repeat requests for additional services will be the major success or failure measures
- We run quarterly account management reports to ensure we are engaging our partners consistently and to monitor when re-engagement is ended.



### **III. Continuous Improvement**

Answer the following questions with as much detail as possible.

<b>CONTINUOUS IMPROVEMENT</b>	
	<b>DESCRIBE</b>
<b>How do you use data to improve upon the one-stop services?</b>	Data are used to evaluate if the current service delivery is the most effective and efficient way to provide services to customers. The feedback received from customers and staff is used to develop and implement new strategies to enhance services to customers.
<b>How do you share this data with staff?</b>	Reports summarizing the data are shared with staff during regular staff meetings. Based on the data received as well as feedback/recommendations, staff will determine the best course of action moving forward to improve future outcomes.
<b>How do you incorporate staff ideas and feedback to improve the performance of the one-stop?</b>	Prior to any new process being implemented within the center, management asks staff for feedback on the proposed change. Their feedback is incorporated into the process before full implementation.

CONTINUOUS IMPROVEMENT	
	DESCRIBE
<b>How is staff feedback utilized and incorporated into your practices?</b>	Prior to any new process being implemented within the center, management asks staff for feedback on the proposed change. Their feedback is incorporated into the process before full implementation
<b>How do you let staff know that their ideas have been incorporated?</b>	Staff is told which of their recommendations/ideas have been incorporated into the process.
<b>How do you measure the success or failure of staff feedback integration?</b>	Continuous feedback is always solicited from staff to determine what works and what doesn't work with the customer flow. Secret shoppers are also utilized to evaluate the process and provide input as to how the process can be improved.
<b>Share any best practices of the one-stop that contribute to continuous improvement.</b>	Consistency with quarterly programmatic monitoring to ensure customers are being served in a timely, efficient manner, as well as one-stop monitoring to ensure the center remains in compliance. Staff feedback allow for review of different areas or processes for improvement.

CONTINUOUS IMPROVEMENT	
	DESCRIBE
<p><b>List any best practices to highlight and share continuous improvement of programmatic and physical accessibility.</b></p>	<p>Surveying staff and discussing the feedback to determine what changes/improvements are needed and or what changes/improvements will be implemented.</p>

LWDA: Area 7 – WorkSource Atlanta Regional

One-Stop Location: Goodwill of North Georgia Career Center

Woodstock Location: 9425 Hwy 92 #142 Woodstock, GA 30188

One-Stop Reviewer: Phyllis Jackson, Adult/DW Program Manager

Date of Review: May 12, 2021

\_\_\_\_\_  
LWDB Board Chair Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Chief Local Elected Official Signature

\_\_\_\_\_  
Date

Technical College System of Georgia, Office of Workforce Development  
1800 Century Place NE, Suite 150, Atlanta, GA 30345 – [TCSG.edu/Workforce](http://TCSG.edu/Workforce)

**Comprehensive & Affiliate One-Stop Certification Forms  
DOUGLAS COUNTY**

## Form A: Partner Presence

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<b>WIOA Title I Adult Services</b>	<b>Mon, Tues, Fri. 8am – 5pm</b>	<b>WorkSource Atlanta Regional – Douglas Branch 4655 Timber Ridge Drive Douglasville, GA 30135</b>		
<b>WIOA Title I Dislocated Worker Services</b>	<b>Mon, Tues, Fri. 8am – 5pm</b>	<b>WorkSource Atlanta Regional – Douglas Branch 4655 Timber Ridge Drive Douglasville, GA 30135</b>		
<b>WIOA Title I Youth Services</b>				
<b>Job Corps</b>				
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**FORM B: ACCESSIBILITY & EQUAL OPPORTUNITY**  
**CERTIFICATION**

Please complete to show compliance with applicable accessibility and equal opportunity standards.

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	<b>YES</b>	<b>NO</b>	<b>IF NO – Corrective Action Plan</b>	<b>NOTES</b>
<b>Does the one-stop have policies and procedures to ensure that no individual is excluded from participation or denied the benefits any WIOA Title program on the basis of race, color, religion, sex, national origin, age, disability, or political affiliation or belief, or, for beneficiaries, applicants, and participants only, on the basis of citizenship or participation? (29 C.F.R. § 38.5)</b>	Y			
<b>Does the one-stop ensure that no qualified individual with a disability is excluded from participation in, or denied the benefits of a service, program or activity because the one-stop facility is inaccessible or unusable by individuals with disabilities? (29 C.F.R. § 38.13)</b>	Y			
<b>Does the one-stop comply with the applicable provision of Title II of the ADA in the new facilities or alterations of facilities that began construction after January 26, 1992, comply with the applicable federal accessible design standards, such as the ADA Standards for Accessible Design (1991 or 2010) or the Uniform Federal Accessibility Standards? (29 C.F.R. § 38.13)</b>	Y			

<b>ACCESSIBILITY &amp; EQUAL OPPORTUNITY CERTIFICATION</b>				
	<b>YES</b>	<b>NO</b>	<b>IF NO – Corrective Action Plan</b>	<b>NOTES</b>
<b>Does the one-stop comply with the accessibility obligations under Section 504 of the Rehabilitation act and the implementing regulations at 29 C.F.R. part 32? (29 C.F.R. § 38.13)</b>	Y			
<b>Does the one-stop provide programming and activities that are programmatically accessible, which includes providing reasonable accommodations for individuals with disabilities, making reasonable modifications to policies, practices, and procedures, administering programs in the most integrated setting appropriate, communicating with persons with disabilities as effectively as with others, and providing appropriate auxiliary aids or 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? (29 C.F.R. § 38.13)</b>	Y			

<b>ACCESSIBILITY &amp; EQUAL OPPORTUNITY CERTIFICATION</b>				
	<b>YES</b>	<b>NO</b>	<b>IF NO – Corrective Action Plan</b>	<b>NOTES</b>
<b>Does the one-stop comply with the obligations outlined in subparts A and B of 29 C.F.R. § 38 which are the implementing regulations of WIOA Section 188?</b>	Y			

# **FORM D: AFFILIATE ONE-STOP CERTIFICATION**



## **Customer Flow of Services**

**Provide a detailed chart and description of the customer intake and flow of services.**

<b>CUSTOMER INTAKE AND FLOW OF SERVICES</b>	
<p><b>Does the site use customer-focused processes such as integrated and expert welcoming and intake for all customers? How does the site provide seamless and coordinated customer centered services through front-desk staff and counselors?</b></p>	<p>Yes, the center does use a customer focused process that includes an integrated and expert welcoming and intake for all customers.</p> <p>A process has been put in place to ensure staff is providing a seamless and coordinated customer centered process from the front-line staff (intake and eligibility) to the career advisors.</p>
<p><b>Provide a brief overview of the One-stop Operator's role and duties. Please address how the operator ensures the seamless provision of the required partner services.</b></p>	<p>The primary function of the One-Stop Operator is to coordinate the service delivery of One-Stop partners and service providers located at the One-Stop Center. Specific duties of the One-Stop Operator associated with the operation of the comprehensive One-Stop Center include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• General coordination of all One-Stop partner staff and services conducted at the Center;</li> <li>• Design and implement a strategy for the integration of partners' staff and processes including the development of adequate methods of referrals, sharing information, and ensuring the non-duplication of services;</li> <li>• Fostering partnerships within the Center to promote function as a multi-agency team, and promotion of and participation in collective accountability that recognizes system outcomes in addition to individual partner program outcomes;</li> <li>• Ensuring that the Center is in compliance with all applicable Americans with Disabilities Act (ADA) guidelines and is accessible to individuals with disabilities;</li> <li>• Ensuring that all partners co-located at the Center implement and execute a priority of service for qualifying veterans and/or their eligible spouses, as mandated by State and local policy;</li> <li>• Coordinating staff training to ensure the ability to adequately perform</li> </ul>

- |  |  |
|--|--|
|  | <ul style="list-style-type: none"><li>• assigned roles, functional knowledge of the policies, procedures and unique characteristics of all co-located partner programs, and cultural competency;</li><li>• In conjunction with appropriate staff, recruiting additional partners and/or in-kind resources to support the Center, as appropriate;</li><li>• Staff the One-Stop Center reception desk and to greet customers, provide initial needs assessment screening, and assign customer to the most appropriate onsite partner (or self-service function) for service; and,</li><li>• Design and administer a customer satisfaction survey assessment tool that will be tabulated, analyzed and reported out at least annually</li></ul> |
|--|--|

## **Memorandum of Understanding**

Answer the following questions concerning the One-Stop MOU.

MOU			
	YES	NO	NOTES
<b>Are the site's methods of funding and services provided addressed in the LWDA's primary ("umbrella") MOU? If not, are they addressed in a separate MOU?</b>	Y		There will be a fully executed MOU in place with all required partners by July 1, 2020
<b>Does an MOU describe the method in which the present required partner programs deliver services at the site?</b>	Y		
<b>Does the MOU identify how the one-stop operator will coordinate services provided at the site?</b>	Y		
<b>Does the MOU address how the site is integrated into the LWDA's one-stop service delivery system?</b>	Y		
<b>Does the MOU describe how program integration is achieved and how the costs of these services will be funded?</b>	Y		

MOU			
	YES	NO	NOTES
Does the MOU include an infrastructure funding agreement that ensures each present required partner contributes a proportionate share of infrastructure costs?	Y		
Does the MOU outline the methods for customer referrals between partners and between sites?	Y		
Does the MOU have an amendment provision?	Y		
How often does the board review and renew the MOU? What is the date of the last renewal or the initial execution date? (Must be renewed at least once every three years)	<p><b>Frequency of renewal:</b> The MOU will be renewed every three years with an annual review to ensure appropriate funding and delivery of services.</p> <p><b>Date of last renewal or initial execution date:</b> July 1, 2017</p>		
Is there a process for periodic reconciliation of the Infrastructure Funding Agreement?	Y		
Is the duration of the MOU defined?	Y		The MOU shall remain in effect from July 1, 2020-June 30, 2023.
Does the MOU cover the period of time in which the infrastructure	Y		

MOU			
	YES	NO	NOTES
funding agreement is effective?			
Does the MOU describe the process for the parties to resolve disputes?	Y		

## Affiliate One-Stop Criteria

### I. Operational Details

Answer the following questions with as much detail as possible

AFFILIATE ONE-STOP CRITERIA			
	YES	NO	NOTES
<b>Is the one-stop center accessible to those in the area?</b>	Y		<b>Please describe the steps taken to make it accessible:</b> ARWDB conducts regular assessments to ensure ADA and accessibility compliance. The affiliate site in Douglas has limited access to public transportation. This location is in a central location with easy access to various businesses and residential areas within the communities.
<b>What are the one-stop center's open hours?</b>			Monday – Friday 8am – 5pm
<b>Does the one-stop have secure document storage?</b>	Y		<b>Describe how customer personal identification information is kept secure:</b> Paper customer files with personal identification information are kept in locked file cabinets.  <b>Describe how information is transferred between the customer and case manager and from case manager to case manager:</b> Information is transferred between the customer and case manager via email, hand delivered by the customer or via mail. Information is transferred between case managers via email, hand delivered or upload in VOS.

AFFILIATE ONE-STOP CRITERIA			
	YES	NO	NOTES
<b>Detail and describe the site's resource room. How are both business and participant customer needs satisfied by the resources made available?</b>	Y		<b>Describe:</b> The resource room has computers with access to the internet, resume writing software, career assessments and equipped with required assistive technology. Customers also have access to job readiness workshops, labor market information, copy machines, printers and fax machines.
<b>Describe the internet/network infrastructure.</b>	All computers have access to the internet with access to a network.		
<b>Does the customer have seamless access to information and resources upon entering the one-stop?</b>	Y		<b>Describe:</b> Customer have seamless access to the information and resources available in the one-stop center. Upon entry to the center, customers are asked the purpose of their visit to the center. Based on their answer the customer is directed to the appropriate provider/service.
<b>Does the one-stop center have options for customers to access Career Advisors or resources?</b>	Y		Yes, the affiliate site has options for the customer to access Career Advisors or resources. The resource room and the resources are always available to the customer. The customer is directed to the appropriate person/resource based on their needs at the visit

<b>AFFILIATE ONE-STOP CRITERIA</b>			
	<b>YES</b>	<b>NO</b>	<b>NOTES</b>
<b>Are customers referred to any partner services through virtual or electronic means?</b>	Y		<b>How are referrals made?</b> Customers are typically referred via electronic means. A direct linkage/virtual option will be explored moving forward.
<b>What technical skills or training is provided to one-stop center staff to ensure they are knowledgeable and able to assist customers in accessing available basic career services?</b>	Y		All staff working in this affiliate site are knowledgeable in the available career resources provided to customers. Staff is encouraged to attend training(s) to enhance their skills as well as attend mandated full staff trainings held twice a year and refreshers throughout the program year
<b>Has the site completed the attached Accessibility and Equal Opportunity Certification? (Form B)</b>	Y		



## II. Customer Satisfaction

Answer the following questions with as much detail as possible.

<b>CUSTOMER SATISFACTION: Job Seekers</b>	
	<b>DESCRIBE</b>
<b>How do you plan on gathering customer feedback?</b>	<p>One of the responsibilities of the One Stop Operator is to design and administer a customer satisfaction survey assessment tool that will be tabulated, analyzed and reported out at least annually. A similar survey will be used by the affiliate sites to gather customer feedback.</p> <p>Secret shoppers will also be dispatched on a quarterly to determine how customers are being served.</p>
<b>How do you plan on having staff share and discuss feedback from customers?</b>	<p>Results from surveys and secret shoppers will be shared with staff during staff meetings. A plan will be devised between the manager and staff to address any issues/deficiencies. Any immediate issues/deficiencies will be addressed immediately.</p>
<b>How will feedback be utilized and integrated into your practices and how will you notify customers of the incorporation?</b>	<p>Feedback from customers and staff will be utilized to update the service deliver for customers. Both will be notified of the new practice and continuously monitored to determine impact of the changes.</p>

CUSTOMER SATISFACTION: Job Seekers	
	DESCRIBE
<b>How will you measure the success or failure of integrating customer feedback?</b>	Success or failure of the customer will be measured based on the feedback received by and about staff. Customers will continue to be surveyed to determine if the method in which services are delivered is conducive to the customer.

<b>CUSTOMER SATISFACTION: Employers</b>	
	<b>DESCRIBE</b>
<b>How do you plan on gathering employer feedback?</b>	<ul style="list-style-type: none"> <li>• Each employer will be formally surveyed using a tool called "OJT Quality Assurance Report". A similar survey tool will be developed for companies who have used the Incumbent Worker, Customized and Workplace fundamentals programs.</li> <li>• The survey tool asks the business to rate their satisfaction with the Training plan and the trainee as Excellent, Good, Average or Poor.</li> <li>• The survey also tool asks the employer to identify any areas in which the ARC can assist or help them fill other job openings.</li> <li>• The Survey tool also affords an opportunity for any additional comments that the employer may want to make.</li> </ul>
<b>How do you plan on having staff share and discuss feedback from employers?</b>	<ul style="list-style-type: none"> <li>• The Quality Assurance Survey tool will be discussed in regularly scheduled Business Services team meetings, especially in cases where problems have been encountered with the employer and trainee relationship.</li> <li>• In cases where concerns or opportunities for improvement cut across functional lines, the Business Services Manager will discuss the survey results with the Finance Manager, Employment and Training Services Manager and with the Division Manager as appropriate.</li> </ul>
<b>How will feedback be utilized and integrated into your practices and how will you notify employers of the incorporation?</b>	<ul style="list-style-type: none"> <li>• The employer Quality Assurance Reports will be evaluated along with feedback from the trainee; which is collected monthly during the training period.</li> <li>• The results of both will be reviewed and discussed in the Business Services Team meetings; and will be factored into the decision making related to additional hires or trainings, extensions of training periods and future requests to provide additional forms of training (IWT, Customized, Workplace Fundamentals, etc.)</li> </ul>

**How will you measure the success or failure of integrating employer feedback?**

- Improvement in retention from businesses which have experienced problems and repeat requests for additional trainees or additional forms of training will be the major success or failure measures

### **III. Continuous Improvement**

Answer the following questions with as much detail as possible.

<b>CONTINUOUS IMPROVEMENT</b>	
	<b>DESCRIBE</b>
<b>How do you use data to improve upon the one-stop services?</b>	Data is used to evaluate if the current service delivery is the most effective and efficient way to provide services to customers. The feedback received from customers and staff is used to develop and implement new strategies to enhance services to customers.
<b>How do you share this data with staff?</b>	The data is shared in the form of a report and communicated in staff meetings. Based on the data received feedback/recommendations is requested by staff to determine the best course of action moving forward.
<b>How do you incorporate staff ideas and feedback to improve the performance of the one-stop?</b>	Prior to any new process being implemented within the center, management asks staff for feedback on the proposed change. Their feedback is incorporated into the process before full implementation.

CONTINUOUS IMPROVEMENT	
	DESCRIBE
<b>How is staff feedback utilized and incorporated into your practices?</b>	Prior to any new process being implemented within the center, management asks staff for feedback on the proposed change. Their feedback is incorporated into the process before full implementation
<b>How do you let staff know that their ideas have been incorporated?</b>	Staff is told their recommendations/ideas have been incorporated into the process.
<b>How do you measure the success or failure of staff feedback integration?</b>	Continuous feedback is always solicited from staff to determine what works and what doesn't work with the customer flow. Secret shoppers are also utilized to evaluate the process and provide input as to how the process can be improved.
<b>Share any best practices of the one-stop that contribute to continuous improvement.</b>	Consistency with quarterly programmatic monitoring to ensure customers are being served in a timely, efficient manner, as well as one stop-monitoring to ensure the center remains in compliance. Staff feedback allow for review of different areas or processes for improvement.

CONTINUOUS IMPROVEMENT	
	DESCRIBE
<p><b>List any best practices to highlight and share continuous improvement of programmatic and physical accessibility.</b></p>	<p>Surveying staff and discussing the feedback to determine what changes/improvements are need and or what changes/improvements will be implemented.</p>

**LWDA: Area 7 – WorkSource Atlanta Regional – Douglasville Branch**

**One-Stop Location: 4655 Timber Ridge Drive / Douglasville, GA 30135**

**One-Stop Reviewer: Phyllis Jackson, Adult/DW Program Manager**

**Date of Review: May 11, 2021**

\_\_\_\_\_  
**LWDB Board Chair Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Chief Local Elected Official Signature**

\_\_\_\_\_  
**Date**



**Comprehensive & Affiliate One-Stop Certification Forms  
ROCKDALE COUNTY**

## Form A: Partner Presence

1. Under “Physical Presence: Average Hours/Week On-Site,” include the number of hours per week the agency is on- site, if applicable.
2. Under “Agency Personnel Name and Schedules,” enter the names and schedules of those on-site.
3. Under “Electronic Presence,” indicate whether or not the partner agency has an electronic presence on-site.
4. If questions do not apply to the particular partner agency, indicate so in the “Not Applicable” column.

REQUIRED PROGRAMS/PARTNERS				
REQUIRED PARTNERS	PHYSICAL PRESENCE: AVERAGE HOURS/WEEK ON- SITE	AGENCY PERSONNEL NAMES AND SCHEDULES	ELECTRONIC PRESENCE (Y/N)	NOT APPLICABLE (Explain)
<b>WIOA Title I Adult Services</b>	<b>Mon, Tues, Wed, Fri. 8am – 4pm</b>	<b>WorkSource Atlanta Regional – Rockdale Branch 1400 Parker Road Lobby A Conyers, GA 30094</b>		
<b>WIOA Title I Dislocated Worker Services</b>	<b>Mon, Tues, Wed, Fir 8am – 4pm</b>	<b>WorkSource Atlanta Regional – Rockdale Branch 1400 Parker Road Lobby A Conyers, GA 30094</b>		
<b>WIOA Title I Youth Services</b>				
<b>Job Corps</b>				
<b>YouthBuild</b>				
<b>Native American programs</b>				

<b>REQUIRED PROGRAMS/PARTNERS</b>				
<b>REQUIRED PARTNERS</b>	<b>PHYSICAL PRESENCE: AVERAGE HOURS/WEEK ON- SITE</b>	<b>AGENCY PERSONNEL NAMES AND SCHEDULES</b>	<b>ELECTRONIC PRESENCE (Y/N)</b>	<b>NOT APPLICABLE (Explain)</b>
<b>Migrant and Seasonal Farmworker programs</b>				
<b>Wagner-Peyser Act programs</b>				
<b>Vocational Rehabilitation Program</b>				
<b>Senior Community Service Employment Program</b>				
<b>Carl D. Perkins programs</b>				
<b>WIOA Title II Adult Education and Literacy programs</b>				

<b>REQUIRED PROGRAMS/PARTNERS</b>				
<b>REQUIRED PARTNERS</b>	<b>PHYSICAL PRESENCE: AVERAGE HOURS/WEEK ON- SITE</b>	<b>AGENCY PERSONNEL NAMES AND SCHEDULES</b>	<b>ELECTRONIC PRESENCE (Y/N)</b>	<b>NOT APPLICABLE (Explain)</b>
<b>Trade Adjustment Assistance programs authorized under Title II of the Trade Act</b>				
<b>Jobs for Veterans State Grants programs</b>				
<b>Community Services Block Grant employment and training programs</b>				
<b>Department of Housing and Urban Development employment and training activities</b>				
<b>Programs authorized under State unemployment and compensation laws</b>				

REQUIRED PROGRAMS/PARTNERS				
REQUIRED PARTNERS	PHYSICAL PRESENCE: AVERAGE HOURS/WEEK ON- SITE	AGENCY PERSONNEL NAMES AND SCHEDULES	ELECTRONIC PRESENCE (Y/N)	NOT APPLICABLE (Explain)
<b>Programs authorized under Sec. 212 of the Second Chance Act</b>				
<b>List other programs available</b> 1. 2. 3. 4. 5.				

**BASED UPON THE ABOVE RESPONSES, THIS CENTER QUALIFIES FOR CERTIFICATION AS:**

<p style="text-align: center;"><b>Comprehensive One-Stop</b></p> <p style="text-align: center;"><input type="checkbox"/></p> <p style="text-align: center;">(Complete Form C)</p>	<p style="text-align: center;"><b>At a minimum, includes access to:</b></p> <p style="text-align: center;"><b>WIOA Title I Adult, Dislocated Worker, and Youth Services*</b>  <b>Wagner-Peyser Employment Services programs^</b>  <b>Vocational Rehabilitation Services^</b>  <b>Adult Education and Literacy^</b>  <b>Job Corps</b>  <b>Youthbuild</b>  <b>Native American programs</b>  <b>Migrant and Seasonal Farmworker programs</b>  <b>Senior Community Service Employment program</b>  <b>Carl D. Perkins programs</b>  <b>Trade Adjustment Assistance programs</b>  <b>Jobs for Veterans State Grants programs</b>  <b>Community Services Block Grant employment and training programs</b>  <b>Department of Housing and Urban Development employment and training activities</b>  <b>Programs authorized under State unemployment and compensation laws</b>  <b>Programs authorized under Sec. 212 of the Second Chance Act</b></p> <p style="text-align: center;">*Must be physically present  ^Preference is for physical presence</p>
<p style="text-align: center;"><b>Affiliate One-Stop</b></p> <p style="text-align: center;"><b>X</b></p> <p style="text-align: center;">(Complete Form D)</p>	<p style="text-align: center;"><b>At a minimum, includes access to:</b></p> <p style="text-align: center;"><b>One or more of the above-required partners such that programs (other than Wagner-Peyser) have a physical presence of combined staff more than 50% of the time the center is open<sup>1</sup>.</b></p>

<sup>1</sup> § 678.310 What is an affiliated site and what must be provided there?

(a) An affiliated site, or affiliate one-stop center, is a site that makes available to job seeker and employer customers one or more of the one-stop partners' programs, services, and activities. An affiliated site does not need to provide access to every required one-stop partner program. The frequency of program staff's physical presence in the affiliated site will be determined at the local level.

§ 678.315 If Wagner-Peyser Act employment services are provided at an affiliated site, there must be at least one or more other partners in the affiliated site with a physical presence of combined staff more than 50% of the time the center is open. Additionally, the other partner must not be the partner administering local veterans' reemployment representatives, disabled veterans' outreach representatives, disabled veterans' outreach program specialties, or unemployment compensation programs.

**FORMB:ACCESSIBILITY&EQUALOPPORTUNITY**  
**CERTIFICATION**

Please complete to show compliance with applicable accessibility and equal opportunity standards.

ACCESSIBILITY & EQUAL OPPORTUNITY CERTIFICATION				
	YES	NO	IF NO – Corrective Action Plan	NOTES
Does the one-stop have policies and procedures to ensure that no individual is excluded from participation or denied the benefits any WIOA Title program on the basis of race, color, religion, sex, national origin, age, disability, or political affiliation or belief, or, for beneficiaries, applicants, and participants only, on the basis of citizenship or participation? (29 C.F.R. § 38.5)	Y			
Does the one-stop ensure that no qualified individual with a disability is excluded from participation in, or denied the benefits of a service, program or activity because the one-stop facility is inaccessible or unusable by individuals with disabilities? (29 C.F.R. § 38.13)	Y			
Does the one-stop comply with the applicable provision of Title II of the ADA in the new facilities or alterations of facilities that began construction after January 26, 1992, comply with the applicable federal accessible design standards, such as the ADA Standards for Accessible Design (1991 or 2010) or the Uniform Federal Accessibility Standards? (29 C.F.R. § 38.13)	Y			



ACCESSIBILITY & EQUAL OPPORTUNITY CERTIFICATION				
	YES	NO	IF NO – Corrective Action Plan	NOTES
Does the one-stop comply with the accessibility obligations under Section 504 of the Rehabilitation act and the implementing regulations at 29 C.F.R. part 32? (29 C.F.R. § 38.13)	Y			
Does the one-stop provide programming and activities that are programmatically accessible, which includes providing reasonable accommodations for individuals with disabilities, making reasonable modifications to policies, practices, and procedures, administering programs in the most integrated setting appropriate, communicating with persons with disabilities as effectively as with others, and providing appropriate auxiliary aids or 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? (29 C.F.R. § 38.13)	Y			

<b>ACCESSIBILITY &amp; EQUAL OPPORTUNITY CERTIFICATION</b>				
	<b>YES</b>	<b>NO</b>	<b>IF NO – Corrective Action Plan</b>	<b>NOTES</b>
<b>Does the one-stop comply with the obligations outlined in subparts A and B of 29 C.F.R. § 38 which are the implementing regulations of WIOA Section 188?</b>	Y			

# **FORM D: AFFILIATE ONE-STOP CERTIFICATION**

## **Customer Flow of Services**

**Provide a detailed chart and description of the customer intake and flow of services.**

<b>CUSTOMER INTAKE AND FLOW OF SERVICES</b>	
<p><b>Does the site use customer-focused processes such as integrated and expert welcoming and intake for all customers? How does the site provide seamless and coordinated customer centered services through front-desk staff and counselors?</b></p>	<p>Yes, the center does use a customer focused process that includes an integrated and expert welcoming and intake for all customers.</p> <p>A process has been put in place to ensure staff is providing a seamless and coordinated customer centered process from the front-line staff (intake and eligibility) to the career advisors.</p>
<p><b>Provide a brief overview of the One-stop Operator's role and duties. Please address how the operator ensures the seamless provision of the required partner services.</b></p>	<p>The primary function of the One-Stop Operator is to coordinate the service delivery of One-Stop partners and service providers located at the One-Stop Center. Specific duties of the One-Stop Operator associated with the operation of the comprehensive One-Stop Center include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• General coordination of all One-Stop partner staff and services conducted at the Center;</li> <li>• Design and implement a strategy for the integration of partners' staff and processes including the development of adequate methods of referrals, sharing information, and ensuring the non-duplication of services;</li> <li>• Fostering partnerships within the Center to promote function as a multi-agency team, and promotion of and participation in collective accountability that recognizes system outcomes in addition to individual partner program outcomes;</li> <li>• Ensuring that the Center is in compliance with all applicable Americans with Disabilities Act (ADA) guidelines and is accessible to individuals with disabilities;</li> <li>• Ensuring that all partners co-located at the Center implement and execute a priority of service for qualifying veterans and/or their eligible spouses, as mandated by State and local policy;</li> <li>• Coordinating staff training to ensure the ability to adequately perform</li> </ul>

	<ul style="list-style-type: none"><li>• assigned roles, functional knowledge of the policies, procedures and unique characteristics of all co-located partner programs, and cultural competency;</li><li>• In conjunction with appropriate staff, recruiting additional partners and/or in-kind resources to support the Center, as appropriate;</li><li>• Staff the One-Stop Center reception desk and to greet customers, provide initial needs assessment screening, and assign customer to the most appropriate onsite partner (or self-service function) for service; and,</li><li>• Design and administer a customer satisfaction survey assessment tool that will be tabulated, analyzed and reported out at least annually</li></ul>
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## **Memorandum of Understanding**

Answer the following questions concerning the One-Stop MOU.

<b>MOU</b>			
	<b>YES</b>	<b>NO</b>	<b>NOTES</b>
<b>Are the site's methods of funding and services provided addressed in the LWDA's primary ("umbrella") MOU? If not, are they addressed in a separate MOU?</b>	Y		There will be a fully executed MOU in place with all required partners by July 1, 2020
<b>Does an MOU describe the method in which the present required partner programs deliver services at the site?</b>	Y		
<b>Does the MOU identify how the one-stop operator will coordinate services provided at the site?</b>	Y		
<b>Does the MOU address how the site is integrated into the LWDA's one-stop service delivery system?</b>	Y		
<b>Does the MOU describe how program integration is achieved and how the costs of these services will be funded?</b>	Y		

MOU			
	YES	NO	NOTES
Does the MOU include an infrastructure funding agreement that ensures each present required partner contributes a proportionate share of infrastructure costs?	Y		
Does the MOU outline the methods for customer referrals between partners and between sites?	Y		
Does the MOU have an amendment provision?	Y		
How often does the board review and renew the MOU? What is the date of the last renewal or the initial execution date? (Must be renewed at least once every three years)	<b>Frequency of renewal:</b> The MOU will be renewed every three years with an annual review to ensure appropriate funding and delivery of services.  <b>Date of last renewal or initial execution date:</b> July 1, 2017		
Is there a process for periodic reconciliation of the Infrastructure Funding Agreement?	Y		
Is the duration of the MOU defined?	Y		The MOU shall remain in effect from July 1, 2020-June 30, 2023.
Does the MOU cover the period of time in which the infrastructure	Y		

MOU			
	YES	NO	NOTES
funding agreement is effective?			
Does the MOU describe the process for the parties to resolve disputes?	Y		



## Affiliate One-Stop Criteria

### I. Operational Details

Answer the following questions with as much detail as possible

AFFILIATE ONE-STOP CRITERIA			
	YES	NO	NOTES
<b>Is the one-stop center accessible to those in the area?</b>	Y		<b>Please describe the steps taken to make it accessible:</b> ARWDB conducts regular assessments to ensure ADA and accessibility compliance. The affiliate site in Douglas has limited access to public transportation. This location is in a central location with easy access to various businesses and residential areas within the communities.
<b>What are the one-stop center's open hours?</b>			Monday – Friday 8am – 5pm
<b>Does the one-stop have secure document storage?</b>	Y		<b>Describe how customer personal identification information is kept secure:</b> Paper customer files with personal identification information are kept in locked file cabinets.  <b>Describe how information is transferred between the customer and case manager and from case manager to case manager:</b> Information is transferred between the customer and case manager via email, hand delivered by the customer or via mail. Information is transferred between case managers via email, hand delivered or upload in VOS.

AFFILIATE ONE-STOP CRITERIA			
	YES	NO	NOTES
<b>Detail and describe the site's resource room. How are both business and participant customer needs satisfied by the resources made available?</b>	Y		<b>Describe:</b> The resource room has computers with access to the internet, resume writing software, career assessments and equipped with required assistive technology. Customers also have access to job readiness workshops, labor market information, copy machines, printers and fax machines.
<b>Describe the internet/network infrastructure.</b>	All computers have access to the internet with access to a network.		
<b>Does the customer have seamless access to information and resources upon entering the one-stop?</b>	Y		<b>Describe:</b> Customer have seamless access to the information and resources available in the one-stop center. Upon entry to the center, customers are asked the purpose of their visit to the center. Based on their answer the customer is directed to the appropriate provider/service.
<b>Does the one-stop center have options for customers to access Career Advisors or resources?</b>	Y		Yes, the affiliate site has options for the customer to access Career Advisors or resources. The resource room and the resources are always available to the customer. The customer is directed to the appropriate person/resource based on their needs at the visit

<b>AFFILIATE ONE-STOP CRITERIA</b>			
	<b>YES</b>	<b>NO</b>	<b>NOTES</b>
<b>Are customers referred to any partner services through virtual or electronic means?</b>	Y		<b>How are referrals made?</b> Customers are typically referred via electronic means. A direct linkage/virtual option will be explored moving forward.
<b>What technical skills or training is provided to one-stop center staff to ensure they are knowledgeable and able to assist customers in accessing available basic career services?</b>	Y		All staff working in this affiliate site are knowledgeable in the available career resources provided to customers. Staff is encouraged to attend training(s) to enhance their skills as well as attend mandated full staff trainings held twice a year and refreshers throughout the program year
<b>Has the site completed the attached Accessibility and Equal Opportunity Certification? (Form B)</b>	Y		

## II. Customer Satisfaction

Answer the following questions with as much detail as possible.

<b>CUSTOMER SATISFACTION: Job Seekers</b>	
	<b>DESCRIBE</b>
<b>How do you plan on gathering customer feedback?</b>	<p>One of the responsibilities of the One Stop Operator is to design and administer a customer satisfaction survey assessment tool that will be tabulated, analyzed and reported out at least annually. A similar survey will be used by the affiliate sites to gather customer feedback.</p> <p>Secret shoppers will also be dispatched on a quarterly to determine how customers are being served.</p>
<b>How do you plan on having staff share and discuss feedback from customers?</b>	<p>Results from surveys and secret shoppers will be shared with staff during staff meetings. A plan will be devised between the manager and staff to address any issues/deficiencies. Any immediate issues/deficiencies will be addressed immediately.</p>
<b>How will feedback be utilized and integrated into your practices and how will you notify customers of the incorporation?</b>	<p>Feedback from customers and staff will be utilized to update the service deliver for customers. Both will be notified of the new practice and continuously monitored to determine impact of the changes.</p>

CUSTOMER SATISFACTION: Job Seekers	
	DESCRIBE
<b>How will you measure the success or failure of integrating customer feedback?</b>	Success or failure of the customer will be measured based on the feedback received by and about staff. Customers will continue to be surveyed to determine if the method in which services are delivered is conducive to the customer.

<b>CUSTOMER SATISFACTION: Employers</b>	
	<b>DESCRIBE</b>
<b>How do you plan on gathering employer feedback?</b>	<ul style="list-style-type: none"> <li>• Each employer will be formally surveyed using a tool called "OJT Quality Assurance Report". A similar survey tool will be developed for companies who have used the Incumbent Worker, Customized and Workplace fundamentals programs.</li> <li>• The survey tool asks the business to rate their satisfaction with the Training plan and the trainee as Excellent, Good, Average or Poor.</li> <li>• The survey also tool asks the employer to identify any areas in which the ARC can assist or help them fill other job openings.</li> <li>• The Survey tool also affords an opportunity for any additional comments that the employer may want to make.</li> </ul>
<b>How do you plan on having staff share and discuss feedback from employers?</b>	<ul style="list-style-type: none"> <li>• The Quality Assurance Survey tool will be discussed in regularly scheduled Business Services team meetings, especially in cases where problems have been encountered with the employer and trainee relationship.</li> <li>• In cases where concerns or opportunities for improvement cut across functional lines, the Business Services Manager will discuss the survey results with the Finance Manager, Employment and Training Services Manager and with the Division Manager as appropriate.</li> </ul>
<b>How will feedback be utilized and integrated into your practices and how will you notify employers of the incorporation?</b>	<ul style="list-style-type: none"> <li>• The employer Quality Assurance Reports will be evaluated along with feedback from the trainee; which is collected monthly during the training period.</li> <li>• The results of both will be reviewed and discussed in the Business Services Team meetings; and will be factored into the decision making related to additional hires or trainings, extensions of training periods and future requests to provide additional forms of training (IWT, Customized, Workplace Fundamentals, etc.)</li> </ul>

<b>How will you measure the success or failure of integrating employer feedback?</b>	<ul style="list-style-type: none"><li>• Improvement in retention from businesses which have experienced problems and repeat requests for additional trainees or additional forms of training will be the major success or failure measures</li></ul>
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### **III. Continuous Improvement**

Answer the following questions with as much detail as possible.

<b>CONTINUOUS IMPROVEMENT</b>	
	<b>DESCRIBE</b>
<b>How do you use data to improve upon the one-stop services?</b>	Data is used to evaluate if the current service delivery is the most effective and efficient way to provide services to customers. The feedback received from customers and staff is used to develop and implement new strategies to enhance services to customers.
<b>How do you share this data with staff?</b>	The data is shared in the form of a report and communicated in staff meetings. Based on the data received feedback/recommendations is requested by staff to determine the best course of action moving forward.
<b>How do you incorporate staff ideas and feedback to improve the performance of the one-stop?</b>	Prior to any new process being implemented within the center, management asks staff for feedback on the proposed change. Their feedback is incorporated into the process before full implementation.



CONTINUOUS IMPROVEMENT	
	DESCRIBE
<b>How is staff feedback utilized and incorporated into your practices?</b>	Prior to any new process being implemented within the center, management asks staff for feedback on the proposed change. Their feedback is incorporated into the process before full implementation
<b>How do you let staff know that their ideas have been incorporated?</b>	Staff is told their recommendations/ideas have been incorporated into the process.
<b>How do you measure the success or failure of staff feedback integration?</b>	Continuous feedback is always solicited from staff to determine what works and what doesn't work with the customer flow. Secret shoppers are also utilized to evaluate the process and provide input as to how the process can be improved.
<b>Share any best practices of the one-stop that contribute to continuous improvement.</b>	Consistency with quarterly programmatic monitoring to ensure customers are being served in a timely, efficient manner, as well as one stop-monitoring to ensure the center remains in compliance. Staff feedback allow for review of different areas or processes for improvement.

CONTINUOUS IMPROVEMENT	
	DESCRIBE
<p><b>List any best practices to highlight and share continuous improvement of programmatic and physical accessibility.</b></p>	<p>Surveying staff and discussing the feedback to determine what changes/improvements are need and or what changes/improvements will be implemented.</p>

LWDA: Area 7 – WorkSource Atlanta Regional

One-Stop Location: Rockdale Affiliate Site, 1400 Parker Road, Lobby A  
Conyers Georgia 30094

One-Stop Reviewer: Phyllis Jackson, Adult/DW Program Manager

Date of Review: May 11, 2021

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LWDB Board Chair Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Chief Local Elected Official Signature

\_\_\_\_\_  
Date