

Career Center Certification

Section 678.800 - OVERVIEW

State Board:

- a. Requirements above the Career Center (State Board):
 - Establish objective criteria and procedures for Local Boards to use including:
 1. Effectiveness
 2. Customer satisfaction
 3. Physical and programmatic accessibility
 4. Continuous improvement
 - Update every 2 years
 - Set procedures for local boards to follow

Local Boards:

- b. Effectiveness -- Customer Satisfaction -- Physical and Programmatic Accessibility
 1. Integrates Available Services for Participants and Businesses
 2. Meets the Workforce Development needs of Participants and
 3. Meets the Employment needs of local employers
 4. Operates in a cost effective manner
 5. Coordinates services among the One-Stop Partner Programs
 6. Provides max access to partner program services (even outside normal business hours)
 7. Meeting needs of disabled population
- c. **Continuous Improvement**
 1. **MUST:** Local Performance Achievement (S 116(b)(2) of WIOA and 20 CFR 677).
 2. **MAY:**
 - a. include regular process for responding to TA needs,
 - b. regular professional staff development
 - c. capturing and responding to customer feedback
- d. **Review Requirements**-Local Boards must, once every 3 years, assess effectiveness of physical and programmatic accessibility and continuous improvement of One-Stop delivery system set by State Board
- e. All One stop Centers **must** comply with applicable and physical accessibility requirements (29 CFR 37)