



## **Joint Session Agenda for December 13, 2024**

Deep Run Recreation Center Ballroom  
9900 Ridgefield Parkway  
Henrico, VA 23233

Meeting starts at 9:00 am. (Breakfast available at 830 am)  
Meeting ending time 11:15 am

- I. Call to Order and Welcome at 9:00 a.m. – The Honorable Jim Holland and Chairman Ilene Maurer
- II. Public Comment
- III. Approval of Elected Official Consortium Minutes from Oct. 18, 2024 Meeting....Page 1  
Approval of Workforce Board Minutes from Sept. 12, 2024 Meeting.....Page 4
- IV. 2025 -2028 Strategic Planning Kick-off – Brian Davis to offer quick overview
  - a. Understanding the labor market landscape – Dr. Chris Chmura, Founder and CEO, Chmura
  - b. Further understanding: The regional economic and workforce development landscape and getting to a vision/mission direction – John Martin, President and CEO, Southeastern Institute of Research
- V. Workforce Center Certifications (Joint Action by Both Bodies).....Page 9
- VI. Adjourn

## Capital Region Workforce Partnership MEETING Minutes for October 18, 2024

Consortium Members			Alternates		
	Present	Absent		Present	Absent
<b>Chairman – Hon. James Holland</b> , Chesterfield	x		Dr. James Worsley	x	
<b>Vice-Chairman - Hon. Steve McClung</b> , Powhatan	x		Bret Schardein		x
<b>Hon. Ryan Patterson</b> , Charles City		x	LaToya Johnson-Davis	x	
<b>Hon. Jonathan Christy</b> , Goochland		x	Jos Gillespie		x
<b>Hon. Sue Dibble</b> , Hanover		x	James Taylor		x
<b>Hon. Daniel Schmitt</b> , Henrico		x	Monica Smith-Callahan	x	
<b>Hon. John Moyer</b> , New Kent	x		Rodney Hathaway		x
<b>Hon. Ann Frances Lambert</b> , Richmond alt. <i>Traci J. DeShazor</i>	x		Hon. Kristen Nye		x

Guests attending: Equus staff: Ms. Danielle Bailey, Mr. Roberto Ford, Mr. David Leonard, Ms. Denisha Wilson.  
Virginia Works staff: Mr. Dennis Woodard and Ms. Annette Mayo. Ms. Tshambi Hall, VA Works/JVSG; Ms. LaTasha McIntosh Smith, A Peace of Mind; and Ms. Elizabeth Hays, Ross Career Advantage Program.  
Staff attending: Mr. Brian Davis, Ms. Krishawn Monroe, Ms. Carla Cosby, and Mr. Mychael Lee.

- I. Welcome and Introductions  
Chair James Holland called the meeting to order. A quorum was present.
- II. Public Comment Period. No persons were present for public comments.
- III. Approval of the Minutes from June 21, 2024 Meeting. Ms. Monica Smith-Callahan moved to approve the minutes as presented; Honorable John Moyer seconded the motion. The motion carried. .
- IV. Action Item: Locality Contribution Levels for FY26.  
Mr. Davis provided formula and process historical information to request locality contributions. The current process is based on proportional level of customers served in the prior year. A budget is set for nonfederal funds, local contributions. These funds supplement activities conducted and supported with federal funds, providing more capacity and flexibility.  
  
A locality data table depicting enrollments, prior and current year enrollments, previous year funding requests, and current year funding options was reviewed. Two options were presented for FY2026 approval. The total number is between \$200,000-\$250,000. The number is lower than last year and not all localities were able to contribute at the level requested.  
  
Mr. Holland called for questions. Mr. Moyer asked what would be the justification if a locality wanted to increase funding. Mr. Davis noted that the cost per participant could be provided as a factor; to demonstrate return on investment from the federal funds. There being no further discussion, Ms. Smith-Callahan moved to approve Option A, (\$250,000). Mr. McClung seconded the motion. The motion carried.
- V. Information Items
  - A. Workforce Center Certification  
Legislation requires local workforce areas to have at least one comprehensive workforce center. Each comprehensive workforce center must be certified to state quality standards, along with any affiliate centers. Work has begun to meet required benchmarks. The centers

will be reviewed by a certification team comprised of Mr. Siyani Blount, Altria; Ms. Elizabeth Holt, Charles City County Social Services; and Mr. Michael Rogers, CAPUP.

The Cedar Fork center will be reviewed on October 24 and the Chesterfield and Richmond West centers in November. Recommendations will be presented for adoption at the joint CLEO Board December meeting. The state will decide to either certify the centers fully or provisionally. Mr. Holland called for questions, there were none.

- B. **Henrico Center Considerations.** The Henrico center is the oldest center; opening in 2012. The size of the building and rent are factors for relocation. The center's water supply was impacted recently due to issues with the well. The building is 20,000 square feet and the rent for this building is the highest of the centers.

Historical building information was provided. Richmond West and Chesterfield are relocations from other buildings. Chesterfield's square footage decreased from 20,000 square feet to 11,000 and Richmond West 15,000 square feet to 8,300 square feet. Both centers have maintained a functional footprint.

The Henrico Center is the highest visited center. Consideration of receiving a space analysis, identifying staffing levels, etc. is warranted to determine the best size, location, etc. The lease terminates November 2025. A six-month notice to vacate is due by May 2025.

A Relocation Committee has been formed. Members are Mr. Moyer, CLEO New Kent; Ms. Sarah Bice/CRWDB, Sarah Bice & Associates Real Estate, LLC; Mr. Eric Stamper/CRWDB, VA First Financial, and Mr. Jason Smith, Henrico County Economic Development Authority, and a Henrico County Real Property staff person will assist with recommendations to move forward. Other options to acquire a building may include subleasing a center with another organization. The workgroup will present their findings at the March/April meetings.

Mr. McClung asked if an 8-year lease would work. Brian indicated leases are typically 7-10 years and allow for landlord buildout allowances. Mr. Moyer asked if there is the possibility of getting improvements to the current building and leaving rate the same; Brian responded it may be possible.

- C. **Directors Report.** Mr. Davis presented information on budget, center traffic, activities, etc. A copy of the full report is available upon request.

Ms. Krishawn Monroe shared that the 2024 Teen Summit campaign is beginning. Last year's event was attended by about 400 people. At least 600 are expected to attend the 2025 event.

Ms. Monroe added that youth program providers serve the hardest to serve youth, those with multiple barriers. A professional development series for staff is being developed. The expected roll out is in January.

### **Youth Program Spotlight**

Each youth program provider presented a program overview.

- 1) Ms. Lizzie Hays, Manager of Ross Works, out-of-school youth provider presented data and information about the various program activities, participant activities, and available supportive services available for youth who meet program eligibility.

- 26 participants enrolled in work experience

- Monthly Lunch & Learn events on various topics include tutoring, career options, etc.
- Quarterly youth council meetings
- Two student highlights. Faith, Boss'N Up Event and Noah, electrical apprenticeship.
- Vendor Fair
- Partnership with VCU. Three semester, non-credential certification class for advanced child development. Student receives work experience at a child care center
- Pre-apprenticeship training focuses on students getting a job

Performance and budget information -

- Current quarter, 42 participants closed; number will increase
- Twenty-six starts in the first quarter
- Occupational skills training number close to 20%
- Incentives at 58%
- Supportive services now include food and hygiene
- Performance in the 1<sup>st</sup> quarter achieved

Upcoming events include an entrepreneurial event, activity with the Boys and Girls Club, Lunch and Learn events, etc. A trivia night, sponsored by partners, may be held as an outreach opportunity.

2) Ms. Latoya Johnson with Charles City County serves as program manager for Inspire Youth program.

- 19 youth enrolled
- Youth participated in a question/answer meet and greet with Senator Tim Kaine
- Project Thrive event. Information and engagement opportunity in areas of dining, financial literacy, or dress for success
- BizTech Fridays provides resume writing
- Credentials. 10 youth received First Aid/CPR credential
- College tours. Students visited Hampton and Virginia Union University. One student received a full scholarship from VSU and one to Fort Union University.
- Performance. 3 seniors are going into follow-up.
- Dreamers Academy summer program has been developed
- Mock Board of Supervisors meeting will be scheduled
- Outstanding youth volunteer was awarded on March 6

3) Ms. LaTasha McIntosh-Smith, CEO, A Piece of Mind Counseling Services, LLC

- 19 in-school participants graduated last year, 17 in the City of Richmond. Five (5) graduates continuing to post-secondary education
- Some students are either employed or seeking employment
- Virtual engagement may be option for students based on poll results
- Activities for year include work experience opportunities, workshops and working within the community. Areas include stress management and self-care activity.
- Transportation is an issue for participants
- Workshops on entrepreneurship, goal setting and motivation will be planned
- Working with Showers of Love Senior Living Facility

VI. Adjournment. There being no further business, the meeting adjourned at 11:00 a.m. The next meeting is a Strategic Planning session on December 13, 2024 at Deep Run Recreation Center.



Category - Business Members (Total Members 15)	Member	Present		Excused	Category (Total Members 14)	Member	Present		Excused
		Yes	No				Yes	No	
	Auchmoody, William	X			Community College (1)	Rubin, Beno			X
	Bice, Sarah	X							
	Blount, Siyani	X							
	Bray, Beth			X	Economic Development (2)	Robinson, Chance	X		
	Dick, Robert	X				Shreve, Tina	X		
	Easter, John	X			Education (2) Adult Ed.	Elmore, Jeffrey	X		
	Edwards, Scott	X			CTE	Roerink, Justin Alt. Megan Hendrick	X		
	Franklin, Robert			X					
	Gilbert, Danielle			X	Employment Service (1)-	Woodard, Dennis Alt. Annette Mayo	X		
	Harris, Drexel		X						
	Hayden, Thomas			X	Labor, Apprenticeship & CBOs (5)				
	Maurer, Ilene	X				Battle, Kevin			X
	Portillo, Jesus		X			Conner, Maynard	X		
	Stamper, Eric		X			Horne, Kelly King	X		
	White, Amanda		X			Spicer, Gregg	X		
						Strite, Amy	X		
					Vocational Rehabilitation (1)	Batten, Dale	X		
					Social Services (2)	Grable, Suzanne			X
						Holt, Elizabeth	X		
	<b>Total Attending</b>	7	4	4		<b>Total Attending</b>	12	0	2

Guests: Atlantic Outreach Group, Ms. Cynthia M Terl, Ms. Kheila Jones, and Ms. Liz Dyer. Epic Personnel, Ms. Valeria Galban and Mr. Carlos Molina; and Chesterfield Food Bank, Ms. Jackie Miller.

Equus Staff: Ms. Alma Jean Hill, Ms. Lynn Hamilton, Mr. Roberto Ford, Mr. David Leonard, and Ms. Denisha Wilson.  
Ross Staff: Ms. Lizzie Hayes, Ross. CRWP Staff: Mr. Brian Davis, Ms. Krishawn Monroe, Ms. Carla Cosby, Dr. Mychael Lee.

- I. Call to Order – Chairman Maurer called the meeting to order at 3:04 p.m.
- II. Welcome New Members – New members were welcomed to the Board.  
Ms. Sarah Bice, Owner, Sarah Bice and Associates, Ms. Suzanne Grable, Director of New Kent Department of Social Services (unable to attend), Ms. Elizabeth Holt, Director of Charles City Department of Social

Services and Mr. Chance Robinson, Economic Development Coordinator, Goochland County

- III. Public Comment – No public comments were offered.
- IV. Minutes from June 13, 2024 Meeting. Mr. William Auchmoody moved to accept the minutes as presented; Mr. John Easter second the motion. The motion carried.

**Celebrate – 20 minutes**

- V. **Employer Champion Awards in Conjunction with national Workforce Development Month 2024.** Three employers are being recognized.

- 1) **Best in class for Work-based learning – The Atlantic Outreach Group.** *Hired 11 certified recovery residence advisors.* Accepting were Ms. Cynthia M Terl, Program Director; Ms. Kheila Jones, Executive Director and Ms. Liz Dyer, Residential Apprenticeship Coordinator.
- 2) **Best in Class for Recruitment and Hiring - Epic Personnel.** Present to accept were recruiters Ms. Valeria Galban and Mr. Carlos Molina.
- 3) **Best in class for youth work experience – Chesterfield Food Bank.** Present to accept were Ms. Jackie Miller, Human Resources Executive Assistant.

- VI. **Manage (Action Items)**

A. Funds Transfer Request (PY23 Dislocated Worker to Adult)

Funds are allocated to three program streams; adult, dislocated worker, and youth. Depending on need, adult and dislocated worker funds can be moved between lines

Due to historically low unemployment numbers, there are challenges in finding people that meet dislocated worker eligibility, creating more demand on the adult program. In previous years, more transfers were needed to meet needs. Today, an estimated \$500,000 is needed to serve adults. Funds will be recaptured by the state if the transfer is not made and funds remain unspent. An estimated \$500,000 will be moved to support the adult program. This transfer is only impacting old money. Mr. William Auchmoody moved to approve the transfer dislocated worker funds to the adult program, Ms. Tina Shreve seconded the motion. The motion carried.

Mr. John Easter asked if dislocated workers can be enrolled in the adult program. Brian responded, yes. They can be enrolled as an adult, 18 or older, eligible to work, and/or register for selective service.

B. Policy Revisions

1. Supportive Services. Adults, dislocated workers, or youth participants can receive supportive services to assist with basic needs during their enrollment in program activities. A policy must be in place in order to provide supportive services. The policy provides case managers latitude to determine supportive service needs on an individual basis. During state monitoring, it was noted that some language could be clarified around allowable transportation assistance. There is also an amendment to add personal care products as an allowance for youth.

Questions were asked regarding the percentage of customers that access this service and the dollar amount spent. Ms. Krishawn Monroe estimated that 90% of customers receive the service and \$42,000 has been spent. This does not include youth work experience. Ms. Dale Batten moved to accept the supportive service policy revisions as presented; Mr. Scott Edwards seconded the motion. The motion carried.

## 2. Priority of Service

Every federally funded training program provides priority of service for veterans. The adult program has an additional priority of service, for low income or basic skills deficient participants. Local areas are required to have a policy to identify how its applied and how it serves adults. A new element of this policy is that at least 51% of enrolled adults meet one of the priority categories, then compliance is met. Federal government would like to see 75% enrollment but it is not a requirement; our goal is 55% - we have achieved 60%.

Ms. King Horne asked for clarification to homeless individual reference. Mr. Davis stated that the edits were copied from state policy to best align and meet enrollment goals. Ms. King Horne suggested that the definition reference be corrected to reflect current legislation.

Mr. William Auchmoody made the motion to accept the policy revision, Mr. John Easter seconded the motion. The motion passed.

- C. Eligible Training Provider Approvals – Confirmation of Conditional Approvals. Mr. Davis noted that the expiration of certain waivers has been granted for most states. Training providers must be approved by one of the boards in Virginia. Once approved, programs can be accessed by anyone in the state. A separate approval is needed for each program.

The current policy allows staff to do administrative approvals and then have programs confirmed by the Board later. Once approved, the state will manage renewals. After the first approved year, every school must report on every student that attended class. If a provider did not serve any students, performance reporting is still required. Mr. John Easter made the motion to approve the providers, Ms. Dale Batten seconded he motion. The motion passed.

## VII. Staff/Committee Reports

- Chesterfield Hispanic population has increased. Manufacturing continues to grow in Chesterfield.
- Richmond West continues to see an increase.
- Unemployment claims are higher at Richmond West than other centers.
- Prior year outcomes
  - Center foot traffic was 28,000
  - New enrollments and active caseloads increased.
  - Business services increased from 726 to 756. This represents growth over the last couple of years. Equus added additional business services staff
- Job fairs/hiring events
  - Customer information is captured in sign-in system; subscribed to service called the Receptionist for sign-in system

- Demographics Page. Additional demographic information will be provided at the next meeting to include homelessness, etc.
- 61% of enrollments have high school diploma or less; 18% have no diploma
- Outcomes. Preliminary 4<sup>th</sup> quarter data was provided. Numbers should increase. There are no red items, the 3 yellow items represent passing and green is exceeding.

#### Other Notes

- One stop center certification. Federal regulation requires at least 1 comprehensive center that meets state developed requirements.
- Affiliate 2 centers. If designated, must be certified to same standards. The certification is good for 3 years. A center certification team; comprised of at least 2 board members; Mr. Siyana Blount, Altria; and Ms. Elizabeth Holt from Charles City. Adding a third person; not a board member, is a consideration.
- Local plans are coming due. The state plan, has a 4-year shelf life, was just approved. The Plan has to be approved by March 14 to meet compliance. The last strategic plan was Vision 2024. Will start the strategic planning process. The Strategic Plan does not get approved by the state. The compliance plan is approved by the state, goes to state staff then to the State Workforce Board at its June meeting.
- Monitoring. There was one finding around data entry. Checking documentation was the corrective action. Some staff training addresses the concern. Item is closed.
- Henrico auditing process. Had internal audit. Initial sampling was reviewed. Contracted firm to do sample of sample.
- Website. Recently started procurement process to have site redone.
- The new state workforce agency. Ms. Carrie Roth is retiring tomorrow. Ms. Nicole Overley, Deputy Secretary of Labor will step into new position.

#### Leases

Cedar Fork's lease is up in November 2025. It is proposed to convene a work group to determine whether to move or stay. An at-a-glance sheet outlining building cost, size, etc. would be developed. Cedar Fork is \$100,000 more than the other 2 centers combined. Determining how much space is needed is the priority.

Chesterfield picked and Richmond West have the capacity to absorb some staff if needed. Another option to consider is whether centers should be placed in Richmond's north/south corridor and if so, consider identifying a space for a smaller footprint; may get space from a partner.

Mr. John Easter, in review of numbers, how much money is being spent to serve people. Brian noted that the number represents people in one quarter based on a certain date. For example, those with a certificate or credential. Mr. Easter asked if the number of those being served and the business service unit available? Is there a survey satisfaction survey response for those persons? Mr. Davis will get survey responses from data. Mr. David Leonard does periodic surveys from businesses as well.



- VIII. There being no further business, the meeting adjourned at 4:23. Ms. Dale Batten moved to adjourn the meeting, Mr. William Auchmoody second the motion. The motion carried.

DRAFT

## Agenda Item V.

**Capital Region Workforce Partnership Elected Official Consortium (CLEO) and  
Capital Region Workforce Development Board  
Joint Action Agenda Item Summary -Workforce Center Certifications**

***What is it?***

The federal Workforce Innovation and Opportunity Act (WIOA) requires that each local area's workforce center(s), also known as "one-stop" centers, be certified to state-developed standards every three years. All comprehensive centers must be certified, and the state adds a requirement that if any area as affiliate centers, they must also be certified to similar standards. The Capital Region has one comprehensive center (Henrico) and two affiliate centers (Chesterfield and Richmond West).

***What do CLEO and Board Members Need to Know?*** All three Capital Region centers were last certified in 2021. Technically the certifications expired June 30, 2024 as the the state was delayed in issuing a new policy and certification standards for the 2024 – 2027 period. The new guidance was issued by the Virginia Board of Workforce Development with an effective date of July 1, 2024, with an "expectation" that local areas complete the certification process in approximately six months, or by December 31, 2024.

The process requires that a Center Certification Team with at least one Workforce Board member be formed to conduct a desk review of key documents, policies, procedures and forms. Following desk review, the CCT was required to visit each center and conduct a "walk-through" using a state-provided checklist and then interview a sample of front-line staff at each center.

The Capital Region CCT consisted of:

- Siyani Blount, Altria Client Services (Board member)
- Elizabeth Holt, Charles City Social Services Director (Board member)
- Michael Rogers, President, Capital Area Partnership Uplifting People (Community partner)

The CCT visited the Henrico Center on Oct. 24, 2024 and the Richmond West and Chesterfield Centers on Nov. 13, 2024. Following all reviews, the CCT on Nov. 13, 2024 endorsed that all three centers be recommended for full certification.

The applications/checklists for each center are attached.

***What do CLEO and Board Members Need to Do?***

Consider joint action to endorse the recommendations of the Center Certification Team and forward certification forms to the state.



**Attachment A: Virginia American Job Center Certification Application**

**LWDA Name:** Capitol Region Workforce Development Board (LWDA Region 9)

**Name of American Job Center:** Henrico Center

**Comprehensive, Affiliate, or Specialized Status:** Comprehensive

**Address of American Job Center:** 121 Cedar Fork Rd Henrico, VA 23223

**Hours of American Job Center:** 830 am to 400 pm M-Thur; 830 am – 200 pm Fri

**Phone Number of American Job Center:** 804-952-6116

**Website of American Job Center:** www.vcwcapital.com

**Completion Date of the American Job Center Certification Review:** 10/24/24

**Certification Period (not to exceed three years):** January 1, 2025-Dec. 31, 2027

**Certifying Body (LWDB or VBWD):** LWDB

**Signatures of Center Certification Team:** \_\_\_\_\_

**Recommendation:** ☒ **Certified**   ☐ **Not Certified**   ☐ **Probationary**

**If Probationary Status specify date that final review must occur by (within 6 months):** \_\_\_\_\_

I certify to the best of my knowledge and belief that the American Job Center named above has met the certification criteria in this American Job Center Certification Review. I also certify to the best of my knowledge and belief that this AJC Certification Tool is correct, and that we have appropriate documentation on file to support the submissions claimed herein.

**Printed Name of LWDB/VBWD Chair:** Ilene Maurer

**Signature of LWDB/VBWD Chair:** \_\_\_\_\_

**Date of Signature:** \_\_\_\_\_

*(For Local Area Certification Only)*

**Printed Name of Chief Elected Official:** Jim Holland

**Signature of Chief Elected Official:** \_\_\_\_\_

**Date of Signature:** \_\_\_\_\_

### Partner Programs Available at the American Job Center

**Instructions:** For each program listed in the table below, provide the name of the partner administering the program and indicate the number of hours per week the partner is physically present on site and (if applicable) how services are provided if the partner is not located on site. *Access to ALL partner programs is only required for comprehensive centers.* A comprehensive center must have at least one WIOA Title I staff person physically present 100% of the time (20 CFR 678.305).

	Name of Program Provider	Number of staff located in center	Average Number of Hours Physically On-Site Each Week	If program is not physically present describe how services are provided	Program Not in Local Area
<b>*These programs must have a full-time staff physically present at a comprehensive center</b>					
WIOA Title I Adult* (staff also do DW)	Equus Workforce Solutions	5	40		
WIOA Title I Dislocated Workers* (Staff also do adult)	Equus Workforce Solutions	5	40		
WIOA Title I Youth*	Ross Innovative Employment Solutions	2	40		
WIOA Title III Wagner-Peyser Act*	Virginia Works	6	40		
Jobs for Veterans State Grants*	Virginia Works	1	40		
<b>**These programs must have a part-time staff physically present at a comprehensive center</b>					
WIOA Title II Adult Education and Family Literacy Act **	Capital Region Adult Education			Adhoc class as needed. Tutoring Services by referral.	
WIOA Title IV Vocational Rehabilitation**	VA Department of Aging and Rehabilitative Services	1	8		
<b>Remaining programs must be accessible from a comprehensive center if the program is available in the local area</b>					
Registered Apprenticeship	Virginia Works			Apprenticeship Consultant located at affiliate center, but available as needed to consult with local businesses.	
Non-Credit Workforce Training by VCCS				Eligible training provider list; other collaborations/grant partnerships as projects present).	
Virginia Initiative for Employment not Welfare		1	16		
Supplemental Nutrition					X

Assistance Program Employment and Training					
Carl D. Perkins Career and Technical Education Programs	Brightpoint and Reynolds CCs			MOU, referrals, special joint efforts on occasion	
Trade Adjustment Assistance	Virginia Works			Trade referrals are made to Title I virtually.	
Temporary Assistance for Needy Families (TANF)	Henrico Department of Social Services	1	16		
WIOA Title I Job Corps					X
WIOA Title I YouthBuild					X
WIOA Title I Native American Programs					X
WIOA Title I Migrant and seasonal farmworker programs					X
Senior Community Service Employment Program				MOU, Adhoc Classes as needed; referrals.	
Community Services Block Grant Employment and Training				MOU, Referrals; (new partner, exploring additional possibilities)	
Housing and Urban Development Employment and Training					X
Unemployment Compensation	Virginia Employment Commission			MOU for VEC, referrals (Title III staff provide assistance to people needing help with filing claims and phone access to customer contact center).	
Reentry Employment Opportunities Second Chance Act					X

**Confirmation Statement for Comprehensive Center Application:**

A comprehensive center must provide (a) all the career services described in 20 CFR 678.430; (b) access to training services described in 20 CFR 680.200; (c) access to any employment and training activities carried out under WIOA Sec 134 (d); (d) access to programs and activities carried out by partners listed in 678.400 through 678.410; and (e) workforce and labor market information.

If applying as a comprehensive center, do the partners in the table above provide all required services?

☒ Yes      ☐ No

### **Interviews Conducted**

During the onsite certification review, the certification team must conduct staff interviews with applicable staff. Interviewees must include the One-Stop Operator, the local Equal Opportunity Officer, and a random sample of at least 20 percent of the frontline (state and partner) service staff at the center.

Name of Individuals Interviewed	Title of Individual Being Interviewed	Interview Conducted By	Date of Interview
Elizabeth Hayes	Project Director (OSY)	Full Team	10/24/24
Dawn Armstrong	Title III Workforce Services Rep	Full Team	10/24/24
Anita Taylor	Navigator (One stop operator)	Full Team	10/24/24
Gerald Lett	Title I Adult DW Program Supervisor	Full Team	10/24/24

## Virginia American Job Center Certification Criteria

The center certification team shall assess and determine if the center has met each criteria below by indicating “Meets” or “Not Meets”. **To be certified the center must meet all certification criteria.** If a criteria is not applicable per VBWD policy, write in the evidence section the justification for that determination and leave the “Meets” and “Not Meets” box blank.

Standards		Meets	Not Meets
<b>A. Evaluation of Effectiveness</b>			
<b>A.1</b>	<p>The executed MOU identifies the center as a comprehensive, affiliate, or specialized center and includes all required partners.</p> <p>Reference: WIOA 121 (c)</p> <p>Evidence: Executed MOUs</p>	X	
<b>A.2</b>	<p>The AJC has an operating budget and cost sharing agreement and a reconciliation process in place with all partners.</p> <p>Reference: 20 CFR 678.800 (b)</p> <p>Evidence: Cost Sharing Agreement, AJC Operating Budget</p>	X	
<b>A.3</b>	<p>The AJC has a one-stop operator who has oversight of center operations.</p> <p>Reference: 20 CFR 678.620</p> <p>Evidence: One Stop Operator Contract</p>	X	

Standards		Meets	Not Meets
A.4	The AJC has an inventory containing partner agency contact information and services offered that is available to all center staff.	X	
	Reference: 20 CFR 678.800 (b) Evidence: AJC Staff Directory; “flip book” at front desk		
A.5	The AJC has a written process in place to promptly greet all customers, identify their needs and reason for their visit, and quickly connect them to appropriate services.	X	
	Evidence: Operations Manual		
A.6	The AJC integrates available services for customers.  <i>Not applicable to new AJCs that have not yet served customers</i>  Reference: WIOA Pub L. 113-128 121(g)(2)(B)(ii), 20 CFR 678.800 (b)	X	
	Evidence: (Review available co-enrollment rates between WIOA Title III Wagner-Peyser and WIOA Title I Adult, Dislocated Worker, and Youth)  Co-Enrollment Data; New online Referral Form; use of Receptionist visitor logs		
A.7	The AJC integrates available services for businesses.	X	
	Reference: 20 CFR 678.800 (b) Evidence: (Review Business Services Team members, activities, and job orders)  Business Solutions agreement; PY23 BST Report; website (while other partners are not required to use the VA Works job order system Title I staff do assist		



Standards		Meets	Not Meets
A.8	The AJC staff are cross trained on partner programs and can provide basic information on all partners' programs.  Reference: 20 CFR 678.800 (b)	X	
	Evidence:  Cross Training Plan; regular staff “stand up” meetings		
A.9	Staff at the AJC are aware of the sector strategies and high demand occupation list to meet the needs of the local businesses.  Reference: 20 CFR 679.560	X	
	Evidence:  Use of VAWC for the public; board policy on demand industries		
A.10	Staff at the AJC are aware and make available high demand career pathways, including occupations and credentials.  Reference: 20 CFR 679.560	X	
	Evidence:  In general the use of VAWC; Title I staff policy and procedures to align with target industries, demand occupations which are guided and framed by board policies		
A.11	The AJC adheres to the use of the official American Job Center logo.  Reference: WIOA Sec 121(e)(4) & 20 CFR 678.900	X	
	Evidence:  Outreach Flyer Sample; signage		
A.12	The AJC's regular business hours are clearly visible outside of the AJC building.  Reference: 20 CFR 678.305(c)	X	
	Evidence:  Center Walk through; photo of hours posting; website		

Standards		Meets	Not Meets
A.13	The AJC makes services available to customers outside regular business hours.  Reference: 20 678.800 (b)	X	
	Evidence:  After-hours activities, classes and service provision appointments are scheduled case-by-case when requested. Virtual Services available through <a href="http://www.vcwcapital.com">www.vcwcapital.com</a> to include virtual orientation, online WIOA application, virtual workshop library, and information about additional resources.		
A.14	There is at least one Title I staff member present at the AJC at all times during business hours.  <i>Not applicable to affiliate or specialized AJCs.</i>  Reference: 20 CFR 678.305(a)	X	
	Evidence: Walk through, staff directory		
A.15	The AJC includes customer feedback when evaluating the effectiveness of the center.  <i>Not applicable to new AJCs that have not yet served customers.</i>  Reference: 20 CFR 678.800 (a)(2)	X	
	Evidence: Customer Survey reporting; core partner meeting discussion		
A.16	The AJC includes employer feedback when evaluating the effectiveness of the center.  <i>Not applicable to new AJCs that have not yet served customers.</i>  Reference: 20 CFR 678.800 (a)(2)	X	
	Evidence: Employer Survey data (Although it should be noted many business services occur outside the centers as a convenience for the businesses)		
A.17	Corrective action plans are being implemented to address any programmatic or administrative compliance findings.  <i>Not applicable to new AJCs that have not yet served customers.</i>  Reference: WIOA Section 188; 29 CFR part 38	X	

	Evidence: CAPs filed with state as needed/required documenting local responses		
B. Evaluations of Physical and Programmatic Accessibility			
Standards		Meets	Not Meets
B.1	The local Equal Opportunity Officer periodically reviews policies and procedures regarding accessibility and equal opportunity and provides access to available training and updates to staff at the AJC.  Reference: WIOA 188 29 CFR Part 38	X	
	Evidence: Review most recent EO Report Items #4 & #5(#4 Does the EO Officer process discrimination complaints? Does the EO Officer conduct desk and on-site EO monitoring visits to service providers and contractors to ensure its contractors are not violating their nondiscrimination obligations? Does the EO officer provide EO training to staff? #5 What EO training has been provided to staff within the LWDA and to service providers?)  EO Report and review		
B.2	The AJC includes the required Equal Opportunity tagline on all documents or includes a link or QR code to the EO tagline.  Reference: WIOA 188 29 CFR Part 38	X	
	Evidence: Review most recent EO Report Items #7 & #9 (#7 Where are the EO Notice posters displayed and in what languages? #9 Is the appropriate tagline included in brochures, pamphlets, flyers, electronic/oral marketing?)  EO Report/review and Sample Flyers		
B.3	AJC staff communicate with persons with disabilities as effectively as with others.  Reference: 20 CFR 678.800(b)(4), WIOA Sec 188, 29 CFR part 38	X	
	Evidence: Review most recent EO Report Item #11 (#11 What efforts does the LWDB make to ensure that communications within the local area VaWC system with individuals with disabilities are just as effective as communications with others?)  EO Report/review, use of assistive technology, language line, bilingual staff, key materials and website translation		
B.4	The AJC is physically accessible.  Reference: 20 CFR 678.800(b)(6), WIOA Sec 188, 29 CFR part 38	X	

	<p>Evidence: Review most recent EO Report Item #19 &amp; #22 (#19 Does the LWDB have an ADA accessibility survey on file? Provide copy #22 Are the Centers accessible to individuals with disabilities?)</p> <p>EO Report; prior Resources for Independent Living ADA reviews</p>		
	<b>Standards</b>	<b>Meets</b>	<b>Not Meets</b>
	<p>The AJC prohibits employment discrimination by the LWDB and its partners.</p> <p>Reference: 20 CFR 678.800(b)(2), WIOA Sec 188, 29 CFR part 38</p>	X	
<b>B.5</b>	<p>Evidence: Review most recent EO Report Item #23 (#23 Describe efforts to prohibit discrimination on the basis of disability in employment practices by the LWDB and its partners.)</p> <p>EO Policy; website, public documents</p>		
	<p>The AJC administers programs in the most integrated setting possible.</p> <p>Reference: 20 CFR 678.800(b)(3), WIOA Sec 188, 29 CFR part 38</p>	X	
<b>B.6</b>	<p>Evidence: Review most recent EO Report Item #24 (#24 Is the LWDB aware that programs and activities must be administered in the most integrated settings possible.)</p> <p>EO Report/review</p>		
	<p>The AJC has auxiliary aids and 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.</p> <p>Reference: 20 CFR 678.800(b)(5), WIOA Sec 188, 29 CFR part 38</p>	X	
<b>B.7</b>	<p>Evidence: Review most recent EO Report Item #25 (#25 Describe the availability of assistive technology for individuals with disabilities.)</p> <p>EO Report; center walk-through, staff interviews</p>		
	<p>The AJC staff provide reasonable accommodations for individuals with disabilities.</p> <p>Reference: 20 CFR 678.800(b)(1), WIOA Sec 188, 29 CFR part 38</p>	X	
<b>B.8</b>	<p>Evidence: Review most recent EO Report Item #28 &amp; #29 (#28 How is it made known that reasonable accommodations will be provided? #29 Please describe any reasonable accommodations that have been provided for applicants or participants with disabilities.)</p> <p>EO Report/review; complaint log</p>		
<b>B.9</b>	<p>The AJC has a written process in place for customers to file Equal Opportunity complaints or grievances and a process for</p>	X	

	addressing any complaints or grievances.		
	Reference: WIOA 188, 29 CFR Part 38		
	<i>Evidence: Review most recent EO Report Item #34 &amp; #37 (#34 What discrimination complaint policies and procedures are used in the LWDA? Provide copies of policy and procedures #37 Describe the LWDB practice or procedures for service providers when they receive a discrimination complaint from their participants.)</i>		
	EO Report/review; signage in centers, Title I application, board policy; complaint log		
C. Continuous Improvement			
	Standards	Meets	Not Meets
C.1	The AJC regularly reviews performance data to identify strategies and set goals to improve outcomes.  <i>(For new AJCs that do not yet have performance data to evaluate, review the written plan that will be implemented to review performance data.)</i>	X	
	Reference: 20 CFR 678.800 c  Evidence:  Each program regularly reviews their performance results and adjusts procedures accordingly		
C.2	The AJC has a written process in place to elicit and respond to customer, employer, and partner feedback.	X	
	Reference: 20 CFR 678.800 c  Evidence:  Operations Manual – Center Management Section		
C.3	The AJC has a written plan for systematic staff development and cross-program training.	X	
	Reference: 20 CFR 678.800 c  Evidence:  Cross Training Plan; regular schedule		



**Attachment A: Virginia American Job Center Certification Application**

**LWDA Name:** Capitol Region Workforce Development Board (LWDA Region 9)

**Name of American Job Center:** Chesterfield Center

**Comprehensive, Affiliate, or Specialized Status:** Affiliate

**Address of American Job Center:** 304 Turner Rd North Chesterfield, VA 23225

**Hours of American Job Center:** 830 am to 400 pm M-Thur; 830 am – 200 pm Fri

**Phone Number of American Job Center:** 804-652-3490

**Website of American Job Center:** www.vcwcapital.com

**Completion Date of the American Job Center Certification Review:** 11/13/24

**Certification Period (not to exceed three years):** January 1, 2025-Dec. 31, 2027

**Certifying Body (LWDB or VBWD):** LWDB

**Signatures of Center Certification Team:** \_\_\_\_\_

**Recommendation:** ☒ **Certified**   ☐ **Not Certified**   ☐ **Probationary**

**If Probationary Status specify date that final review must occur by (within 6 months):** \_\_\_\_\_

I certify to the best of my knowledge and belief that the American Job Center named above has met the certification criteria in this American Job Center Certification Review. I also certify to the best of my knowledge and belief that this AJC Certification Tool is correct, and that we have appropriate documentation on file to support the submissions claimed herein.

**Printed Name of LWDB/VBWD Chair:** Ilene Maurer

**Signature of LWDB/VBWD Chair:** \_\_\_\_\_

**Date of Signature:** \_\_\_\_\_

*(For Local Area Certification Only)*

**Printed Name of Chief Elected Official:** Jim Holland

**Signature of Chief Elected Official:** \_\_\_\_\_

**Date of Signature:** \_\_\_\_\_

### Partner Programs Available at the American Job Center

**Instructions:** For each program listed in the table below, provide the name of the partner administering the program and indicate the number of hours per week the partner is physically present on site and (if applicable) how services are provided if the partner is not located on site. *Access to ALL partner programs is only required for comprehensive centers.* A comprehensive center must have at least one WIOA Title I staff person physically present 100% of the time (20 CFR 678.305).

	Name of Program Provider	Number of staff located in center	Average Number of Hours Physically On-Site Each Week	If program is not physically present describe how services are provided	Program Not in Local Area
<b>*These programs must have a full-time staff physically present at a comprehensive center</b>					
WIOA Title I Adult* (staff also do DW)	Equus Workforce Solutions	4	40		
WIOA Title I Dislocated Workers* (staff also do Adult)	Equus Workforce Solutions	4	40		
WIOA Title I Youth*	Ross Innovative Employment Solutions	4	40		
WIOA Title III Wagner-Peyser Act*	Virginia Works	2	40		
Jobs for Veterans State Grants*	Virginia Works	2	40		
<b>**These programs must have a part-time staff physically present at a comprehensive center</b>					
WIOA Title II Adult Education and Family Literacy Act **	Capital Region Adult Education			Adhoc class as needed. Tutoring Services by referral.	
WIOA Title IV Vocational Rehabilitation**	VA Department of Aging and Rehabilitative Services				x
<b>Remaining programs must be accessible from a comprehensive center if the program is available in the local area</b>					
Registered Apprenticeship	Virginia Works	1	40	Apprenticeship Consultant located at affiliate center, but available as needed to consult with local businesses.	
Non-Credit Workforce Training by VCCS				Eligible training provider list; other collaborations/grant partnerships as projects present).	
Virginia Initiative for Employment not Welfare	Chesterfield Department of Social Services	1	8		

Supplemental Nutrition Assistance Program Employment and Training					X
Carl D. Perkins Career and Technical Education Programs	Brightpoint and Reynolds CCs			MOU, referrals, special joint efforts on occasion	
Trade Adjustment Assistance	Virginia Works			Trade referrals are made to Title I virtually.	
Temporary Assistance for Needy Families (TANF)	Chesterfield Department of Social Services	1	8		
WIOA Title I Job Corps					X
WIOA Title I YouthBuild					X
WIOA Title I Native American Programs					X
WIOA Title I Migrant and seasonal farmworker programs					X
Senior Community Service Employment Program				MOU, Adhoc Classes as needed; referrals.	
Community Services Block Grant Employment and Training				MOU, Referrals; (new partner, exploring additional possibilities)	
Housing and Urban Development Employment and Training					X
Unemployment Compensation	Virginia Employment Commission			MOU for VEC, referrals (Title III staff provide assistance to people needing help with filing claims and phone access to customer contact center).	
Reentry Employment Opportunities Second Chance Act					X

Confirmation Statement for Comprehensive Center Application:

A comprehensive center must provide (a) all the career services described in 20 CFR 678.430; (b) access to training services described in 20 CFR 680.200; (c) access to any employment and training activities carried out under WIOA Sec 134 (d); (d) access to programs and activities carried out by partners listed in 678.400 through 678.410; and (e) workforce and labor market information.

If applying as a comprehensive center, do the partners in the table above provide all required services?

☐ Yes

☐ No – **N/A**



### **Interviews Conducted**

During the onsite certification review, the certification team must conduct staff interviews with applicable staff. Interviewees must include the One-Stop Operator, the local Equal Opportunity Officer, and a random sample of at least 20 percent of the frontline (state and partner) service staff at the center.

Name of Individuals Interviewed	Title of Individual Being Interviewed	Interview Conducted By	Date of Interview
Sam Greer	Title III Workforce Services Manager	Full Team	11/13/24
Kim Young	Title I Adult DW Talent Engagement Specialist	Full Team	11/13/24
Ottillit James	Title I Youth Administrative Manager	Full Team	11/13/24

## Virginia American Job Center Certification Criteria

The center certification team shall assess and determine if the center has met each criteria below by indicating “Meets” or “Not Meets”. **To be certified the center must meet all certification criteria.** If a criteria is not applicable per VBWD policy, write in the evidence section the justification for that determination and leave the “Meets” and “Not Meets” box blank.

Standards		Meets	Not Meets
<b>A. Evaluation of Effectiveness</b>			
<b>A.1</b>	<p>The executed MOU identifies the center as a comprehensive, affiliate, or specialized center and includes all required partners.</p> <p>Reference: WIOA 121 (c)</p> <p>Evidence: Executed MOUs</p>	X	
<b>A.2</b>	<p>The AJC has an operating budget and cost sharing agreement and a reconciliation process in place with all partners.</p> <p>Reference: 20 CFR 678.800 (b)</p> <p>Evidence: Cost Sharing Agreement, AJC Operating Budget</p>	X	
<b>A.3</b>	<p>The AJC has a one-stop operator who has oversight of center operations.</p> <p>Reference: 20 CFR 678.620</p> <p>Evidence: One Stop Operator Contract</p>	X	

Standards		Meets	Not Meets
A.4	The AJC has an inventory containing partner agency contact information and services offered that is available to all center staff.	X	
	Reference: 20 CFR 678.800 (b) Evidence: AJC Staff Directory; “flip book” at front desk		
A.5	The AJC has a written process in place to promptly greet all customers, identify their needs and reason for their visit, and quickly connect them to appropriate services.	X	
	Evidence: Operations Manual		
A.6	The AJC integrates available services for customers.  <i>Not applicable to new AJCs that have not yet served customers</i>  Reference: WIOA Pub L. 113-128 121(g)(2)(B)(ii), 20 CFR 678.800 (b)	X	
	Evidence: (Review available co-enrollment rates between WIOA Title III Wagner-Peyser and WIOA Title I Adult, Dislocated Worker, and Youth)  Co-Enrollment Data; New online Referral Form; use of Receptionist visitor logs		
A.7	The AJC integrates available services for businesses.	X	
	Reference: 20 CFR 678.800 (b) Evidence: (Review Business Services Team members, activities, and job orders)  Business Solutions agreement; PY23 BST Report; website (while other partners are not required to use the VA Works job order system Title I does offer assistance)		

Standards		Meets	Not Meets
<b>A.8</b>	The AJC staff are cross trained on partner programs and can provide basic information on all partners' programs.  Reference: 20 CFR 678.800 (b)	X	
	Evidence:  Cross Training Plan; regular staff "stand up" meetings		
<b>A.9</b>	Staff at the AJC are aware of the sector strategies and high demand occupation list to meet the needs of the local businesses.  Reference: 20 CFR 679.560	X	
	Evidence:  Use of VAWC for the public; board policy on demand industries		
<b>A.10</b>	Staff at the AJC are aware and make available high demand career pathways, including occupations and credentials.  Reference: 20 CFR 679.560	X	
	Evidence:  In general the use of VAWC; Title I staff policy and procedures to align with target industries, demand occupations which are guided and framed by board policies		
<b>A.11</b>	The AJC adheres to the use of the official American Job Center logo.  Reference: WIOA Sec 121(e)(4) & 20 CFR 678.900	X	
	Evidence:  Outreach Flyer Sample; signage		
<b>A.12</b>	The AJC's regular business hours are clearly visible outside of the AJC building.  Reference: 20 CFR 678.305(c)	X	
	Evidence:  Center Walk through; photo of hours posting; website		

Standards		Meets	Not Meets
A.13	The AJC makes services available to customers outside regular business hours.  Reference: 20 678.800 (b)	X	
	Evidence:  After-hours activities, classes and service provision appointments are scheduled case-by-case when requested. Virtual Services available through <a href="http://www.vcwcapital.com">www.vcwcapital.com</a> to include virtual orientation, online WIOA application, virtual workshop library, and information about additional resources.		
A.14	There is at least one Title I staff member present at the AJC at all times during business hours.  <i>Not applicable to affiliate or specialized AJCs.</i>  Reference: 20 CFR 678.305(a)	X	
	Evidence: Walk through, staff directory		
A.15	The AJC includes customer feedback when evaluating the effectiveness of the center.  <i>Not applicable to new AJCs that have not yet served customers.</i>  Reference: 20 CFR 678.800 (a)(2)	X	
	Evidence: Customer Survey reporting; core partner meeting discussion		
A.16	The AJC includes employer feedback when evaluating the effectiveness of the center.  <i>Not applicable to new AJCs that have not yet served customers.</i>  Reference: 20 CFR 678.800 (a)(2)	X	
	Evidence: Employer Survey data (Although it should be noted many business services occur outside the centers as a convenience for the businesses)		
A.17	Corrective action plans are being implemented to address any programmatic or administrative compliance findings.  <i>Not applicable to new AJCs that have not yet served customers.</i>  Reference: WIOA Section 188; 29 CFR part 38	X	

	Evidence: CAPs filed with state as needed/required documenting local responses		
B. Evaluations of Physical and Programmatic Accessibility			
Standards		Meets	Not Meets
B.1	The local Equal Opportunity Officer periodically reviews policies and procedures regarding accessibility and equal opportunity and provides access to available training and updates to staff at the AJC.  Reference: WIOA 188 29 CFR Part 38	X	
	Evidence: Review most recent EO Report Items #4 & #5(#4 Does the EO Officer process discrimination complaints? Does the EO Officer conduct desk and on-site EO monitoring visits to service providers and contractors to ensure its contractors are not violating their nondiscrimination obligations? Does the EO officer provide EO training to staff? #5 What EO training has been provided to staff within the LWDA and to service providers?)  EO Report and review		
B.2	The AJC includes the required Equal Opportunity tagline on all documents or includes a link or QR code to the EO tagline.  Reference: WIOA 188 29 CFR Part 38	X	
	Evidence: Review most recent EO Report Items #7 & #9 (#7 Where are the EO Notice posters displayed and in what languages? #9 Is the appropriate tagline included in brochures, pamphlets, flyers, electronic/oral marketing?)  EO Report/review and Sample Flyers		
B.3	AJC staff communicate with persons with disabilities as effectively as with others.  Reference: 20 CFR 678.800(b)(4), WIOA Sec 188, 29 CFR part 38	X	
	Evidence: Review most recent EO Report Item #11 (#11 What efforts does the LWDB make to ensure that communications within the local area VaWC system with individuals with disabilities are just as effective as communications with others?)  EO Report/review, use of assistive technology, language line, bilingual staff, key materials and website translation		
B.4	The AJC is physically accessible.  Reference: 20 CFR 678.800(b)(6), WIOA Sec 188, 29 CFR part 38	X	

	<p>Evidence: Review most recent EO Report Item #19 &amp; #22 (#19 Does the LWDB have an ADA accessibility survey on file? Provide copy #22 Are the Centers accessible to individuals with disabilities?)</p> <p>EO Report; prior Resources for Independent Living ADA reviews</p>		
	<b>Standards</b>	<b>Meets</b>	<b>Not Meets</b>
	<p>The AJC prohibits employment discrimination by the LWDB and its partners.</p> <p>Reference: 20 CFR 678.800(b)(2), WIOA Sec 188, 29 CFR part 38</p>	X	
<b>B.5</b>	<p>Evidence: Review most recent EO Report Item #23 (#23 Describe efforts to prohibit discrimination on the basis of disability in employment practices by the LWDB and its partners.)</p> <p>EO Policy; website, public documents</p>		
	<p>The AJC administers programs in the most integrated setting possible.</p> <p>Reference: 20 CFR 678.800(b)(3), WIOA Sec 188, 29 CFR part 38</p>	X	
<b>B.6</b>	<p>Evidence: Review most recent EO Report Item #24 (#24 Is the LWDB aware that programs and activities must be administered in the most integrated settings possible.)</p> <p>EO Report/review</p>		
	<p>The AJC has auxiliary aids and 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.</p> <p>Reference: 20 CFR 678.800(b)(5), WIOA Sec 188, 29 CFR part 38</p>	X	
<b>B.7</b>	<p>Evidence: Review most recent EO Report Item #25 (#25 Describe the availability of assistive technology for individuals with disabilities.)</p> <p>EO Report; center walk-through, staff interviews</p>		
	<p>The AJC staff provide reasonable accommodations for individuals with disabilities.</p> <p>Reference: 20 CFR 678.800(b)(1), WIOA Sec 188, 29 CFR part 38</p>	X	
<b>B.8</b>	<p>Evidence: Review most recent EO Report Item #28 &amp; #29 (#28 How is it made known that reasonable accommodations will be provided? #29 Please describe any reasonable accommodations that have been provided for applicants or participants with disabilities.)</p> <p>EO Report/review; complaint log</p>		
<b>B.9</b>	<p>The AJC has a written process in place for customers to file Equal Opportunity complaints or grievances and a process for</p>	X	

	addressing any complaints or grievances.		
	Reference: WIOA 188, 29 CFR Part 38		
	<i>Evidence: Review most recent EO Report Item #34 &amp; #37 (#34 What discrimination complaint policies and procedures are used in the LWDA? Provide copies of policy and procedures #37 Describe the LWDB practice or procedures for service providers when they receive a discrimination complaint from their participants.)</i>		
	EO Report/review; signage in centers, Title I application, board policy; complaint log		
C. Continuous Improvement			
	Standards	Meets	Not Meets
C.1	The AJC regularly reviews performance data to identify strategies and set goals to improve outcomes.  <i>(For new AJCs that do not yet have performance data to evaluate, review the written plan that will be implemented to review performance data.)</i>	X	
	Reference: 20 CFR 678.800 c  Evidence:  Each program regularly reviews their performance results and adjusts procedures accordingly		
C.2	The AJC has a written process in place to elicit and respond to customer, employer, and partner feedback.	X	
	Reference: 20 CFR 678.800 c  Evidence:  Operations Manual – Center Management Section		
C.3	The AJC has a written plan for systematic staff development and cross-program training.	X	
	Reference: 20 CFR 678.800 c  Evidence:  Cross Training Plan; regular schedule		





**Attachment A: Virginia American Job Center Certification Application**

**LWDA Name:** Capitol Region Workforce Development Board (LWDA Region 9)

**Name of American Job Center:** Richmond West Center

**Comprehensive, Affiliate, or Specialized Status:** Affiliate

**Address of American Job Center:** 4914 Radford Ave Richmond, Va 23230

**Hours of American Job Center:** 830 am to 400 pm M-Thur; 830 am – 200 pm Fri

**Phone Number of American Job Center:** 804-652-3240

**Website of American Job Center:** www.vcwcapital.com

**Completion Date of the American Job Center Certification Review:** 11/13/24

**Certification Period (not to exceed three years):** January 1, 2025-Dec. 31, 2027

**Certifying Body (LWDB or VBWD):** LWDB

**Signatures of Center Certification Team:** \_\_\_\_\_

**Recommendation:** ☒ **Certified** ☐ **Not Certified** ☐ **Probationary**

**If Probationary Status specify date that final review must occur by (within 6 months):** \_\_\_\_\_

I certify to the best of my knowledge and belief that the American Job Center named above has met the certification criteria in this American Job Center Certification Review. I also certify to the best of my knowledge and belief that this AJC Certification Tool is correct, and that we have appropriate documentation on file to support the submissions claimed herein.

**Printed Name of LWDB/VBWD Chair:** Ilene Maurer

**Signature of LWDB/VBWD Chair:** \_\_\_\_\_

**Date of Signature:** \_\_\_\_\_

*(For Local Area Certification Only)*

**Printed Name of Chief Elected Official:** Jim Holland

**Signature of Chief Elected Official:** \_\_\_\_\_

**Date of Signature:** \_\_\_\_\_

### Partner Programs Available at the American Job Center

**Instructions:** For each program listed in the table below, provide the name of the partner administering the program and indicate the number of hours per week the partner is physically present on site and (if applicable) how services are provided if the partner is not located on site. *Access to ALL partner programs is only required for comprehensive centers.* A comprehensive center must have at least one WIOA Title I staff person physically present 100% of the time (20 CFR 678.305).

	Name of Program Provider	Number of staff located in center	Average Number of Hours Physically On-Site Each Week	If program is not physically present describe how services are provided	Program Not in Local Area
<b>*These programs must have a full-time staff physically present at a comprehensive center</b>					
WIOA Title I Adult* (staff also do DW)	Equus Workforce Solutions	3	40		
WIOA Title I Dislocated Workers* (staff also do adult)	Equus Workforce Solutions	3	40		
WIOA Title I Youth*	Ross Innovative Employment Solutions	3	40		
WIOA Title III Wagner-Peyser Act*	Virginia Works	2	40		
Jobs for Veterans State Grants*	Virginia Works				x
<b>**These programs must have a part-time staff physically present at a comprehensive center</b>					
WIOA Title II Adult Education and Family Literacy Act **	Capital Region Adult Education			Adhoc class as needed. Tutoring Services by referral.	
WIOA Title IV Vocational Rehabilitation**	VA Department of Aging and Rehabilitative Services				
<b>Remaining programs must be accessible from a comprehensive center if the program is available in the local area</b>					
Registered Apprenticeship	Virginia Works			Apprenticeship Consultant located at affiliate center, but available as needed to consult with local businesses.	
Non-Credit Workforce Training by VCCS				Eligible training provider list; other collaborations/grant partnerships as projects present).	
Virginia Initiative for Employment not Welfare					x
Supplemental Nutrition					X

Assistance Program Employment and Training					
xCarl D. Perkins Career and Technical Education Programs	Brightpoint and Reynolds CCs			MOU, referrals, special joint efforts on occasion	
Trade Adjustment Assistance	Virginia Works			Trade referrals are made to Title I virtually.	
Temporary Assistance for Needy Families (TANF)					x
WIOA Title I Job Corps					X
WIOA Title I YouthBuild					X
WIOA Title I Native American Programs					X
WIOA Title I Migrant and seasonal farmworker programs					X
Senior Community Service Employment Program				MOU, Adhoc Classes as needed; referrals.	
Community Services Block Grant Employment and Training				MOU, Referrals; (new partner, exploring additional possibilities)	
Housing and Urban Development Employment and Training					X
Unemployment Compensation	Virginia Employment Commission			MOU for VEC, referrals (Title III staff provide assistance to people needing help with filing claims and phone access to customer contact center).	
Reentry Employment Opportunities Second Chance Act					X

Confirmation Statement for Comprehensive Center Application:

A comprehensive center must provide (a) all the career services described in 20 CFR 678.430; (b) access to training services described in 20 CFR 680.200; (c) access to any employment and training activities carried out under WIOA Sec 134 (d); (d) access to programs and activities carried out by partners listed in 678.400 through 678.410; and (e) workforce and labor market information.

If applying as a comprehensive center, do the partners in the table above provide all required services?

☐ Yes ☐ No **N/A**

### **Interviews Conducted**

During the onsite certification review, the certification team must conduct staff interviews with applicable staff. Interviewees must include the One-Stop Operator, the local Equal Opportunity Officer, and a random sample of at least 20 percent of the frontline (state and partner) service staff at the center.

Name of Individuals Interviewed	Title of Individual Being Interviewed	Interview Conducted By	Date of Interview
Jackie Moore	Title III Workforce Services Rep	Full Team	11/13/24
Jennifer Lasitter	Title I Adult DW Talent Development Specialist	Full Team	11/13/24
Gail Alston	Navigator (One stop operator)	Full Team	11/13/24

## Virginia American Job Center Certification Criteria

The center certification team shall assess and determine if the center has met each criteria below by indicating “Meets” or “Not Meets”. **To be certified the center must meet all certification criteria.** If a criteria is not applicable per VBWD policy, write in the evidence section the justification for that determination and leave the “Meets” and “Not Meets” box blank.

Standards		Meets	Not Meets
<b>A. Evaluation of Effectiveness</b>			
<b>A.1</b>	<p>The executed MOU identifies the center as a comprehensive, affiliate, or specialized center and includes all required partners.</p> <p>Reference: WIOA 121 (c)</p> <p>Evidence: Executed MOUs</p>	X	
<b>A.2</b>	<p>The AJC has an operating budget and cost sharing agreement and a reconciliation process in place with all partners.</p> <p>Reference: 20 CFR 678.800 (b)</p> <p>Evidence: Cost Sharing Agreement, AJC Operating Budget</p>	X	
<b>A.3</b>	<p>The AJC has a one-stop operator who has oversight of center operations.</p> <p>Reference: 20 CFR 678.620</p> <p>Evidence: One Stop Operator Contract</p>	X	

Standards		Meets	Not Meets
A.4	The AJC has an inventory containing partner agency contact information and services offered that is available to all center staff.	X	
	Reference: 20 CFR 678.800 (b) Evidence: AJC Staff Directory; “flip book” at front desk		
A.5	The AJC has a written process in place to promptly greet all customers, identify their needs and reason for their visit, and quickly connect them to appropriate services.	X	
	Evidence: Operations Manual		
A.6	The AJC integrates available services for customers.  <i>Not applicable to new AJCs that have not yet served customers</i>  Reference: WIOA Pub L. 113-128 121(g)(2)(B)(ii), 20 CFR 678.800 (b)	X	
	Evidence: (Review available co-enrollment rates between WIOA Title III Wagner-Peyser and WIOA Title I Adult, Dislocated Worker, and Youth)  Co-Enrollment Data; New online Referral Form; use of Receptionist visitor logs		
A.7	The AJC integrates available services for businesses.	X	
	Reference: 20 CFR 678.800 (b) Evidence: (Review Business Services Team members, activities, and job orders)  Business Solutions agreement; PY23 BST Report; website (while other partners are not required to use the VA Works job order system, Title I staff do assist		

Standards		Meets	Not Meets
A.8	The AJC staff are cross trained on partner programs and can provide basic information on all partners' programs.  Reference: 20 CFR 678.800 (b)	X	
	Evidence:  Cross Training Plan; regular staff “stand up” meetings		
A.9	Staff at the AJC are aware of the sector strategies and high demand occupation list to meet the needs of the local businesses.  Reference: 20 CFR 679.560	X	
	Evidence:  Use of VAWC for the public; board policy on demand industries		
A.10	Staff at the AJC are aware and make available high demand career pathways, including occupations and credentials.  Reference: 20 CFR 679.560	X	
	Evidence:  In general the use of VAWC; Title I staff policy and procedures to align with target industries, demand occupations which are guided and framed by board policies		
A.11	The AJC adheres to the use of the official American Job Center logo.  Reference: WIOA Sec 121(e)(4) & 20 CFR 678.900	X	
	Evidence:  Outreach Flyer Sample; signage		
A.12	The AJC's regular business hours are clearly visible outside of the AJC building.  Reference: 20 CFR 678.305(c)	X	
	Evidence:  Center Walk through; photo of hours posting; website		

Standards		Meets	Not Meets
A.13	The AJC makes services available to customers outside regular business hours.  Reference: 20 678.800 (b)	X	
	Evidence:  After-hours activities, classes and service provision appointments are scheduled case-by-case when requested. Virtual Services available through <a href="http://www.vcwcapital.com">www.vcwcapital.com</a> to include virtual orientation, online WIOA application, virtual workshop library, and information about additional resources.		
A.14	There is at least one Title I staff member present at the AJC at all times during business hours.  <i>Not applicable to affiliate or specialized AJCs.</i>  Reference: 20 CFR 678.305(a)	X	
	Evidence: Walk through, staff directory		
A.15	The AJC includes customer feedback when evaluating the effectiveness of the center.  <i>Not applicable to new AJCs that have not yet served customers.</i>  Reference: 20 CFR 678.800 (a)(2)	X	
	Evidence: Customer Survey reporting; core partner meeting discussion		
A.16	The AJC includes employer feedback when evaluating the effectiveness of the center.  <i>Not applicable to new AJCs that have not yet served customers.</i>  Reference: 20 CFR 678.800 (a)(2)	X	
	Evidence: Employer Survey data (Although it should be noted many business services occur outside the centers as a convenience for the businesses)		
A.17	Corrective action plans are being implemented to address any programmatic or administrative compliance findings.  <i>Not applicable to new AJCs that have not yet served customers.</i>  Reference: WIOA Section 188; 29 CFR part 38	X	



	Evidence: CAPs filed with state as needed/required documenting local responses		
B. Evaluations of Physical and Programmatic Accessibility			
Standards		Meets	Not Meets
B.1	The local Equal Opportunity Officer periodically reviews policies and procedures regarding accessibility and equal opportunity and provides access to available training and updates to staff at the AJC.  Reference: WIOA 188 29 CFR Part 38	X	
	Evidence: Review most recent EO Report Items #4 & #5(#4 Does the EO Officer process discrimination complaints? Does the EO Officer conduct desk and on-site EO monitoring visits to service providers and contractors to ensure its contractors are not violating their nondiscrimination obligations? Does the EO officer provide EO training to staff? #5 What EO training has been provided to staff within the LWDA and to service providers?)  EO Report and review		
B.2	The AJC includes the required Equal Opportunity tagline on all documents or includes a link or QR code to the EO tagline.  Reference: WIOA 188 29 CFR Part 38	X	
	Evidence: Review most recent EO Report Items #7 & #9 (#7 Where are the EO Notice posters displayed and in what languages? #9 Is the appropriate tagline included in brochures, pamphlets, flyers, electronic/oral marketing?)  EO Report/review and Sample Flyers		
B.3	AJC staff communicate with persons with disabilities as effectively as with others.  Reference: 20 CFR 678.800(b)(4), WIOA Sec 188, 29 CFR part 38	X	
	Evidence: Review most recent EO Report Item #11 (#11 What efforts does the LWDB make to ensure that communications within the local area VaWC system with individuals with disabilities are just as effective as communications with others?)  EO Report/review, use of assistive technology, language line, bilingual staff, key materials and website translation		
B.4	The AJC is physically accessible.  Reference: 20 CFR 678.800(b)(6), WIOA Sec 188, 29 CFR part 38	X	

	<p>Evidence: Review most recent EO Report Item #19 &amp; #22 (#19 Does the LWDB have an ADA accessibility survey on file? Provide copy #22 Are the Centers accessible to individuals with disabilities?)</p> <p>EO Report; prior Resources for Independent Living ADA reviews</p>		
	<b>Standards</b>	<b>Meets</b>	<b>Not Meets</b>
	<p>The AJC prohibits employment discrimination by the LWDB and its partners.</p> <p>Reference: 20 CFR 678.800(b)(2), WIOA Sec 188, 29 CFR part 38</p>	X	
<b>B.5</b>	<p>Evidence: Review most recent EO Report Item #23 (#23 Describe efforts to prohibit discrimination on the basis of disability in employment practices by the LWDB and its partners.)</p> <p>EO Policy; website, public documents</p>		
	<p>The AJC administers programs in the most integrated setting possible.</p> <p>Reference: 20 CFR 678.800(b)(3), WIOA Sec 188, 29 CFR part 38</p>	X	
<b>B.6</b>	<p>Evidence: Review most recent EO Report Item #24 (#24 Is the LWDB aware that programs and activities must be administered in the most integrated settings possible.)</p> <p>EO Report/review</p>		
	<p>The AJC has auxiliary aids and 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.</p> <p>Reference: 20 CFR 678.800(b)(5), WIOA Sec 188, 29 CFR part 38</p>	X	
<b>B.7</b>	<p>Evidence: Review most recent EO Report Item #25 (#25 Describe the availability of assistive technology for individuals with disabilities.)</p> <p>EO Report; center walk-through, staff interviews</p>		
	<p>The AJC staff provide reasonable accommodations for individuals with disabilities.</p> <p>Reference: 20 CFR 678.800(b)(1), WIOA Sec 188, 29 CFR part 38</p>	X	
<b>B.8</b>	<p>Evidence: Review most recent EO Report Item #28 &amp; #29 (#28 How is it made known that reasonable accommodations will be provided? #29 Please describe any reasonable accommodations that have been provided for applicants or participants with disabilities.)</p> <p>EO Report/review; complaint log</p>		
<b>B.9</b>	<p>The AJC has a written process in place for customers to file Equal Opportunity complaints or grievances and a process for</p>	X	

	addressing any complaints or grievances.		
	Reference: WIOA 188, 29 CFR Part 38		
	<i>Evidence: Review most recent EO Report Item #34 &amp; #37 (#34 What discrimination complaint policies and procedures are used in the LWDA? Provide copies of policy and procedures #37 Describe the LWDB practice or procedures for service providers when they receive a discrimination complaint from their participants.)</i>		
	EO Report/review; signage in centers, Title I application, board policy; complaint log		
C. Continuous Improvement			
	Standards	Meets	Not Meets
C.1	The AJC regularly reviews performance data to identify strategies and set goals to improve outcomes.  <i>(For new AJCs that do not yet have performance data to evaluate, review the written plan that will be implemented to review performance data.)</i>	X	
	Reference: 20 CFR 678.800 c  Evidence:  Each program regularly reviews their performance results and adjusts procedures accordingly		
C.2	The AJC has a written process in place to elicit and respond to customer, employer, and partner feedback.	X	
	Reference: 20 CFR 678.800 c  Evidence:  Operations Manual – Center Management Section		
C.3	The AJC has a written plan for systematic staff development and cross-program training.	X	
	Reference: 20 CFR 678.800 c  Evidence:  Cross Training Plan and regular schedule		