

**ARIZONA@WORK Job Center**  
**Part I – Compliance with WIOA Regulations**  
**Certification Assessment Tool for Comprehensive Sites**

**Name of Site Assessed:** \_\_\_\_\_

**Location Address:** \_\_\_\_\_

**Dates of Assessment:** \_\_\_\_\_

**My signature below certifies that I completed the assessment as documented on the attached pages:**

**Assessment Team:**

\_\_\_\_\_  
 Printed Name Title Signature when completed

\_\_\_\_\_  
 Printed Name Title Signature when completed

\_\_\_\_\_  
 Printed Name Title Signature when completed

**Instructions:** Complete all sections of the Part I assessment for each ARIZONA@WORK Job Center, as listed in the chart below.

Section	Topic
1	Physical Accessibility
2 (A, B)	Programmatic Accessibility
3 (A, B, C)	Career Services
4 (A, B)	Business Services
5	Employment and Training
6	Additional Youth Measures
7 (A)	Continuous Improvement

The Part I Certification Assessment Tool was separated into two sections. There is now a tool specific for auditing Comprehensive sites and one for Affiliate/Specialized sites. Please note that the sections of the two tools are numbered the same as the original Part I tool sections for consistency and trending purposes.

For each assessment criterion, the evaluation team records whether the criterion is present (yes), not present (no), or is not applicable (N/A) at the evaluation site. If N/A is chosen, justification must be noted. This is not intended to be an in-depth analysis of the quality of services offered or to replace the in-depth monitoring performed by the Department of Economic Security.

In the column labeled Supporting Data Source(s)/Justification, the evaluation team lists the data source(s) and/or justification that supports whether the criterion is present, not present, or does not apply. Questions with the N/A areas greyed out require a yes or no answer. Examples of data sources include evaluator direct observation, results from the customer satisfaction survey, interviews or focus groups with staff who directly provide services, interviews or focus groups with job seeker or employer customers, and written documentation such as data reports, written policies and procedures etc. Written documentation should supplement, but not replace on-site visits/interviews by the assessment team.

At the completion of the assessment, identify all required measures that were not present at the ARIZONA@WORK Job Center. The Local Workforce Development Board (LWDB) must work with each ARIZONA@WORK Job Center and the One Stop Operator to create a corrective action plan to bring the

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ARIZONA@WORK Job Center into full compliance with all required measures before the ARIZONA@WORK Job Center can be certified.

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**Section One: Physical Accessibility**

<b>1. Physical accessibility is extent to which facilities are designed, constructed, or altered so they are accessible and usable to individuals with disabilities.</b>				
<b>ARIZONA@WORK Job Center Compliance Criteria</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Supporting Data Source/Justification</b>
1. Is convenient for customers (including those with barriers to employment).				
2. Is accessible by public transportation (where available).				
3. Has adequate parking.				
4. Can be entered by ramps that meet ADA standards. (ADA = Americans with Disabilities Act)				
5. Has external signage clearly identifies the location as an ARIZONA@WORK Job Center.				
6. Is easy for customers to access services, resources, and staff assistance.				
7. Has internal signage to help customers easily navigate the center.				
8. Has adequate space available for customer reception, workshops, on-site employer recruitment events, visiting partners, and Center staff.				
9. Has adjustable workstations for customers with disabilities.				
10. Has accessible bathrooms and other internal spaces consistent with ADA standards.				
11. Has adequate safety and security precautions to protect customers and staff.				
12. Has emergency evacuation procedures including for the needs of individuals with disabilities.				

<b>Tally of Answers for Section 1</b>				
<b>YES</b>		<b>NO</b>		<b>N/A</b>

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**Section Two: Programmatic Accessibility**

<b>2A. Programmatic Accessibility: Customers must have access to these programs, services, and activities during regular business days at an ARIZONA@WORK Job Center.</b>				
<b>ARIZONA@WORK Job Center Compliance Criteria</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Supporting Data Source/Justification</b>
1. Makes reasonable accommodations for people with disabilities. (20 CFR 678.800, 29 CFR part 38)				
2. Modifies policies, practices, and procedures when needed to avoid discrimination against people with disabilities. (20 CFR 678.800, 29 CFR part 38)				
3. Administers programs in the most integrated setting appropriate. (20 CFR 678.800, 29 CFR part 38)				
4. Communicates with people with disabilities as effectively as with others. (20 CFR 678.800, 29 CFR part 38)				
5. Provides appropriate auxiliary aids and services, including assistive technology devices and services, for people with disabilities to participate in programs and activities. (20 CFR 678.800, 29 CFR part 38)				
6. Ensures that people with disabilities can access virtual services in a way comparable to access for others.				
7. Has at least one Title I staff person physically present. (20 CFR 678.305)				
8. Provides customers with access to programs, services, and activities during regular business hours. (20 CFR 678.305 c)				
9. Provides customers with access to programs, services, and activities during hours and days beyond regular business hours based on an evaluation of need by the LWDB. (20 CFR 678.800)				

<b>Tally of Answers for Section 2A</b>					
<b>YES</b>		<b>NO</b>		<b>N/A</b>	

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<b>2B. Programmatic Access to each partner program and its services is met through either: P1, P2, or P3</b>					
<b>(P1)</b> A program staff member is physically present at the site. (20 CFR 678.305 d)					
<b>(P2)</b> A staff member from a different partner program is physically present and appropriately cross-trained to provide information to customers about the partner program. (20 CFR 678.305 d)					
<b>(P3)</b> Use a direct linkage by phone or through <u>real-time</u> web-based communication to a program staff member who provides meaningful information or services to customers within a reasonable time. Solely providing a phone number, web-site information, pamphlets, or materials is <u>not</u> a direct linkage. (20 CFR 678.305 d)					
1. Programs authorized under Title I of WIOA, including:	P1	P2	P3	N/A	Supporting Data Source/Justification
a. Adults;					
b. Dislocated workers;					
c. Youth;					
d. Job Corps;					
e. YouthBuild;					
f. Native American programs; and					
g. Migrant Seasonal Farm Worker program;					
2. Wagner-Peyser Act Employment Service (Title III, WIOA)					
3. Adult Education and Family Literacy program (Title II, WIOA)					
4. Vocational Rehabilitation program (Title IV, WIOA)					
5. Senior Community Service Employment Program for low-income, unemployed seniors. (P.L. 113-128, WIOA)					
6. Career and technical education programs at the postsecondary level					
7. Trade Adjustment Assistance activities (TAARA 2015, P.L. 114-27)					
8. Disabled Veteran Outreach Program and Local Veteran Employment Representatives (DVOP and LVER)					
9. Employment and training through Community Action Programs (Community Services Block Grant)					
10. Employment and training activities funded by US Housing and Urban Development					
11. Programs authorized under State unemployment compensation laws					
12. Criminal Justice Re-entry programs (Second Chance Act of 2007 - 42 U.S.C. 17532)					

<b>Tally of Answers for Section 2B</b>					
<b>YES</b>		<b>NO</b>		<b>N/A</b>	

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**Part Three: Basic, Individualized, and Follow Up Career Services**

<b>3A. Basic career services <u>must</u> be made available and, at a minimum, <u>must</u> include the following services (See TEGL 19-16 for additional guidance).</b>				
<b>ARIZONA@WORK Job Center Compliance Criteria</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Supporting Data Source/Justification</b>
1. Has a process for determining eligibility to receive assistance from the adult, dislocated worker, or youth programs; ( 20 CFR 678.430 a.1)				
2. Has outreach, intake (including worker assessment), and orientation to information and other services available through the workforce delivery system. (20 CFR 678.430 a.2)				
3. Provides initial assessment of skill levels. This includes literacy, numeracy, and English language proficiency, aptitudes, abilities (including skills gaps), and supportive service needs. (20 CFR 678.430 a.3)				
4. Provides labor exchange services, including job search and placement assistance. (20 CFR 678.430 a.4)				
5. Provides career counseling, including information on in-demand industry sectors and occupations, when needed. (Sec. 3(23) of WIOA) (20 CFR 678.430.a.4)				
6. Provides information on nontraditional employment. (678.430 a.4) Non-traditional employment is defined as employment where more than 75 percent of the workforce is of the opposite gender--or conversely where less than 25 percent of the workforce is the same gender.				
7. Provides appropriate recruitment and other business services on behalf of employers. (20 CFR 678.430 a.4) This includes information and referrals to specialized business services other than those traditionally offered through the workforce delivery system.				
8. Provides referrals to and coordination of activities with other workforce development programs and services. (20 CFR 678.430 a.5)				
9. Provides workforce and labor market employment statistics information for the local, regional, and national labor market areas, including: (20 CFR 678.430.a.6)				
a. Job vacancy listings in labor market areas; (20 CFR 678.430 a.6)				
b. Information on job skills necessary to obtain the vacant jobs listed; (678.430 a.6)				
c. Information on local in-demand occupations and the earnings, skill requirements, and opportunities for advancement in those jobs; (20 CFR 678.430 a.6)				

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**3A. Basic career services must be made available and, at a minimum, must include the following services (See TEGL 19-16 for additional guidance).**

ARIZONA@WORK Job Center Compliance Criteria	Yes	No	N/A	Supporting Data Source/Justification
10. Provides performance and program cost information on eligible providers of education, training, and workforce services by program and type of provider. (20 CFR 678.430.a.7)				
11. Provides information on how the local area is performing on local performance accountability measures, and other performance information relating to the workforce system. Must be in usable and understandable formats and languages. (678.430.a.8)				
12. Provides information and appropriate referrals to supportive services or assistance. Must be in usable and understandable formats and languages. (678.430 a.9)  Services include child-care; child support; medical or child health assistance through AHCCCS and Children’s Health Insurance Program; Supplemental Nutrition Asst. Program (SNAP); Earned income tax credit; TANF and other supportive services and transportation provided through that program;				
13. Provides information and meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation. (20 CFR 678.430 a.10)  Complies with meaningful assistance requirement above by: (20 CFR 678.430.a.10) a. On-site assistance using staff well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants; <b>or</b> b. Assistance by phone or other technology, if the assistance is provided by trained and available staff and within a reasonable time.				
14. Provides assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA (i.e. Pell grants, GI bill etc.). (20 CFR 678.430 a.11)				

Tally of Answers for Section 3A					
YES		NO		N/A	

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<b>3B. Individualized career services <u>must</u> be made available if determined to be appropriate for an individual to obtain or retain employment (See TEGL 19-16 for additional guidance).</b>				
<b>ARIZONA@WORK Job Center Compliance Criteria</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Supporting Data Source/Justification</b>
<p>1. Administers comprehensive and specialized assessment of skill levels and activity/service needs. (20 CFR 678.431 b.1)</p> <p>Includes diagnostic testing or other assessment tools, in-depth interviewing, and evaluation to identify employment barriers and appropriate employment goals.</p>				
<p>2. Develops an individual employment plan (IEP). IEP identifies employment goals, achievement objectives, and combination of services for the participant to achieve his or her goals, including the list of eligible training providers. (20 CFR 678.430 b.2)</p>				
<p>3. Provides group counseling. Includes vocational, financial, and personal counseling, including mental health, drug, and alcohol counseling, and referrals to partner programs, offered in a group setting. (20 CFR 678.430 b.3)</p>				
<p>4. Provides individual counseling. (20 CFR 678.430 b.4)</p> <p>Includes vocational, financial, and personal counseling, including mental health, drug, and alcohol counseling, and referrals to partner programs, offered in an individual setting.</p>				
<p>5. Provides career planning. (20 CFR 678.430 b.5)</p> <p>Career planning means services designed to prepare and coordinate comprehensive employment plans, and provide job, education, and career counseling both during program participation and after job placement.</p>				
<p>6. Provides short-term pre-vocational services. (20 CFR 678.430 b.6)</p> <p>Short-term development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training.</p>				



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<b>3B. Individualized career services <u>must</u> be made available if determined to be appropriate for an individual to obtain or retain employment (See TEGL 19-16 for additional guidance).</b>				
<b>ARIZONA@WORK Job Center Compliance Criteria</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Supporting Data Source/Justification</b>
7. Provides internships and work experiences that are linked to careers as described in individual employment plans. (20 CFR 678.430 b.7)				
8. Provides workforce preparation activities. (678.430 b.8) Means activities, programs, or services to help a participant acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education or training, or employment.				
9. Provides financial literacy services. (20 CFR 678.430 b.9) Gain the knowledge, skills, and confidence to make informed financial decisions with strategies such as budgeting, banking, managing spending and credit, understanding financial products, and protecting against identity theft (16 CFR 681.1).				
10. Out-of-area job search assistance and relocation assistance. (20 CFR 678.430 b.10) Means conduct a job search in a geographic area outside the individual’s labor market area. Means assisting a participant to move to a new residence to accept permanent employment.				
11. English language acquisition and integrated education and training programs. (20 CFR 678.430 b.11)				

<b>Tally of Answers for Section 3B</b>				
<b>YES</b>		<b>NO</b>		<b>N/A</b>

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<b>3C. Follow-up services <u>must</u> be provided, as appropriate (See TEGL 19-16 for additional guidance).</b>				
<b>ARIZONA@WORK Job Center Compliance Criteria</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Supporting Data Source/Justification</b>
<p>1. Provides follow-up services for participants in adult or dislocated worker programs who are placed in unsubsidized employment, for up to 12 months after the first day of employment. (20 CFR 678.430 C and TEGL 19-16)</p> <p>Identify the follow-up services available to participants.</p> <p>One example of a follow-up service is counseling regarding the workplace.</p>				

<b>Tally of Answers for Section 3C</b>					
<b>YES</b>		<b>NO</b>		<b>N/A</b>	

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**Section Four: Business Services – Required and Optional**

**4A. Business Services Required Through ARIZONA@WORK Job Center - Certain career services must be made available to local employers (20 CFR 678.435).**

ARIZONA@WORK Job Center Compliance Criteria	Yes	No	N/A	Supporting Data Source/Justification
<p>1. Provides labor exchange services including appropriate recruitment and other business services on behalf of employers.</p> <p>This includes information and referrals to specialized business services other than those traditionally offered through the workforce delivery system. (20 CFR 678.435, 20 CFR 678.430.a.4) (Same as #7 in Section 3A, Career Services)</p>				
<p>2. Provides workforce and labor market employment statistics information for local, regional, and national labor market areas, including: (20 CFR 78.435, 678.430 a.6) (Same as #9 in Section 3A, Career Services)</p> <p>a. Job vacancy listings in labor market areas; (20 CFR 678.430.a.6)</p>				
<p>b. Information on job skills necessary to obtain the vacant jobs listed; (20 CFR 678.430a.6)</p>				
<p>c. Information on local in-demand occupations and the earnings, skill requirements, and opportunities for advancement in those jobs; (20 CFR 678.430 a.6)</p>				
<p>3. Develops relationships and networks with large and small employers and their intermediaries. (20 CFR 678.435)</p>				
<p>4. Develops, convenes, or implements industry or sector partnerships for the LWDA. (20 CFR 678.435)</p>				

Tally of Answers for Section 4A					
YES		NO		N/A	

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**4B. Optional services: Customized business services may be provided to employers, employer associations, or other such organizations (20 CFR 678.435). These services are tailored for specific employers.**

ARIZONA@WORK Job Center Compliance Criteria	Yes	No	N/A	Supporting Data Source/Justification
1. Provides customized screening and referral of qualified participants in training services to employers;				
2. Provides customized services to employers, employer associations, or other such organizations, on employment-related issues;				
3. Provides customized recruitment events and related services for employers including targeted job fairs;				
4. Human resource consultation services, including but not limited to assistance with:				
a. Writing/reviewing job descriptions and employee handbooks;				
b. Developing performance evaluation and personnel policies;				
c. Creating orientation sessions for new workers;				
d. Honing job interview techniques for efficiency and compliance;				
e. Analyzing employee turnover;				
f. Creating job accommodations and using assistive technologies;				
g. Explaining labor and employment laws to help employers comply with discrimination, wage/hour, and safety/health regulations;				

Tally of Answers for Section 4B					
YES		NO		N/A	

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**Section Five: Employment and Training Activities**

<b>5. ARIZONA@WORK Job Center provides access to any employment and training activities defined in 20 CFR 680.200. This list is not all-inclusive. Additional training services may be provided.</b>				
<b>ARIZONA@WORK Job Center Compliance Criteria</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Supporting Data Source/Justification</b>
1. Offers occupational skills training, including training for nontraditional employment;				
2. Offers on-the-job training (OJT) (see 20 CFR680.700, 20 CFR 680.710, 20 CFR 680.720, and 20 CFR 680.730);				
3. Offers Incumbent worker training, In accordance with WIOA sec. 134(d)(4) and 20 CFR 680.780, 20 CFR 680.790, 20 CFR 680.800, 20 CFR 680.810, and 20 CFR 680.820;				
4. Offers programs that combine workplace training with related instruction, which may include cooperative education programs;				
5. Offers training programs operated by the private sector;				
6. Offers skills upgrading and retraining;				
7. Offers entrepreneurial training;				
8. Offers transitional jobs; Means employment that provides a time-limited work experience that is wage-paid and subsidized, and is in the public, private, or non-profit sectors, for those individuals with barriers to employment who are chronically unemployed or who have an inconsistent work history.				
9. Offers job readiness training provided in combination with services listed in 1 thru 8;				
10. Offers adult education and literacy activities, including English Language Acquisition, provided concurrently or in combination with services listed in 1 thru 7.				
11. Offers customized training conducted with a commitment by one or more employers to employ an individual upon successfully completing training. Customized training is designed to meet the specific needs of one or more employers and for which the employer(s) pay a significant cost of the training.				

<b>Tally of Answers for Section 5</b>					
<b>YES</b>		<b>NO</b>		<b>N/A</b>	

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**Section Six: Additional Youth Services Measures**

<b>6. Additional youth services measures (See TEGL 21-16 for program element descriptions).</b>				
<b>ARIZONA@WORK Job Center Compliance Criteria</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Supporting Data Source/Justification</b>
4. Has direct access to all 14 youth program elements required in 20 CFR 681.460:				
a. Tutoring, study skills training, instruction, and dropout prevention;				
b. Alternative secondary school services or dropout recovery services;				
c. Paid and unpaid work experience;				
d. Occupational skills training;				
e. Education offered concurrently with workforce preparation and training for a specific occupation;				
f. Leadership development opportunities;				
g. Supportive services;				
h. Adult mentoring;				
i. Follow-up services;				
j. Comprehensive guidance and counseling;				
k. Financial literacy education;				
l. Entrepreneurial skills training;				
m. Services that provide labor market information;				
n. Postsecondary preparation and transition activities.				

<b>Tally of Answers for Section 6</b>				
<b>YES</b>		<b>NO</b>		<b>N/A</b>

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**Section Seven: Continuous Improvement Measures**

<b>7A. ARIZONA@WORK Job Center Continuous Improvement Measures.</b>				
<b>ARIZONA@WORK Job Center Compliance Criteria</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Supporting Data Source/Justification</b>
1. Makes quality referrals to partner programs (as outlined in the MOU) that are likely to convert to service.				
2. Keeps track of referrals and reports progress on follow through. A system is in place for partners to follow-through and report progress on referrals made.				
3. Captures job seeker feedback through the Arizona job seeker satisfaction survey and uses the data to improve services. (20 CFR 678.800 c) <b>(This measure does not apply in the initial certification year.)</b>				
4. Captures employer feedback through the Arizona employer satisfaction survey and uses the data to improve services. (20 CFR 678.8000c) <b>(This measure does not apply in the initial certification year.)</b>				

**NOTE: N/A can only be marked for #3 and #4 if this is an initial certification year.**

<b>Tally of Answers for Section 7A</b>					
<b>YES</b>		<b>NO</b>		<b>N/A</b>	



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<b>Identify required criterion that were not met. Use additional sheets as needed.</b>

<b>TOTAL Tally of Answers for Assessment</b>					
<b>YES</b>		<b>NO</b>		<b>N/A</b>	

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**Suggestions for Conducting the Part I Certification Assessment**

The following process is recommended by the assessment team that tested the Part I certification assessment tool.

1. Request volunteers from the LWDB serve on the assessment team, as soon as possible, to allow time for adequate preparation. It is recommended that assessment be completed by an experienced Board member who is paired with a Board member who is relatively new to the Board.
2. The LWDB has flexibility in how it assigns assessment teams to conduct the assessment. The assessment can be completed in multiple visits, if necessary. Different teams can be used to assess multiple ARIZONA@WORK Job Centers.
3. Provide the assessment tool to the site manager for review and request recommendations of ARIZONA@WORK Job Center staff that the assessment team should interview. It may take multiple interviews to cover all the partner programs located at the site being evaluated. Administrative staff may serve as a resource, but the assessment must be completed by an assessment team of the LWDB and LWDB staff.
4. When conducting interviews, it is helpful to have one assessment team member conduct the interview and another member takes notes on the assessment tool.
5. The assessment tool is structured for yes, no, and n/a answers. It is helpful for the assessment team to ask follow-up questions, such as asking the staff person to say more about whatever topic is being addressed or ask for examples. The additional information obtained from the interviews, even though it does not need to be submitted with the final assessment, can be valuable in the LWDB's strategic planning process, and monitoring of the One Stop Operator. LWDB members may want to have a separate copy of the tool to take more detailed notes to use for presentation to the Board and for strategic planning.