# NEWDB Memo 08-2020: Star Accessibility

**Date:** December 12, 2020

**To:** Board Staff, Service Provider, Star Accessibility Team

**From:** NEWDB

**Subject:** NEWDB Policy Process

This memo provides guidance for the Star Accessibility process for the American Job Centers (AJCs) located within the Northeast Workforce Development Board (NEWDB) area.

The NEWDB will designate an Assessment Team comprised of the One Stop Operator (OSO) and one, or more, core and/or business partner and the NEWDB Compliance Monitor/EEO who will have oversite for the process. The Assessment Team is responsible for conducting independent and objective assessments of the AJCs in the NEWDB area and providing scoring outcomes to the One Stop Operator. The One Stop Operator will serve as the primary contact person, and is responsible for communicating with the NEWDB Executive Director and Compliance Monitor/EEO, throughout the assessment process and will send updates outlining progress, at a minimum, on a weekly basis.

The Assessment Team will conduct a bi-annual assessment of Accessibility in all American Job Centers including affiliate centers. The assessment will be conducted as part of preparation for the bi-annual Center Certification. The initial assessment must be concluded a minimum of 30 days before the Center Certification review team begins their review. If the initial assessment cannot be concluded within the required timeframe the OSO must submit a request for extension and validation for the extension request. The request for an extension must be made to the NEWDB before the established due dates and as soon as it becomes apparent that the deadline cannot be met. The initial assessment will be completed using the rubric and scoring sheet included as an attachment in OWDI #11-2020. Any additional assessments determined necessary must be approved by the NEWDB prior to their use

The One Stop Operator will be responsible for adhering to the guidance provided in OWDI #11-2020, for the process prescribed within this guidance, ensuring that timelines are adhered to, and ensuring that all deficiencies are addressed as necessary among core partners.

## The following timelines will be a framework for completing the Star Accessibility Assessments:

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| **Due Date** | **Task** |
| 12/15/ | Assessment Team is identified and notified by NEWDB. |
| 12/15/ | OSO will draft a formal "Request for Review" letter and submit it to the NEWDB Executive Director and Compliance Monitor/EEO Officer. The letter must outline: * Purpose of the review
* American Job Centers to be reviewed
* Brief description of the review activities
* Estimation of time commitments for the reviewers
* Synopsis of expected outcomes
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| 12/30/ | Upon approval of the letter, the letter will be sent to prospective Assessment Team members by the NEWDB Compliance Monitor/EEO and will also indicate the estimated assessment start date. |
| 12/30 | Using Dropbox folders, the OSO organizes forms and documents that will be needed for the Assessment Team to conduct desk and onsite reviews. NEWDB Compliance Monitor/EO Officer conducts preliminary review of documents to ensure that all necessary items are included. |
| 1/15/ | OSO conducts preliminary meetings/trainings with the Assessment Team to outline goals of review, tools to be utilized, and centers to be reviewed. OSO provides Assessment Team with forms and documentation required for desk review. Following, the Assessment Team will begin their review. |
| 1/15-2/15 | The Assessment Team completes desk and onsite reviews. The review process should not last longer than 30 days from start to finish. |
| 02/28/ | The Assessment Team presents completed assessment results and a letter on behalf of the Assessment team that summarizes the assessment results, any perceived strengths, and any perceived deficiencies to the OSO. The OSO reviews and forwards the letter to the NEWDB Executive Director and Compliance Monitor/EEO Officer.  |
| 2/28-03/07 | The NEWDB Executive Director and Compliance Monitor/EEO Officer review the Assessment Team's letter and assessment results.  |
| 2/28-03/30/ | The OSO, in coordination with the NEWDB Compliance Monitor/EEO Officer, creates a plan to address any deficiencies identified in the Assessment Team's letter, to include actionable items and a timeline for correction. |
| 05/01 | The OSO provides a letter to update the NEWDB and advise of corrective actions taken, staff development provided (including agendas and sign in sheets) and other actions taken to address deficiencies. The letter should also include any remaining deficiencies and a timeline for all corrections.  |
| NLT 09/30 | A copy of the letter from the Assessment Team and completed score sheets shall be sent electronically to OOWD. |