

Attachment B – Access to Required One-Stop Partner Programs and Services

Access to Required One-Stop Partner Programs and Services

“Access” to programs and services means having:

1. Program staff physically present at the location; or
2. Partner program staff physically present at the One-Stop Center appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or
3. Making available a direct linkage through technology to program staff that can provide meaningful information or services.
 - a. A “direct linkage” means providing direct connection at the One-Stop Center, within a reasonable time, by phone or through a real-time web-based communication to a program staff member who can provide program information or services to the customer.
 - b. A “direct linkage” cannot exclusively be providing a phone number or computer website or providing information, pamphlets, or materials.

At a comprehensive One-Stop Center, direct communication with an individual needs to be available/accessible – either by a program-funded individual, an appropriately trained partner staff, or through real-time communication (via the phone or web) for any and all of the required programs and activities that are carried out in the Local Area. Note: The direct communication does not have to be available immediately, but it does have to be available to the customer *at the comprehensive One-Stop Center*. In cases where access to a required program, service, or activity is only available on a part-time or intermittent schedule, Local WDBs are expected to take measures to ensure that the needs of their customer(s) are met in a reasonable and timely manner (e.g., a partner on site only once or twice a month may not be reasonable).

Below are examples that illustrate what meets and does not meet the access requirement.

- Meets the access requirement:
 - Arranging onsite meetings for a customer with a provider who is only physically present in the center on a part-time basis [Local WDBs (and/or their One-Stop Operators) are responsible for tracking availability of providers and the needs of customers in their Local Areas]
 - Reserving a room with a phone on site and arranging a telephone appointment for a customer with an offsite provider
- Does not meet the access requirement:
 - Using offsite referrals or appointments as the sole means of connecting a customer with a required service or activity
 - Distributing a business card, brochure, web address, etc., with an offsite provider’s contact information