
Customer Service

Center Information

Choose an item.

Oklahoma Works American Job Center Name

Address of Oklahoma Works American Job Center

Choose an item.

Date of assessment: Click or tap to enter a date.

Evaluator Information

Evaluator Name

Evaluator Email Address

Evaluator Phone Number

Evaluator Organization

Evaluator Role

Directions to Evaluator: Use the scoring rubric to determine an assessment score for this category.

Assessment Score

- 1 Star: Compliance
- 2 Stars: Maintenance
- 3 Stars: Prevention
- 4 Stars: Actively Responsive
- 5 Stars: Proactive

Evaluator Notes:

Evaluator Notes

Customer Service

Compliance



Most staff demonstrate awareness of basic knowledge and skills for serving customers with disabilities, but show limitations in processes and strategies related to disability etiquette to evaluate and provide service to individuals with disabilities (may have been serving people with disabilities but are unaware that they have a disability).

Maintenance



Most staff have awareness of accommodations available for customers with disabilities, but do not proactively offer accommodations to customers. Processes and strategies have been developed to create a “no wrong door” approach to accessibility for current customers.

Prevention



The majority of staff proactively offer accommodations and assistance to customers throughout the service process. There is evidence of processes and strategies to anticipate customer needs and practice positive, efficient etiquette for individuals with disabilities.

Actively Responsive



All staff demonstrate ability to assess and anticipate accessibility needs of job-seekers and advocate on their behalf. There is evidence of a process to assess and exchange feedback for improvement in the accessibility of services across partner agencies. There is a designated accessibility subject matter expert on site on behalf of the workforce system.

Proactive



All staff continuously assess accessibility needs of all job-seekers through established processes, mindsets, and shared values of customer service. Customers and stakeholders are included in the development of policies and processes for service. There is a designated accessibility subject matter expert on site on behalf of the workforce system.

Training

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Training

Compliance



Training in serving people with disabilities is included in orientation for all new staff and annual all-staff training. Some additional training is available to designated staff, but it may be limited in scope.

Maintenance



100% of staff have participated in annual training related to serving individuals with disabilities and at least 30% of staff have attended 2 or more accessibility trainings per year.

Prevention



Staff receives quarterly training on multiple topics related to serving people with disabilities. At least 60% of staff have attended 2 or more specialized accessibility trainings per year.

Actively Responsive



Consistent and frequent staff training related to accessibility is available to all staff and incorporates customer and partner feedback to improve services to individuals with disabilities. There is evidence of a followed process of keeping current with practices and lesson relevant to serving people with disabilities that may include ongoing learning; continuous efforts to be accessible, including up to date training, policies/procedures for new staff, up-to-date adaptive technology, etc.

Proactive



100% of staff receive consistent and frequent training on a wide range of accessibility-related topics on a regular, ongoing basis. Staff demonstrate knowledge and ability to apply “best practice” strategies for overcoming disability-related employment barriers and anticipating customer needs (e.g. Individual Response Teams, Customized Employment, Supported Employment, Asset Development, etc.).

Outreach

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Outreach

Compliance



100% of current, public-facing outreach documents and announcements for advertising, recruitment, and feedback are consistent with modern accessibility standards (WIOA Section 188 and 29 C.F.R. part 38). Website and 100% of current, public-facing digital outreach materials are accessible. Evidence of a reasonable effort to conduct targeted outreach to at least one population protected by WIOA Section 188 and 28 C.F.R. part 38.

Maintenance



100% of current, public-facing digital and non-digital outreach materials are accessible, including website. Effectiveness of targeted outreach is analyzed for improvement. EO data reports from OKJobMatch inform outreach strategies and continuous improvement efforts.

Prevention



All outreach documents and announcements comply with [29 C.F.R. 38.38](#). There is consistent and frequent analysis of outreach efforts and strategy development to protected populations. There is evidence of the development of an annual outreach plan to local businesses to identify equal opportunity and nondiscrimination training needs.

Actively Responsive



Implementation of annual assessment of employer and community partner needs related to equal opportunity and nondiscrimination. Evidence of feedback incorporated into outreach plan and/or strategies. Quarterly review of EO data reports on OKJobMatch informs strategies and updates to annual outreach plan implementation and identify areas of improvement. Outreach plan strategies align with locally identified sector strategies and demand occupations.

Proactive



Evidence of ongoing employer and community outreach to meet training needs and promote resources and best practices for equal opportunity and nondiscrimination. Outreach plan proactively identifies and actively responds to appropriate employers and community service groups within target occupational sectors about ways in which it may improve its outreach and service to underserved EO populations. Track and evaluate target population changes to inform employer and community outreach efforts and develop promising strategies and initiatives to anticipate workforce needs.

Physical Accessibility

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Evaluator Notes:

Evaluator Notes

Physical Accessibility

Compliance



Facility is missing more than one of the following essential elements: accessible parking spaces, parking access aisles, ramps, door clearance sizes, accessible toilet room. Facility has EEAP filed indicating what alternative measures staff will take to ensure accessibility and a timeline for remediation of non-compliant elements.

Maintenance



Facility is missing one of the following essential elements: accessible parking spaces, parking access aisles, ramps, door clearance sizes, accessible toilet room. Facility has EEAP filed indicating what alternative measures staff will take to ensure accessibility and a timeline for remediation of non-compliant elements.

Prevention



Facility has all elements identified for 4 and 5 star ratings, but which exceed maximum variances outlined in those ratings. Facility has EEAP filed indicating what alternative measures staff will take to ensure accessibility.

Actively Responsive



Parking spaces, access aisles, cross slopes, ramp landings, and maneuvering clearances contain no measured slopes greater than 3.5%. Ramps contain no measured slopes greater than 9.5%. Handrails, if necessary, are installed on both sides with width corresponding to accessible route dimensions. Handrail gripping surfaces and extensions may have measurement errors of no more than 4 inches. Doors utilized by public have appropriate maneuvering clearance sizes for their configuration or are equipped with automatic openers. Toilet rooms have minimal, easily correctable errors (i.e. mirrors, insulated pipes). Properly sized grab bars may be improperly located by no more than 4 inches.

Proactive



Parking spaces, access aisles, cross slopes, ramp landings, and maneuvering clearances contain no measured slopes greater than 3%. Ramps contain no measured slopes greater than 9%. Handrails, if necessary, are installed on both sides with width corresponding to accessible route dimensions (36 inches). Handrail gripping surfaces and extensions may have measurement errors of no more than 2 inches. Doors utilized by the public have appropriate maneuvering clearance sizes for their configuration or are equipped with automatic openers. Toilet rooms have minimal, easily correctable errors (i.e. mirrors, insulated pipes). Properly sized grab bars may be improperly located by no more than 3 inches.
