

ONE-STOP CERTIFICATION

ACTION: Adopt the recommendation from the RWIB Chairs for the establishment of OWA One Stop Center certification criteria in support of OWA policy established at the July 2006 meeting and addressing the requirements of the Workforce Investment Act, regulation, and state guidance.

In July 2006 OWA adopted certification criteria for the establishment of One Stop centers in the local workforce investment area. At the October 2006 quarterly meetings OWA staff provided OWA and the RWIB Chairs with a draft of the One Stop certification checklist supporting the application to OWA for One Stop certification. No action was requested in October in order to assure that the One Stop certification checklist maintained alignment with the OWA strategic plan which was yet to be developed. The draft One Stop certification checklist is attached. Please note that this draft will subject to a final review by the RWIB Chairs at their January 2007 quarterly meeting to capture any additional input. Staff is requesting that OWA consider any comments from the RWIB Chairs and act on the recommendation for the adoption of a One Stop certification checklist supporting the implementation of the OWA One Stop Certification Criteria policy established at the July 2006 meeting.

In order to create the new One Stop certification tool, the One Stop certification criteria adopted by OWA were matched to draft indicators that are intended to demonstrate that appropriate systems, processes, resources and services are in place to address the requirements at the regional level and for the One Stop Center seeking certification. A review of the draft One Stop Certification checklist shows a change in approach from the checklist previously in place. The original checklist used by OWA and the RWIBs was basically a list of certification criteria without any accompanying definition or supporting indicators. This process was simple, and effectively addressed the need to establish a system of certification, but did not lend itself to continual improvement efforts, and provided minimal assurance that criteria were being equally applied in the certification of each center.

The new One Stop certification checklist is an amalgam of the Malcolm Baldrige principles for organizational excellence, methods used by other local area boards, and the more basic approach with which we started. The new approach takes the One Stop certification criteria adopted by OWA in July 2006 and creates indicators for each of the criteria to assist the reviewer in determining if the One Stop seeking certification has demonstrated that the criteria is met. Scoring is on a sliding scale, which provides the opportunity to identify missing or incomplete elements and to also identify best practices. The new certification process allows for a full certification (all elements are in place) or a developmental certification (some elements are in place and benchmarks and time lines are in place to provide for full compliance).

Staff Contact: Jeff Dickason, Chief Operations Officer, 1(866)888-4862.

Attachment: One Stop Certification Checklist

DRAFT - OWA One-Stop Certification and Re-certification Process Checklist - DRAFT

Background – The following documents are required for the One-Stop Certification and Re-certification process and will be submitted by each region seeking One-Stop Certification and Re-certification by OWA:

- A completed One-Stop Certification and Re-certification process checklist (this document) with all requested information provided and indicated by completed check boxes.

- A completed cover document / letter of transmittal containing the following elements:
 - a. Request to OWA for One-Stop certification or re-certification;
 - b. List of the members of the business-led committee involved in the certification or re-certification process;
 - c. List of attachments, including the completed One-Stop certification and re-certification tool;
 - d. Assurances that the regional process was conducted in accordance with the approved TOC/OWA policy; and
 - e. Request to agendaize for presentation and action at the next OWA quarterly meeting (please indicate the desired date)

- A completed One-Stop Certification and Re-certification tool, including all relevant attachments.

Reminder – regional requests and materials are due to the TOC/OWA Administrative Office a minimum of 30 days prior to the OWA quarterly meeting to allow time for review and inclusion in the OWA meeting packet. OWA meetings will be held on:

- July 19 – 20, 2007

All regions wishing to participate in the One-Stop certification and re-certification process must do so in the next year, with OWA approval of the request for One-Stop certification occurring during one of these three meetings.

Staff contact: Jeff Dickason, Chief Operations Officer, 1 (866) 888 – 4862.

Sample Letter

[Date]

Bob Schroth, President
Oregon Workforce Alliance
260 SW Ferry, Suite 202
Albany OR 97321

Re: OWA One-Stop Certification and Recertification

Dear Mr. Schroth,

On behalf of Oregon's workforce region ____, we request OWA [certification or re-certification] of [identify the One-Stop] in accordance with the OWA policy for the Certification and Re-certification of One Stops and section 121 of the Workforce Investment Act.

Our regional process was led by committee members [provide the list] according to TOC/OWA guidance. Please direct any questions pertaining to the process to [name of the committee chair or RWIB staff, and contact information].

We've enclosed the following documents pursuant to this process:

- Completed process checklist; and
- Completed certification/re-certification tool, including attachments.

We can assure that our regional process was conducted in accordance with approved TOC/OWA policy. We request the opportunity to present our recommendations to [certify / re-certify] at the OWA quarterly meeting scheduled for [add the date of the OWA quarterly meeting, making sure that at least 30 days notice has been provided].

[Please include additional information submitted by your region or the certification committee, as appropriate].

Sincerely,

[Name]
Region ____ RWIB Chair

Attachments

Oregon Workforce Alliance One-Stop Certification and Re-certification Criteria Version 2.0

Background – In accordance with section 121 of the Workforce Investment Act and in compliance with OWA policy, this document provides structure to the mandated role of the Local Workforce Investment Board for the certification and re-certification of One-Stops within the Local Area. The process for certification requires active participation by private sector board members at the regional level through the creation of a private sector led regional review committee that will lead the certification process. The regional review process will culminate in a regional recommendation for One-Stop certification (or re-certification) to the Local Workforce Investment Board (The Oregon Workforce Alliance). The process is also expected to consider and inform continuous improvement efforts in the One-Stop system.

The certification process is applicable to those One-Stop centers that have been previously certified and for centers seeking new certification. The same criteria and process applies to both One-Stop centers seeking new certification and to those seeking re-certification. The one difference is the requirement to address continual improvement by sites seeking re-certification. One-Stop centers that seek certification or re-certification and that do not meet some of the criteria may be provided with a developmental certification. A developmental certification requires that benchmarks be established around the certification criteria that are not met and that time lines be established for bringing the One-Stop into compliance. The certification process also establishes a limited set of criteria that must be addressed in order for certification as an affiliate site.

Under state policy, Local Workforce Investment Boards (LWIBs) must re-certify local WorkSource Oregon (WSO) One Stop Centers at least once every two years. LWIBs will not certify and brand WSO One Stop Centers that do not meet the minimum certification criteria within the timelines defined by the LWIB.

Under the process established by the Oregon Workforce Alliance (OWA), Regional Workforce Investment Boards (RWIBs) will recommend to OWA the certification or re-certification of a One-Stop site based upon the degree to which the applicant One-Stop Center has met the certification criteria. Where criteria are not met and certification is desired, the benchmarks and a time line by which the One Stop Center will be in compliance with the minimum criteria will be established by the RWIB in its recommendation to OWA. The RWIB may also recommend the certification of a site as an affiliate. The minimum standards for certification are detailed in the OWA One-Stop certification checklist.

One-Stop Certification Checklist

RWIB requesting One-Stop Certification:	
Name of One-Stop:	
Location/Address of One-Stop:	
Time Period for Certification (2 Years):	
Partners Represented on-site either part or full-time:	
<input type="checkbox"/> Oregon Employment Department	<input type="checkbox"/> WIA Title 1B
<input type="checkbox"/> Veterans Employment Programs	<input type="checkbox"/> Worker Re-Training
<input type="checkbox"/> Claimant Placement Program	<input type="checkbox"/> Early Intervention Services
<input type="checkbox"/> Labor Exchange	<input type="checkbox"/> Rapid Response to Plant Closures
<input type="checkbox"/> Migrant Farm Worker Services	<input type="checkbox"/> Post-Secondary Voc-Tech
<input type="checkbox"/> NAFTA / Trade Assistance Act	<input type="checkbox"/> Adult Basic Education Programs
<input type="checkbox"/> Worker Profiling	<input type="checkbox"/> English as a Second Language
<input type="checkbox"/> DHS TANF	<input type="checkbox"/> Community Services Block Grant
<input type="checkbox"/> Welfare to Work	<input type="checkbox"/> _____
<input type="checkbox"/> Vocational Rehabilitation	<input type="checkbox"/> _____
<input type="checkbox"/> Title V Older Americans Act	<input type="checkbox"/> _____
<input type="checkbox"/> HUD Employment & Training	<input type="checkbox"/> _____
Certification Level being requested:	
<input type="checkbox"/> Full Certification	Meets all certification requirements based on the presence of all components and indicators.
<input type="checkbox"/> Developmental Certification	Meets some certification requirements based on the certification assessment. Benchmarks, time lines and a plan are in place to address all components by <i>(insert date)</i> _____.
<input type="checkbox"/> Affiliate Site Certification	Meets required certification components for an affiliate site and does not plan to pursue full certification.

1. Development Criteria

A. A Business Plan is in Place													
<input type="checkbox"/> Met <input type="checkbox"/> Not Met	<p>For full or developmental certification, each One Stop Center must complete a business plan that addresses the following categories for performance excellence. The business plan may be addressed through the unified planning process or a modification of the plan. A business plan is not necessary for affiliate site certification.</p>												
<p>Directions:</p> <p>The business plan contains six elements:</p> <ul style="list-style-type: none"> • Leadership • Planning • Marketing • Integration • Quality Service • Continuous Improvement <p>To meet certification standards there must be clear evidence based on the presence of the component indicators that each component of the business plan has been addressed.</p> <p>If any component shows some evidence or no evidence based on the indicators for each component then a developmental certification plan may be established to bring the One-Stop center into compliance with certification criteria. Once in compliance, the One-Stop center may re-apply for full certification.</p> <p><u>Scoring:</u></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">(5 - 4)</td> <td style="text-align: center;">(3 - 1)</td> <td style="text-align: center;">(0)</td> </tr> <tr> <td colspan="3" style="text-align: center;"> ----- ----- </td> </tr> <tr> <td style="text-align: center;">Clear</td> <td style="text-align: center;">Some</td> <td style="text-align: center;">No</td> </tr> <tr> <td style="text-align: center;">Evidence</td> <td style="text-align: center;">Evidence</td> <td style="text-align: center;">Evidence</td> </tr> </table> <p>Each component will be individually scored.</p> <ul style="list-style-type: none"> • If there is clear evidence of the presence of the component then a score of a 5 or 4 may be awarded. • If there is some evidence of the presence of the component then a score of 3 - 1 may be awarded. • If there is no evidence of the component then a score of 0 will 	(5 - 4)	(3 - 1)	(0)	----- -----			Clear	Some	No	Evidence	Evidence	Evidence	<p>Business plan components:</p> <p><input type="checkbox"/> Internal Leadership – One-Stop center staff work together to promote quality service delivery and continuous improvement.</p> <p><u>Indicators:</u></p> <ul style="list-style-type: none"> • Staff is aware of and supports overall One Stop Center goals. • Core strengths of on-site partners are used effectively to meet center goals. • Work processes promote collaboration and information sharing across partners. • Staff is provided opportunity for cross training. <p><input type="checkbox"/> Planning (Customer / Business Focus) – One-Stop center staff plans to meet community workforce needs based on information gathered from job seekers and the business community.</p> <p><u>Indicators:</u></p> <ul style="list-style-type: none"> • Center identifies / tracks workforce related community issues. • Staff is familiar with the characteristics of the labor market they serve. • Staff uses community demographics and other information to establish and implement specific goals and action steps to address community / business needs. <p>Center has established a primary vision and focus that is clearly communicated to staff and customers.</p> <p><input type="checkbox"/> Marketing Strategy – The center has established or is working toward establishing an identity in the community such that customers (both job seekers and employers) are aware of and make use of One-Stop center resources.</p> <p><u>Indicators:</u></p>
(5 - 4)	(3 - 1)	(0)											
----- -----													
Clear	Some	No											
Evidence	Evidence	Evidence											

A. A Business Plan is in Place

be awarded.

- A score of 0 – 3 must be accompanied by a comment indicating the deficiency.

- Visible signage & Logo.
- Listing of all partners displayed.
- Marketing materials clearly convey the primary vision and focus on the One Stop Center.
- There is joint outreach and marketing of the One-Stop system.

Service Integration – The center has established a common intake system and has trained staff to address the employment, training and recruitment needs of customers.

Indicators:

- The center has adopted a common intake form (excluding eligibility) and confidentiality – information sharing release that is used and recognized by all the partners on-site.
- A referral system is in place among on-site partners to promote efficient and value-added delivery of services.
- Staff is trained to address the employment and training needs of customers and to assist employers in their recruitment and workforce development needs.
- All staff help to identify and implement service delivery improvements.
- The initial point of contact has information on all programs and services.
- Customer orientations provide information on all programs and services.
- The partners as a whole coordinate and leverage services effectively, share information and resources readily, and are held accountable to common quality standards and performance measures.

Quality Service Delivery/Customer Feedback – One-Stop center staff design and deliver services to meet both employer and job seeker customer needs and expectations. The center regularly assesses the quality and accessibility of services.

Indicators:

- The center collects, reviews and responds to customer satisfaction data.

A. A Business Plan is in Place	
	<ul style="list-style-type: none"> • Services and information are reasonably available to all customers, including those with disabilities and those with limited English proficiency. • Center services and design facilitate customer choice and options. • Center staff assists customers in getting the services they need, even when those services are not available through on-site partners. <p>Center services do not unnecessarily duplicate those offered by other private, public and non-profit entities in the community.</p>
	<p><input type="checkbox"/> Customer Service Improvement Model / Information and Analysis / Accountability – The center collects and uses performance data for management and service improvements. The center collects and uses performance data.</p> <p><u>Indicators:</u></p> <ul style="list-style-type: none"> • The Center uses performance benchmarks and targets in assessing results. • The center uses performance data to set direction and make course adjustments. • Center programs meet or exceed individual program performance or plan to do the same.

B. OWA Certification Process was followed	
<input type="checkbox"/> Met <input type="checkbox"/> Not Met	<p>A committee appointed by and consisting of RWIB business members of the RWIB used the OWA certification criteria and tool to conduct an on-site review and to prepare a recommendation for full, developmental or affiliate site certification of the One-Stop center to OWA.</p>
Directions:	Process Components:
<p>The OWA certification process has six steps:</p> <ul style="list-style-type: none"> • Form a review committee • On-site assessment • Scoring & Feedback • Recommendation • RWIB Action • Request to OWA 	<p><input type="checkbox"/> Review Committee – a private sector committee is designated by RWIB to complete the on-site certification assessment of the One-Stop.</p>
	<p><input type="checkbox"/> Onsite Assessment – the RWIB committee conducts on-site One-Stop certification review.</p>
<p>Each of the six process components must be <u>completed</u> or a <u>Not Met</u> designation must be marked.</p>	<p><input type="checkbox"/> Scoring & Feedback – the RWIB committee scores the certification assessment to determine the level of certification, considers evidence of continual improvement for re-certification requests, and establishes benchmarks and time lines to correct areas where the One-Stop does</p>

B. OWA Certification Process was followed	
	not meet certification criteria.
	<input type="checkbox"/> Recommendation – the RWIB committee makes recommendation for full, developmental or affiliate site certification.
	<input type="checkbox"/> Action – the RWIB takes action on the committees' recommendation
	<input type="checkbox"/> Request to OWA – the RWIB forwards certification request and materials to OWA

2. Physical Location meets minimum requirements

Physical Location meets requirements										
<input type="checkbox"/> Met <input type="checkbox"/> Not Met	Each certified One-Stop center or affiliate site will include a physical site that includes the following components.									
Directions:	Physical Site Components:									
Physical site requirements include nine components: <ul style="list-style-type: none"> • Signage • Environment • Resource Room • Accessibility • Hours of Operation • Tracking system • Staff assistance • Phone system • Meeting space <p>To meet certification standards there must be clear evidence of the presence of the components.</p> <p>If any component shows some evidence or no evidence of being in place then a developmental certification plan may be established to bring the One-Stop center into compliance with certification criteria. Once in compliance, the One-Stop center may re-apply for full certification.</p> <p><u>Scoring:</u></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">(5 - 4)</td> <td style="text-align: center;">(3 - 1)</td> <td style="text-align: center;">(0)</td> </tr> <tr> <td style="text-align: center;"> ----- </td> <td style="text-align: center;"> ----- </td> <td style="text-align: center;"> </td> </tr> <tr> <td style="text-align: center;">Clear Evidence</td> <td style="text-align: center;">Some Evidence</td> <td style="text-align: center;">No Evidence</td> </tr> </table> <p>Each component will be individually scored.</p>	(5 - 4)	(3 - 1)	(0)	-----	-----		Clear Evidence	Some Evidence	No Evidence	<input type="checkbox"/> Signage – The site is clearly identified as a WorkSource Oregon center through external signage – whether using WorkSource Oregon as the primary or as a co-brand. For full and developmental certification external signage will utilize the generic WSO logo rather than a version of the logo that identifies the location as the site of a specific partner. For affiliate site certification external signage may use a version of the logo that identifies the location as the site of a specific partner. <input type="checkbox"/> Environment – The site creates an environment that is business like and completely focused on the needs of the business community, the importance of preparing individuals to become successful employees, and meeting the needs of job seekers. <input type="checkbox"/> Resource Room – The site utilizes a Resource Room as the core of its service delivery strategy. A resource room must make available to job seeker customers the following: <ul style="list-style-type: none"> • Phone(s) • Internet Access • Staff to assist with job search • Printer(s) • Fax(es) • Copier(s) • Printed / hard copy resource information
(5 - 4)	(3 - 1)	(0)								
-----	-----									
Clear Evidence	Some Evidence	No Evidence								

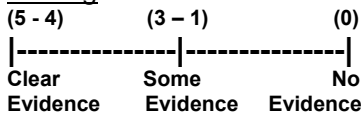
<ul style="list-style-type: none"> • If there is clear evidence of the presence of the component then a score of a 5 or 4 may be awarded. • If there is some evidence of the presence of the component then a score of 3 - 1 may be awarded. • If there is no evidence of the component then a score of 0 will be awarded. • A score of 0 – 3 must be accompanied by a comment indicating the deficiency. 	<input type="checkbox"/> Accessibility – The site provides for accessibility for all populations (this includes access to ADA accommodations, appropriate signage, the availability of materials in languages that are predominant in the community, etc.), access to translation services through language translation services.
	<input type="checkbox"/> Hours of Operation – The site has established minimum hours of operation that allow job seekers to access services as conveniently as possible.
	<input type="checkbox"/> Tracking System – The site has a tracking system to monitor the utilization of services, providing for counts of participants using the site in any given period.
	<input type="checkbox"/> Staff Assistance – The site has a greeter or a person designated to direct customers to the services they need.
	<input type="checkbox"/> Phone System – The site includes an integrated phone system so that call in customers can efficiently reach a live person when they need to do so.
	<input type="checkbox"/> Meeting Space – The site has private meeting space(s) to facilitate the sharing of confidential information when needed (e.g. employer interviews, vocational rehabilitation staff consultation with clients, etc.).

3. WSO Center meets minimum service requirements

A. Job Seeker minimum services requirements	
<input type="checkbox"/> Met <input type="checkbox"/> Not Met	Each certified One-Stop center or affiliate site will provide the following minimum level of Job Seeker services.
Directions: Job Seeker services include four over-arching components: <ul style="list-style-type: none"> • Universal Services • Core Services • Intensive Services • Training Services To meet full certification standards there must be clear evidence of the presence of the indicators for each of the four components. An affiliate site is responsible only for meeting the Universal / Self-Service Indicators.	Universal / Self-Service Indicators: <ul style="list-style-type: none"> <input type="checkbox"/> Orientation – Introductory workshop or other mechanism to introduce customers to services available at the center and through referral. <input type="checkbox"/> UI Information – Access to unemployment insurance information is available by phone. <input type="checkbox"/> Labor market information – provides occupational supply and demand information, skills required by occupation, and current average wage information.

If any component shows some evidence or no evidence of being in place then a developmental certification plan may be established to bring the One-Stop center into compliance with certification criteria. Once in compliance, the One-Stop center may re-apply for full certification.

Scoring:



Each component will be individually scored.

- If there is clear evidence of the presence of the component then a score of a 5 or 4 may be awarded.
- If there is some evidence of the presence of the component then a score of 3 - 1 may be awarded.
- If there is no evidence of the component then a score of 0 will be awarded.
- A score of 0 – 3 must be accompanied by a comment indicating the deficiency.

<input type="checkbox"/> Labor Exchange – (for example iMatchSkills) is available on-site.
<input type="checkbox"/> Job Search Assistance - Computerized, automated and staff assisted job search assistance is available on-site.
<input type="checkbox"/> Workshops – that help individuals succeed in their job search are available.
<input type="checkbox"/> Information & referral – to provide information regarding services in support of a self-referral to partnering programs.
<input type="checkbox"/> Training and Re-Training Information – to provide information on the availability of training, providers of training, and cost and performance of the training providers in support of a selection of a training program.
<input type="checkbox"/> Performance Information – on the One Stop Center or system is available on-site.
<input type="checkbox"/> Supportive Services – information on the availability of supportive services through WIA 1B or other partner or community resources are available.
Core Service Indicators:
<input type="checkbox"/> Initial Assessment - to evaluate job readiness based on job skills, experience, aptitudes, interests and abilities.
<input type="checkbox"/> Eligibility Determination – is available on-site for WIA 1B or on-site or by phone for the services of other partners located in the One-Stop center.
<input type="checkbox"/> Job Counseling – assists customer in determining services available and best use of information.
<input type="checkbox"/> Job Search Assistance – individualized staff assistance for job seekers requiring assistance.
<input type="checkbox"/> Staff Assisted Workshops & Job Clubs – staff assisted workshops for job seekers intended to inform, educate and build the skills necessary for a successful job search.
<input type="checkbox"/> Job Referral & Placement – allows access to available jobs and posting of resumes.

<input type="checkbox"/> Assessment & referral - to provide a value added referral to partnering programs.
<input type="checkbox"/> Follow-up services - to assist an exited participant in finding, retaining or acquiring the skills necessary to advance in employment.
Intensive Service Indicators:
<input type="checkbox"/> Comprehensive Assessment - to evaluate using standardized assessment tools the job readiness, experience, aptitudes, interests and abilities of a job seeker.
<input type="checkbox"/> Development of an Individual Service Strategy - to evaluate using standardized assessment tools the job readiness, experience, aptitudes, interests and abilities of a job seeker.
<input type="checkbox"/> Case Management and Job Search Assistance Counseling – individualized staff assistance for job seekers requiring intensive assistance promoting a successful job search or employment re-entry.
<input type="checkbox"/> Case Coordination – individualized case management for job seekers requiring the coordination of services among partners.
Training Service Indicators:
<input type="checkbox"/> Occupational Skills Training – support and assistance for clients requiring additional skills to successfully enter, retain or regain employment at a self-sufficiency wage.
<input type="checkbox"/> Skills Upgrading / Re-training – support and assistance for clients requiring additional skills to successfully enter, retain or regain employment.
<input type="checkbox"/> On-the-Job Training – with a specific employer supporting clients requiring additional employer specific skills to successfully enter, retain or regain employment.
<input type="checkbox"/> Customized Training – with a specific employer supporting groups of clients requiring additional employer specific skills to successfully enter, retain or regain employment.

B. Business Services minimum requirements	
<input type="checkbox"/> Met <input type="checkbox"/> Not Met	Each certified One-Stop center will provide the following minimum level of Business services on-site, via phone or by referral.
Directions: Business services include five mandatory components: <ul style="list-style-type: none"> • Labor Exchange • Labor Market Information • Recruitment Assistance • Service Brokerage • Rapid Response To meet certification standards there must be clear evidence of the presence of each of the components. If any component shows some evidence or no evidence of being in place then a developmental certification plan may be established to bring the One-Stop center into compliance with certification criteria. Once in compliance, the One-Stop center may re-apply for full certification.	Business Services Components: <ul style="list-style-type: none"> <input type="checkbox"/> Labor Exchange (for example iMatchSkills) <input type="checkbox"/> Labor market information <input type="checkbox"/> Recruitment Assistance <input type="checkbox"/> Service brokerage – to help businesses access other services. For example: opportunities for incumbent workers training support via EWTF or Regional Investment Boards, or Community College customized training departments, etc. <input type="checkbox"/> Rapid Response – employer assistance and early intervention to prevent a worker layoff, business down-sizing or closure and employer and worker assistance when such events occur.
<p>Scoring: (5 - 4) (3 - 1) (0)</p> <p style="text-align: center;"> ----- ----- Clear Some No Evidence Evidence Evidence </p> <p>Each component will be individually scored.</p> <ul style="list-style-type: none"> • If there is clear evidence of the presence of the component then a score of a 5 or 4 may be awarded. • If there is some evidence of the presence of the component then a score of 3 - 1 may be awarded. • If there is no evidence of the component then a score of 0 will be awarded. • A score of 0 – 3 must be accompanied by a comment indicating the deficiency. 	

C. Staffing of the One-Stop meets minimum requirements										
<input type="checkbox"/> Met <input type="checkbox"/> Not Met	Each certified One-Stop center will have staff who work together to support the service delivery of the center, regardless of the organization for which they work.									
Directions:	One Stop Staffing Components:									
<p>One-Stop staffing requirements include seven components:</p> <ul style="list-style-type: none"> • OED & WIA 1B Staff • Partner Staff • Service Delivery • Staff Identification • Staff Diversity • Information Sharing • Shared Policy Framework <p>To meet certification standards there must be clear evidence of the presence of each of the components.</p> <p>If any component shows some evidence or no evidence of being in place then a developmental certification plan may be established to bring the One-Stop center into compliance with certification criteria. Once in compliance, the One-Stop center may re-apply for full certification.</p> <p><u>Scoring:</u></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center; width: 33%;">(5 - 4)</td> <td style="text-align: center; width: 33%;">(3 - 1)</td> <td style="text-align: center; width: 33%;">(0)</td> </tr> <tr> <td style="text-align: center;"> ----- </td> <td style="text-align: center;"> ----- </td> <td style="text-align: center;"> </td> </tr> <tr> <td style="text-align: center;">Clear Evidence</td> <td style="text-align: center;">Some Evidence</td> <td style="text-align: center;">No Evidence</td> </tr> </table> <p>Each component will be individually scored.</p> <ul style="list-style-type: none"> • If there is clear evidence of the presence of the component then a score of a 5 or 4 may be awarded. • If there is some evidence of the presence of the component then a score of 3 - 1 may be awarded. • If there is no evidence of the component then a score of 0 will be awarded. • A score of 0 – 3 must be accompanied by a comment indicating the deficiency. 	(5 - 4)	(3 - 1)	(0)	-----	-----		Clear Evidence	Some Evidence	No Evidence	<ul style="list-style-type: none"> <input type="checkbox"/> OED & WIA Title 1B – staff are available on-site <input type="checkbox"/> Other Partners – staff of other partners are available on-site based on community needs and the availability of space within the physical site. <input type="checkbox"/> Service Delivery – Partners are committed to providing adequate staffing to deliver services to the community based on community need. <input type="checkbox"/> Staff Identification – staff are clearly identifiable as part of the WSO center, rather than as separate organizations (for example staff were name tags with the WSO lable). <input type="checkbox"/> Staff Diversity – staff reflect the demographics of the community to the greatest extent possible. <input type="checkbox"/> Information Sharing – agreements are in place among partners to support information sharing and to address confidentiality issues to allow staff to work together. <input type="checkbox"/> Shared Policy Framework – while it is understood that all staff working on site at a WSO center must abide by the rules and policies of their host agency, WSO staff also abide by a shared policy framework the includes: <ul style="list-style-type: none"> • Common policies the clarify how staff will work together, and how complaints will be handled (such as the MOU, MOA, Resource Sharing Agreement, etc.). • Shared performance planning and reporting is in place to assure that all staff are working toward excellence of the WSO center, as well as their own organizational performance standards. • Locally defined means of measuring and reporting customer satisfaction for all customers (job seekers, business, etc.). • Mechanisms for assuring continuous improvement of outcomes.
(5 - 4)	(3 - 1)	(0)								
-----	-----									
Clear Evidence	Some Evidence	No Evidence								