



Application for Certification of One-Stop Centers

The Workforce Innovation and Opportunity Act (WIOA) envisions high-quality one-stop centers that are business-driven, customer-centered, and tailored to meet the needs of regional economies. One-stop centers are designed to serve job seekers and workers by increasing access to and opportunities for employment, education, training, and support services that help them overcome barriers and succeed in the labor market and secure high-paying jobs. Additionally, one-stop centers are structured to assist businesses by finding workers possessing the skills required through access to other supports, including education and training for their current workforce.

WIOA requires all one-stop centers to meet certification requirements, including assessments of their **effectiveness, physical and programmatic accessibility, and continuous improvement**. These statewide standard certification criteria help to ensure a level of quality and consistency of services in one-stop centers throughout Illinois, regardless of their location. These criteria and procedures are also intended to ensure flexibility to develop additional criteria or service coordination requirements responding to the needs of the regional economies.

Instructions

This application is to be completed by one-stop centers seeking designation as a *comprehensive* one-stop center. It is to be completed by the one-stop operator and submitted to the LWIB for use by the Local Certification Team. Each criterion must first be self-evaluated by the one-stop operator as to whether the one-stop center meets the requirements by checking “Attained” or “Not Attained”.

- If “Attained” is selected, provide the “Basis of Determination” by marking each indicator that is in place. While all criteria must be met and all indicators addressed, the Local Workforce Innovation Board decides what level of flexibility is to be used. An “Other” option is provided for the one-stop operator and Local Certification Team to use in documenting alternative indicators that a specific criterion has been attained.
- If “Not Attained” is selected, describe the necessary improvements required to meet the criterion.

To facilitate the timely completion of the certification process, evidence of each indicator must be made available so as to be verifiable through a desk review or a site visit by the Local Certification Team.

The one-stop operator is encouraged to suggest examples of noteworthy practices and improvement opportunities in Section D. The completed application will be provided to the Local Certification Team to use in its evaluation. Certification team members are encouraged to add their comments, particularly in the areas of best practices and continuous improvement opportunities.

Please submit the completed and signed Application for Certification of One-Stop Centers form to Mark Burgess, IWIB Staff at mark.a.burgess@illinois.gov or mail to:

Illinois Department of Commerce and Economic Opportunity
Office of Employment and Training
Application for Certification of One-Stop Centers Form
500 East Monroe Street – 9th Floor
Springfield, Illinois 62701



Application for Certification of One-Stop Centers

Identifying Information

One-Stop Site Name:		
One-Stop Center Address:		
LWIA:		
Contact Person:		
Contact Phone Number:	Contact E-mail:	Date of Assessment:
Local Certification Team Leader:		
Current Certification Level (check one): <input type="checkbox"/> Comprehensive One-Stop Center <input type="checkbox"/> Affiliate or Specialized Center <input type="checkbox"/> None		
If requesting a different certification level, check level requested: <input type="checkbox"/> Comprehensive One-Stop Center <input type="checkbox"/> Affiliate or Specialized Center		



Application for Certification of One-Stop Centers

A. EFFECTIVENESS CRITERIA

1. GOVERNANCE

All required governing documents are in place prior to the center's certification.

INITIAL CRITERION 1:

The current local MOU and, if applicable, an agreement between the chief elected officials (CEOs) are in place (or pending).

- Attained
 Not Attained

If the local MOU is pending, mark here:

An executed MOU is required before the final certification of the comprehensive one-stop center can occur. If the local MOU is pending, provide the status and anticipated date of execution:

BASIS FOR DETERMINATION:

(check all that apply)

- The MOU accurately reflects the name and location of the center and the way in which required partners will integrate services.
- A CEO agreement, if applicable, accurately reflects the roles and processes for appointing board members, designating a grant recipient and fiscal agent, collaborating on planning activities and other governance functions.

Certification Team Comments:

INITIAL CRITERION 2:

Assurance of implementation of the nondiscrimination and equal opportunity (EO) provisions of WIOA has been implemented.

- Attained
 Not Attained

Improvements needed to meet initial criterion:

BASIS FOR DETERMINATION:

(check all that apply)

- An accessibility survey has been completed within the past three years with identified deficiencies corrected or a plan for correction identified.
- Methods of Administration have been developed and implemented.
- Other – describe below the basis used for determination:

Certification Team Comments:

INITIAL CRITERION 3:

A functional organizational chart has been developed.

- Attained
 Not Attained

Improvements needed to meet initial criterion:

BASIS FOR DETERMINATION:

(check all that apply)

- The functional chart includes all partners providing services at the center and their reporting relationships.
- Other – describe below the basis used for determination:

Certification Team Comments:



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A. EFFECTIVENESS CRITERIA

<p>INITIAL CRITERION 4: By July 1, 2017, a one-stop center operator is competitively selected.</p> <p><input type="checkbox"/> Attained</p> <p><input type="checkbox"/> Not Attained</p> <p>Improvements needed to meet initial criterion:</p>	<p>BASIS FOR DETERMINATION: (check all that apply)</p> <p><input type="checkbox"/> The one-stop operator selected through a competitive procurement process is in place by July 1, 2017.</p> <p><input type="checkbox"/> Procurement documents contain clear conflict of interest policies, procedures demonstrating internal controls, and roles and responsibilities of the daily operation of the center and its staff.</p> <p><input type="checkbox"/> Other – describe below the basis used for determination:</p> <p>Certification Team Comments:</p>
<p>INITIAL CRITERION 5: The LWIB is certified and all board members are current.</p> <p><input type="checkbox"/> Attained</p> <p><input type="checkbox"/> Not Attained</p> <p>Improvements needed to meet initial criterion:</p>	<p>BASIS FOR DETERMINATION: (check all that apply)</p> <p><input type="checkbox"/> Documents attesting to the LWIB certification and currency of board members are available.</p> <p><input type="checkbox"/> Other – describe below the basis used for determination:</p> <p>Certification Team Comments:</p>
<p>2. PROFESSIONAL STAFFING Center staff have clear job descriptions, receive regular performance reviews, and are provided continual professional development.</p>	
<p>INITIAL CRITERION 1: Center staff roles and responsibilities are clear at all stages of service delivery.</p> <p><input type="checkbox"/> Attained</p> <p><input type="checkbox"/> Not Attained</p> <p>Improvements needed to meet initial criterion:</p>	<p>BASIS FOR DETERMINATION: (check all that apply)</p> <p><input type="checkbox"/> Evidence is provided that center staff understand their roles and responsibilities.</p> <p><input type="checkbox"/> Other – describe below the basis used for determination:</p> <p>Certification Team Comments:</p>
<p>INITIAL CRITERION 2: The center has a system and procedures in place to assess staff members' skills and core competencies.</p> <p><input type="checkbox"/> Attained</p> <p><input type="checkbox"/> Not Attained</p> <p>Improvements needed to meet initial criterion:</p>	<p>BASIS FOR DETERMINATION: (check all that apply)</p> <p><input type="checkbox"/> A personnel evaluation process is in place or planned that includes employee development goals as appropriate.</p> <p><input type="checkbox"/> Other – describe below the basis used for determination:</p> <p>Certification Team Comments:</p>



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A. EFFECTIVENESS CRITERIA

<p>INITIAL CRITERION 3: The center provides staff development that is appropriate for each individual's specialty as well as more general staff development needs.</p> <p><input type="checkbox"/> Attained <input type="checkbox"/> Not Attained</p> <p>Improvements needed to meet initial criterion:</p>	<p>BASIS FOR DETERMINATION: (check all that apply)</p> <p><input type="checkbox"/> A staff training plan has been developed to address topics including:</p> <ul style="list-style-type: none"> • Customer service (in-person and phone) • Center partners' programs, services, and resources • Other Illinois workNet resources • Using center technology and other online resources (e.g., email) • Performance indicators, their importance, and how staff contribute to them • Accessibility and understanding the basics of assistive technology • Safety and security • Ethics <p><input type="checkbox"/> Other – describe below the basis used for determination:</p> <p>Certification Team Comments:</p>
<p>3. RESPONSIVENESS TO THE NEEDS OF JOB SEEKERS The center meets the needs of participants as established in local and regional plans.</p>	
<p>INITIAL CRITERION 1: Required partners identify specific ways the center will integrate services and referrals among program partners as specified in the local and regional plans.</p> <p><input type="checkbox"/> Attained <input type="checkbox"/> Not Attained</p> <p>Improvements needed to meet initial criterion:</p>	<p>BASIS FOR DETERMINATION: (check all that apply)</p> <p><input type="checkbox"/> Documentation exists that all job seeker services included in the local service matrix are provided through the center as well as how they are provided.</p> <p><input type="checkbox"/> The MOU identifies practices for integration and referrals.</p> <p><input type="checkbox"/> Other – describe below the basis used for determination:</p> <p>Certification Team Comments:</p>
<p>INITIAL CRITERION 2: Job seekers have multiple avenues to access system services.</p> <p><input type="checkbox"/> Attained <input type="checkbox"/> Not Attained</p> <p>Improvements needed to meet initial criterion:</p>	<p>BASIS FOR DETERMINATION: (check all that apply)</p> <p><input type="checkbox"/> Job seeker services are offered through the center, online technology, and in access points such as libraries, partner agencies' locations, etc.</p> <p><input type="checkbox"/> Other – describe below the basis used for determination:</p> <p>Certification Team Comments:</p>



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A. EFFECTIVENESS CRITERIA

4. RESPONSIVENESS TO THE NEEDS OF BUSINESSES

The center meets the needs of local businesses as established in local and regional plans.

INITIAL CRITERION 1:

Required partners identify specific ways the center responds to local and regional economic and workforce needs.

- Attained
 Not Attained

Improvements needed to meet initial criterion:

BASIS FOR DETERMINATION:

(check all that apply)

- Documentation exists that all business services included in the local service matrix are provided through the center and how they are provided.
 Other – describe below the basis used for determination:

Certification Team Comments:

INITIAL CRITERION 2:

The center has a local Business Services Team (BST) comprised of knowledgeable business services partners with the ability to connect employers to a full range of partner services.

- Attained
 Not Attained

Improvements needed to meet initial criterion:

BASIS FOR DETERMINATION:

(check all that apply)

- A list of BST members by title and agency is available.
 Updates and information from the BST are regularly provided to the LWIB.
 Other – describe below the basis used for determination:

Certification Team Comments:

INITIAL CRITERION 3:

Each BST has a standardized process for contacting employers in each targeted industry sector and the capability of providing direct access to appropriate services or referral to others who can provide those services.

- Attained
 Not Attained

Improvements needed to meet initial criterion:

BASIS FOR DETERMINATION:

(check all that apply)

- BST members are knowledgeable of all available services.
 Appropriate team members are identified to serve as resources for employer service delivery.
 The BST participates in community-based, business-focused events on a regular basis.
 Other – describe below the basis used for determination:

Certification Team Comments:

INITIAL CRITERION 4:

The BST partners with employers to identify their needs and provide timely solutions.

- Attained
 Not Attained

Improvements needed to meet initial criterion:

BASIS FOR DETERMINATION:

(check all that apply)

- The BST develops customized business services proposals for employer customers that detail a range of potential solutions to meet employers' need and challenges.
 Other – describe below the basis used for determination:

Certification Team Comments:



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A. EFFECTIVENESS CRITERIA

5. PERFORMANCE

The center supports the achievement of negotiated local levels of performance.

INITIAL CRITERION 1:

Core partners, with assistance from the one-stop operator and their respective state agencies, periodically share performance information with the LWIB.

- Attained
 Not Attained

Improvements needed to meet initial criterion:

BASIS FOR DETERMINATION:

(check all that apply)

- Prior to June 30, 2017, state performance reporting system(s) are in place and functional.
 In the service matrix, core agency partners commit to sharing performance information.
 Other – describe below the basis used for determination:

Certification Team Comments:

6. PROGRAM COORDINATION

The center prioritizes program coordination, including collaborative efforts among required program partners to provide access to integrated programs, services and activities.

INITIAL CRITERION 1:

Partner programs coordinate programs, service delivery and referrals in accordance with the MOU.

- Attained
 Not Attained

Improvements needed to meet initial criterion:

BASIS FOR DETERMINATION:

(check all that apply)

- Steps are taken toward integrating referrals. For example, staff work collaboratively across programs to meet participants' service needs.
 Staff are trained to complete an initial assessment of participants' needs and inform them of the services available.
 Other – describe below the basis used for determination:

Certification Team Comments:

7. OPERATIONAL COORDINATION

The center prioritizes operational coordination, ensuring streamlined and efficient service delivery and administration and expedited customer flow.

INITIAL CRITERION 1:

Customers are provided information about all services available through the center in a service-focused, customer-friendly manner.

- Attained
 Not Attained

Improvements needed to meet initial criterion:

BASIS FOR DETERMINATION:

(check all that apply)

- All customers, as appropriate, are offered an orientation of the services available in various modes (e.g., in-person with staff, videos, written materials) and in various formats (e.g., for individuals with sight or hearing disabilities or limited English and/or literacy).
 Other – describe below the basis used for determination:

Certification Team Comments:



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A. EFFECTIVENESS CRITERIA

<p>INITIAL CRITERION 2: Best practices in internal communication are adopted.</p> <p><input type="checkbox"/> Attained <input type="checkbox"/> Not Attained</p> <p>Improvements needed to meet initial criterion:</p>	<p>BASIS FOR DETERMINATION: (check all that apply)</p> <p><input type="checkbox"/> Regular meetings are held with all on-site staff (e.g., monthly). <input type="checkbox"/> Staff are able to communicate suggestions and concerns to management on such issues as customer flow, customer service, and related issues for continuous improvement purposes. <input type="checkbox"/> Other – describe below the basis used for determination:</p> <p>Certification Team Comments:</p>
<p>INITIAL CRITERION 3: Resource room functions include high-quality, up-to-date information about available career services, training, and supportive services.</p> <p><input type="checkbox"/> Attained <input type="checkbox"/> Not Attained</p> <p>Improvements needed to meet initial criterion:</p>	<p>BASIS FOR DETERMINATION: (check all that apply)</p> <p><input type="checkbox"/> Resource room material describes available services and includes a date or other method of indicating it is current. <input type="checkbox"/> Other – describe below the basis used for determination:</p> <p>Certification Team Comments:</p>
<p>INITIAL CRITERION 4: Websites and resource materials provide information about all programs and services available in the center.</p> <p><input type="checkbox"/> Attained <input type="checkbox"/> Not Attained</p> <p>Improvements needed to meet initial criterion:</p>	<p>BASIS FOR DETERMINATION: (check all that apply)</p> <p><input type="checkbox"/> All services described on the center’s website and resource materials align with the local service matrix. <input type="checkbox"/> Other – describe below the basis used for determination:</p> <p>Certification Team Comments:</p>
<p>8. SERVICE HOURS The one-stop center provides maximum access to partner program services during regular business hours and any timeframes determined by the local board to be feasible and effective.</p>	
<p>INITIAL CRITERION 1: The local board considers optimum business hours and any timeframes outside of regular business hours to accommodate customers’ work, child care or transportation needs.</p> <p><input type="checkbox"/> Attained <input type="checkbox"/> Not Attained</p> <p>Improvements needed to meet initial criterion:</p>	<p>BASIS FOR DETERMINATION: (check all that apply)</p> <p><input type="checkbox"/> LWIB meeting minutes reflect discussion regarding how regular business hours were established. <input type="checkbox"/> Regular business hours are clearly visible outside and inside the center. <input type="checkbox"/> Directions for arranging services outside of regular business hours are clearly stated and available. <input type="checkbox"/> Other – describe below the basis used for determination:</p> <p>Certification Team Comments:</p>



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A. EFFECTIVENESS CRITERIA

9. EQUAL OPPORTUNITY AWARENESS

Center staff and program partners are familiar with and apply laws, regulations and policies regarding nondiscrimination and equal opportunity for all customers.

INITIAL CRITERION 1:

Staff and program partner trainings cover key topics in providing services in a universal and nondiscriminatory manner.

- Attained
 Not Attained

Improvements needed to meet initial criterion:

BASIS FOR DETERMINATION:

(check all that apply)

- Staff and program partners demonstrate they are knowledgeable about using and accessing assistive resources to meet the needs of all customers and comply with federal requirements.
 Other – describe below the basis used for determination:

Certification Team Comments:

INITIAL CRITERION 2:

Required partners ensure all customers have access to all services.

- Attained
 Not Attained

Improvements needed to meet initial criterion:

BASIS FOR DETERMINATION:

(check all that apply)

- Assistive technology is provided to customers with disabilities (e.g., visual, hearing, physical) to access computers and other center resources/services.
 Resources and services are made accessible to customers with language and literacy barriers.
 Corrective action plans are developed if any required partners or customers identify barriers to participation in services.
 Other – describe below the basis used for determination:

Certification Team Comments:



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B. ACCESSIBILITY AND INFRASTRUCTURE CRITERIA

1. PHYSICAL LAYOUT

The location and physical layout of the center eliminates structural barriers and is accessible to customers of all capabilities.

INITIAL CRITERION 1:

The center's layout supports a culture of access and inclusiveness, guided by federal, state and local laws and regulations.

- Attained
 Not Attained

Improvements needed to meet initial criterion:

BASIS FOR DETERMINATION:

(check all that apply)

- Monitoring documents attest to the center's compliance with ADA standards.
 If deficiencies are identified, a corrective action plan has been developed with a timeline for remediation.
 Other – describe below the basis used for determination:

Certification Team Comments:

INITIAL CRITERION 2:

The center has space and capacity appropriate for customer needs, customer traffic and key center functions.

- Attained
 Not Attained

Improvements needed to meet initial criterion:

BASIS FOR DETERMINATION:

(check all that apply)

- The center layout is clear and logical in terms of customer navigation and flow.
 The resource room area provides customers with privacy and access to the internet, printers, copiers and fax machines.
 Other – describe below the basis used for determination:

Certification Team Comments:

INITIAL CRITERION 3:

Technology to support center functions is up-to-date and operational.

- Attained
 Not Attained

Improvements needed to meet initial criterion:

BASIS FOR DETERMINATION:

(check all that apply)

- The center has current and adequate technology, e.g., projectors, videoconferencing, hardware and software, technology-related infrastructure.
 Other – describe below the basis used for determination:

Certification Team Comments:

2. CENTER LOCATION

The center is accessible by public transportation, driving or walking.

INITIAL CRITERION 1:

The center is accessible by public transportation and recognizable from the public access road.

- Attained
 Not Attained

Improvements needed to meet initial criterion:

BASIS FOR DETERMINATION:

(check all that apply)

- The center sign is visible from the public access road.
 The LWIB has determined what a "reasonable distance" is from public transportation stops.
 Other – describe below the basis used for determination:

Certification Team Comments:



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B. ACCESSIBILITY AND INFRASTRUCTURE CRITERIA

<p>INITIAL CRITERION 2: Adequate parking is available and accessible for customers who drive to the facility.</p> <p><input type="checkbox"/> Attained</p> <p><input type="checkbox"/> Not Attained</p> <p>Improvements needed to meet initial criterion:</p>	<p>BASIS FOR DETERMINATION: (check all that apply)</p> <p><input type="checkbox"/> The center has suitable parking for the anticipated number of customers.</p> <p><input type="checkbox"/> The parking lot has spaces closest to the door dedicated and marked for individuals with disabilities.</p> <p><input type="checkbox"/> Other – describe below the basis used for determination:</p> <p>Certification Team Comments:</p>
<p>3. CENTER APPEARANCE AND SAFETY The center is well maintained and provides a safe space for customers and staff.</p>	
<p>INITIAL CRITERION 1: The center maintains a professional and welcoming appearance.</p> <p><input type="checkbox"/> Attained</p> <p><input type="checkbox"/> Not Attained</p> <p>Improvements needed to meet initial criterion:</p>	<p>BASIS FOR DETERMINATION: (check all that apply)</p> <p><input type="checkbox"/> The center and its furnishings are clean and in working order.</p> <p><input type="checkbox"/> Center staff wear name badges identifying themselves as staff of the center (rather than staff of their respective agencies/ programs).</p> <p><input type="checkbox"/> The center’s exterior is clean and well maintained (building, landscaping, driveway, sidewalks, etc.).</p> <p><input type="checkbox"/> Other – describe below the basis used for determination:</p> <p>Certification Team Comments:</p>
<p>INITIAL CRITERION 2: The center provides a safe and secure environment for its employees and customers.</p> <p><input type="checkbox"/> Attained</p> <p><input type="checkbox"/> Not Attained</p> <p>Improvements needed to meet initial criterion:</p>	<p>BASIS FOR DETERMINATION: (check all that apply)</p> <p><input type="checkbox"/> A written emergency response plan exists that addresses the full range of potential emergency situations and evacuation procedures and is shared with all center partners and their staff.</p> <p><input type="checkbox"/> The center has security in place that is appropriate to the center and the local area (e.g., security personnel, locks/ security keypads, security cameras, etc.).</p> <p><input type="checkbox"/> Confidential information (paper and electronic) is handled sensitively and appropriately and is secured in a locked location when not attended by staff.</p> <p><input type="checkbox"/> All new staff and partners receive an orientation in center safety and security.</p> <p><input type="checkbox"/> Other – describe below the basis used for determination:</p> <p>Certification Team Comments:</p>



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B. ACCESSIBILITY AND INFRASTRUCTURE CRITERIA

4. COMMON IDENTIFIER

The center displays the one-stop delivery system common identifier as the location for required programs, services and activities.

INITIAL CRITERION 1:

One-stop center signage, logos and marketing material reflect the state identifier, "Illinois workNet", and "American Job Center Network".

- Attained
 Not Attained

Improvements needed to meet initial criterion:

BASIS FOR DETERMINATION:

(check all that apply)

- The common identifier is highly visible inside and outside of the facility.
 The common identifier appears on products and materials.
 Other – describe below the basis used for determination:

Certification Team Comments:

5. PROGRAM SERVICES

All customers have equal opportunity to access at or through the center all training, education, employment, support and business services in accordance with the applicable sections of WIOA.

INITIAL CRITERION 1:

Access to all available training services is provided at or through the center.

- Attained
 Not Attained

Improvements needed to meet initial criterion:

BASIS FOR DETERMINATION:

(check all that apply)

- The local service matrix accurately reflects all services provided by all partners that are available in person or on demand via technology at or through the center.
 The coordinated service delivery method and approach is accurately described in the local MOU.
 Other – describe below the basis used for determination:

Certification Team Comments:

6. DIRECT LINKAGE

Customers have access to a program staff member who can provide program information or services, within a reasonable time, by phone or through a real-time web-based communication.

INITIAL CRITERION 1:

All services are available on demand through a direct connection with the center, either through on-site staff or through technology consistent with the "direct linkage" requirement.

- Attained
 Not Attained

Improvements needed to meet initial criterion:

BASIS FOR DETERMINATION:

(check all that apply)

- Staff resources include the definition of "direct linkage".
 Basic technology is physically present and enables real-time interaction (e.g., through Skype).
 The local service matrix indicates which program staff are stationed at the center.
 Career planners work with customers to develop individual employment plans encompassing all program services appropriate to meet customers' needs and goals.
 Other – describe below the basis used for determination:

Certification Team Comments:



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B. ACCESSIBILITY AND INFRASTRUCTURE CRITERIA

7. ACCOMMODATIONS

The center provides reasonable accommodations for customers with disabilities, language, or literacy barriers to fully access all services.

INITIAL CRITERION 1:

The center has the capacity to accommodate customers with disabilities through available equipment, policies, and other resources.

- Attained
 Not Attained

Improvements needed to meet initial criterion:

BASIS FOR DETERMINATION:

(check all that apply)

- Assistive technology devices or other auxiliary aids are readily available.
 Center staff can explain how the center handles the range of requests for accommodations.
 Other – describe below the basis used for determination:

Certification Team Comments:

INITIAL CRITERION 2:

The center can connect customers to bilingual staff, materials or translation services.

- Attained
 Not Attained

Improvements needed to meet initial criterion:

BASIS FOR DETERMINATION:

(check all that apply)

- The center's resources include bilingual materials or on-demand translation.
 Other – describe below the basis used for determination:

Certification Team Comments:

INITIAL CRITERION 3:

The center provides information about available resources and services to customers of varying literacy levels.

- Attained
 Not Attained

Improvements needed to meet initial criterion:

BASIS FOR DETERMINATION:

(check all that apply)

- Written materials are developed for a minimum literacy level determined jointly by center staff and partners in consultation with the local board.
 Other – describe below the basis used for determination:

Certification Team Comments:



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C. CONTINUOUS IMPROVEMENT CRITERIA

1. CUSTOMER FEEDBACK

The center has a systematic method of collecting and analyzing feedback from job seeker and business customers.

INITIAL CRITERION 1:

The center tracks customer activity, customer experience and employment outcomes.

- Attained
 Not Attained

Improvements needed to meet initial criterion:

BASIS FOR DETERMINATION:

(check all that apply)

- The center tracks job seeker activity.
 The center tracks business customer activity.
 The center has a process for identifying and responding to customer complaints.
 Functional managers and staff meet to review and assess customer feedback.
 Other – describe below the basis used for determination:

Certification Team Comments:

INITIAL CRITERION 2:

Results of customer satisfaction surveys are reported to the local board.

- Attained
 Not Attained

Improvements needed to meet initial criterion:

BASIS FOR DETERMINATION:

(check all that apply)

- Board minutes reflect that customer satisfaction data is shared.
 Other – describe below the basis used for determination:

Certification Team Comments:

2. EVALUATION OF INTERNAL OPERATIONS

Internal procedures and systems are monitored and assessed vis-à-vis operational effectiveness and opportunities for improvement.

INITIAL CRITERION 1:

Internal systems are in place to identify and track operational efficiency and effectiveness.

- Attained
 Not Attained

Improvements needed to meet initial criterion:

BASIS FOR DETERMINATION:

(check all that apply)

- An evaluation plan is in place that includes key questions, data sources and methods of analysis for assessing operational efficiency and effectiveness.
 Other – describe below the basis used for determination:

Certification Team Comments:



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C. CONTINUOUS IMPROVEMENT CRITERIA

3. IMPROVING PERFORMANCE

Core partners engage local boards in using customer feedback and operational data to continuously improve service delivery, operations and performance.

INITIAL CRITERION 1:

Customer feedback is used to improve quality and use resources most effectively.

- Attained
- Not Attained

Improvements needed to meet initial criterion:

BASIS FOR DETERMINATION:

(check all that apply)

- Local board meeting minutes reflect that customer feedback and performance data helped inform decision-making about strategic improvements.
- Other – describe below the basis used for determination:

Certification Team Comments:

INITIAL CRITERION 2:

Core partners share their agency’s goals to better align programs and ensure that all partners’ capacity is fully utilized.

- Attained
- Not Attained

Improvements needed to meet initial criterion:

BASIS FOR DETERMINATION:

(check all that apply)

- Agencies’ goals are shared with center managers.
- Other – describe below the basis used for determination:

Certification Team Comments:



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D. LOCAL CERTIFICATION TEAM RECOMMENDATION

Taking into consideration all criteria and indicators, the local certification team:

- Recommends certification – all criteria and indicators have been met
- Recommends provisional certification pending successful completion of an MOU
- Recommends provisional certification pending implementation of the following improvements by the specified dates.
Explanation (include dates for completion):

- Does not recommend certification.
Explanation:

1. NOTABLE PRACTICES

Identify any strengths, best practices, or other notable practices of this one-stop center:

2. IMPROVEMENT OPPORTUNITIES

Going forward, in what areas should the center consider strengthening its performance in:

Effectiveness?

Accessibility and infrastructure?

Continuous improvement?

3. OTHER COMMENTS

Provide any additional comments related to this application:



Application for Certification of One-Stop Centers

E. SIGNATURES

As a member of the local certification team, I concur with the certification recommendation identified in Section D.
(Attach additional signature pages, if needed.)

Signature Printed Name

Title Date

Organization

Signature Printed Name

Title Date

Organization

Signature Printed Name

Title Date

Organization

Signature Printed Name

Title Date

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Title Date

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