

DRAFT CRITERIA AND INDICATORS FOR INITIAL ONE-STOP CAREER CENTER CERTIFICATION
ITEMS IN RED REFLECT TOOLS, GUIDANCE, OR RESOURCES TO BE DEVELOPED AT THE STATE LEVEL

A. EFFECTIVENESS CRITERIA

1. **Governance:** All required governing documents are in place prior to the center's certification.
 - a. The MOU accurately reflects the name and location of the center and the way in which required partners will integrate services.
 - b. 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.
 - c. The functional chart includes all partners providing services at the center and their reporting relationships.
 - d. The one-stop operator selected through a competitive procurement process is in place by July 1, 2017.
 - e. 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.
 - f. Documents attesting to LWIB certification and currency of Board members are available.

2. **Professional staffing:** Center staff have clear job descriptions, receive regular performance review, and are offered training and professional development relevant to their roles.
 - a. Job descriptions exist for each job title held by center staff.
 - b. Each agency partner submits to the One Stop Operator the names of staff and their evaluation schedule.
 - c. A plan to offer staff training has been developed to address topics including:
 - 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 the basics of assistive technology
 - Safety and security
 - Ethics

3. **Responsiveness to needs of job seekers:** The center meets the needs of participants as established in local and regional plans.
 - a. All job seeker services included in the local service matrix are provided through the center as well as how they are provided.
 - b. The MOU identifies how service integration and referral will occur.

- c. Job seeker services are offered through the center, online technology; and in access points such as libraries, partner agencies' locations, etc.
4. **Responsiveness to needs of businesses:** The center meets the needs of local businesses as established in local and regional plans.
 - a. All business services included in the local service matrix are offered through the center.
 - b. A list of Business Service Team (BST) members by title and agency is available.
 - c. Updates and information from the BST are regularly provided to the LWIB.
 - d. BST members are knowledgeable of all available services.
 - e. Appropriate team members are identified to serve as resources for employer service delivery.
 - f. The BST participates in community-based, business-focused events on a regular basis.
 - g. The BST develops customized business services proposals for employer customers that describe potential solutions to meet employers' needs and challenges.
5. **Performance:** The center supports the achievement of negotiated local levels of performance.
 - a. Prior to June 30, 2017, **performance reporting system(s) are in place** and functional.
 - b. In the service matrix, core agency partners commit to sharing performance information,
6. **Program coordination:** The center prioritizes program coordination, including collaborative efforts among required program partners to provide access to integrated programs, services, and activities.
 - a. Steps are taken to integrate referrals. For example:
 - Staff work collaboratively across programs to meet participants' service needs.
 - Staff are trained to complete an initial assessment of a participant's needs and inform them of the services available.
7. **Operational coordination:** The center provides streamlined and efficient service delivery and administration and expedited customer flow.
 - a. All customers, as appropriate, are offered an orientation to 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).
 - b. Regular meetings (e.g. monthly) are held with all on-site staff.
 - c. 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.
 - d. Resource room material describes available services and includes a date or other method of indicating it is current.
 - e. All services described on the center's website and resource materials align with the local service matrix.
8. **Service hours:** The 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.

- a. LWIB meeting minutes reflect discussion regarding how regular business hours were established.
- b. Regular business hours are clearly visible outside and inside the center.
- c. Directions for arranging services outside of regular business hours are clearly stated and available.

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 individuals.

- a. Staff and program partners know how to use and access assistive resources to meet the needs of all customers and comply with federal requirements.
- b. Customers with disabilities are offered assistive technology to access center computers and other resources/services.
- c. Resources and services are made accessible to customers with language and literacy barriers.
- d. Corrective action plans are developed if any required partners or customers identify barriers to participation in services.

B. ACCESSIBILITY AND INFRASTRUCTURE CRITERIA

1. Physical layout: The location and physical layout of the center eliminates structural barriers and is accessible to individuals of all capabilities.

- a. A completed and current **evaluation for compliance with ADA Standards for Accessible Design and Uniform Federal Accessibility Standards (UFAS)** attests to the center's facilities and equipment being in compliance or the need to address specific deficiencies.
- b. If deficiencies are identified, a corrective action plan has been developed with a timeline for remediation.
- c. The center layout is clear and logical in terms of customer navigation and flow.
- d. The Resource Room area provides customers with privacy and access to the internet, printers, copiers, and a fax.
- e. The center has current and adequate technology, e.g. projectors, videoconferencing, hardware and software, technology-related infrastructure, etc.

2. Center location: The center is accessible by public transportation, driving or walking.

- a. The center sign is visible from the public access road.
- b. The LWIB has determined what a "reasonable distance" is from public transportation stops.
- c. The center has parking suitable for the anticipated number of customers.
- d. The parking lot has spaces closest to the door dedicated and marked for individuals with disabilities.

3. Center appearance and safety: The center is well-maintained and provides a safe space for customers and staff.

- a. The center and its furnishings are clean and in working order.
- b. Center staff maintain a professional and appropriate appearance.
- c. Center staff wear name badges identifying them as staff of the center (vs. staff of their respective agencies/programs).
- d. The center's exterior (building, landscaping, driveway and sidewalks, etc.) is clean and well-maintained.

- e. 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 staffs.
 - f. 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.).
 - g. Confidential information (paper and electronic) is handled sensitively and appropriately and secured in a locked location when not attended by staff.
 - h. All new staff and new partners receive an orientation in center safety and security.
- 4. Common identifier:** The center displays the one-stop delivery system **common identifier** as the location for required programs, services, and activities.
- a. The common identifier is highly visible inside and outside of the facility.
 - b. The common identifier appears on products and material.
- 5. Program services:** All customers have equal opportunity to access at or through the center all training, education, employment, supportive, and business services in accordance with the applicable sections of WIOA.
- a. 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.
 - b. The coordinated service delivery method and approach is accurately described in the local MOU.
- 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.
- a. Staff resources include the definition of “direct linkage”.
 - b. Basic technology is physically present and enables real-time interaction (e.g. through Skype).
 - c. The local service matrix indicates which program staff are stationed at the center.
 - d. Career planners work with customers to develop individual employment plans encompassing all program services appropriate to meet the individuals’ needs and goals.
 - e. If individuals with disabilities receive separate or different services from customers who do not have disabilities, center staff can demonstrate why different services are necessary.
- 7. Accommodations:** The center provides reasonable accommodations for individuals with disabilities, language, or literacy barriers to fully access services. Assistive technology devices or other auxiliary aids are readily available.
- a. The center’s resources include bilingual materials or on-demand translation.
 - b. Written materials are developed for a minimum literacy level determined jointly by center staff and partners in consultation with the local board.

- c. Center staff can explain how the center handles the range of requests for accommodations.

C. CONTINUOUS IMPROVEMENT CRITERIA

- 1. Customer feedback:** The center has a systematic method of collecting and analyzing feedback from job seeker and business customers.
 - a. The center tracks job seeker activity.
 - b. The center tracks business customer activity.
 - c. The center has a process for identifying and responding to customer complaints.
 - d. Functional managers and staff meet to review and assess customer feedback.
- 3. Evaluation of internal operations:** Internal procedures and systems are monitored and assessed with regard to operational effectiveness and opportunities for improvement.
 - a. An **evaluation plan** has been developed that includes key questions, data sources, and methods of analysis for assessing operational efficiency and effectiveness
- 4. Improving performance:** Core partners engage local boards in using customer feedback and operational data to continuously improve service delivery, operations, and performance.
 - a. Local board meeting minutes reflect that customer feedback and performance data helped inform decision-making about strategic improvements.
 - b. Agencies' goals are shared with center managers.