

ONE STOP STEERING COMMITTEE
SELF-ASSESSMENT – Part I of Certification: Statutory Criteria
Conducted on September 3-4, 2002

Certification Criteria	Does it exist in some form at the center? (y/n)	Is it saturated ? (e.g. is it systemic?) (y/n)	What evidence is there to support that the indicator is saturated?	Potential improvement strategies
A. 1. Determination of whether individuals are eligible to receive assistance.	N	N		-Do a matrix w/partners to determine if eligibility is required. – Can they provide eligibility at our site (One-Stop)? – Develop operational agreement that spells out eligibility. - Service information or access to eligibility. - Learning mechanism will depend upon individual. - Training. - Level will depend on outcome of matrix- “Cross informing/sharing “ Partners staff. - Develop One-Stop orientation w/partner information/using technology-Modules-
2. Outreach, intake, and orientation to the information and other services available.	Y	N		Cross Training Modules have to be developed, Accessed, and Facilitated by Partners. – Shared outreach activities where possible. – Partners on site involved in day to day-when on site. – Consistency in message development.
3. Initial assessment of skill levels, aptitudes, abilities, and supportive service needs.	Y	N		Training-Cross Training. Cross Sharing/Informing -What do the partners need to know for their programs

				-Shared data/ -Matrix- Do they do it?
4. Job search placement and assistance, and where appropriate, career counseling.	Y	Y		Orientation- 1. One Stop 2. WIA -Consistency in presentation of information at all sites. -Common Protocol -Evidenced by- Tracking information. Day pass-gives information where they got information about us.
5. Employment statistics information for local, regional and national labor market areas including job vacancy listings, information on job skills necessary to obtain the jobs described in the clause and local information relating to local occupations in demand and the earnings and skill requirements for such occupations.	Y	N But close		Develop opportunities to learn more about current information. -How to access -What is available - Local LMI Board developed by WIA.
6. Provision of performance information and program cost information on eligible providers of training services.	Y – Program cost N – Performance information	N		Partners have to give information or determine if they want to wait for the state. -Steering committee has to determine if they want it.
7. Provision of information regarding how the local area is performing on the local performance measures.	N	N		Method to Improve. -What and how they collect information. -Co-enrollments- How can we- Share enrollments data to enhance performance.

8. Provision of accurate information relating to the availability of supportive services, including childcare and transportation, available in the local area.	Y	N Getting there		Provide opportunities of learning about resources available. - Computer programs developed specifically for this. - Have partners or agencies that specialized in these areas provide facilitation/Information.
9. Information regarding filing claims for unemployment compensation.	Y	N		Signage- Sharing information w/partners and staff. - Check information verify if numbers work-contact people are the same. - Have material to prepare customer on EDD requirements. - Develop worksheet checklist with staff/partners.
10. Assistance in establishing eligibility for welfare-to-work; and programs of financial aid assistance for training and education programs.	Y	N		- Clean up confusion DOL –Vs- TANF - Inform public-thru signage-Orientation, Electric loop/Worknet. - Look at eligibility matrix.
11. Follow-up services, including counseling regarding the workplace, for participants in the workforce investment activities who are placed in unsubsidized employment, for not less than 12 months [defined as applying to WIA only]	Y	N		(WIA-12 Months minimum after employ) - Joint follow up service to partners. - Sharing information -Establish better relationships upfront. - Incentives for staying in contact- - Gas cards - Car drawing - Consistency (improve)
B. Must provide access to intensive services. Must also provide access to training and <i>serve as</i> a point of access for Individual Training Accounts (ITAs).	Y		WIA Issues ITAs. Intensive services -Work experience -Counseling -Job Placement	-Review process/Referrals w/both staff & Partners. - To saturate- Use Process for referring customers to partners- (MOU's).

				<ul style="list-style-type: none"> - Review Board invites partners/staff to observe process. - Follow appeal process.
C. Must provide access to all labor exchange services authorized under the Wagner-Peyser Act.	Y			<p>To become aware of Wagner- Peyser Act, and what is there- (I.D.) & Obtain information.</p> <ul style="list-style-type: none"> - Provide alternate methods to access information. - Computer - Kiosk - Looping programs
D. Must provide the core services and access to all of the workforce programs and activities carried out by mandated one-stop partners.	Y			<ul style="list-style-type: none"> - Provide multiple means to access information- for Partners- to ensure that we have a known ledge able replacement in the One-Stop. - Consistency in Delivery of information. <ul style="list-style-type: none"> - Orientation - Greeter/up front - Kiosk - Partners - Tracks - Brochures - Electronic
E. Additional Criteria for all Comprehensive One-Stop Centers to be certified include:				
1. High-speed computer access to Internet based information system.	Y			Visibly Computers, fax Phones-staff- brochures
2. Access to computers, including printing, access to software programs, which could include word processing, programs for resume development, and job application and cover letter preparation	Y			Access everything is open

3. Access to telephones and fax for job search.	Y			Telephone sign posted over phones
4. Access to up-to-date career and local community resource information.	Y			Resource Directory -Electronic -ERISS -Info Links on Sage System
5. Strategies to meet any demand for “non-traditional” hours of operation for those who cannot attend during the traditional 8 AM - 5 PM hours of operation	Y			Open until 9 & on Saturdays
6. Information desk and/or resource areas are staffed	Y			Two people at desk
7. There is a presence of mandated partners on-site	Y All partners there at least once within 30 day period	N		Partners onsite – but would like to have more participation
8. A case management system exists that provides guidance for customers participating in intensive and training services.	Y	N	Electric physical files-progress notes	Inform partners other staff about current systems
9. MOUs or operational agreements are in place between partners for daily operations	N			Develop operational M.O.U.’s
10. Information sharing and customer confidentiality agreements exist.	Y	N		Develop additional confidentiality agreement. Provide access to all partner staff
11. A description of all employer services is included in the business plan, including strategies for making the information available to employers.	Y	N		-Share Business Service Plan with partners. -Get input, information agreement
12. A customer assessment process exists, including skill, aptitude, interest, and needs assessment.	Y	N	-Career Navigator - Sage (PESCO) -Job skills/OPEC -WRIOT -TABE ideas	Provide partners with opportunity to access materials and interpret reports

13. Has an established referral process that is customer focused.	Y	N		Get agreement of partners on process format, feedback tracking
14. Meets a minimum score of __, using the MCWIB Challenger Award Process.	N/A			