

Attachment A

VWL No. 17-02, One-Stop Certification Process

One-Stop Certification Benchmarking Tool

LWDA Name: New River/Mount Rogers_____

Name of One-Stop Center: Bristol_____

Comprehensive or Affiliate Status: Affiliate_____

Address of One-Stop Center: 200 Bob Morrison Blvd. Bristol, VA 24201_____

Phone Number of One-Stop Center: 276-642-7350_____

Completion Date of the One-Stop Certification Benchmarking Tool: 6/27/2018_

Date of One-Stop Certification: 6/27/2018

Certifying Body (LWDB or VBWD): LWDB_____

I certify to the best of my knowledge and belief that the One-Stop Center named above has met the Certification criteria in this One-Stop Certification Benchmarking Tool and that the LWDB/VBWD and the CLEO have approved this One-Stop Center for Certification.

I also certify to the best of my knowledge and belief that this WIOA One-Stop Certification Tool is correct, and that we have appropriate documentation on file to support the submissions claimed herein.

Printed Name of LWDB/VBWD Chair: Mike Miller_____

Signature of LWDB/VBWD Chair: _____

Date of Signature: 6/27/2018

The general areas to be addressed in the certification process are as follows:

- Evaluations of Effectiveness for Programs - Coordination of Programs across Partners
- Evaluations of Effectiveness for Operations - Coordination of Fiscal Processes, Coordination of Service Delivery Processes, and Customer Service Levels
- Evaluations of Program and Programmatic Accessibility Based on ADA/Section 188 and EO Requirements - Assessment of Program Accessibility and Assessment of Programmatic Accessibility (including Communications)

- Continuous Improvement through Evaluating Achievement of the Negotiated Performance Levels, Evaluating and Acting on Credential Attainment Levels, Corrective Actions and Continuous Improvement Planning, and Provision of Technical Assistance
- Quality Assurance through Customer Relations, Operations, Professional Development, Resource management, and State Performance Measures

Each of the above areas has a specific set of criteria provided below that must be addressed in order for a One-Stop Center to be considered eligible for certification. Items marked in the “Yes” column require that evidence of the individual criteria must be available and producible upon the request of the WIOA Title I Administrator or the VBWD. Items marked in the “No” and “In Progress” columns require a written explanation in the space allocated in the tool itself. Documentation supporting the determination of a “Yes,” “No,” or “In Progress” status will be subject to validation.

- 1) Evaluations of Effectiveness** examines the extent to which the One-Stop integrates available services and meets the needs of local employers and participants. Effectiveness of “customer focused” program standards include: Evaluations of Effectiveness for Programs - Coordination of Programs across Partners and Evaluations of Effectiveness for Operations - Coordination of Fiscal Processes, Coordination of Service Delivery Processes, and Customer Service Levels.

Evaluations of Effectiveness Criteria Checklist			
Evaluations of Effectiveness for Programs - Coordination of Programs across Partners			
<i>Each certified One-Stop Center will provide the following minimum level of effectiveness. Evidence if criteria must be available to mark yes.</i>	Yes	No (Requires Explanation)	In Progress (Requires Explanation)
1. A shared vision among all partners is documented in an MOU	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
2. There is an identifiable management structure composed of invested partners in the system that meets regularly to collaboratively set goals, identify and address systemic barriers, and implement innovative initiatives and strategies	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
3. Integrates available services for participants and businesses	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
4. Adult Education and Literacy services and Vocational Rehabilitation services are	☐	☐ Click or tap here to enter text.	☒ Adult Education and Literacy services are available through Mount

available through the one-stop center			Rogers Regional Adult Education program which is located two blocks from the BOSC. Referrals are made by center staff as needed.
5. Services funded through other partner programs are accessible through the one-stop center	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
6. WIOA training dollars are targeted through integration of Wagner-Peyser and WIOA Adult and Dislocated Worker services	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
7. Common outreach approach language is documented in the One Stop Partner MOU	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
8. There is a unified outreach plan that represents and supports all Virginia Workforce Network partners' services and promotes a common brand identity	☐	☐ Click or tap here to enter text.	☒ Virginia Career Works name and logo signs are in progress
9. The site is clearly identified as a Virginia Workforce Center and an American Job Center Partner through external signage	☐	☐ Click or tap here to enter text.	☒ See #8
10. Outreach plans are written with detailed strategies for identifying, attracting and serving underserved career-seekers and business demographics	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
11. Services are described, marketed and merchandised by function or service rather than by agency "silo"	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
12. Community groups and business associations representing the diversity of the population and economy of the area are used as outreach "surrogates"; the services are marketed through these	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.

groups in the appropriate languages and accessible format, etc.			
13. Websites are integrated and represent all One-Stop partner programs	☐	☐ Click or tap here to enter text.	☒ Working on connecting all websites
14. Materials demonstrate the value of partnership with the system to outside Workforce and Economic Development entities that are not yet integrated into the system	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.

Evaluations of Effectiveness for Operations - Coordination of Fiscal Processes, Coordination of Service Delivery Processes, and Customer Service Levels

<i>Each certified One-Stop Center will provide the following minimum level of effectiveness. Evidence of criteria must be available to mark yes.</i>	Yes	No (Requires Explanation)	In Progress (Requires Explanation)
1. Meets the workforce development needs of participants and the employment needs of local employers	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
2. Identifies and implements sector strategies that meet the needs of local businesses	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
3. Identifies targeted career pathways, including occupations and credentials, needed for in-demand occupations for the LWDA	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
4. Identifies the one-stop center customer flow business process and how job seekers access career and training services	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
5. Operates in a cost-efficient manner	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
6. Provides detailed cost information, including the amount and percentage of WIOA funds utilized	☐	☐ Click or tap here to enter text.	☒ Data is collected by region and/or program operator level but can be

for training services and the types of training services			shared with the BOSC.
7. Identifies how services will be made available to customers outside regular business hours, including whether physical one-stop center access is available outside regular business hours	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
8. Evaluations take into account feedback from one-stop customers, including a process for obtaining customer feedback from both employers and job seekers regarding one-stop services	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
9. Customer flow is efficient, enabling customers to get their needs met quickly: peak loads are well managed and there are few physical barriers	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
10. Customers can access a comprehensive menu of training and education services and information about, and referral to, sources of related assistance (e.g. housing, transportation)	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
11. Provide a single point of contact for businesses for all One-Stop partners serving businesses	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
12. Provide outreach to employers educating them on the One-Stop services and business services	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
13. A unified business message has been developed and is being used	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
14. Coordinates services among the one-stop partner programs	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
15. Service delivery is organized within the center based on the functional service provided, not by the partner agency that provides the service (i.e. intake, assessment, counseling, etc.), as appropriate	☐	☐ Click or tap here to enter text.	☒ Service delivery is based on function, however, assessments are done by agency/program. The State Common Intake Tool is expected to assist with coordination of

			service delivery.
16. On-site management team roles and responsibilities, as reflected in the One-Stop Partner MOU, indicate how customer needs will be advanced in operations and decision-making at the center	☐	☐ Click or tap here to enter text.	☒ The NR/MR WDB MOU addresses the operations at the regional and local center level.
17. There is an information/customer desk clearly visible from the door that is appropriately staffed with individuals who possess strong interpersonal skills and knowledge of all services offered in the One-Stop	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
18. Resource area is appropriately staffed with a sufficient number of staff who are trained to notice and assist customers who are clearly frustrated or confused in the Core Services area and offers high quality labor market information and a wide variety of well-organized information resources for customers to access both at the center and through remote electronic means	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
19. All signs, materials and physical layout are evaluated for their accessibility, and materials in alternative formats (with graphics and color) are readily available, preferably without the customer needing to make a special request to receive them	☒	☐ Click or tap here to enter text.	☒ Click or tap here to enter text.
20. Customer service reflects the appearance of a single agency, rather than a collection of partners	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
21. Service delivery system is organized by function (not by program or agency silo), in language that is meaningful to its customers	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
22. Different strategies are used to provide orientation to career/job seekers and businesses/employers	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.

23. One-Stop appears inviting, organized, and professional	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
24. One-Stop design is useful and marketable to people with diverse abilities	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
25. Resource area offers high quality labor market information and a wide variety of well-organized information resources for customers to access both at the center and through remote electronic means	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.

Evaluations of Effectiveness for Operations - Coordination of Fiscal Processes, Coordination of Service Delivery Processes, and Customer Service Levels – WIOA Service Delivery Standards

Service Delivery – Basic Career Services for Job Seekers			
<i>Each certified One-Stop Center will provide the following minimum level of effectiveness. Evidence of criteria must be available to mark yes.</i>	Yes	No (Requires Explanation)	In Progress (Requires Explanation)
1. Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the Virginia Workforce and Career Development System	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
2. Program information describing eligibility requirements and application procedures	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
3. Determinations of whether individuals are eligible to receive assistance from WIOA Title I Adult or Dislocated Worker funding	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
4. Referral to agencies that provide eligibility determination for Welfare- to-Work programs in the community	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
5. Provision of information regarding and assistance through trained staff in filing claims for	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.

unemployment compensation			
6. Provision of information relating to the availability of supportive services for employment, including child care and transportation, available in the local area, and referral to such services, as appropriate	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
7. Referral to partner programs which includes screening to determine likelihood of eligibility for various programs and financial assistance	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
8. Labor exchange	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
9. Job, career and skill self-assessment tools	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
10. Initial assessment of skill levels, aptitudes, abilities and supportive service needs	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
11. Employer directories for job search, e.g., America's Labor Market Information System (ALMIS) resources, Internet-based directories, commercial products	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
12. Resume writing software and support materials	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
13. Local human services directory	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
14. Occupational training information	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
15. Financial aid information	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
16. Job search skills information	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
17. Workplace accommodations information	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
18. Local, regional and national labor market information, including job vacancy listings in such labor markets; information on job skills necessary to obtain the jobs described in the job vacancy	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.

listings; and information relating to local occupations in demand and the earnings and skill requirements for such occupations			
19. Performance information and program cost information on eligible providers of training services as described in WIOA Title I Section 122, by program	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
20. Provision of performance information and program cost information on providers of adult education described in WIOA Title II, providers of postsecondary career and technical education activities and career and technical education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Education Act (20 U.S.C. 2301 et seq.), and providers of vocational rehabilitation program activities described in Title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.)	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
21. Provision of information regarding how the local area is performing on the local and state negotiated performance measures and any additional performance information with respect to the Virginia Workforce and Career Development System in the local area, performance data must be posted and provided upon request	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
22. Referral to local programs for financial aid assistance for training and education programs that are not funded under the Workforce Innovation and Opportunity Act	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
Service Delivery - Individualized Career Services for Eligible Program Participants			
<i>Each certified One-Stop Center will provide the following minimum level</i>	Yes	No (Requires Explanation)	In Progress (Requires Explanation)

<i>of effectiveness. Evidence of criteria must be available to mark yes.</i>			
1. Comprehensive and specialized assessments of the skill levels and service needs, which may include diagnostic testing and use of other assessment tools and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
2. Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
3. Group counseling - clinical or psychological counseling provided in a group setting to discuss employment and training-related issues, or techniques to overcome life issues that may present a barrier to employment or training. Counseling should be provided by an appropriately trained/ licensed counselor or social worker, for example a Licensed Clinical Social Worker	☐	☐ Click or tap here to enter text.	☒ Licensed Clinical Social Workers are available in the service area to provide group counseling upon referral.
4. Individual counseling and career planning	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
5. Case management for participants seeking training and career education services	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
6. Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.

7. Internships and work experiences linked to careers, as appropriate	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
8. Financial literacy services	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
9. Out-of-area job search assistance and relocation assistance, as appropriate	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
10. Follow-up services, including counseling regarding the workplace, for customers in WIOA Title I activities who are placed in unsubsidized employment, for up to 12 months after the first day of the employment, as appropriate	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
Service Delivery - Training Services for Eligible Program Participants			
<i>Each certified One-Stop Center will provide the following minimum level of effectiveness. Evidence of criteria must be available to mark yes.</i>	Yes	No (Requires Explanation)	In Progress (Requires Explanation)
1. Occupational skills training, including training for nontraditional employment that results in certification	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
2. Programs that combine workplace training with related instruction, which may include cooperative education programs	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
3. Skill upgrading and retraining	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
4. Job readiness training	☐	☐ Click or tap here to enter text.	☒ Job Readiness training is currently provided by partner agencies in the service area and referrals are made as needed. Job readiness training will be offered in the BOSC in the near future.
5. Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.

6. Adult education and literacy activities	☐	☐ Click or tap here to enter text.	☒ Adult Education and Literacy classes are provided by Mount Rogers Regional Adult Education Program which is located two blocks from the BOSC. Center staff provide literature and refer clients as needed.
7. Entrepreneurial training	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
8. Training programs operated by the private sector	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
9. On-the-job training	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
10. Incumbent Worker Training	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
Service Delivery – Services for Businesses			
<i>Each certified One-Stop Center will provide the following minimum level of effectiveness. Evidence of criteria must be available to mark yes.</i>	Yes	No (Requires Explanation)	In Progress (Requires Explanation)
1. Assistance in finding qualified workers	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
2. Labor exchange	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
3. Interview facilities at one-stop career centers, where applicable	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
4. State and/or federally generated Labor Market Information (LMI)	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
5. State and/or federally generated information on Americans with Disabilities Act (ADA)	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
6. Information regarding consultations on workplace accommodations for persons with disabilities	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
7. Information on and referral to business start-up, retention and expansion services	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.

8. Information on and referral to sources for developing customized training programs	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
9. Information on and referral to career preparation activities	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
10. Rapid response to mass layoffs and plant closings	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
11. Information about training incentives such as on-the-job training programs (based on worker eligibility)	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
12. State and/or federally generated information on tax credits for new hires	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.

- 2) Evaluations of program and programmatic accessibility** must include how well the One-Stop ensures equal opportunity for individuals with disabilities to benefit from One-Stop services. The American with Disabilities Act and WIOA Section 188 establish guiding standards. Evaluations of accessibility include: Evaluations of Program and Programmatic Accessibility Based on ADA/Section 188 and EO Requirements - Assessment of Program Accessibility and Assessment of Programmatic Accessibility (including Communications).

Evaluations of Program and Programmatic Accessibility Criteria Checklist			
Assessment of Program Accessibility			
<i>Each certified One-Stop Center will provide the following minimum level of accessibility. Evidence of criteria must be available to mark yes.</i>	Yes	No (Requires Explanation)	In Progress (Requires Explanation)
1. Provides reasonable accommodations for individuals with disabilities	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
2. Secure an individual/team, who has received extensive training, conducted trainings and produced accessibility reports on the Americans with Disabilities Act & ADA Accessibility Guidelines, to conduct the one-stop program accessibility review using the ADA	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.

Accessibility Guidelines ** (ADAAG Surveys completed within the last 3 years may be utilized unless – 1) a new comprehensive One-stop center is created by the LWDB; 2) an existing One-stop center moves to another physical location; or 3) an existing One-stop center has undergone remodeling that would require a new survey)			
3. Utilizing a recognized methodology or instrument, provides a report on the extent that one-stop center meets the program accessibility requirements outlined in statute and regulations, including identifying areas that may be out of compliance, how those areas can be rectified, and, if appropriate, the cost of compliance	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
4. Verifies that program accessibility exists by analyzing and correcting any deficiencies found with the one-stop center's compliance with ADA, WIOA Section 188, and EO requirements under the law	☐	☐ Click or tap here to enter text.	☒ A correction action plan has been developed to address the findings. Corrections have been made by center staff and the landlord estimates his corrections will be complete by June 30, 2018.
5. Staff are knowledgeable about when and how to hire interpreters and use video relay	☒	☐ v	☐ Click or tap here to enter text.
6. Verifies accessibility of center website (for example: text descriptions of graphics or pictures, equivalent alternatives for information presented in audio or video formats, and online forms that can be filled out using assistive	☐	☐ Click or tap here to enter text.	☒ The BOSC doesn't have a designated website, however the NR/MR WDB website identifies all centers in its service area.

technology)			
7. The principles of universal design / human centered design processes are utilized across the spectrum of services (intake through follow-up)	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
8. Outreach is created and delivered representing the whole community without negative stereotypes	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
9. Materials are provided in accessible formats as appropriate (for example: Braille, large print, closed captioned videos, audio or written alternates)	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
10. Individuals with a disability can participate in activities/programs on the day of their arrival as any other customer, without having to schedule services for a later date	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
11. Provides regular training to staff on working effectively with individuals with disabilities	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
12. Staff are comfortable serving customers with disabilities	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
13. An updated contact list of services, field experts and resources is readily available to the staff regarding disability resources	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
Assessment of Programmatic Accessibility (including Communications)			
<i>Each certified One-Stop Center will provide the following minimum level of accessibility. Evidence of criteria must be available to mark yes.</i>	Yes	No (Requires Explanation)	In Progress (Requires Explanation)
1. Verifies that reasonable modifications to policies, practices, and procedures are made where necessary to avoid discrimination against persons with disabilities	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
2. Customer Service policy ensures	☒	☐ Click or tap here	☐ Click or tap here to

that customer's with disabilities receive the same service as all other customers		to enter text.	enter text.
3. Staff (including front-line staff) are knowledgeable about what policies are in place and know how to implement them in practice	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
4. Administers programs in the most integrated setting appropriate	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
5. Provides appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
6. Communication with persons with disabilities is conducted as effectively as with others	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
7. Staff offer customers accommodations when completing skills assessment and other planning activities	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
8. Staff make reasonable accommodations when eligibility criteria for individualized services present a disability-specific barrier for an individual interested in participating in a specific program	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
9. Strategies for overcoming disability-related barriers are addressed in the individual customer's service plan as appropriate	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
10. Verifies that programmatic accessibility exists by providing a report on the extent that the One-Stop Center meets the programmatic accessibility	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.

requirements outlined above, including identifying areas that may be out of compliance, how those areas can be rectified, and, if appropriate, the cost of compliance			
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- 3) Continuous Improvement** requires the One-Stop network to collect, analyze, and use multiple data resources including the negotiated levels of performance measures. Data to support continuous improvement could stem from: customer satisfaction surveys; use of performance indicators to address technical assistance needs; and professional development opportunities made available to staff to successfully apply latest policies and procedures. Evaluations of continuous improvement include: Continuous Improvement through Evaluating Achievement of the Negotiated Performance Levels, Evaluating and Acting on Credential Attainment Levels, Corrective Actions and Continuous Improvement Planning, and Provision of Technical Assistance.

Evaluations of Continuous Improvement Criteria Checklist			
Evaluating Achievement of Negotiated Performance Levels			
<i>Each certified One-Stop Center will provide the following minimum level of continuous improvement. Evidence of criteria must be available to mark yes.</i>	Yes	No (Requires Explanation)	In Progress (Requires Explanation)
1. Supports the achievement of the negotiated local levels of performance for the indicators of performance for the local area	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
2. Contributes to negotiated local levels of performance	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
3. Identifies the impact to a local one-stop center that is not contributing substantially to the local levels of performance	☐	☐ Click or tap here to enter text.	☒ All partners contribute substantially to the local levels of performance. Management discusses how performance can be improved.
Evaluating and Acting on Credential Attainment Levels			

<i>Each certified One-Stop Center will provide the following minimum level of continuous improvement. Evidence of criteria must be available to mark yes.</i>	Yes	No (Requires Explanation)	In Progress (Requires Explanation)
1. Identifies an incentive mechanism for when the number of participants credentialed and employed in an occupation directly linked to the credential received improves	☐	☐ Click or tap here to enter text.	☒ This has been discussed with partners, but no criteria is currently set
Corrective Actions and Continuous Improvement Planning			
<i>Each certified One-Stop Center will provide the following minimum level of continuous improvement. Evidence of criteria must be available to mark yes.</i>	Yes	No (Requires Explanation)	In Progress (Requires Explanation)
1. Identifies a Continuous Improvement Plan, including addressing when customer feedback indicates issues exist or performance is lacking (Plan must include specific service strategies to be used to meet center goals for performance outcomes, methods for on-going identification of issues/poor performance and processes for making corrective actions, including responsible parties, timelines for completion, consequences of inaction, and staff training)	☐	☐ Click or tap here to enter text.	☒ This will be developed with all partners in the center.
2. Each partner agency commits to staff certification, cross-training of staff and other professional learning opportunities for staff that promote continuous quality improvement	☐	☐ Click or tap here to enter text.	☒ Not all partners in the center require "certification" – cross training happens at partner meetings
3. Management supports a cross-	☐	☐ Click or tap here	☒ The BOSC plans to

agency Continuous Quality Improvement system that incorporates and acts upon customer satisfaction and performance data; Staff members from all levels are invited to participate in this process, and management supports the findings and recommendations of these teams		to enter text.	develop a Customer Quality Improvement Committee which will monitor customer satisfaction and make improvements as needed.
4. Identifies how the one-stop center will be driven by customer needs and customer feedback, and continually look for ways to "raise the bar" to keep the center as a leader in customer satisfaction (may be incorporated into the Continuous Improvement Plan)	☐	☐ Click or tap here to enter text.	☒ Continuous Improvement Plan will be developed among the BOSC partners and customer feedback will be reviewed to improve the quality of service.
5. Methods are in place to track customer satisfaction and feedback, and such results are regularly used to refine service delivery within the center	☐	☐ Click or tap here to enter text.	☒ Surveys are distributed to businesses and job seekers. This data will be used by the Quality Improvement Committee once it is created.
6. On-going evaluation and planning is conducted	☐	☐ Click or tap here to enter text.	☒ On-going evaluation and planning is currently being done by BOSC management. Additional planning and evaluation will be performed by the Quality Improvement Committee once it is created.
7. One-Stop Center performance measures are collaboratively developed, few in number, easily identified by staff, and used to improve services to customers	☐	☐ Click or tap here to enter text.	☒ Currently there are no "one-stop" center performance measures identified. This needs to be developed by all partners

8. One-Stop Center performance measures help formulate thinking about evaluation beyond silo-based federal performance standards and allow the LWIOA to benchmark themselves against other areas by sharing measurement tools and approaches	☐	☐ Click or tap here to enter text.	☒ see above
9. All partner and frontline staff know the Center's current status regarding attainment of their measures	☐	☐ Click or tap here to enter text.	☒ see above
10. Data is collected and displayed to accommodate the need for appropriate managers and staff to access information on all partner programs and on the services an individual has received	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
11. Management measures employee satisfaction along with customer satisfaction, and will use both to refine plans and processes to create a high-performance work place with staff that has a visible passion for quality service	☐	☐ Click or tap here to enter text.	☒ Management is in the process of distributing the employee and customer satisfaction surveys. The Quality Improvement Committee will use this data to enhance performance once created.
12. Mystery shoppers are used to evaluate the customer experience from a variety of angles	☐	☒ We have not had a mystery shopper at this site	☐ Click or tap here to enter text.
13. A common or coordinated staff performance appraisal system is in place for WIOA and other mandatory program partners	☐	☐ Click or tap here to enter text.	☒ BOSC staff have incorporated standards of customer satisfaction in their performance appraisal system.
14. Contribution of WIOA mandatory program partners and other local partners are evaluated, along with evidence of co-enrollment	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.

between WIOA and other partner programs			
15. All mandatory partners use the same customer (job seeker and employer) satisfaction tool for the One-Stop Center, so results reflect the collective performance of the service delivery system rather than any individual program or agency	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
Provision of Technical Assistance			
<i>Each certified One-Stop Center will provide the following minimum level of continuous improvement. Evidence of criteria must be available to mark yes.</i>	Yes	No (Requires Explanation)	In Progress (Requires Explanation)
1. Identifies how the One-Stop Center service providers and partners can request technical assistance and the process for approval	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
2. Technical assistance and/or training are provided in response to identified system weaknesses, and according to a common capacity building strategy	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.

- 4) **Quality Assurance** requires that four critical factors must exist in balance in order to be successful. “Customer Relations” govern the manner in which partners focus on the needs of employers and job seekers. “Operations” governs the way in which Centers pursue their business objectives, including internal policies, and state and federal reporting and compliance requirements. “Professional Development” ensures that regardless of reporting structure staff at every level are properly trained to provide highly professional service to customers. Finally, “Resource Management” focuses on the ways in which staff, material, and fiscal resources are deployed to deliver workforce services effectively and efficiently. Quality assurance will include evaluation of the following data: Quality Assurance through Customer Relations, Operations, Professional Development, Resource Management, and State Performance Measures.

Evaluations of Quality Assurance Criteria Checklist
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Quality Assurance through Customer Relations			
<i>Each certified One-Stop Center will provide the following minimum level of quality assurance. Evidence of criteria must be available to mark yes.</i>	Yes	No (Requires Explanation)	In Progress (Requires Explanation)
1. Service delivery system planning is done within the context of integrated community workforce and economic development plans, and includes representatives of business and a wide range of career-seekers	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
2. Service delivery system responds to long-range talent and skill forecasts as well as emergent near-term market and business needs	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
3. Resources are leveraged to create an environment that is inviting and professional in appearance, convenient for the customer, and accommodating to the partners.	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
4. Job Seeker satisfaction survey is conducted regularly	☐	☐ Click or tap here to enter text.	☒ Paper surveys are being distributed, in addition, on-line job seeker tool will be added to resource room computers.
5. Job seeker survey results are analyzed	☐	☐ Click or tap here to enter text.	☒ Once we have a history of surveys, evaluations will be done.
6. Job seeker survey results are incorporated into operational activities	☐	☐ Click or tap here to enter text.	☒ see above
7. Business customer satisfaction survey is conducted regularly	☐	☐ Click or tap here to enter text.	☒ Paper surveys are being dsitributed, in addition, a Business Service Survey will be conducted on-line
8. Business customer survey results are analyzed	☐	☐ Click or tap here to enter text.	☒ See above
9. Business customer survey results are incorporated into operational	☐	☐ Click or tap here to enter text.	☒ See above

activities			
Operations			
<i>Each certified One-Stop Center will provide the following minimum level of quality assurance.</i> <i>Evidence of criteria must be available to mark yes.</i>	Yes	No (Requires Explanation)	In Progress (Requires Explanation)
1. Agency partners are committed to providing high quality customer service, to increase visibility of services, and to serving 'underrepresented' career- seekers (e.g., people with disabilities, Veterans, non-English speakers, at-risk youth, ex-offenders, etc.), as well as business groups and economic development organizations	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
2. One-Stop leadership is active on other community-based boards for economic development, workforce and community development	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
3. There is a business services team that includes staff from all One-Stop partners, the team has an integrated approach to servicing businesses	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
4. Business focused agencies (i.e. economic development, chambers of commerce, industry associations, small business administration, etc.) are partners of the One-Stop and staff communicate regularly with business focused partners	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
5. Each service delivery process is dictated by an attitude of inclusiveness	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
6. Each partner's functions are identified and consolidated (For	☐	☐ Click or tap here to enter text.	☒ The State will soon release a Common Intake

example intake, assessment, outreach, follow-up, data mgmt., etc.) that will result in using common forms and procedures			Tool which will be utilized at the BOSC. This system will include a standardized referral system.
7. One-Stop tailors work flow to the individual customer needs thereby eschewing a “one-size-fits-all” approach	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
8. One manual is utilized by all Center staff and written in common terms that are understandable by all staff	☐	☐ Click or tap here to enter text.	☒ A center manual is in development.
9. Front line staff and middle-management from all partners frequently meet to review case-loads and collaboratively develop individual service/employment plans. These meetings also create an opportunity to determine the possibility of offering customers additional services from other agencies, as needed and appropriate	☐	☐ Click or tap here to enter text.	☒ Day- to-day collaborations between staff address these issues. An Intergrated Resource Team will be developed to discus more complicated issues.
10. A common information management system is employed to ensure easy sharing of customer data, for financial tracking, program reporting, and performance measurement purposes. (Data systems and information sharing with outside agencies safeguard customer confidentiality)	☐	☐ Click or tap here to enter text.	☒ The BOSC will utilize the state’s Common Intake Tool once it is released. Currently, case management is documented in the VWC by WIOA Adult/ DLW/Youth and VEC Programs.
11. Partner program services are accessible and welcoming to individuals with disabilities, and workshops are available to all community population segments	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
12. Partners, including economic development partners, coordinate	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.

a menu of services, including services to meet the broad HR needs of smaller employers. (e. g. EDA and SBDC business management classes, etc.)			
13. Career-seeking customer has access to local, statewide, and national jobs and positive recruitments regardless of which partner may be serving him/her	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
14. Staff serving businesses have geographic, industry, or employer size specialties, and serve as the primary contact point for employers in that category	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
15. Cross-agency system of job referral and placement that employers can easily access is established	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
16. Staff efforts are coordinated closely with local Economic Development representatives	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
Operational Data Collected in Support of Quality Assurance			
<i>Each certified One-Stop Center will provide the following minimum level of quality assurance. Evidence of criteria must be available to mark yes.</i>	Yes	No (Requires Explanation)	In Progress (Requires Explanation)
1. Number of registrations in the VaWC are tracked and analyzed	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
2. Number of new WIOA Participants are tracked and analyzed	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
3. Service Activities attributed to the one-stop center are tracked and analyzed	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
4. Training Activities attributed to the one-stop center are tracked and analyzed	☐	☐ Click or tap here to enter text.	☒ Training Activities are tracked by program but can be tracked by BOSC pending data entry into the VWC or local reporting.

5. Number of workforce credentials attained are tracked and analyzed	☐	☐ Click or tap here to enter text.	☒ Workforce Credentials are tracked by region but can be tracked by BOSC pending data entry into the VWC or local reporting.
6. Number of job orders attributed to the one-stop center are tracked and analyzed	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
7. Number of hires attributed to the one-stop center are tracked and analyzed	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
8. Overall number and types of customers served	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
Professional Development			
<i>Each certified One-Stop Center will provide the following minimum level of quality assurance. Evidence of criteria must be available to mark yes.</i>	Yes	No (Requires Explanation)	In Progress (Requires Explanation)
1. Professional development plan exists and is followed (**see WIOA Professional Development Plan Guidelines on pages 27-28 below)	☐	☐ Click or tap here to enter text.	☒ Not all programs in the BOSC are WIOA programs however, a plan will be developed to encourage professional development among all partners.
2. Professional development activities are offered to one-stop staff and participation is tracked	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
3. Number of frontline staff achieving and maintaining workforce professional certification are tracked	☐	☒ this is not a required criteria for all programs	☐ Click or tap here to enter text.
4. Professional development plan is documented as part of or referenced in the executed partner MOU for staff assigned to the center	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.

5. The LWDB has adopted strong local policies that support an integrated team approach to staffing, management, and planning of the one-stop	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
6. Investment in staff development is substantial, ongoing, and tied to the center's business objectives	☐	☐ Click or tap here to enter text.	☒ Staff development is on-going at the regional and local BOSC level.
7. Staff from multiple organizations will be equipped through cross-training and information tools to enable them to respond seamlessly to customer needs	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
8. Staff training emphasizes the need to be broadly aware of the various resources available to customers within the One-Stop Center, and through partners from outside	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
9. Staff is assigned to and identifies themselves with <i>functions or services</i> as opposed to agencies, and functional supervision of partner service staff is in place	☐	☐ Click or tap here to enter text.	☒ This is an ongoing process that will be strengthen following the Virginia Career Works brand training and implementation.
10. Front-line staff will be highly valued and supported by center management in their efforts to meet customer needs	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
11. Bottom up communication within the system is set up via regular staff meetings; Staff meetings include time for individual members to update one another on their 'discoveries' of new relevant resources	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
12. Staff members are trained to promote, seek and support partnerships with outside agencies	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
13. Staff training support the creative use of funding and resources as	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.

required, including combining multiple internal and external agencies resources around a single career seeker or project			
14. A community network of mandated and non-mandated partners, and faith based and community organizations established that meets regularly to conduct training, problem-solve, share information, leverage resources on behalf of customer, and facilitate collaboration	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
Resource Management			
<i>Each certified One-Stop Center will provide the following minimum level of quality assurance. Evidence of criteria must be available to mark yes.</i>	Yes	No (Requires Explanation)	In Progress (Requires Explanation)
1. Resource Management Plan (MOU) clearly defines infrastructure cost sharing	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
2. Adherence to the Resource Management Plan is consistent	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
State Performance Measures			
<i>Each certified One-Stop Center will provide the following minimum level of quality assurance. Evidence of criteria must be available to mark yes.</i>	Yes	No (Requires Explanation)	In Progress (Requires Explanation)
1. Operator and Service Provider staff are aware of the LWDB negotiated performance levels for each Program Year	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.
2. LWDB negotiated performance levels are either met or exceeded for each Program Year	☒	☐ Click or tap here to enter text.	☐ Click or tap here to enter text.

- There should be a focus on developing an ongoing, accessible professional development system for:
 - Frontline staff within all core programs and One Stops.
 - Leadership/management staff within all core programs.
 - Sustainability throughout the LWDA.
 - Accessibility and flexibility for all staff
- The Infrastructure/Partnership roles should be clearly defined
- A Professional Development Policy should be in place where Professional Development should be clearly defined
 - Local program administrators/managers should review individual professional development plans with all staff, monitor their activities, evaluate their achievements, and report professional development information annually to the VCCS.
 - Through self-assessment, local program administrators determine the professional development needs of staff. Professional development should then be directly tied to the goals of the program and to the goals of the program practitioners as driven by the needs of the customers.
- The System of Delivery and Timeline for Implementation should be detailed (including the budget outline)
 - For example: Training will be offered in a variety of formats, including multiple short seminars and distance learning, so that all practitioners, including part-time staff, have access to these opportunities.
- The Outcome Measures should be identified
 - Establish policy/framework/vision for professional development
 - Identify and collaborate with planning team
 - Conduct a needs assessment
 - Plan and implement professional development activities
 - Evaluate professional development activities
 - These data will then be analyzed and the results used as part of an overall continuous improvement tool at the program level and in the development of future professional development opportunities.
- Summary of Training Events to be held should be included