

COMMONWEALTH OF VIRGINIA
VIRGINIA COMMUNITY COLLEGE SYSTEM

WORKFORCE INVESTMENT ACT

VIRGINIA WORKFORCE LETTER (VWL) #11-12

TO LOCAL WORKFORCE INVESTMENT BOARD DIRECTORS, ONE STOP OPERATORS, VIRGINIA WORKFORCE NETWORK STATE and LOCAL PARTNER AGENCIES and ENTITIES

FROM: VCCS WORKFORCE DEVELOPMENT SERVICES

SUBJECT: One-Stop Certification Process

DATE: July 1, 2012

I. Purpose

To convey guidelines for initial certification of Virginia Comprehensive One-Stop centers in accordance with Virginia Workforce Council Policy 10-01 One-Stop Service Delivery System.

II. References

VWC Policy 10-01 One-Stop Service Delivery System,
The Workforce Investment Act (Public Law 105-221, Section 121),
20 CFR Part 662 of the WIA Regulations, and TEGl 33-11

III. Background

The Workforce Investment Act (WIA) of 1998 sets for the establishment of local one stop delivery system for the employment and training services of multiple partner agencies to be accessible to job seeker and employer customers in a convenient manner. The Commonwealth of Virginia currently has 15 local workforce investment areas with approximately 27 Workforce Investment Board designated comprehensive centers. In Virginia, comprehensive centers are to be branded and identified as Virginia Workforce Centers. One stop delivery systems can also be supplemented by a network of satellite or affiliate centers to expand access and entry points.

The Virginia Workforce Council Policy 10-01 in part conveys that the WIA administrative entity will periodically lead the evaluation of local workforce areas to

determine certification of comprehensive one stop centers. The Virginia Community College System Workforce Development Services (VCCS WDS) has developed the following Virginia Workforce Center Certification process to assist local workforce areas in preparing for such evaluation and certification.

The goal is to assure that each local area in Virginia has at least one Virginia Workforce Center that has been determined to meet uniform certification standards such that businesses and job seekers can expect to encounter a minimum baseline of quality services regardless of location, which may be tailored further at the local level based to reflect additional region-specific needs or defined elements.

IV. Process

The certification process will be implemented in several phases. The initial focus for calendar year 2012 will be to ensure the basic premise of VWC Policy 10-01 is being followed in the Virginia Workforce Centers. The next phase of certification, to be met in 2013, has an emphasis on quality in the Virginia Workforce system. Subsequent certification rounds will build upon the 2013 certification standard, One-Stops will also have to provide evidence of continuous improvement to obtain certification. Technical assistance will be provided if a Virginia Workforce Centers is unable to meet certification standards.

VCCS will lead a review that may include other state partner agency or local Virginia Workforce Center and partner staff from neighboring local workforce investment areas. Review teams will bring a knowledge base from the field with perspectives from Virginia Workforce Centers and partners. Members of review teams will also learn from their exposure to a different Virginia Workforce center's operations and their involvement in the process.

2012 CERTIFICATION REQUIREMENTS

The 2012 certification process will advance as follows:

1. **SELF ASSESSMENT:** A One Stop Certification Quality Benchmarking Tool will first be used locally as a self-evaluation tool to help the One-Stops evaluate:
 - a. Their preparedness for Virginia One-Stop Certification
 - b. Service gap identification
 - c. Opportunities for improvement
 - d. Technical assistance needs
2. **REQUEST CERTIFICATION:** Once the local operator and WIB are satisfied that their operations meet the standards set forth in the benchmarking tool they will request certification from the Commonwealth of Virginia.

Requests must be submitted to the VCCS WDS by October 15, 2012.

3. **DESK REVIEW:** The WDS Certification Review Team will review One-Stop Certification request packets. Upon review if all required documentation is in the application packet an on-site review will be scheduled.
4. **DETERMINATION:** The WDS will issue its determination within 45 days of the on-site review. If certification is not granted, a written report will detail the items that must be improved prior to certification.

Virginia Workforce Center 2012 Certification Process Checklist

Background – The following documents are required to be submitted by each local workforce investment area seeking One-Stop Certification:

- A completed cover document / letter of transmittal requesting Commonwealth of Virginia for One-Stop certification;
- Verification of meeting Americans with Disabilities Act (ADA) accessibility standards;
- Local Memorandum of Understanding between the WIB and its local one-stop partners;
- A completed 2012 Quality Benchmarking Tool;
- Completed 2012 Minimum Standard of Service Delivery Checklist.

ONE-STOP CERTIFICATION QUALITY BENCHMARKING TOOL		2012	
Benchmark No. 1: Partners agree on a shared vision for a customer-driven service delivery system.			
		Yes	No
Evidence Indicator: A shared vision among all required partners is documented in MOU.			
Benchmark No. 2: The physical lay-out of the Virginia Workforce Centers reflects an integrated approach to customer services.			
		Yes	No
Evidence Indicator: 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.)			
Benchmark No. 3: Operational decisions will be designed with customer needs in mind and centers track customer satisfaction.			
		Yes	No
Evidence Indicator: The 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.			
Benchmark No. 4: Each Virginia Workforce Center will be a high-performance work place with staff that has a visible passion for quality of service.			
		Yes	No

<p>Evidence indicator: Professional development plan is documented as part of or referenced in the executed partner MOU for staff assigned to the center. Each partner agency commits to staff certification, cross-training of staff and other professional learning opportunities for staff that promote continuous quality improvement.</p>		
<p>Benchmark No. 5: Each Workforce Investment Board will adopt a common outreach strategy that reflects an integrated approach to customer service.</p>		
	Yes	No
<p>Evidence Indicator: Common marketing approach language is documented in the One Stop Partner MOU.</p>		
<p>Benchmark No. 6: Virginia Workforce Centers 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.</p>		
	Yes	No
<p>Evidence Indicator: Methods are in place to track customer satisfaction and feedback, and such results are regularly used to refine service delivery within the center</p>		

MINIMUM SERVICE STANDARDS CHECKLIST

2012

Service Delivery
Services for Job Seekers

Each certified One-Stop center will provide the following minimum level of Job Seeker services
Evidence of service must be available to mark yes

Yes

No

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

2. Program information describing eligibility requirements and application procedures

3. Determinations of whether individuals are eligible to receive assistance from WIA Title I Adult or Dislocated Worker funding

4. Referral to agencies that provide eligibility determination for Welfare-to-Work programs in the community

5. Provision of information regarding filing claims for 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

7. Referral to partner programs which includes screening to determine likelihood of eligibility for various programs and financial assistance

8. Labor exchange

9. Job, career and skill self-assessment tools

10. Initial assessment of skill levels, aptitudes, abilities and supportive service needs

11. Employer directories for job search, e.g., America’s Labor Market Information System (ALMIS) resources, Internet-based directories, commercial products

12. Resume writing software and support materials

13. Local human services directory

14. Occupational training information

15. Financial aid information		
16. Job search skills information		
17. Workplace accommodations information		
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 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 WIA Title I Section 122, by program		
20. Provision of performance information and program cost information on providers of adult education described in WIA 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.)		
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		
22. Referral to local programs for financial aid assistance for training and education programs that are not funded under the Workforce Investment Act		

Service Delivery Intensive Services for Eligible Program Participants		
<i>Each certified One-Stop center will provide the following minimum level of Job Seeker services</i> <i>Evidence of service must be available to mark yes</i>	Yes	No
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		
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		
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		
4. Individual counseling and career planning		
5. Case management for participants seeking training and career education services		
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		
7. Follow-up services, including counseling regarding the workplace, for customers in WIA Title I activities who are placed in unsubsidized employment, for not less than 12 months after the first day of the employment, as appropriate		

Service Delivery
Training Services for Eligible Program Participants

<i>Each certified One-Stop center will provide information about and access to the following minimum level of Job Seeker services</i> <i>Evidence of service must be available to mark yes</i>	Yes	No
1. Occupational skills training, including training for nontraditional employment that results in certification		
2. Programs that combine workplace training with related instruction, which may include cooperative education programs		
3. Skill upgrading and retraining		
4. Job readiness training		
5. Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training		
6. Adult education and literacy activities		
7. Entrepreneurial training		
8. Training programs operated by the private sector		
9. On-the-job training		

Service Delivery		
Services for Businesses		
<i>Each certified One-Stop center will provide the following minimum level of Business services</i>		
<i>Evidence of service must be available to mark yes</i>	Yes	No
1. Assistance in finding qualified workers		
2. Labor exchange		
3. Interview facilities at one-stop career centers		
4. State and/or federally generated Labor Market Information (LMI)		
5. State and/or federally generated information on Americans with Disabilities Act (ADA)		
6. Information regarding consultations on workplace accommodations for persons with disabilities		
7. Information on and referral to business start-up, retention and expansion services		
8. Information on and referral to sources for developing customized training programs		
9. Information on and referral to career preparation activities		
10. Rapid response to mass layoffs and plant closings		
11. Information about training incentives such as on-the-job training programs (based on worker eligibility)		

12. State and/or federally generated information on tax credits for new hires		
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2013 CERTIFICATION REQUIREMENTS

The 2013 certification process will advance as follows:

1. SELF ASSESSMENT: A One Stop Certification Quality Benchmarking Tool will first be used locally as a self-evaluating tool to help the One-Stops evaluate:
 - a. Their preparedness for Virginia One-Stop Certification
 - b. Service gap identification
 - c. Opportunities for improvement
 - d. Technical assistance needs
2. REQUEST CERTIFICATION: Once the local operator and WIB are satisfied that their operations meet the standards set they will request certification from the Commonwealth of Virginia.

Requests must be submitted to the VCCS WDS by July 31, 2013.

3. DESK REVIEW: The WDS Certification Review Team will review One-Stop Certification request packets. Upon review if all required documentation is in the application packet an on-site review will be scheduled.
4. ON SITE REVIEW: The WDS Certification Review Team will tour the One-Stops, meet with One-Stop and partner staff and use the One-Stop Certification Quality Benchmarking Tool to gauge each One-Stop's preparedness to offer consistent customer services throughout the Virginia Workforce System, their commitment to continuous improvement of services, and the level of services they offer.
5. DETERMINATION: The VCCS will issue its determination within 45 days of the on-site review. If certification is not granted, a written report will detail the items that must be improved prior to certification.

Virginia One-Stop 2013 Certification Checklist

Background – The following documents are required for the One-Stop Certification process and will be submitted by each local workforce investment area seeking One-Stop Certification by The Commonwealth of Virginia:

- A completed One-Stop Certification process checklist (this document) with all requested information provided and indicated by completed check boxes;
- A completed cover document / letter of transmittal containing the following elements:
 - a. Request to Commonwealth of Virginia for One-Stop certification
 - b. List of on-site partners
 - c. List of attachments
 - d. Brief profile of your area (e.g. high growth industries, major barriers to employment, etc.)
 - e. Describe accomplishments and positive impacts on community
- Verification of meeting Americans with Disabilities Act (ADA) accessibility standards;
- Local Memorandum of Understanding between the WIB and its local one-stop partners;
- Local workforce investment board's continuous improvement model. Continuous improvement process includes customer feedback, and staff from all departments, partners, and on all levels have an opportunity to have a voice;
- Customer process/flow chart;
- A completed 2013 One Stop Certification Quality Benchmarking Tool.

CERTIFICATION STANDARDS

- ✓ Partners will agree on a shared vision for a customer-driven service delivery system
- ✓ The physical lay-out of the Virginia Workforce Centers reflects an integrated approach to customer services
- ✓ Operational decisions will be designed with customer needs in mind
- ✓ Each Virginia Workforce Center will be a high-performance workplace with staff that has visible passion for quality service
- ✓ Each Virginia Workforce Center will implement local WIBs common marketing strategy , marketing will reflect an integrated approach to customer service
- ✓ Virginia Workforce Centers 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
- ✓ Quality customer service will be delivered at all levels of services
- ✓ Quality core services will provide job seekers with relevant and up-to-date informational resources and connect job seekers to appropriate services
- ✓ Quality job seeker services will be delivered at intensive and training levels
- ✓ Quality business services will be delivered to businesses
- ✓ Virginia Workforce Center staff participate in professional development activities
- ✓ Continuous quality improvement will occur throughout the Virginia Workforce Center

**ONE-STOP CERTIFICATION
QUALITY BENCHMARKING TOOL**

2013

Benchmark No. 1:

Partners will agree on a shared vision for a customer-driven service delivery system.

Indicators of progress:

Evidence of indicator must be provided to mark yes

Yes

No

1. 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.

Evidence:

2. One-Stop leadership is active on other community-based boards for economic development, workforce and community development.

Evidence:

3. The 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.

Evidence:

4. The service delivery system responds to long-range talent and skill forecasts as well as emergent near-term market and business needs.

Evidence:

5. A business plan is developed for the center with the specific service strategies to be used to meet center goals for performance outcomes, customer satisfaction, and continuous improvement.

Evidence:

6. The agency partners are committed to providing high quality customer service, to increased 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.		
Evidence:		
7. Resources are leveraged to create an environment that is inviting and professional in appearance, convenient for the customer, and accommodating to the partners.		
Evidence:		
8. There is a business services team that includes staff from all One-Stop partners, the team has an integrated approach to servicing businesses.		
Evidence:		
9. 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.		
Evidence:		
Areas of Strength:		
Promising Practices (unique achievements and initiatives that local areas want to share with the state and other areas):		
Areas of Weakness:		
Barriers to Success:		

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Technical Assistance Needs:

Action Steps and Timeline:

Benchmark No. 2:

The physical lay-out of the Virginia Workforce Centers reflects an integrated approach to customer services.

<p>Indicators of progress: <i>Evidence of indicator must be provided to mark yes</i></p>	<p align="center">Yes</p>	<p align="center">No</p>
<p>1. 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.</p>		
<p>Evidence:</p>		
<p>2. The 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.</p>		
<p>Evidence:</p>		
<p>3. 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.</p>		
<p>Evidence:</p>		
<p>4. Customer service will reflect the appearance of a single agency, rather than a collection of partners.</p>		
<p>Evidence:</p>		
<p>5. The service delivery system is organized by function (not by program or agency silo), in language that is meaningful to its customers.</p>		
<p>Evidence:</p>		
<p>6. Different strategies are used to provide orientation to career/job seekers and businesses/employers.</p>		

Evidence:		
7. The One-Stop appears inviting, organized, and professional.		
Evidence:		
8. The One-Stop design is useful and marketable to people with diverse abilities.		
Evidence:		
9. The 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.		
Evidence:		
Areas of Strength:		
Promising Practices (unique achievements and initiatives that local areas want to share with the state and other areas):		
Areas of Weakness:		
Barriers to Success:		
Technical Assistance Needs:		

Action Steps and Timeline:

Benchmark No. 3:

Operational decisions will be designed with customer needs in mind.

Indicators of progress:

Evidence of indicator must be provided to mark yes

Yes

No

1. Each service delivery process is dictated by an attitude of inclusiveness.

Evidence:

2. Service design and delivery strategies are developed in consultation with job seekers and businesses.

Evidence:

3. Each partner's functions are identified and consolidated (For example intake, assessment, outreach, follow-up, data mgmt., etc.) that will result in using common forms and procedures.

Evidence:

4. The One-Stop tailors work flow to the individual customer needs thereby eschewing a "one-size-fits-all" approach.

Evidence:

5. One manual is utilized by all Center staff written in common terms that are understandable by all staff.

Evidence:

6. 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.		
Evidence:		
7. 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).		
Evidence:		
8. Partner program services are accessible and welcoming to individuals with disabilities, and workshops are available to all community population segments.		
Evidence:		
9. Partners, including economic development partners, coordinate a menu of services, including services to meet the broad HR needs of smaller employers. (e.g. EDA and SBDC business management classes, etc.).		
Evidence:		
10. The career-seeking customer has access to local, statewide, and national jobs and positive recruitments regardless of which partner may be serving him/her.		
Evidence:		
11. Staff serving businesses have geographic, industry, or employer size specialties, and serve as the primary contact point for employers in that category.		
Evidence:		
12. A cross-agency system of job referral and placement that employers can easily access is established.		
Evidence:		
13. Staff efforts are coordinated closely with local Economic Development		

representatives.		
Evidence:		
14. Customer flow is efficient, enabling customers to get their needs met quickly: peak loads are well managed and there are few physical barriers.		
Evidence:		
15. 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).		
Evidence:		
16. Provide a single point of contact for businesses for all One-Stop partners serving businesses.		
Evidence:		
17. Facilitate regular business focus groups.		
Evidence:		
Areas of Strength:		
Promising Practices (unique achievements and initiatives that local areas want to share with the state and other areas):		

Areas of Weakness:

Barriers to Success:

Technical Assistance Needs:

Action Steps and Timeline:

Benchmark No. 4:

Each Virginia Workforce Center will be a high-performance work place with staff that has a visible passion for quality of service.

Indicators of progress: <i>Evidence of indicator must be provided to mark yes</i>	Yes	No
1. The LWIB has adopted strong local policies that support an integrated team approach to staffing, management, and planning of the one-stop.		
Evidence:		
2. Investment in staff development is substantial, ongoing, and tied to the center's business objectives.		
Evidence:		
3. Staff from multiple organizations will be equipped through cross-training and information tools to enable them to respond seamlessly to customer needs.		
Evidence:		
4. Staff training emphasizes the need to be broadly aware of the various resources available to customers within the Workforce Center, and through partners from outside.		
Evidence:		
5. Staff is assigned to & identifies themselves with <i>functions or services</i> as opposed to agencies, and functional supervision of partner service staff is in place.		
Evidence:		
6. Front-line staff will be highly valued and supported by center management in their efforts to meet customer needs.		
Evidence:		
7. 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.		
Evidence:		
8. Staff members are trained to promote, seek and support partnerships with outside agencies.		
Evidence:		
9. Staff training support the creative use of funding and resources as required, including combining multiple internal and external agencies resources around a single career seeker or project.		
Evidence:		
10. 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.		
Evidence:		
Areas of Strength:		
Promising Practices (unique achievements and initiatives that local areas want to share with the state and other areas):		
Areas of Weakness:		

Barriers to Success:

Technical Assistance Needs:

Action Steps and Timeline:

Benchmark No. 5:

Each WIB will adopt a common marketing strategy that reflects an integrated approach to customer service.

Indicators of progress: <i>Evidence of indicator must be provided to mark yes</i>	Yes	No
1. There is a unified marketing plan that represents and supports all Virginia Workforce Network partners' services and promotes a common brand identity.		
Evidence:		
2. The site is clearly identified as a Virginia Workforce Center through external signage.		
Evidence:		
3. Marketing plans are written with detailed strategies for identifying, attracting and serving underserved career-seekers and business demographics.		
Evidence:		
4. Services are described, marketed and merchandised by function or service rather than by agency "silo".		
Evidence:		
5. Community groups and business associations representing the diversity of the population and economy of the area are used as marketing "surrogates"; the services are marketed through these groups in the appropriate languages and accessible format, etc.		
Evidence:		
6. Websites are integrated and represent all One-Stop partner programs.		
Evidence:		
7. Materials demonstrate the value of partnership with the system to outside Workforce and Economic Development entities that are not yet integrated into		

the system.		
Evidence:		
8. Provide outreach to employers educating them on the One-Stop services and business services.		
Evidence:		
9. A unified business message has been developed.		
Evidence:		
Areas of Strength:		
Promising Practices (unique achievements and initiatives that local areas want to share with the state and other areas):		
Areas of Weakness:		
Barriers to Success:		
Technical Assistance Needs:		

Action Steps and Timeline:

Benchmark No. 6:

Virginia Workforce Centers 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.

Indicators of progress:

Evidence of indicator must be provided to mark yes

	Yes	No
1. On-going evaluation and planning is conducted.		
Evidence:		
2. Technical assistance and/or training are provided in response to identified system weaknesses, and according to a common capacity building strategy.		
Evidence:		
3. Performance measures are collaboratively developed, few in number, easily identified by staff, and used to improve services to customers.		
Evidence:		
4. The measures help formulate thinking about evaluation beyond silo-based federal performance standards and allow the LWIA to benchmark themselves against other areas by sharing measurement tools and approaches.		
Evidence:		
5. All partner and frontline staff know the Center’s current status regarding attainment of their measures.		
Evidence:		
6. 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.		
Evidence:		

7. 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.		
Evidence:		
8. Mystery shoppers are used to evaluate the customer experience from a variety of angles.		
Evidence:		
9. A common or coordinated staff performance appraisal system is in place for WIA and other mandatory program partners.		
Evidence:		
10. Contribution of WIA mandatory program partners and other local partners are evaluated, along with evidence of co-enrollment between WIA and other partner programs.		
Evidence:		
11. All mandatory partners use the same customer (job seeker and employer) satisfaction tools, so results reflect the collective performance of the service delivery system rather than any individual program or agency.		
Evidence:		
12. Management supports a cross-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.		
Evidence:		
Areas of Strength:		

Promising Practices (unique achievements and initiatives that local areas want to share with the state and other areas):

Areas of Weakness:

Barriers to Success:

Technical Assistance Needs:

Action Steps and Timeline:

MINIMUM SERVICE STANDARDS CHECKLIST

2013 Standards

Service Delivery

Services for Job Seekers

<i>Each certified One-Stop center or affiliate site will provide the following minimum level of Job Seeker services</i> <i>Evidence of service must be available to mark yes</i>	Yes	No
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		
Evidence:		
2. Program information describing eligibility requirements and application procedures		
Evidence:		
3. Determinations of whether individuals are eligible to receive assistance from WIA Title I Adult or Dislocated Worker funding		
Evidence:		
4. Referral to agencies that provide eligibility determination for Welfare-to-Work programs in the community		
Evidence:		
5. Provision of information regarding filing claims for unemployment compensation		
Evidence:		
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		
Evidence:		

7. Referral to partner programs which includes screening to determine likelihood of eligibility for various programs and financial assistance		
Evidence:		
8. Labor exchange		
Evidence:		
9. Job, career and skill self-assessment tools		
Evidence:		
10. Initial assessment of skill levels, aptitudes, abilities and supportive service needs		
Evidence:		
11. Employer directories for job search, e.g., America's Labor Market Information System (ALMIS) resources, Internet-based directories, commercial products		
Evidence:		
12. Resume writing software and support materials		
Evidence:		
13. Local human services directory		
Evidence:		
14. Occupational training information		
Evidence:		
15. Financial aid information		
Evidence:		

16. Job search skills information		
Evidence:		
17. Workplace accommodations information		
Evidence:		
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 listings; and information relating to local occupations in demand and the earnings and skill requirements for such occupations		
Evidence:		
19. Performance information and program cost information on eligible providers of training services as described in WIA Title I Section 122, by program		
Evidence:		
20. Provision of performance information and program cost information on providers of adult education described in WIA 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.)		
Evidence:		
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		
Evidence:		

22. Referral to local programs for financial aid assistance for training and education programs that are not funded under the Workforce Investment Act		
Evidence:		
Areas of Strength:		
Promising Practices (unique achievements and initiatives that local areas want to share with the state and other areas):		
Areas of Weakness:		
Barriers to Success:		
Technical Assistance Needs:		
Action Steps and Timeline:		

Service Delivery

Intensive Services for Eligible Program Participants

Service Delivery		
Intensive Services for Eligible Program Participants		
<p><i>Each certified One-Stop center or affiliate site will provide the following minimum level of Job Seeker services</i></p> <p><i>Evidence of service must be available to mark yes</i></p>	Yes	No
<p>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</p>		
Evidence:		
<p>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</p>		
Evidence:		
<p>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</p>		
Evidence:		
<p>4. Individual counseling and career planning</p>		
Evidence:		
<p>5. Case management for participants seeking training and career education services</p>		
Evidence:		
<p>6. Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals</p>		

for unsubsidized employment or training		
Evidence:		
7. Follow-up services, including counseling regarding the workplace, for customers in WIA Title I activities who are placed in unsubsidized employment, for not less than 12 months after the first day of the employment, as appropriate		
Evidence:		
Areas of Strength:		
Promising Practices (unique achievements and initiatives that local areas want to share with the state and other areas):		
Areas of Weakness:		
Barriers to Success:		
Technical Assistance Needs:		

Action Steps and Timeline:

Service Delivery		
Training Services for Job Seekers		
<i>Each certified One-Stop center or affiliate site will provide the following minimum level of Job Seeker services</i> <i>Evidence of service must be available to mark yes</i>	Yes	No
1. Occupational skills training, including training for nontraditional employment		
Evidence:		
2. Programs that combine workplace training with related instruction, which may include cooperative education programs		
Evidence:		
3. Skill upgrading and retraining		
Evidence:		
4. Job readiness training		
Evidence:		
5. Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training		
Evidence:		
6. Adult education and literacy activities		
Evidence:		
7. Entrepreneurial training		
Evidence:		

8. Training programs operated by the private sector		
Evidence:		
9. On-the-job training		
Evidence:		
Areas of Strength:		
Promising Practices (unique achievements and initiatives that local areas want to share with the state and other areas):		
Areas of Weakness:		
Barriers to Success:		
Technical Assistance Needs:		
Action Steps and Timeline:		

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Service Delivery
Services for Businesses

<i>Each certified One-Stop center or affiliate site will provide the following minimum level of business services</i> <i>Evidence of service must be available to mark yes</i>	Yes	No
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1. Assistance in finding and screening qualified workers including assessing job applicants based on business developed criteria		
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Evidence:		
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2. Connect businesses to labor exchange resources and systems		
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Evidence:		
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3. Interview facilities at one-stop career centers, hosting and planning job fairs and recruiting events		
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Evidence:		
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4. State and/or federally generated Labor Market Information (LMI)		
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Evidence:		
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5. Information regarding consultations on workplace accommodations for persons with disabilities		
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Evidence:		
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6. Information on and referral to business start-up, retention and expansion services		
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Evidence:		
7. Information on and referral to sources for developing customized training programs including providing inventory of education and training providers		
Evidence:		
8. Information on and referral to career preparation activities		
Evidence:		
9. Rapid response to mass layoffs and plant closings		
Evidence:		
10. Information about training incentives such as on-the-job training and customized training programs (based on worker eligibility)		
Evidence:		
11. State and/or federally generated information on tax credits for new hires and fidelity bonding		
Evidence:		
Areas of Strength:		
Promising Practices (unique achievements and initiatives that local areas want to share with the		

state and other areas):

Areas of Weakness:

Barriers to Success:

Technical Assistance Needs:

Action Steps and Timeline: