(g) CERTIFICATION AND CONTINUOUS IMPROVEMENT OF ONESTOP CENTERS.—

(1) IN GENERAL.—In order to be eligible to receive infrastructure funding described in subsection (h), the State board, in consultation with chief elected officials and local boards -

> "shall establish objective criteria and procedures for use by local boards in assessing at least once every 3 years **the effectiveness, physical and programmatic accessibility** in accordance with section 188, if applicable, and the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.), and **continuous improvement of one-stop centers and the one-stop delivery system**, consistent with the requirements of section 101(d)(6).

(2) **CRITERIA**.—The criteria and procedures developed under this subsection shall include **standards relating to service coordination achieved by the one-stop delivery system with respect to the programs administered by the one-stop partners at the one-stop centers.** Such criteria and procedures shall—

> (B**)** include such factors relating to the effectiveness, accessibility, and improvement of the one-stop delivery system as the State board determines to be appropriate, including at a minimum how well the one-stop center—
>
> > (i) supports the achievement of the negotiated local levels of **performance for the indicators of performance** described in section 116(b)(2) for the local area;
> >
> > (ii) **integrates available services**; and
> >
> > (iii) **meets the workforce development and employment needs of local employers and participants**.

APPLICATION FOR WORKSOURCE CERTIFICATION

Organization Name:

Contact Person/Title:

Phone: **Email:**

Office to be certified: **Address:**

Current Certification:

☐ WorkSource Center ☐ Affiliate ☐ Connection

If requesting a different certification level, check level requested:

☐ WorkSource Center ☐ Affiliate ☐ Connection

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I. WorkSource Principles

The success and accountability of Washington's one-stop delivery system depends on the values that local Workforce Development Boards and their partners use to guide their planning and operations:

- **Integrated** – Think and act as an integrated system of partners that share common goals with services delivered by various organizations with the best capabilities for a seamless customer experience.
- **Accountable** – Committed to high quality customer services with regular program performance review and continuous improvement processes based on shared data.
- **Universal Access** – Meet the needs of customers by ensuring universal access to programs, services, and activities for all eligible individuals.
- **Responsive** – Create a delivery system that is responsive to employers and prioritizes services to target high demand pathways and occupations and critical job needs of vital industry sectors**.**
- **Partnership** – Align goals and initiatives with economic development, labor and education partners.
- **Regional Strategy** - Work with counterparts to address broader workforce needs of the regional economy and leverage resources to provide a higher quality and level of services.

II. Checklist – System Requirements

[Placeholder: To include required partners, career services that must be delivered, policies that must be in place, facilities accessibility, use of MIS, MOU in place, branding]

REQUIRED PROGRAM/PARTNER CHECKLIST

A. In the column named "On-Site", indicate programs/partners that are currently located on-site in your facility by entering the number of hours per week they are on-site.

B. In the column named "Off-Site Electronic Connection", make a check mark for the programs/partners that are off-site but their core services are made available to customers through an electronic connection. Not all customers will be able to use the electronic connection(s) without help from WorkSource staff. *On a separate sheet, provide a description of how staff identifies customers who need help & how they help them.*

C. For programs/partners that are off-site but an arrangement was made to provide their basic career services in another manner, check the last column and attach a narrative explain how this is accomplished *(use a separate shee*t).

REQUIRED PROGRAMS/PARTNERS	ON-SITE	OFF-SITE ELECTRONIC CONNECTION	OFF-SITE CORE MADE AVAILABLE IN ANOTHER MANNER
WIOA Title 1-B Adult Services			
WIOA Title 1-B Dislocated Worker Services			

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REQUIRED PROGRAMS/PARTNERS	ON-SITE	OFF-SITE ELECTRONIC CONNECTION	OFF-SITE CORE MADE AVAILABLE IN ANOTHER MANNER
WIOA Title 1-B Youth Services			
Wagner-Peyser Title III			
Adult Education and Literacy Title II			
Rehabilitation Act Title IV			
Title V – Older Americans Act/SCSEP			
TANF			
Career and Technical Education Programs (postsecondary) Carl D. Perkins Act			
Trade Adjustment Assistance			
Veterans Employment Services			
Community Services Block Grant			
Housing & Urban Development Employment & Training			
Unemployment Compensation			
Second Chance Act			

ADDITIONAL PARTNERS

Ticket to Work and Self Sufficiency			
Small Business Administration			
SNAP Employment (BFET)			
Food and Nutrition (7 USC 2015 (o)			
VR Pilot Projects			
AmeriCorps			
Public Libraries			

CAREER SERVICES CHECKLISTS

In the column named "On-Site", check the core, intensive, and training services that are currently available on-site for all job seeking customers who come into the WorkSource center, affiliate or connection.

CORE SERVICES	ON-SITE	CORE SERVICES	ON-SITE	CORE SERVICES	ON-SITE
Bonding Assistance		Module 3 – Job Search Strategies		Referral to WIOA Services	
Child Support Workshop		Module 4 – Perfecting Applications		Resource Room Assistance	
Employment Referral		Module 5 – Effective Resumes & Cover Letters		Resume Assistance	
Job Club		Module 6- Interviewing Techniques		Service Orientation	
Job Development		Needs Assessment		Staff Assisted Job Matching	
Job Referrals		Provided Labor market Information		Translation Services	
Job Search & Placement Assistance		Provided Training/ Retraining Information		UI Reemployment Orientation	
Job Search Planning		Referral for Skill Development		Vocational/ Employment Guidance Services	
Module 1 - Orientation to WorkSource Services		Referral to Supportive or Intensive Services		Workshop- Business/Employer Expectations	
Module 2 - Skills & Abilities Analysis		Referral to Training - General Info.			

INTENSIVE SERVICES	ON-SITE	INTENSIVE SERVICES	ON-SITE	INTENSIVE SERVICES	ON-SITE
Basic Readjustment Service		Comprehensive Assessment - Transportation		Relocation	
Career/ Vocational Planning		Evaluation to Identify Barriers to Employment		Short-Term Pre-employment/ Vocational Services	
Comprehensive Assessment - Family		Intensive Services		Specialized Assessment	
Comprehensive Assessment - Financial		Out-of-Area Job Search		Testing	

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BUSINESS SERVICES CHECK LIST

Check the business services that are available to employers

BUSINESS SERVICES	On-Site
Labor Market Information	
Listing of Job Orders	
Applicant Referral	
Employer Need Assessment	
Information on Employee Training & Retraining	
Business Assistance Information & Referrals	
Unemployment Insurance Access	
Access to Facilities	
Business Closure/Reduction in Force Information & Referral	
Translation Services	
Employer Advocacy	
Referral to Workshops for Employer & Supervisory Training	

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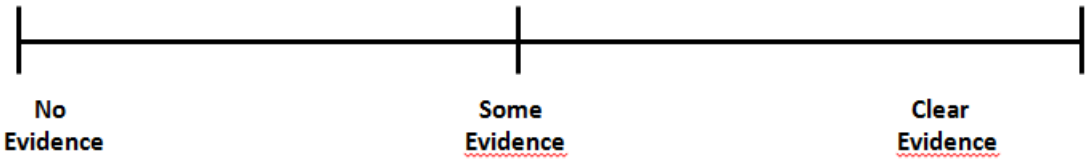
III. Certification Criteria

The Certification application is one step in the ongoing pursuit of growth, quality improvement, and performance excellence. Attainment of certification provides assurance to the public that WorkSource has achieved a high standard and consistently maintains and improves upon that standard. The following quality standards are the criteria by which Washington's local Workforce Development Board's certify One-Stop Centers, Affiliates, and Connection Sites.

The criteria below are the standards to which one-stop centers, affiliates, and connection sites aspire to achieve in order to effectively serve shared job seeker and business customers across the workforce system. In their responses, each site is asked to provide evidence of their current status and future plans to reach these standards.

- ***Functional and Programmatic Integration*** - It is critical for WorkSource and its partners to think and act as an integrated system. WorkSource partners ensure that client services are aligned to common goals and the customer experience is seamless – regardless of funding streams. Each customer is mutually regarded as a shared customer, with all staff and programs operating at the site having a vested stake in that customer's success. Integration of programs is incorporated into planning, intake, assessment, registration, and service processes, information sharing, resource decisions, actions, results, and analyses.

  Mark the continuum where you think the site is with Functional and Programmatic integration.



  Describe your site's approach to integrated service delivery and the use of functional teams to deliver career services to all customers. Include a detailed diagram of customer flow, services available, assessment and referrals, and describe how the MIS is used to facilitate shared customer management across partner programs.

- ***Performance and Accountability*** - Results and outcomes for the public investment in WorkSource are essential to the WorkSource system's relevance. The effectiveness of WorkSource for employers and job seekers is evident in system performance and service delivery decisions are based on data. On an ongoing basis, customer data from one-stop partners and regional economic data is collected, analyzed, and shared with all workforce system staff and community stakeholders. Plans for improvement, enhancement, or adjustment are established and acted upon.

  Mark the continuum where you think the site is with Performance and Accountability.

Describe how you measure, analyze, review, and improve WorkSource system performance through the use of data and information. Describe how this data is shared with staff and stakeholders.

- ***Service Provision, including Services, Access, and Outreach to special populations*** – Improved availability, a welcoming atmosphere, inclusive settings, and high quality customer service benefit all customers. WorkSource extends services and outreach not just to individuals who walk in the door, but also to those who have become disengaged in the labor force. Integrated, quality services are provided to all customers within the center and via technology through online or phone access. Principles of universal design are considered which designs inclusive space and materials to be available to individuals regardless of their range of abilities, mobility, age, language, learning style, intelligence, or educational level.

  Mark the continuum where you think the site is with Service Provision to all customers, including Services, Access, and Outreach to special populations.

  Describe how the site provides quality services to all customers. How are the needs of special populations met through staff-assisted and technology solutions?

- ***Customer Satisfaction*** - Performance and value are ultimately judged by customers – businesses and job seekers. Customer-centered design relies upon satisfying customer needs, identifying shortcomings and responding accordingly on a timely and ongoing basis. Tools to obtain feedback are appropriate for each customer's use take into consideration factors including literacy levels, use of technology, disability, and language.

  Mark the continuum where you think the site is with Customer Satisfaction.

  Describe how the voice of the customer is listened to and how your site incorporates both job seeker and business customer feedback as part of continuous quality improvement? How are the voices of special populations heard and brought to the table when designing services and facilities? How do you inform customers of how their feedback was reviewed and any action taken from their feedback? What metrics are used to show improvement and success?

DRAFT

- ***Staff Proficiency and Staff Training Participation*** - Professional development is a key feature in order to ensure that staff are aware of the implications of recent evidence-based research and can implement the latest policies and procedures established at the local, State and Federal levels. Also of vital importance is the use of labor market information by staff to better inform customers' career and training decision-making. The investment in staff development is substantial, ongoing, and focused on cross-training with partner programs, overall skill development, and use of labor market information. Every member of the one-stop staff has the ability and authority to meet customer needs, either directly or, where appropriate, by helping the customer make the right connections to the expertise he or she seeks. Participation in one-stop-sponsored training is required.

  Mark the continuum where you think the site is with Staff Proficiency and Staff Training Participation.

  What methods are in place for staff to provide feedback? How do you incorporate staff feedback as part of continuous quality improvement? How are staff informed how their feedback was reviewed and any action taken from their feedback? What metrics are used to show improvement and success?

  How do you actively engage staff of all programs in design of services, action planning and analysis of indicators and trends? How are all staff informed of progress towards site performance and goals?

- ***Partnership*** – The one-stop system is built upon a foundation of partners linked together to deliver a comprehensive array of services and reach the shared outcomes of employment, education, skills gains, and earnings. All core and required one-stop partners are present at the site and invested in the development and implementation of service delivery to connect customers to resources and

  Mark the continuum where you think the site is with Partnership.

  Describe how the partnerships function at the site and the roles of each core partner from Title I – Adult, Dislocated Worker, and Youth, Title II - Adult Basic Education, Title III - Wagner-Peyser, Title IV - Vocational Rehabilitation, and TANF.

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Describe how the partnerships function at the site with other required partners from postsecondary Career and Technical Education (Perkins Act), CSBG, HUD, Job Corps, National Farmworker Jobs Program, Re-entry programs, SCSEP, TAA, UI, VETS, and YouthBuild.

Describe how the site is linked to other partners beyond the site to ensure alignment with community and regional strategies.

Describe how leadership works together to set the vision and goals for the site and then implements service strategies to achieve shared objectives.

- ***Employer Engagement*** – Business is one of our primary customers and one-stop partners work collaboratively to deliver value-added services and eliminate duplication. Business services staff from all one-stop partners have a comprehensive understanding of labor market conditions, economic development activities, skill needs of the workforce and are connected to regional and local business partnership activities and sector strategies. Employers' human capital needs are communicated to and acted upon by the workforce system. Business services are coordinated to the maximum extent possible to limit duplication and streamline the employer experience.

Mark the continuum where you think the site is with Employer Engagement.

Describe how partners work to deliver seamless business services. How do business services staff use and share labor market information? What strategies are used to involve employers in identifying skill gaps and developing solutions to meet their workforce needs?

Describe how regional and local sector strategies are used to target services and resources to focus workforce efforts on investments and improve outcomes.

How are career pathways and training modalities such as industry-recognized credentials, apprenticeship, on-the-job training, and other work-based learning opportunities aligned with employers' needs and marketed to support talent development?

<u>Connections Sites (and Affiliates)</u>

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