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Business Profile

1. Center Name:
2. One- Stop Operator / Consortium of Operators, Contact Info.:
3. Hours and Days Open to Customers:
4. List of Partners On-Site:

Defining the Business

1. What community(s) are served through the <one-stop name> under this plan?
2. Other than regulatory requirements, what was the reason for the establishment of the <one-stop name> as it currently exists?
3. How will the <one-stop name>benefit the customer rather than the organizations?
4. What is the <one-stop name> vision and mission?
5. What is the <one-stop name> primary business objective?
6. What is the concise definition of the <one-stop name> core business as it relates to the local labor market?
7. What is the <one-stop name>center/site's relationship to other community service providers?

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Leadership

The one-stop operator or consortium of operators is vital to any Center's success. The leadership of management operationalizes the direction set by the RWIB, sets expectations and is responsible for assuring value for customers.

1. List the management personnel within operator or consortium of operators. Explain the role of each including who will exercise primary leadership responsibilities.
2. Please explain who will be in charge when management is offsite.

3. How is the vision and direction set by the RWIB communicated to the staff, and what specifically does the management do to ensure that its values are being implemented throughout the Center?
4. How is the effectiveness of the management measured?
5. Describe how the management better define and strengthen itself regarding customers, the environment, financial risks organizational capacity and partners' capacity?
6. Summarize how the management will operationalize the LWIBs strategic plan?
7. Describe how leadership uses customer data?

Relationships & Roles

1. On-Site Center Partners and Roles

Partner	Role in Management and/or Organization of Center

2. Off-Site Center Partners and Roles

Partner	Role in Management and/or Organization of Center

3. Describe how “seamless” service delivery is accomplished among on and off site partners.
4. What process is in place for partners to determine and reach consensus on joint goals?

Customer and Market Focus

This section examines how your Center determines the expectations, requirements and needs of customers and markets.

1. Customer demographics and special populations

Customer Category	Demographics

2. Please describe the region’s overarching initiatives/objectives for providing services to job seekers?

- a. The response should demonstrate those efforts to the needs of the general job seeker customer base, but to specifically targeted job seeker constituencies as well (UI claimants, Veterans, LEP participants, the Disabled, Offenders, Low income etc.).
 - b. The response should clearly explain the basis of the area's job seeker strategies/service design, the anticipated service and performance goals and the expected benefit to the regional economy.
 - c. What is the current satisfaction rate and historical satisfaction rate, if available?
3. Please describe the region's overarching initiatives/objectives for providing services to employers?
- a. The response should describe how the planned focus will apply not only to business customers in general, but to any sectors/clusters of the business community based on their projected significance in promoting economic stability and development in the regional area.
 - b. The response should clearly explain the basis of the area's employer strategies/service design, the anticipated service and performance goals and the expected benefit to the regional economy.
 - c. What is the current satisfaction rate and historical satisfaction rate, if available?
4. How do you create value and ensure continued relevance of your service offerings for your customers (both job seeker and employer)?
5. Describe any targeted program outreach efforts for businesses and jobseekers. How were these specific targets determined?

Information Gathering and Decision Making

This section examines the Center's information gathering, analysis and uses of data.

After reviewing Appendix A - System Indicators and Appendix B - Critical Success Factors, determine what to benchmark, define the measures, develop data collection methodology, and collect data (see figure 1 benchmarking roadmap below).

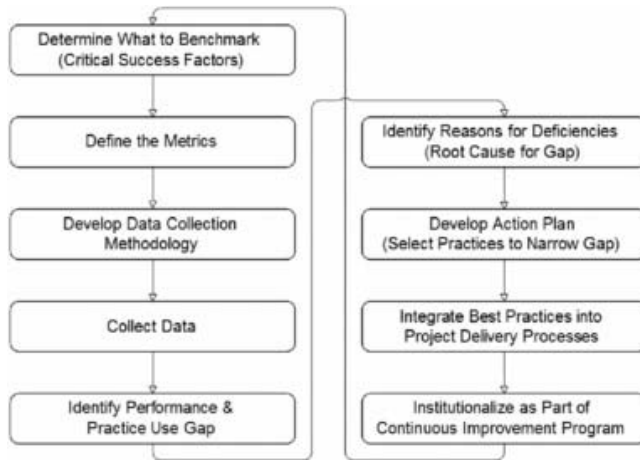


Figure 1 Benchmarking Roadmap

1. What benchmarks and measures did you select and why did you select them? Note: Customer satisfaction (employer and jobseekers) is a required measurement.
2. How will you gather the information against the benchmarks and measures? Describe the type of information collected, when, who often and the measurement tools used?
3. Explain how the information against the benchmark and measures will be used to improve services to customers?
4. Describe how all levels of staff will be involved in continuous quality improvement process and how improvement data will be used from the desk level to the policy level?

Human Talent

This section examines how your one-stop center motivates and enables staff to develop and utilize their full potential. Additionally this section reviews the center's efforts to build and maintain a work environment conducive to performance excellence.

1. How does your Center organize and manage work to promote interagency cooperation, problem-solving and innovation?
2. How is it decided what training is needed to assist staff in achieving Center goals? Are there new or ongoing training needs identified and an interagency plan for implementation in place?
3. How does the staff evaluation system support improved performance?
4. How do you recognize and reward staff?

5. What additional ways can the one-stop operator or consortium of operators maximize staff resources available to the Center?
6. Describe how ethics is promoted through out the Center. How does staff know these ethical expectations?

Process Management

This section examines the key aspects of how your Center effectively manages processes including customer focus, product/service delivery and internal support.

1. Describe the communication mechanisms, including technology, used to communicate between agencies and workers about customers, services and practice.
2. Identify and describe the universal services available and the processes used to ensure access by customers. What new services have been added since initial certification and why. Also describe those services that may no longer be provided or are provided differently since the initial certification.
3. Identify and describe the services beyond universal that are available and the processes used to ensure access by customers.
4. Describe the processes and tools used to ensure customers are provided access to partners' programs and other community programs.
5. Describe the process by which customers are provided accurate, timely consumer reports information to assist them in making choices among service and training providers.

Business Results

The business results section examines your Center's performance and improvement in key business areas. This section is where you will document results from the elements in the previous sections in a numerical or graphical format.

1. Describe what outcomes are measured and how. Provide a chart or table of those outcomes, including any historical data available since the initial certification.
2. Please describe any economic, legislative, funding, policy or organizational influences since the initial certification and how the system responded to it. Describe any anticipated influences and plans for dealing with them.

3. What does customer (job seeker and business) feedback say about their expectations and changing needs?