

BEND CHECKLIST

One-Stop Certification Checklist

RWIB requesting One-Stop Certification:	Central Oregon Workforce Investment Board
Name of One-Stop:	WorkSource Bend
Location/Address of One-Stop:	1645 NE Forbes Bend, OR 97701
Time Period for Certification (2 Years):	July 1, 2007 to June 30, 2009
Partners Represented on-site either part or full-time:	
<input checked="" type="checkbox"/> Oregon Employment Department	<input checked="" type="checkbox"/> WIA Title 1B
<input checked="" type="checkbox"/> Veterans Employment Programs	<input checked="" type="checkbox"/> Worker Re-Training
<input checked="" type="checkbox"/> Claimant Placement Program	<input checked="" type="checkbox"/> Early Intervention Services
<input checked="" type="checkbox"/> Labor Exchange	<input checked="" type="checkbox"/> Rapid Response to Plant Closures
<input checked="" type="checkbox"/> Migrant Farm Worker Services	? Post-Secondary Voc-Tech
<input checked="" type="checkbox"/> NAFTA / Trade Assistance Act	? Adult Basic Education Programs
<input checked="" type="checkbox"/> Worker Profiling	? English as a Second Language
? DHS TANF	? Community Services Block Grant
? Welfare to Work	<input checked="" type="checkbox"/> ___ BOLI – Apprenticeship Prog._
<input checked="" type="checkbox"/> Vocational Rehabilitation Services	? _____
<input checked="" type="checkbox"/> Title V Older Americans Act	? _____
? HUD Employment & Training	? _____
Certification Level being requested:	
? Full Certification	Meets all certification requirements based on the presence of all components and indicators.
? Developmental Certification	Meets some certification requirements based on the certification assessment. Benchmarks, time lines and a plan are in place to address all components by <i>(insert date)</i> _____.
<input checked="" type="checkbox"/> Affiliate Site Certification	Meets required certification components for an affiliate site and does not plan to pursue full certification.

BEND CHECKLIST

1. Development Criteria

B. OWA Certification Process was followed	
X Met ? Not Met	A committee appointed by the RWIB and including RWIB business members used the OWA certification criteria and tool to conduct an on-site review and to prepare a recommendation for full, developmental or affiliate site certification of the One-Stop center to OWA.
Directions:	Process Components:
<p>The OWA certification process has six steps:</p> <ul style="list-style-type: none"> • Form a review committee • On-site assessment • Scoring & Feedback • Recommendation • RWIB Action • Request to OWA <p>Each of the six process components must be <u>completed</u> or a <u>Not Met</u> designation must be marked.</p>	5 Review Committee – a private sector committee is designated by RWIB to complete the on-site certification assessment of the One-Stop.
	5 Onsite Assessment – the RWIB committee conducts on-site One-Stop certification review.
	5 Scoring & Feedback – the RWIB committee scores the certification assessment to determine the level of certification, considers evidence of continual improvement for re-certification requests, and establishes benchmarks and time lines to correct areas where the One-Stop does not meet certification criteria.
	5 Recommendation – the RWIB committee makes recommendation for full, developmental or affiliate site certification.
	5 Action – the RWIB takes action on the committees' recommendation
	5 Request to OWA – the RWIB forwards certification request and materials to OWA

2. Physical Location meets minimum requirements

Physical Location meets requirements	
? Met ? Not Met	Each certified One-Stop center or affiliate site will include a physical site that includes the following components.
Directions:	Physical Site Components:
<p>Physical site requirements include nine components:</p> <ul style="list-style-type: none"> • Signage • Environment • Resource Room • Accessibility • Hours of Operation • Tracking system • Staff assistance • Phone system 	5 Signage – The site is clearly identified as a WorkSource Oregon center through external signage – whether using WorkSource Oregon as the primary or as a co-brand. For full and developmental certification external signage will utilize the generic WSO logo rather than a version of the logo that identifies the location as the site of a specific partner. For affiliate site

BEND CHECKLIST

<ul style="list-style-type: none"> Meeting space <p>To meet certification standards there must be clear evidence of the presence of the components.</p> <p>If any component shows some evidence or no evidence of being in place then a developmental certification plan may be established to bring the One-Stop center into compliance with certification criteria. Once in compliance, the One-Stop center may re-apply for full certification.</p> <p><u>Scoring:</u></p> <table border="0"> <tr> <td style="text-align: center;">(5 - 4)</td> <td style="text-align: center;">(3 - 1)</td> <td style="text-align: center;">(0)</td> </tr> <tr> <td style="text-align: center;"> ----- </td> <td style="text-align: center;"> ----- </td> <td style="text-align: center;"> </td> </tr> <tr> <td style="text-align: center;">Clear Evidence</td> <td style="text-align: center;">Some Evidence</td> <td style="text-align: center;">No Evidence</td> </tr> </table> <p>Each component will be individually scored.</p> <ul style="list-style-type: none"> If there is clear evidence of the presence of the component then a score of a 5 or 4 may be awarded. If there is some evidence of the presence of the component then a score of 3 - 1 may be awarded. If there is no evidence of the component then a score of 0 will be awarded. A score of 0 – 3 must be accompanied by a comment indicating the deficiency. 	(5 - 4)	(3 - 1)	(0)	-----	-----		Clear Evidence	Some Evidence	No Evidence	<p>certification external signage may use a version of the logo that identifies the location as the site of a specific partner.</p>
	(5 - 4)	(3 - 1)	(0)							
	-----	-----								
	Clear Evidence	Some Evidence	No Evidence							
	<p>5 Environment – The site creates an environment that is business like and completely focused on the needs of the business community, the importance of preparing individuals to become successful employees, and meeting the needs of job seekers.</p>									
	<p>5 Resource Room – The site utilizes a Resource Room as the core of its service delivery strategy. A resource room must make available to job seeker customers the following:</p> <ul style="list-style-type: none"> Phone(s) Internet Access Staff to assist with job search Printer(s) Fax(es) Copier(s) Printed / hard copy resource information 									
	<p>5 Accessibility – The site provides for accessibility for all populations (this includes access to ADA accommodations, appropriate signage, the availability of materials in languages that are predominant in the community, etc.), access to translation services through language translation services.</p>									
	<p>5 Hours of Operation – The site has established minimum hours of operation that allow job seekers to access services as conveniently as possible. <i>(M-F, 8:00 to 5:00)</i></p>									
<p>5 Tracking System – The site has a tracking system to monitor the utilization of services, providing for counts of participants using the site in any given period. <i>(Each organization tracks participants)</i></p>										
<p>5 Staff Assistance – The site has a greeter or a person designated to direct customers to the services they need. <i>(COIC greeter)</i></p>										
<p>5 Phone System – The site includes an integrated phone system so that call in customers can efficiently reach a live person when they need to do so. <i>(OED and COIC have phone systems w/options on reaching live person. Separate</i></p>										

BEND CHECKLIST

	systems – not integrated)
	5 Meeting Space – The site has private meeting space(s) to facilitate the sharing of confidential information when needed (e.g. employer interviews, vocational rehabilitation staff consultation with clients, etc.). (Several conference rooms)

3. WSO Center meets minimum service requirements

A. Job Seeker minimum services requirements	
X Met ? Not Met	Each certified One-Stop center or affiliate site will provide the following minimum level of Job Seeker services.
Directions:	Universal / Self-Service Indicators (Applies to Affiliate Site locations):
<p>Job Seeker services include four over-arching components:</p> <ul style="list-style-type: none"> • Universal Services • Core Services • Intensive Services • Training Services <p>To meet full certification standards there must be clear evidence of the presence of the indicators for each of the four components. An affiliate site is responsible only for meeting the Universal / Self-Service Indicators.</p> <p>If any component shows some evidence or no evidence of being in place then a developmental certification plan may be established to bring the One-Stop center into compliance with certification criteria. Once in compliance, the One-Stop center may re-apply for full certification.</p> <p><u>Scoring:</u> (5 - 4) (3 - 1) (0) ----- ----- Clear Some No Evidence Evidence Evidence</p> <p>Each component will be individually scored.</p> <ul style="list-style-type: none"> • If there is clear evidence of the presence of the component then a score of a 5 or 4 may be awarded. • If there is some evidence of the presence of the component then a score of 3 - 1 may be awarded. 	<p>5 Orientation – Introductory workshop or other mechanism to introduce customers to services available at the center and through referral. (All partners)</p>
	<p>5 UI Information – Access to unemployment insurance information is available by phone. (OED)</p>
	<p>5 Labor market information – provides occupational supply and demand information, skills required by occupation, and current average wage information. (OLMIS)</p>
	<p>5 Labor Exchange – (for example iMatchSkills) is available on-site. (iMatch, High Desert Jobs)</p>
	<p>5 Job Search Assistance - Computerized, automated and staff assisted job search assistance is available on-site. (provided by COIC, OED, VRS)</p>
	<p>5 Workshops – that help individuals succeed in their job search are available. (COIC – schedule provided)</p>
	<p>5 Information & referral – to provide information regarding services in support of a self-referral to partnering programs. (All partners)</p>
<p>5 Training and Re-Training Information – to provide information on the availability of training, providers of training, and cost and performance of the training providers in support of a selection</p>	

BEND CHECKLIST

- If there is no evidence of the component then a score of 0 will be awarded.
- A score of 0 – 3 must be accompanied by a comment indicating the deficiency.

	of a training program. <i>(All partners)</i>
5	Performance Information – on the One Stop Center or system is available on-site.
5	Supportive Services – information on the availability of supportive services through WIA 1B or other partner or community resources are is available. <i>(All partners)</i>