

Attachment E-3a

One-Stop Certification Checklist

RWIB requesting One-Stop Certification:	Ontario
Name of One-Stop:	Ontario One Stop
Location/Address of One-Stop:	375 South west Second, Ontario ON 97914
Time Period for Certification (2 Years):	2 years
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 type="checkbox"/> Claimant Placement Program	<input 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	<input checked="" type="checkbox"/> Post-Secondary Voc-Tech
<input type="checkbox"/> NAFTA / Trade Assistance Act	<input type="checkbox"/> Adult Basic Education Programs
<input type="checkbox"/> Worker Profilling	<input type="checkbox"/> English as a Second Language
<input checked="" type="checkbox"/> DHS TANF	<input type="checkbox"/> Community Services Block Grant
<input checked="" type="checkbox"/> Welfare to Work	<input type="checkbox"/> _____
<input checked="" type="checkbox"/> Vocational Rehabilitation Services	<input type="checkbox"/> _____
<input checked="" type="checkbox"/> Title V Older Americans Act	<input type="checkbox"/> _____
<input type="checkbox"/> HUD Employment & Training	<input type="checkbox"/> _____
Certification Level being requested:	
<input checked="" type="checkbox"/> Full Certification	Meets all certification requirements based on the presence of all components and indicators.
<input type="checkbox"/> 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 type="checkbox"/> Affillate Site Certification	Meets required certification components for an affiliate site and does not plan to pursue full certification.

A Business Plan in Place																	
<p><input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met</p>	<p>For full or developmental certification, each One-Stop Center must complete a business plan that addresses the following categories for performance excellence. The business plan may be addressed through the unified planning process or a modification of the plan. A business plan is not required for affiliate site certification.</p>																
<p>Directions:</p> <p>The business plan contains six elements:</p> <ul style="list-style-type: none"> • Leadership • Planning • Marketing • Integration • Quality Service • Continuous Improvement <p>To meet full certification standards there must be clear evidence based on the presence of the component indicators that each component of the business plan has been addressed.</p> <p>If any component shows some evidence or no evidence based on the indicators for each component 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> 4</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">(5)</td> <td style="text-align: center;">(4)</td> <td style="text-align: center;">(3 - 1)</td> <td style="text-align: center;">(0)</td> </tr> <tr> <td colspan="2" style="text-align: center;"> ----- </td> <td colspan="2" style="text-align: center;"> ----- </td> </tr> <tr> <td style="text-align: center;">Clear</td> <td style="text-align: center;">Some</td> <td colspan="2" style="text-align: center;">No</td> </tr> <tr> <td style="text-align: center;">Evidence</td> <td style="text-align: center;">Evidence</td> <td colspan="2" style="text-align: center;">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	Some	No		Evidence	Evidence	Evidence		<p>Business plan components:</p> <p><input checked="" type="checkbox"/> Internal Leadership – One-Stop center staff work together to promote quality service delivery and continuous improvement.</p> <p><u>Indicators:</u></p> <ul style="list-style-type: none"> • Staff is aware of and supports overall One Stop Center goals. • Core strengths of on-site partners are used effectively to meet center goals. • Work processes promote collaboration and information sharing across partners. • Staff is provided opportunity for cross training. <p><input checked="" type="checkbox"/> Planning (Customer / Business Focus) – One-Stop center staff plans to meet community workforce needs based on information gathered from job seekers and the business community.</p> <p><u>Indicators:</u></p> <ul style="list-style-type: none"> • Center identifies / tracks workforce related community issues. • Staff is familiar with the characteristics of the labor market they serve. • Staff uses community demographics and other information to establish and implement specific goals and action steps to address community / business needs. <p>Center has established a primary vision and focus that is clearly communicated to staff and customers.</p> <p><input checked="" type="checkbox"/> Marketing Strategy – The center has established or is working toward establishing an identity in the community such that customers (both job seekers and employers) are aware of and make use of One-Stop center resources.</p> <p><u>Indicators:</u></p> <ul style="list-style-type: none"> • Visible signage & Logo. • Listing of all partners displayed.
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A. A Business Plan in Place	
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	<p><input checked="" type="checkbox"/> Customer Service Improvement Model / Information and Analysis / Accountability – The center collects and uses performance data for management and service improvements. The center collects and uses performance data.</p> <p><u>Indicators:</u></p> <ul style="list-style-type: none"> • The Center uses performance benchmarks and targets in assessing results. • The center uses performance data to set direction and make course adjustments. • Center programs meet or exceed individual program performance or plan to do the same.

B. OWA Certification Process was followed:	
<p><input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met</p>	<p>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.</p>
<p>Directions: 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>	<p>Process Components:</p> <p><input checked="" type="checkbox"/> Review Committee – a private sector committee is designated by RWIB to complete the on-site certification assessment of the One-Stop.</p> <p><input checked="" type="checkbox"/> Onsite Assessment – the RWIB committee conducts on-site One-Stop certification review.</p> <p><input checked="" type="checkbox"/> 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.</p>

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	<p><input checked="" type="checkbox"/> Hours of Operation – The site has established minimum hours of operation that allow job seekers to access services as conveniently as possible.</p>
	<p><input checked="" type="checkbox"/> 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.</p>
	<p><input checked="" type="checkbox"/> Staff Assistance – The site has a greeter or a person designated to direct customers to the services they need.</p>
	<p><input checked="" type="checkbox"/> 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.</p>
<p><input checked="" type="checkbox"/> 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.).</p>	

3. WSO Center meets minimum service requirements

<p>A. Job Seeker minimum services requirements</p>	
<p><input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met</p>	<p>Each certified One-Stop center or affiliate site will provide the following minimum level of Job Seeker services.</p>
<p>Directions:</p>	<p>Universal / Self-Service Indicators (Applies to Affiliate Site locations):</p>
<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><input checked="" type="checkbox"/> Orientation – Introductory workshop or other mechanism to introduce customers to services available at the center and through referral.</p>
	<p><input checked="" type="checkbox"/> UI Information – Access to unemployment insurance information is available by phone.</p>
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Intensive Service Indicators (Not required for Affiliate Site locations)
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<p>• Shared Policy Framework</p> <p>To meet certification standards there must be clear evidence of the presence of each 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> 3</p> <p>(5 - 4) (3 - 1) (0)</p> <p>----- ----- ----- </p> <p>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. • 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. 	<p>providing adequate staffing to deliver services to the community based on community need.</p> <p><input checked="" type="checkbox"/> Staff Identification – staff are clearly identifiable as part of the WSO center, rather than as separate organizations (for example staff were name tags with the WSO label).</p> <p><input checked="" type="checkbox"/> Staff Diversity – staff reflect the demographics of the community to the greatest extent possible.</p> <p><input checked="" type="checkbox"/> Information Sharing – agreements are in place among partners to support information sharing and to address confidentiality issues to allow staff to work together.</p> <p><input checked="" type="checkbox"/> Shared Policy Framework – while it is understood that all staff working on site at a WSO center must abide by the rules and policies of their host agency, WSO staff also abide by a shared policy framework the includes:</p> <ul style="list-style-type: none"> • Common policies that clarify how staff will work together, and how complaints will be handled (such as the MOU, MOA, Resource Sharing Agreement, etc.). • Shared performance planning and reporting is in place to assure that all staff are working toward excellence of the WSO center, as well as their own organizational performance standards. • Locally defined means of measuring and reporting customer satisfaction for all customers (job seekers, business, etc.). • Mechanisms for assuring continuous improvement of outcomes.
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	<p>Customer Service Improvement Model / Information and Analysis / Accountability – The center collects and uses performance data for management and service improvements. The center collects and uses performance data.</p> <p><u>Indicators:</u></p> <ul style="list-style-type: none"> • The Center uses performance benchmarks and targets in assessing results. • The center uses performance data to set direction and make course adjustments. • Center programs meet or exceed individual program performance or plan to do the same.

B. OWA Certification Process was followed:	
<input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met	<p>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.</p>
<p>Directions:</p> <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>	<p>Process Components:</p> <p>Review Committee – a private sector committee is designated by RWIB to complete the on-site certification assessment of the One-Stop.</p> <p>Onsite Assessment – the RWIB committee conducts on-site One-Stop certification review.</p> <p>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.</p>

<p>awarded.</p> <ul style="list-style-type: none"> • 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. 	<p>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.</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.</p>
	<p>5 Staff Assistance - The site has a greeter or a person designated to direct customers to the services they need.</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.</p>
	<p>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.).</p>

3. WSO Center meets minimum service requirements

<p>A. Job Seeker minimum services requirements</p>	
<p><input checked="" type="checkbox"/> Met <input type="checkbox"/> Not Met</p>	<p>Each certified One Stop center or affiliate site will provide the following minimum level of Job Seeker services.</p>
<p>Directions:</p>	<p>Universal / Self-Service Indicators (Applies to Affiliate Site locations):</p>
<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>4 Orientation - Introductory workshop or other mechanism to introduce customers to services available at the center and through referral.</p>
	<p>5 UI Information - Access to unemployment insurance information is available by phone.</p>
	<p>5 Labor market information - provides occupational supply and demand information, skills required by occupation, and current average wage information.</p>

There is access but it's not as easy as an employee - The call center is terrible!

It worked so much better when it was handled locally by staff that know our business...

	<input checked="" type="checkbox"/>	Job Referral & Placement – allows access to available jobs an posting of resumes.
4x3	<input checked="" type="checkbox"/>	Assessment & referral - to provide a value added referral to partnering programs.
4	<input checked="" type="checkbox"/>	Follow-up services - to assist an exited participant in finding, retaining or acquiring the skills necessary to advance in employment.
Intensive Service Indicators (Not required for Affiliate Site locations)		
4	<input checked="" type="checkbox"/>	Comprehensive Assessment - to evaluate using standardized assessment tools the job readiness, experience, aptitudes, interests and abilities of a job seeker.
4	<input checked="" type="checkbox"/>	Development of an Individual Service Strategy - to evaluate using standardized assessment tools the job readiness, experience, aptitudes, interests and abilities of a job seeker.
4	<input checked="" type="checkbox"/>	Case Management and Job Search Assistance Counseling – individualized staff assistance for job seekers requiring intensive assistance promoting a successful job search or employment re-entry.
4	<input checked="" type="checkbox"/>	Case Coordination – individualized case management for job seekers requiring the coordination of services among partners.
Training Service Indicators (Not required for Affiliate Site locations)		
4	<input checked="" type="checkbox"/>	Occupational Skills Training – support and assistance for clients requiring additional skills to successfully enter, retain or regain employment at a self-sufficiency wage.
4	<input checked="" type="checkbox"/>	Skills Upgrading / Re-training – support and assistance for clients requiring additional skills to successfully enter, retain or regain employment.
4	<input checked="" type="checkbox"/>	On-the-Job Training – with a specific employer supporting clients requiring additional employer specific skills to successfully enter, retain or regain employment.
4	<input checked="" type="checkbox"/>	Customized Training – with a specific employer supporting groups of clients requiring additional employer specific skills to successfully enter, retain or regain employment.

<p>• Shared Policy Framework</p> <p>To meet certification standards there must be clear evidence of the presence of each 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> <p>(5 - 4) (3 - 1) (0)</p> <p> ----- ----- ----- </p> <p>Clear Some No</p> <p>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. • 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. 	<p>providing adequate staffing to deliver services to the community based on community need.</p> <p><input checked="" type="checkbox"/> Staff Identification – staff are clearly identifiable as part of the WSO center, rather than as separate organizations (for example staff were name tags with the WSO lable).</p> <p><input checked="" type="checkbox"/> Staff Diversity – staff reflect the demographics of the community to the greatest extent possible.</p> <p><input checked="" type="checkbox"/> Information Sharing – agreements are in place among partners to support information sharing and to address confidentiality issues to allow staff to work together.</p> <p><input checked="" type="checkbox"/> Shared Policy Framework – while it is understood that all staff working on site at a WSO center must abide by the rules and policies of their host agency, WSO staff also abide by a shared policy framework the includes:</p> <ul style="list-style-type: none"> • Common policies that clarify how staff will work together, and how complaints will be handled.(such as the MOU, MOA, Resource Sharing Agreement, etc.). • Shared performance planning and reporting is in place to assure that all staff are working toward excellence of the WSO center, as well as their own organizational performance standards. • Locally defined means of measuring and reporting customer satisfaction for all customers (job seekers, business, etc.). • Mechanisms for assuring continuous improvement of outcomes.
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Gender is an issue. in TEC and not sure about other partners