

On-Site Review Tool for

Workforce Connections' (WC) One-Stop Career Center (OSCC)

Purpose: The Workforce Innovation and Opportunity Act (WIOA) requires Local Workforce Development Areas (LWDAs) to provide oversight and monitoring of WIA funded programs and activities.

Objectives: To ensure compliance of programmatic and administrative aspects of the service delivery, provide oversight, technical assistance; perform quality assurance, and to drive continuous improvement concerning provision of services.

Primary areas

- Organizational Structure
- OSCC Resource Center
- Customer Flow
- ADA Compliance
- Equal Opportunity
- Customer Satisfaction (Job Seekers and Employers)
- Customer Referral Process
- Customer Follow up Process
- Continuous Improvement – Practices in Place – Tools
- Veteran's Priority of Service

| # | Criteria | Yes/No | Observations |
|-------------------------------------|---|--|--------------|
| Operator Requirements | | | |
| 1 | Has the Operator developed Memorandums of Understanding (MOUs) with WC, all required partners and Resource Sharing Agreements (RSAs)? | Yes <input type="checkbox"/> No <input type="checkbox"/> | |
| 2 | Are core and/or required partners accessible to OSCC patrons? Has the OSCC established meaningful access to these partners? | Yes <input type="checkbox"/> No <input type="checkbox"/> | |
| 3 | Does the OSCC network of partners provide services that are linked, physically or technologically? | Yes <input type="checkbox"/> No <input type="checkbox"/> | |
| 4 | Has the OSCC developed partnerships to promote seamless service delivery, integration and collective accountability? | Yes <input type="checkbox"/> No <input type="checkbox"/> | |
| 5 | Has the OSCC implemented effective training programs to ensure that all staff can adequately perform their job and have functional knowledge of partner entities? | Yes <input type="checkbox"/> No <input type="checkbox"/> | |
| 6 | Has the Operator implemented effective controls, include an Operations Manual, to ensure staff adheres to policies, procedures and applicable laws and regulations? | Yes <input type="checkbox"/> No <input type="checkbox"/> | |
| Customer Flow & Services | | | |
| 7 | Is there an OSCC customer flow process in place? | Yes <input type="checkbox"/> No <input type="checkbox"/> | |

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|-------------------------|---|------------------------------|-----------------------------|--|
| 8 | Does the OSCC operating manual describe the customer referral process? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | |
| 9 | Is the OSCC utilizing customer satisfaction tools? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | |
| 10 | Does the Operator demonstrate coordination of all co-located partner staff and foster partnerships that promote seamless service delivery? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | |
| 11 | Does the Operator have and utilize data collection processes and reports for customer access, flow, services, outcomes and satisfaction? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | |
| SNWDA Provisions | | | | |
| 12 | Has the Operator developed a Mobile One-Stop deployment strategy, to include a calendar of events based on the greatest return on investment with a minimum of 12 Mobile One-Stop deployments per year? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | |
| 13 | Has the Operator scheduled required workshops as part of the Back-to-Work (BTW) 50+ program and facilitated resume and other workshops for the selected BTW 50+ coaching cohorts? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | |
| Physical Plant | | | | |
| 14 | Is there a Priority of Service for Veterans protocol in place in the OSCC? TEN 15-10 | Yes <input type="checkbox"/> | No <input type="checkbox"/> | |

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|-----------|---|------------------------------|-----------------------------|--|
| 15 | Are EEO compliance posters displayed in the OSCC? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | |
| 16 | Is the OSCC facility ADA compliant? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | |
| 17 | Is the comprehensive (physical) OSCC supplemented by affiliated sites that can provide one or more partners' programs, services and activities? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | |
| 18 | Is signage in the OSCC appropriate, well placed and easily accessible? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | |