**ONE-STOP OPERATOR**

**MONITORING TOOL**

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| Purpose: Role of the One-Stop operator codified at WIOA Title 1, Section 121 (d); Title 20, Code of Federal Regulations, Part 678.620 |

**Effectiveness**

| **Identifier** | **Objective** | **Meeting Expectation** | | **Progress** | | **Technical Assistance**  **Required** | | **Comments** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | Yes | No | Current | Future | Yes | No |  |
| Is meaningful access evident in the comprehensive center for all required programs provided by system partners, and for core partners in additional centers to ensure the effectiveness of the One-Stop system | Primary focus on the customer and not on program/funding stream |  |  |  |  |  |  |  |
| Interaction of all partner organizations to work creatively across program/funding stream |  |  |  |  |  |  |  |
| Has center staff been cross-trained to communicate availability of all Title services |  |  |  |  |  |  |  |
| Is cross-training and guidance on-going |  |  |  |  |  |  |  |
| Evidence of efficient customer flow |  |  |  |  |  |  |  |
| How is access provided (e.g., streamline service delivery; pool funding resources; use of technology; flex space usage) | Comments: | | | | | | |
| Alignment/collaboration/integration of system partners (i.e., advocate for all system partners and participants directed according to need) |  |  |  |  |  |  |  |
| Is operator staff present, identifiable and available |  |  |  |  |  |  |  |
| Are common identifiers being used |  |  |  |  |  |  |  |
| Standardize service delivery and maintain quality standards across all centers | Use and integration of advanced technology (virtual service delivery) |  |  |  |  |  |  |  |
| Develop and implement standard operating procedures (SOP) |  |  |  |  |  |  |  |
| Evidence of communication between the One-Stop operator and all system partners, inclusive of library branches (meetings, email communication, “open door policy” environment) |  |  |  |  |  |  |  |
| Advocate for system-wide data reporting product (Employ NV) |  |  |  |  |  |  |  |
| Create and implement cross training activities, professional development, capacity building for all center/partner staff (sharing of best practices, processes, procedures, activities, etc., across system) |  |  |  |  |  |  |  |

**Continuous Improvement**

| **Identifier** | **Objective** | **Meeting Expectation** | | **Progress** | | **Technical Assistance**  **Required** | | **Comments** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | Yes | No | Current | Future | Yes | No |  |
| Evaluation of service delivery | Develop and implement customer satisfaction evaluation (participant, employer, system partners) |  |  |  |  |  |  |  |
| Do survey outcomes result in system improvement, as applicable |  |  |  |  |  |  |  |
| Maximize resources made available throughout the system (workshops, activities, etc.) |  |  |  |  |  |  |  |
| Do hours of operation meet customer flow |  |  |  |  |  |  |  |
| Are processes completed as described in the SOP |  |  |  |  |  |  |  |
| Develop and/or maintain community, education and business/economic development partnerships  Operator-Board Communication | Engage community partners in priority populations |  |  |  |  |  |  |  |
| Outreach to adult education partners |  |  |  |  |  |  |  |
| Does the operator share system information (successes, challenges, etc.) |  |  |  |  |  |  |  |

**Accessibility**

| **Identifier** | **Objective** | **Meeting Expectation** | | **Progress** | | **Technical Assistance**  **Required** | | **Comments** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | Yes | No | Current | Future | Yes | No |  |
| ADA compliance | Use of pictorial/written/ verbal/ tactile references for disabilities or ELL |  |  |  |  |  |  |  |
| Clear lines of sight, seated or standing users |  |  |  |  |  |  |  |
| Provide necessary accommodations |  |  |  |  |  |  |  |
| Adequate space for assistive devices or personal assistants |  |  |  |  |  |  |  |
| Are all centers ADA compliant |  |  |  |  |  |  |  |
| Promote priority of service |  |  |  |  |  |  |  |
| Mobile One-Stop deployment | Utilization by sub-recipients |  |  |  |  |  |  |  |
| Meaningful community deployment |  |  |  |  |  |  |  |
| Outreach to inaccessible areas |  |  |  |  |  |  |  |

**Additional Comments:**

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