

## One-Stop Center (OSC) Self-Assessment Tool - 2017

<b>General Standard:</b>				
<b>1.</b> The OSC has developed and implemented strategies that support meeting customers' needs and becoming a demand-driven organization.				
Indicator	Yes	No	Do you need TA?	Comments
<p><b>a.</b> The OSC has developed a vision and strategy to become a center with high quality standards</p> <ul style="list-style-type: none"> <li>• There is evidence that the OSC have a written strategy for achieving its vision;</li> <li>• There is evidence that all staff at the OSC is knowledgeable about the organization's vision and plan for achieving its demand-driven approach;</li> <li>• There is evidence that the OSC has developed an operational plan that aligns with its vision for creating a demand driven system; and</li> <li>• There is evidence that the OSC has developed a vision that outlines workforce needs and priorities of jobseekers and employers.</li> </ul>				
<p><b>b.</b> The OSC has an operating system in place that supports a demand-driven organization</p> <ul style="list-style-type: none"> <li>• There is evidence that the OSC is providing the full range of services as stipulated by State and local regulations;</li> <li>• There is evidence that the OSC has implemented a customer feedback system that supports:               <ul style="list-style-type: none"> <li>○ Integration of available resource;</li> <li>○ Meeting the workforce development needs of jobseekers and employers; and</li> <li>○ Provided feedback is used to properly and timely improve programs and services</li> </ul> </li> <li>• There is evidence that the OSC has implemented an innovative service delivery approach that promotes and ensures access to system-wide services.</li> </ul>				

<b>General Standards:</b>				
<b>2. The OSC has developed and implemented strategies to measure satisfaction for both jobseekers and employers</b>				
Indicator	Yes	No	TA needed?	Comments
<p><b>a.</b> The OSC has developed a jobseeker feedback system</p> <ul style="list-style-type: none"> <li>• Jobseeker satisfaction is collected and used to measure:               <ul style="list-style-type: none"> <li>○ Quality of services provided by staff;</li> <li>○ Staff responsiveness to jobseeker needs;</li> <li>○ OSC layout and accessibility;</li> <li>○ Implemented strategies for meeting the needs of jobseekers, including but not limited to: requirements, expectations and preferences;</li> <li>○ The effectiveness of its services, including but not limited to: customer flow and referral strategy; and</li> <li>○ The outcome of its service delivery approach.</li> </ul> </li> </ul>				
<p><b>b.</b> The OSC has develop an employer feedback system</p> <ul style="list-style-type: none"> <li>• Employer satisfaction is collected and used to measure:               <ul style="list-style-type: none"> <li>○ Quality of services;</li> <li>○ Staff responsiveness;</li> <li>○ That system in place is meeting identified needs;</li> <li>○ Quantity and quality of referrals;</li> <li>○ Quantity and quality of job placements;</li> <li>○ Integration of services;</li> <li>○ Follow-up services;</li> <li>○ The improvement of services based on employers feedback;</li> <li>○ The addition of services based on employers feedback;</li> <li>○ The effectiveness of its services to employers; and</li> <li>○ The outcome of its services delivery approach.</li> </ul> </li> </ul>				
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<b>General Standards:</b>				
<b>3. The OSC has developed and implemented strategies that supports: Operating Capacity and System Integration</b>				
Indicator	Yes	No	TA needed?	Comments
<p><b>a.</b> The OSC has implemented processes that support effective, quality and efficient delivery of workforce development services and activities.</p> <ul style="list-style-type: none"> <li>• There is evidence of ongoing capacity building;</li> <li>• Cross-training is provided to all OSC staff;</li> <li>• There is evidence of organizational strength through utilizing teamwork;</li> <li>• The management structure is easily identifiable;</li> <li>• There is a financial plan and/or line item budget;</li> <li>• There is a plan for ensuring that the use of information and information technologies will support and enhance staff effectiveness and customer service; and</li> <li>• There is an operational manual in place identifying all internal processes and systems of controls.</li> </ul>				
<p><b>b.</b> OSC integration strategies are evident:</p> <ul style="list-style-type: none"> <li>• Additional partners are co-located in the OSC;</li> <li>• Signed MOUs with partners are in place;</li> <li>• Referrals outside the OSC are made with properly identified contact information and confirmed date and time of future appointment whenever possible;</li> <li>• OSC staff is knowledgeable about available services throughout the one-stop delivery system;</li> <li>• Strategic approach is in place to reduce duplication of efforts and services;</li> <li>• OSC operating processes promote system collaboration/integration among the one-stop delivery system;</li> <li>• OSC makes available direct linkage through technology to programs and staff providing meaningful information or services; and</li> <li>• OSC implemented an integrated service delivery plan.</li> </ul>				

<b>General Standards:</b>				
<b>4. The OSC has developed and implemented strategies that supports physical and programmatic accessibility.</b>				
Indicator	Yes	No	TA needed?	Comments
<p>The OSC is compliant with applicable nondiscrimination provisions under Title I of WIOA and the Americans with Disabilities Act (ADA) of 1990.</p> <p>The OSC has implemented policies and procedures to ensure compliance with the disability-related regulations implementing WIOA Sec. 188, set forth at 29 CFR part 38;</p> <ul style="list-style-type: none"> <li>• It is evident that reasonable accommodation is provided for individuals with disabilities;</li> <li>• It is evident that the OSC is making reasonable modifications to policies, practices, and procedures where necessary and applicable to avoid discrimination against persons with disabilities;</li> <li>• The OSC has implemented processes that facilitate communicating with persons with disabilities as effectively as with others;</li> <li>• There is evidence that the OSC is providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, programs or activities; and</li> <li>• There is evidence that the OSC is ensuring physical accessibility to the center to individuals with disabilities.</li> </ul>				
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