

Common Themes-Career Center Standards

Topic	Cost Effectiveness	Integrated Services	Maximizing Access	Effective Management and Leadership	Federal and Local/Individual Performance	Demand Driven
General Definitions	<ol style="list-style-type: none"> 1. Balanced budget based on allocation 2. Cost per Participant (check reference in Act) 3. Leveraged Resources 4. ROI 	<ol style="list-style-type: none"> 1. Minimize duplication 2. Coordination between Jobseeker Staff and Business Service Staff 3. Established operational Procedures 4. Co-location 5. State/Local staff 	<ol style="list-style-type: none"> 1. Multiple points of “access”; 2. Ability to address priority of Service 3. Barriers to access and addressing 4. Partner Service Referrals/Funding 5. Physical facility access ADA 6. Technological accommodations 	<ol style="list-style-type: none"> 1. Vision 2. Evidence of Understanding WIOA and related rules 3. Staff Development 4. Program and Outcome Management (MIS systems) 5. Data driven decision making 6. Financial Integrity 7. Standard 	<ol style="list-style-type: none"> 1. Capacity to track, address and meet Performance requirements 2. Examples of Prior performance metrics and outcomes 3. Performance Metrics Subgroup 	<ol style="list-style-type: none"> 1. Understanding the Labor Market 2. Responsiveness to need 3. Eliciting and Responsiveness to customer and business feedback 4. Evidence Based practices

		partnership 6. Shared Policy Framework		Operating Procedures 8. Funding Creativity 9. Demand Driven 10. Planning 11. Marketing 12. Continuous Improvement		
Metrics	Cost per outcome, e.g., jobs, certification, college Cost per input (staff?) ROI Income Generation Min level of leveraged Resources	MOU for all organizations providing services in the center or at various access points Service map/customer pathways for service Evidence of Co-location Standard Operating Procedures are sufficient – contain procedures that demonstrate minimizing	Number and locations of service access points Customers provide data one time only Evidence of ADA compliant facility, min level of equipment that is necessary to provide services to customers with disabilities Staff competency to deal with the Disabled population Accessibility/Access of partners in relation to the One Stop Centers	Center self-evaluation of management practices and leadership Leader of the One Stop-Education and Experience in the Workforce Development System Fiscal Audits/DCS Fiscal reviews –no findings Evidence of Continuous Improvement activities and the resulting value it added to the One Stop and the Job Seekers and Employers Review training staff has received and planned	<i>From performance management group</i> Meet or Exceeded WIOA Performance Goals Meet or Exceed WIB or CC goals Evidence of a tracking system/reporting system to monitor progress towards Performance Goals Goals for other grants/programs met or exceeded	Plan identifying target industries and skills Mechanisms for capturing Customer and Employer Feedback and results The use of the responses to the surveys to improve customer service and services offered Review tools used for LMI and distribution of information

	<p>Cost per Participant is reasonable and Justifiable given the region (i.e. cost more to be located in Cambridge/Boston then Springfield)</p> <p>Review of financial records for cost effectiveness & ROI</p> <p>Review list of leveraged resources</p>	<p>duplication and the true integration of services between partners</p> <p>Job Matching: evidence that business services staff are working with Employment Counselors/Career Advisors</p> <p>Review collaborations & partnerships</p> <p>Evaluate ratio of resources devoted to jobseeker vs. business related activity</p>	<p>MOUs/MOAs with partners regarding referral process</p>	<p>trainings</p> <p>Review Vision Statement</p>	<p>Performance description and results over the prior 2 years and validation of such performance</p>	
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