

## Common Themes-Career Center Standards

Topic	Cost Effectiveness	Integrated Services	Maximizing Access	Effective Management and Leadership	Federal and Local/Individual Performance	Demand Driven
<b>General Definitions</b>	<ol style="list-style-type: none"> <li>1. Balanced budget based on allocation</li> <li>2. Cost per Participant (check reference in Act)</li> <li>3. Leveraged Resources</li> <li>4. ROI</li> </ol>	<ol style="list-style-type: none"> <li>1. Minimize duplication</li> <li>2. Coordination between Jobseeker Staff and Business Service Staff</li> <li>3. Established operational Procedures</li> <li>4. Co-location</li> <li>5. State/Local staff partnership</li> <li>6. Shared Policy Framework</li> </ol>	<ol style="list-style-type: none"> <li>1. Multiple points of "access";</li> <li>2. Ability to address priority of Service</li> <li>3. Barriers to access and addressing</li> <li>4. Partner Service Referrals/Funding</li> <li>5. Physical facility access ADA</li> <li>6. Technological accommodations</li> </ol>	<ol style="list-style-type: none"> <li>1. Vision</li> <li>2. Evidence of Understanding WIOA and related rules</li> <li>3. Staff Development</li> <li>4. Program and Outcome Management (MIS systems)</li> <li>5. Data driven decision making</li> <li>6. Financial Integrity</li> <li>7. Standard Operating Procedures</li> <li>8. Funding Creativity</li> <li>9. Demand Driven</li> <li>10. Planning</li> <li>11. Marketing</li> <li>12. Continuous improvement</li> </ol>	<ol style="list-style-type: none"> <li>1. Capacity to track, address and meet Performance requirements</li> <li>2. Examples of Prior performance metrics and outcomes</li> <li>3. Performance Metrics Subgroup</li> </ol>	<ol style="list-style-type: none"> <li>1. Understanding the Labor Market</li> <li>2. Responsiveness to need</li> <li>3. Eliciting and Responsiveness to customer and business feedback</li> <li>4. Evidence Based practices</li> </ol>
<b>Metrics</b>	<p>Cost per outcome, e.g., jobs, certification, college</p> <p>Cost per input</p> <p>ROI</p> <p>Cost per Participant is reasonable and Justifiable given</p>	<p>Coordinating partner services and demonstrating true integration of services among partners</p> <p>Integration of team approaches (i.e. business services staff are working with Employment Counselors/Career Advisors and other Partner staff) resulting in placements</p> <p>Service Map</p>	<p>Identifying customer barriers</p> <p>Addressing customer barriers</p>	<p>Continuous improvement plan that addresses things like staff training, fiscal integrity, goals, management practices, etc.</p>	<p><i>From performance management group</i></p> <p>Meet or Exceeded Federal Performance Standards</p> <p>Federal Business Standard</p>	<p>Utilize customer and employer feedback to drive the demand driven model</p> <p>Job placements within the key industries identified in the plan</p>

	the region (i.e. cost more to be located in Cambridge/Boston then Springfield)					
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