

# **WIOA Career Center Standards & Process Workgroup**

**Thursday, October 29, 2015**

**10:00 a.m. – 12:00 noon**

**Central Massachusetts Workforce Investment Board  
44 Front Street, Suite 300  
Worcester, MA 01608**

## **Meeting Minutes**

**Present: Tim Dooling, Dave Manning, Steve Trueman, Holly Hill-Batista, Paul Vigeant, Mealynn Wong, Deb Walcot, Tim Sappington, Paulette Carroll, Beth Gogen, Ed Bark,**

**Call in: Patricia Crosby, Shannon Norton, Steve Trueman, Chris Tibor, Tom Perreira, Barbara O'Neil**

**Tim gave overview of Mass. Conflict of Interest Law and the group's obligation to complete on-line training & signed summary of the law certification.**

**Group discussed minimum standards chart:**

**NEW STATE CAREER CENTER STANDARDS TO BE DEVELOPED AND MEASURED**

<b>STANDARD</b>	<b>CRITERIA</b>	<b>EVIDENCE</b>
<b>Cost Effectiveness</b>	<ul style="list-style-type: none"> <li>• Effective budget management</li> <li>• Aligning resources with industry/occupation targets</li> <li>• Strategies to increase/leverage resources</li> <li>• Effective ROI</li> </ul>	<ul style="list-style-type: none"> <li>• Balanced budget</li> <li>• Demonstrate alignment of resources via need, data and outcomes</li> <li>• Cost per participant @ high level</li> <li>• Cost per participant by Grant with narrative to explain (barriers, supports, etc.)</li> <li>• Strategies and experience utilizing non-Federal, leveraged resources</li> </ul>
<b>Integrated Services</b>	<ul style="list-style-type: none"> <li>• Experience minimizing duplication</li> <li>• Coordinated service to job seekers and business</li> <li>• Established operational procedures</li> <li>• Experience integrating multi-partner structure</li> <li>• Effective state/local partnering models</li> <li>• Shared policy framework</li> </ul>	<ul style="list-style-type: none"> <li>• Co-location demonstrated through accessible and comprehensive center/satellites/access points</li> <li>• Common intake/shared customers</li> <li>• Joint case management with referral rate to core partners &amp; tracked outcomes (credentials, skill gains, etc)</li> <li>• Experience triaging customers</li> <li>• Multi-partner shared workflows</li> <li>• Joint workshops/industry briefings</li> <li>• Shared data, outcomes, resources</li> <li>• Policies in place/utilized &amp; partners involved in setting procedures</li> <li>• Demonstrate working, measurable state/local partnerships</li> </ul>

<b>Federal and Local Performance</b>	<ul style="list-style-type: none"> <li>• Capacity to track, address and meet metrics/standards for Federal/state/local performance requirements</li> <li>• Demonstrate understanding of measures</li> <li>• Demonstrate understanding of MOSES functioning and uses</li> <li>• Demonstrate via experience with approach, process, evaluation</li> </ul>	<ul style="list-style-type: none"> <li>• Plan will meet Federal, state and local measures/dashboard</li> <li>• Demonstrates understanding of measures/definitions (credentials,etc.)</li> <li>• Compliance measured via plan vs actual for dashboard measures</li> <li>• Demonstrates responsive outcomes for target groups</li> <li>• Demonstrated experience using approach/process/outcomes</li> </ul>
<b>Demand Driven</b>	<ul style="list-style-type: none"> <li>• Demonstrate understanding of labor market, LMI data &amp; tools</li> <li>• Resources aligned &amp; solutions are responsive to business need &amp; input</li> <li>• Elicits job seeker/business customer feedback and responses are effective</li> <li>• Decisions &amp; strategies are based upon defined, evaluated data &amp; practices</li> <li>• Meets Federal/state/local criteria &amp; metrics</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates understanding/use of data via narrative &amp; outcomes</li> <li>• Annual LMI blueprint update</li> <li>• Demonstrates that use of tools &amp; data drives decisions and outcomes</li> <li>• Demonstrates key sector investments</li> <li>• Training offered refined based on data</li> <li>• Evidence of customer satisfaction</li> <li>• Effective plan implemented for WIB/CC/customer outreach, integration &amp; collaboration</li> <li>• Meets Federal, state/local business measures</li> <li>• Identified career pathways that meet performance/dashboard measures</li> </ul>

<p><b>Maximizing Access for Jobseekers and Business</b></p>	<ul style="list-style-type: none"> <li>• Comprehensive service via multiple access points</li> <li>• Success meeting priority of service mandates for designated targets</li> <li>• Success identifying barriers for targeted populations &amp; implementing workable, measurable solutions</li> <li>• Effective partner service referrals</li> <li>• Knowledge of &amp; compliance with ADA</li> <li>• Effective use of technology solutions and other available accommodations</li> </ul>	<ul style="list-style-type: none"> <li>• Responsive service delivery structure (sites, hours, technology meet need)</li> <li>• Identifies and demonstrates understanding of target populations</li> <li>• All solutions are measurable and all performance measures are met</li> <li>• Strategies &amp; solutions demonstrate understanding of available resources</li> <li>• Measures meet MOU partner tests, measures, outcomes &amp; pathways</li> <li>• Demonstrates effective use of technology and other solutions</li> <li>• ADA-compliance certified</li> </ul>
<p><b>Effective Leadership and Management</b></p>	<ul style="list-style-type: none"> <li>• Local vision and plan reflect WFB plan/goals/concepts/practices</li> <li>• Understands WIOA law/regulations</li> <li>• Structured/comprehensive staff development</li> <li>• Understands DCS/partner systems</li> <li>• Data-driven decision making</li> <li>• Financial integrity</li> <li>• Standard operating procedures in place &amp; followed</li> <li>• Leverages funding</li> <li>• Utilized demand driven model</li> <li>• Workable marketing plan</li> <li>• Continuous improvement plan</li> </ul>	<ul style="list-style-type: none"> <li>• Programming a&amp; resources are aligned with WFB vision/goals/plan</li> <li>• Correctly cites and applies WIOA law and regulations</li> <li>• Staff attend and complete state &amp; locally sponsored training</li> <li>• Meets state certification standards</li> <li>• Meets Uniform Circular standards</li> <li>• Integrity demonstrated via audits &amp; Federal/state reviews</li> <li>• Marketing plan in place &amp; followed</li> <li>• Continuous Improvement plan in place and followed</li> <li>• Effective plan of outreach to job seekers and businesses</li> </ul>