

ATTACHMENT A
MASSHIRE CAREER CENTER CERTIFICATION REVIEW TOOL

STANDARD	CRITERIA	ELEMENTS	MEASURE					
			0	1	2	3	4	5
Cost Effectiveness	Demonstrates planned usage of MassHire Career Center (MCC) funds for maximum customer benefit.	Operating budget that supports the approved local plan, target populations and occupations and charges staff to appropriate funding sources	MCC does not plan its funds usage	Operating budget includes all funding sources but does not support staff, training and operational balance	Operating budget includes all funding sources and supports staff, training and local operations	Operating budget includes all funding sources and leveraged resources that support staff, training and local operations	Operating budget includes all funding sources and provides for contingencies	Operating budget with all required and leveraged resources and addresses the ability to continue self-sustainability
	2. Aligning resources with industry and occupation targets	% training related placements for total occupational training participants	Less than 30%	30%	31%-35%	36%-40%	41%-59%	60% or more
	3. Strategies to increase and leverage resources, i.e.	Strategies and experience utilizing non-federal, leveraged	No response	Demonstrate understanding of leveraged resources.	Plan to secure leveraged resources	Secured at least one source of leveraged funding	Secured resources with outcomes	Consistently applies leveraged resources to meet

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	funds, services, etc.	resources and/or Partner resources					that match annual plan	workforce goals
STANDARD	CRITERIA	ELEMENTS	0	1-2	3-4	5		
Integrated Services	1. Experience minimizing duplication 2. Coordinated services, including virtual services to job seekers and business 3. Staff are cross-trained to perform multiple functions	Career Center has structure of colocation and facilitates access to Partner services. Staff work across functions for seamless service delivery to jobseekers and businesses	No response	Meets Comprehensive Center minimum requirements only	Some partners, some services at some locations (but meets minimum Career Center requirements). Some staff are cross-trained to perform at least two functions.	All Partners, all services at all locations. All staff are cross-trained; all staff can assist all customers in multiple functions.		
	4. Established operational procedures 5. Experience integrating multi-partner structure	Career Center demonstrates a customer flow for all customers that includes triage, initial assessment and how shared customers are referred and served	No response	Joint career planning with referral process to core partners and tracked outcomes	Experience triaging multiple partners and shared workflows, workshops, etc.	Policies in place and utilized with Partner involvement in setting procedures		

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	6. Effective state/local partnering models	Career Center demonstrates business flow for businesses that includes triage, initial assessment and how shared businesses are referred and served	No response	Business flow includes all elements	Business flow includes all elements and some Partner engagement	Business flow includes all elements, demonstrates Partner engagement and shared policy framework
	7. Shared policy framework	Career Center demonstrates a plan to utilize shared data outcomes	No response	Local MOU describes methodology for collecting and reporting on shared data	Meets all prior, plus Mechanism in place to collect shared data	Meets all prior, plus Shared data drives decision-making
STANDARD	CRITERIA	ELEMENTS	0	1-2	3-4	5
Virtual Service Customer Flow	1. Virtual service customer flow implemented and core set of virtual services accessible to all job seekers	MassHire Career Center (MCC) demonstrates virtual service customer flow aligned with requirements outlined in MWI 100 DCS 08.121: MassHire Virtual Service Delivery policy	No Response	Evidence that staff is familiar with and implementing requirements outlined in MWI 100 DCS 08.121	Meets prior, plus MCC has goals and benchmarks with identified timelines in place to scale up the delivery of high-quality virtual services and address gaps in virtual service	Meets all prior, plus MCC has strategy in place to ensure that populations with significant barriers have access to services when virtual services are not possible

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STANDARD	CRITERIA	ELEMENTS	0	1-2	3-4	5
Federal and Local Performance	1. Capacity to track, address and meet metrics, standards for federal/ state/local performance requirements	Plan will meet federal, state and local measures/dashbo ard Demonstrates understanding of measures/definiti ons (credentials, etc.)	No response	Demonstrated capacity and capability to track, address and meet federal, state and local performance requirements	Demonstrates strategies and mechanisms or techniques in place to track, address and meet federal, state and local performance requirements	Meets all prior, plus demonstrates how customer outcomes are driven by data and measures
	2. Demonstrate understanding of measures 3. Demonstrate understanding of MOSES functioning and uses , i.e. Crystal (ad hoc) Reports 4. Demonstrates experience via approach, process, and evaluation of federal and local performance measures.	Demonstrates how federal and local performance goals support positive program and participant outcomes.	No response	Has met all negotiated performance goals	Meets all performance goals, plus demonstrates shared outcomes across core programs	Meets all prior, plus drives outcomes

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		<p>Demonstrates the strategies used to ensure federal and local performance goals are being met.</p> <p>Demonstrates how the local area evaluates performance related to meeting the measures</p>				
STANDARD	CRITERIA	ELEMENTS	0	1-2	3-4	5
Business Driven	1. Use labor market, LMI data and tools to inform employer engagement plan development and implementation	<p>Narrative and outcomes demonstrate understanding and use of data.</p> <p>Career Center is responsive to the local LMI.</p> <p>Meets Federal, state and local business measures</p>	No response	Demonstrates that business need is based on local LMI	Training and strategies are responsive to local LMI	Outcomes are improved based on new industry partners/employer engagement and successful grant seeking employment outcomes

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	<p>2. Meets federal/state/local criteria & metrics</p> <p>3. Resources and staff are aligned and solutions are responsive to documented business need and requirements</p>	<p>Demonstrates that use of tools and data drives decisions and outcomes.</p> <p>Demonstrates key sector investments. Training offered is business driven and continuously refined based on need and data- Identified career pathways that meet performance dashboard measures.</p>	No response	Career Center decisions regarding strategies and approaches are driven by business data	Key sector investments and/or Career Pathways are business driven	Meets all prior, plus training is continually refined by business demand
	<p>4. Elicits job seeker and business customer feedback and responses are used effectively</p> <p>5. Decisions and strategies are based upon defined, evaluated data and practices</p>	<p>Evidence of customer satisfaction.</p> <p>Effective plan implemented for Career Center customer outreach, integration and collaboration</p>	No response	Elicits business customer feedback	Demonstrates use of survey or other tool to drive operations and change	Demonstrates engagement of Partners

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Maximizing Access for Job-Seekers and Business	1. Comprehensive services via multiple access points	Continuous review and identification of resources to meet evolving technology needs and access for customers	No response	A universal design that addresses access points, hours, etc., to meet the needs of jobseekers and employers	Meets prior, plus multiple access points , hours and virtual services adjusted demonstrating flexibility and creativity	Meets all prior, plus continuous assessment is conducted to ensure the needs of specific populations and/or business sectors are met
	2. Success meeting priority of service mandates for designated targets	Success identifying barriers for targeted populations and implementing workable, measurable solutions.	No response	Priority of Services policy for (required) target populations and all staff are aware and trained	Specialty services and strategies for serving designated populations or specific needs	Meets all prior, plus Increase in training, job placement and retention of targeted populations
	3. Success identifying barriers for targeted populations & implementing workable, measurable solutions	Effective partner service referrals				
	4. Effective partner service referrals					
	5. Knowledge of, and compliance with Section 188 of WIOA	ADA compliance for physical accessibility	No response	Demonstrates knowledge of all requirements and a plan in place for	Demonstrates knowledge of all requirements and plan in place for full compliance with	All prior, plus established mechanism to continually evaluate accessibility success,

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	6. Effective use of technology solutions and other available accommodations	Provides reasonable accommodations for individuals with disabilities Makes reasonable modifications to policies, practices and procedures where necessary to avoid discrimination against persons with disabilities		maximum and evolving compliance	dates and benchmarks	explore innovations and implement new and/or specific solutions
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Effective Leadership and Management	1. MassHire Career Center leadership's vision and plan reflects MassHire Local Board's plan, goals, concepts and practices 2. Financial integrity 3. Understands WIOA law/regulations	Correctly cites and applies WIOA laws and regulations. Meets Uniform Circular Standards. Integrity is demonstrated via audits and Federal/state reviews	No response	Unresolved finding(s) within the last 2 years	No unresolved findings within the last 2 years	No unresolved areas of concern or finding(s) within the last 2 years

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	<p>4. Structured and comprehensive staff development</p> <p>5. Understands MDCS/partner systems</p> <p>6. Data-driven decision-making</p> <p>7. Financial integrity</p> <p>8. Standard operating procedures in place & followed</p> <p>9. Continuous improvement plan</p>	<p>Staff attend and complete state and locally sponsored training</p> <p>Continuous improvement plan in place and followed</p>	No response	<p>All staff are offered equitable professional development opportunities</p> <p>Continuous improvement plan with policy to complete mandatory training</p>	<p>Documented demonstrated improvements based on continuous improvement plan.</p> <p>All staff have attended all mandatory training and 80% of staff have completed non-mandatory training state and/or locally developed</p>	<p>All staff (Partner and State) are cross-trained in fundamental MassHire Career Center operations and Partner Services</p>
	<p>10. Leverages funding</p> <p>11. Utilize business- driven model</p> <p>12. Workable marketing plan</p>	<p>Resource development and/or marketing plan in place and followed</p> <p>Effective plan of Outreach to job seekers and business</p>	No response	<p>Resource development and/or marketing plan in place and followed</p>	<p>Documented results from resource development and/or marketing plan.</p> <p>Increase in targeted customer use of MassHire Career Center.</p>	<p>Resource development and/or marketing plan demonstrates increase in job orders and placements in targeted industries that address local business needs</p>