

ATTACHMENT B

Career Center Certification for Local Workforce Development Boards

Career Center Certification Optional Ideas

Pre-Application Self-Assessment:

LWDBs may want to consider a pre-application phase for local areas to conduct self-assessments against the certification criteria. Self-assessment can be one of the most important and productive components of the certification process as it serves multiple purposes beyond assessment alone. It creates an opportunity to bring all system partners together to engage in meaningful discussion and exchange, and thus serves as a learning activity for system partners. As they engage collaboratively in the self-assessment process, partners should take the opportunity to review system services and resources and identify areas of possible duplication and inefficiency. Self-assessment results can also serve as the basis for the system's corrective action and continuous improvement planning prior to entering the certification application process.

At the State level, OSCC self-assessment results may be aggregated to identify common and widespread areas of need and then prioritize statewide technical assistance support accordingly.

Local OSCC Application for Certification:

Once the local area has completed the self-assessment, LWDBs may want to implement a process for the Career Center to apply for certification via a Notice of Intent to Apply for Certification to the LWDB. This notice will help the LWDB anticipate and assemble appropriate LWDB members on a possible Certification Review Team. One-Stop partners should work collaboratively to develop their certification application package.

The LWDB may establish a Certification Application.

In the example, once the local area submits its certification application package to the LWDB, the Certification Review Team reviews the application for thoroughness and completeness and requests any additional information from the local area. The LWDB will be responsible for ensuring on-site coordination between the area and the Certification Review Team. This schedule should be agreeable to all stakeholders in the process.

The local area review and certification recommendation process includes the review (based on the local area's application package), supplementary research and any other processes outlined as part of the policy developed (i.e. site visit, presentation, etc.).

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The following are options/ideas that may be incorporated into the local certification process. However, any such options must be documented as part of the LWDB's One-Stop Certification Process Policy.

- A presentation
- A minimally disruptive on-site visit may be requested. An on-site review will be as minimally disruptive to system operations as possible and, if feasible, will take place in one full day (but could require more than one day). The on-site review may include:
 - ✓ A walk-through of various parts of the system, as a customer might experience the service delivery flow and referrals;
 - ✓ Interviews with system staff, including all system partners (personnel from the management level to the front-line service delivery level);
 - ✓ Interviews with a sample of employer and job seeker customers;
 - ✓ The reviewer(s) must conduct a debrief/exit interview with key system management and staff to share findings and any preliminary recommendations, either in person or virtually, as quickly as possible following the on-site visit;
 - ✓ If it is determined that additional information or follow-up questions are needed, a reviewer will contact the area by phone or email as quickly as possible following the on-site visit.
- A review of the system's general materials (i.e.: outreach and orientation materials, media, activities; workshop and meeting offerings; and system and Center calendars, as appropriate);
- A review of the system's facilities, layout, and infrastructure, with a goal of customer accessibility and customer flow; and
- Any additional on-site review needed to validate status against the certification standards (i.e.: review of system governance policies and practices, training and professional development plans and activities, customer feedback mechanisms.

The certification reviewer(s) must collaboratively prepare a formal written determination within 45 days following the receipt of all certification materials, or following the on-site visit or presentation if required, whichever is later.