

## ATTACHMENT D- Certification Criteria- ON SITE VISIT Preparation

The Certification application is one step in the ongoing pursuit of growth, quality improvement, and performance excellence. Attainment of certification provides assurance to the public that the One Stop Job Center (s) has achieved a high standard and consistently maintains and improves upon that standard. The following quality standards are the criteria by which Employ Milwaukee will assess and certify the One Stop Job Centers and Affiliates.

The following items may be discussed at the on-site meeting if the committee feels it necessary to gain a deeper perspective. Please be prepared to discuss the following areas:

- **Functional and Programmatic Integration** -It is critical for Employ Milwaukee and its local workforce partners to think and act as an integrated system. Employ Milwaukee partners should ensure that client services are aligned to common goals and the customer experience is seamless- regardless of funding streams. Each customer is mutually regarded as a shared customer, with all staff and programs operating at the site having a vested stake in that customer's success. Integration of programs is incorporated into planning, intake, assessment, registration, service processes, information sharing, resource decisions, actions, results, and analyses.

*Describe your site's approach to integrated service delivery and the use of functional teams to deliver career services to all customers.*

*Please provide any best practices to highlight and share for continuous improvement.*

- **Performance and Accountability**- The effectiveness of the One Stop Job Center (s) for employers and job seekers is evident in system performance and service delivery decisions are based on data. On an ongoing basis, customer data from one-stop partners and regional economic data is collected, analyzed and shared with all workforce system staff and community stakeholders. Plans for improvement, enhancement, or adjustment are established and acted upon.

Describe how you measure, analyze, review, and improve One Stop Job Center system performance using data and information.

Describe how this data is shared with staff and stakeholders and what changes have resulted from use of data. How has data been used (example) to improve services?

*Please provide any best practices to highlight and share for continuous improvement.*

- **Service Provision, including Services, Access, and Outreach to populations with barriers-**

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Improved availability, a welcoming atmosphere, inclusive settings, and high-quality customer service benefit all customers. The One Stop Job Center extends services and outreach not just to individuals who walk in the door, but also to those who have become disengaged in the labor force. Integrated, quality services are provided to all customers within the center and via technology through online or materials to be available to individuals regardless of their range of abilities, mobility, age, language, learning style, intelligence, or educational level.

*Describe how the site works cooperatively with WIOA core partners to provide quality services to all customers. Describe your outreach to populations with barriers in the community and your relationship with core program and community partners to effectively serve them.*

*Describe initiatives or strategies in developing universal access and provide tangible evidence of implementation or solution driven plan development. Address the following four-specific areas of access:*

1. *Physical: Architectural or building*
2. *Information: Paper, center printed or posted materials*
3. *Digital: Software, web-based programs and alternatives to print*
4. *Communication: verbal, non-verbal access for services, phone and other. Describe your wireless or internet infrastructure.*

*Please provide any best practices to highlight and share for continuous improvement.*

- **Staff Proficiency and Staff Training Participation-** Professional development is a key feature in order to ensure that staff are aware of the implications of recent evidence-based research and can implement the latest policies and procedures established at the Local, State, and Federal levels. Also, of vital importance is the use of labor market information by staff to better inform customers' career and training decision-making. The investment in staff development is substantial, ongoing, and focused on cross-training with partner programs, overall skill development, and use of labor market information. Every member of the one-stop staff has the ability and authority to meet customer needs, either directly or, where appropriate, by helping the customer make the right connections to the expertise he or she seeks. Participation in one-stop-sponsored training is required.

*How are staff and leadership training and cross-trained on an ongoing basis to stay current on programs and services? How is this tracked to ensure all staff participate?*

*How do you/would you actively engage staff of all programs- Adult, Dislocated Worker, Youth, Wagner-Peyser, TANF, ABE, DVR, Perkins, etc.- in design of services, action planning and analysis of indicators and trends? How are all staff informed of progress towards site performance and goals?*

*Please provide any best practices to highlight and share for continuous improvement*

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- **Partnership-** The one-stop system is built upon a foundation of partners linked together to deliver a comprehensive array of services and reach the shared outcomes of employment, education, skills gains, and earnings. All core and required one-stop partners are present at the site and invested in the development and implementation of service delivery to connect customers to resources and opportunities.

*Describe how the partnerships function/would function at the site and the roles of each core partner from Title I-Adult, Dislocated Worker, and Youth, Title II- Adult Basic Education, Title III- Wagner-Peyser, Title IV- Vocational Rehabilitation, and TANF.*

*Describe how the partnerships function /would function at the site with other required partners from postsecondary Career and Technical Education (Perkins Act), CSBG, HUD, Job Corps, National Farmworker Jobs program, Re-entry Programs, SCSEP, TAA, UI, VETS, and Youth Build.*

*Describe how the site is linked to other partners beyond the site to ensure alignment with community and regional strategies. Please give examples of how these functions and the results for customers.*

*Please list any best practices to highlight and share for continuous improvement*

- **Employer Engagement-** Business is one of our primary customers and one-stop partners work collaboratively to deliver value-added services and eliminate duplication. Business services staff from all one-stop partners have a comprehensive understanding of labor market conditions, economic development activities, skill needs of the workforce and are connected to regional and local business partnership activities and sector strategies. Employers' human capital needs are communicated to and acted upon by the workforce system. Business services are coordinated to the maximum extent possible to limit duplication and streamline the employer experience.

*Describe how partners work to deliver seamless business services. How do business services staff use and share labor market information? What strategies are used to involve employers in identifying skill gaps and developing solutions to meet their workforce needs?*

*Please provide any best practices to highlight and share for continuous improvement*

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