

Tompkins County Workforce Development Board

One Stop Operations and Oversight Committee

MINUTES

Tuesday, July 11, 2023 | Tompkins Workforce New York Conference Rm.

Present: K. Franzese, D. Harrington, K. Kersey, P. Levesque, S. Cerquone

Excused:

Staff: C. Sponn, D. Achilles

Guests: K. Cerasaro, M. Caci, S. Paczkowski

Call to Order

Ms. Franzese called the meeting to order at 8:37 a.m.

Approval of Minutes - May 9, 2023

It was moved by Ms. Cerquone and seconded by Mr. Levesque and unanimously adopted by voice vote of members present to approve the minutes of May 9, 2023 as written.

Review of process and procedures of Certification of Career Center

Mr. Sponn reviewed the Technical Advisory #18-01.1 New York State One-Stop Career Center Certification and Attachment A - that explains each section and how to complete the documents for certification.

Ms. Franzese reviewed each question before the Committee toured the Career Center to better understand what the committee should be looking for and to be better informed of the information that is needed to complete the new documents for re-certification.

The Committee toured the 2nd floor of Center Ithaca and the office space occupied by the Career Center.

Certification of Career Center

On-Site evaluation and group discussion

Ms. Franzese reviewed all questions with the Committee with Mr. Cerasaro answering questions related to Career Center operations. The Committee had discussions around each question and what notes should be entered into the improvement action section.

Adjournment

Ms. Franzese adjourned the meeting at 10:01 a.m.

Tompkins Description	PY22		Cumulative AER	May-23	
	Allocation	Monthly Cash Expenditures	Total Cash Expenditures	Current Accruals	Total Accrued Expenditures
WIOA Adult					
Adult-ITA	42,920.88	6,664.00	34,110.50	4,016.75	38,127.25
Transitional Jobs (Adult Part w&f)	6,000.00	0.00	5,436.52	0.00	5,436.52
Adult-OJT	1,300.00	0.00	0.00	0.00	0.00
Adult Supportive Services	3,000.00	0.00	1,808.99	0.00	1,808.99
Adult General (includes WIB)	102,863.60	0.00	91,281.50	0.00	91,281.50
Allocation	156,084.48	6,664.00	132,637.51	4,016.75	136,654.26
WIOA DW					
DW - ITA	18,000.00	0.00	6,104.00	0.00	6,104.00
DW-OJT	1,000.00	0.00	0.00	0.00	0.00
DW Supportive Services	1,000.00	0.00	0.00	0.00	0.00
DW General	82,321.63	7,398.51	60,969.67	7,247.45	68,217.12
Allocation	102,321.63	7,398.51	67,073.67	7,247.45	74,321.12
TRANSFERED \$25,000.00 from DW to Adult NOA 05/31/2023			0.00		
WIOA DW to Adult					
ITA	0.00	0.00	0.00	0.00	0.00
OJT	0.00	0.00	0.00	0.00	0.00
Supportive Services	0.00	0.00	0.00	0.00	0.00
General (includes WIB)	25,000.00	3,237.87	3,237.87	5,350.14	8,588.01
Allocation	25,000.00	3,237.87	3,237.87	5,350.14	8,588.01

New York State Department of Labor
W. Averell Harriman State Office Campus
Building 12, Room 440, Albany, NY 12240
www.labor.ny.gov

**Workforce Development System
Technical Advisory #18-01.1
May 31, 2023**

To: Workforce Development Community
Subject: New York State One-Stop Career Center Certification

PURPOSE

Establish State policy for certifying One-Stop Career Centers under the Workforce Innovation and Opportunity Act (WIOA).

POLICY

WIOA requires all Comprehensive and Affiliate One-Stop Career Centers (Centers) in each Local Workforce Development Area (LWDA) be certified.

Certification must occur at least once every three (3) years beginning in Program Year (PY) 2017.

Local Workforce Development Boards (LWDBs) have primary responsibility for the certification of Centers in their LWDA.

WIOA requires the certification to address these three Criteria Categories:

- 1. Accessibility** (physical and programmatic);
- 2. Effectiveness** of the network; and
- 3. Continuous Improvement** of One-Stop Centers and delivery systems.

LWDBs may establish additional certification criteria. Instructions on how to do this are provided in the Action portion of this Workforce Development System Technical Advisory (WDS TA).

For any LWDA in which the LWDB is the One-Stop System Operator, the certification will be performed by the New York State Department of Labor (NYSDOL).

Centers must be certified to be eligible to receive infrastructure funds under the State Funding Mechanism detailed in WIOA at [20 CFR §678.730](#).

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ACTION

Certification is based on an on-site evaluation of each Comprehensive and Affiliate Center in the LWDA, conducted by LWDBs or their designees.

The on-site evaluation has two components:

1. **Required standards** – Attributes and standards deemed essential for certification for each Criteria Category; and
2. **Enhancement standards** – Attributes and standards deemed desirable for certification for each Criteria Category.

The evaluation method is a Yes/No assessment of each standard, where:

- Yes indicates the standard is achieved; and
- No indicates the standard is not achieved.

Attachment A: Assessment Methodology Outline provides an outline of the two components of the on-site evaluation.

1. Table 1 covers the Required Standards, outlining the attributes and standards for the 3 Criteria Categories. In total, there are 6 attributes and 16 standards across the 3 Categories, as follows:
 - Accessibility category – 2 attributes and 5 standards;
 - Effectiveness category – 3 attributes and 8 standards; and
 - Continuous Improvement category – 1 attribute and 3 standards.
2. Table 2 covers the Enhancement standards, outlining the attributes and standards for the 3 Criteria Categories. In total, there are 6 attributes and 25 standards across the Accessibility and Effectiveness Categories, as follows:
 - Accessibility category – 2 attributes and 11 standards; and
 - Effectiveness category – 4 attributes and 14 standards.

The Continuous Improvement category in the Enhancement standards component is embedded in both the Accessibility and Effectiveness categories, whereby an “Improvement Action” is required for each standard (i.e., an action to improve upon the current status of the standard).

To become certified, a Career Center must achieve:

- “Yes” outcomes to all 16 required standards; and
- “Yes” outcomes to at least 60% (or 15 out of 25) of the Enhancements standards, and specify an “improvement action” for each of the 25 Enhancements standards.

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Career Center Certification Tool

To assist with the on-site evaluation and overall assessment, NYSDOL has designed **Attachment B: Career Center Certification Tool**, which contains Yes/No questions as well as space for an Improvement Action for each standard. **Attachment B** will automatically tabulate an overall assessment score when completed electronically. It will also provide a summary of the evaluation and highlight the requirements for certification.

Development of Additional Criteria

LWDBs have the option to create additional certification criteria if they so choose.

When developing additional criteria, the LWDB must:

1. Ensure the additional criteria falls under one of the three categories; and
2. Develop an appropriate scoring method for the additional criteria.

Center(s) in the LWDA must meet any additional standards established by the LWDB in addition to meeting the minimum scoring requirements previously described. Note that **Attachment B** is not able to account for additional criteria added by the LWDB.

To help guide this process, NYSDOL has designed **Attachment C: Additional LWDB Certification Criteria** for use by LWDBs when developing additional criteria.

Note: If the LWDB chooses to add additional certification criteria, the LWDB must also include a completed **Attachment C** with submission. This is done for informational purposes only. NYSDOL will not provide an approval/denial of LWDB-developed criteria.

Notification and Submission Requirements

Once all One-Stop Career Centers in the LWDA have been assessed for certification, the LWDB must provide NYSDOL with electronic copies of the assessments (i.e. **Attachment B**) done for each Comprehensive and Affiliate Center. The submission will follow one of the following two scenarios:

1. The LWDB is the One-Stop System Operator; or
 - The assessments are provided to NYSDOL for review and certification purposes. If they are deemed acceptable, NYSDOL will certify Centers in the LWDA accordingly.
 - In addition to review for certification, the assessments will be analyzed by NYSDOL to identify systemic issues across the State where NYSDOL can look to provide state-level solutions.
2. The LWDB is not the One-Stop System Operator.

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- The assessments are provided to NYSDOL for information purposes only, allowing NYSDOL to perform the analysis previously described.
- In this scenario, it is the responsibility of the LWDB to certify Centers. Therefore, NYSDOL will not be reviewing the assessments for certification.

The submission must be done via email to LWDB@labor.ny.gov, with a CC to the appropriate NYSDOL Program Monitor, using the subject line “[LWDA Name] One-Stop Career Center Certification results.” The email must also contain **Attachment D: Career Center Certification Results**, which provides a list of each of the Comprehensive and Affiliate One-Stop Career Centers in the LWDA, with the final results of each certification. This information will be used to inform the State Funding Mechanism if it has been triggered in the LWDA.

NYSDOL will follow up via email with any LWDB that has a Center(s) that does not achieve certification. These situations will be handled on a case-to-case basis.

REFERENCES

WIOA Section 121

WIOA Regulations 20 CFR §678.730

[20 CFR §678.800](#)

WIOA Training and Employment Guidance Letter (TEGL) No. [16-16](#)

INQUIRIES

Questions regarding this TA may be directed to: LWDB@labor.ny.gov.

ATTACHMENTS

A: Assessment Methodology Outline

B: One-Stop Career Center Certification Assessment Tool

C: Additional LWDB Certification Criteria

D: Career Center Certification Results

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ATTACHMENT A: Assessment Methodology Outline - Table 1 - Required Component

I. ACCESSIBILITY

1. Safe Facilities - The physical location and facility provides a safe customer experience

- a. ADA Compliance
The Center is compliant with the Americans with Disabilities Act of 1990
- b. Emergency Preparedness
Emergency evacuation procedures are in place and address the needs of individuals with disabilities

2. Meaningful Access - The Career Center ensures meaningful access to services for all customers

- a. Interpretive Services
Interpretive services are available in sign language and other languages for Limited English Proficiency (LEP) customers to receive staff assisted services within the Career Center
- b. Reasonable Accommodations
Staff are able to provide reasonable accommodations and can do so upon request
- c. Registration Forms
Career Center Registration forms are available in the 16 identified languages per the NYS Office of Language Access

II. EFFECTIVENESS

1. Customer Centered - The Career Center is welcoming and customer-centered

- a. Customer Orientation
Customers who are new to the Center are provided an orientation/overview of available services, including partner services
- b. Customer Flow
Customer flow procedures are in place that respond to customer need and move customers seamlessly between entry and service delivery with as few hand-offs as possible
- c. Partner Programs
Staff understand partner program services well enough to provide customers with referrals and a warm handoff to other appropriate agencies and/or services

2. Partnership - Career Center provides integrated, customer-centered services via effective partnerships

- a. Staff Meetings
Partners meet at least once per year to discuss system and Center contribution to the system and make recommendations for improvements
- b. Cost Sharing
Partners share in Center operating costs

3. Business Services - The Career Center actively supports Business Services strategy

- a. Labor Market Information
Staff are knowledgeable and focused on providing labor market information such as the state of the local and regional economy, labor market trends, and in-demand occupations

<p>b. Job Referrals</p>	<p>Customers receive job referrals, both during staff-assisted services and virtually</p>
<p>c. Skill Development/ Training Opportunities</p>	<p>The Career Center has skill development and training opportunities for customers at all skill levels and experience, including but not limited to: English as a Second Language; High School equivalency; integrated education and training; workforce preparation; work-based learning; and apprenticeship opportunities</p>
<p>III. CONTINUOUS IMPROVEMENT</p>	
<p>1. Promote Continuous Improvement - The Career Center promotes an environment of Continuous Improvement</p>	
<p>a. Business Feedback</p>	<p>A process is in place, and utilized, for collecting feedback from businesses regarding the delivery of business services</p>
<p>b. Customer Feedback</p>	<p>A process is in place, and utilized, for capturing and responding to customer feedback</p>
<p>c. Performance</p>	<p>Staff are trained on how to record data representing the services they have provided to individuals to support the WIOA Primary Indicators of Performance</p>

ATTACHMENT A: Assessment Methodology Outline - Table 2 - Enhancements Component

I. ACCESSIBILITY		III. CONTINUOUS IMPROVEMENT
1. Safe Facilities - The physical location and facility provides a safe and functional customer experience		Improvement Action
a. External Signage	External signage clearly identifies the location as a Career Center and American Job Center	Improvement Action
b. Internal Signage	Internal signage helps customers easily navigate the Career Center and is inviting and welcoming	Improvement Action
c. Appearance	The Career Center is clean and has a professional appearance	Improvement Action
d. Physical Access to Services	The Career Center is designed for customers' easy access to services, resources, and staff assistance; including adequate space for workshops, recruitments, partners, Center staff and reception.	Improvement Action
e. Resource Room	The Resource Room has an adequate number of workstations to meet customer demand, and equipment is in working order	Improvement Action
f. Adaptive Technology	Adaptive technology is available in the Resource Room for customers with disabilities	Improvement Action
g. Safety and Security	The Career Center has adequate safety and security precautions in place	Improvement Action
2. Meaningful Access - The Career Center ensures meaningful access to services for all customers		Improvement Action
a. Assistive Posters and Materials	Relevant accessibility, language access, and complaint posters and materials are made available to Career Center staff on a regular basis, in accordance with most current Required Posters TA.	Improvement Action
b. Staff Training for a Diverse Customer Base	Training is available for staff regarding working with diverse populations of customers including customers with disabilities, cultural differences, and all individuals with barriers to employment	Improvement Action
c. Assistive Resources	Center-based and virtual services and resources are available for individuals with disabilities	Improvement Action

d. Complaint Procedure Employment Services and WIOA Complaint system is in place and utilized; appropriate staff are identified and trained on how to receive and process complaints Improvement Action

II. EFFECTIVENESS

1. Customer Centered - The Career Center is welcoming and customer-centered

- a. Greeting & Intake Customers are promptly greeted; asked the reason for today's visit; and directed to the appropriate staff member, resource, or service Improvement Action
- b. Customer Service Training Front line staff have been given the opportunity to, and have participated in, customer service training Improvement Action

2. Partnership - Career Center provides integrated, customer-centered services via effective partnerships

- a. Referrals Customers are provided the opportunity to consent to their information being provided to another agency upon referral, and in accordance with the most up-to-date Release of Information TA/Form; referrals are recorded appropriately; and a process/procedure is in place for partners to follow-through and report progress on referrals made Improvement Action
- b. Virtual Resources Staff provides information about the Virtual Career Center and other virtual resources that are available during and outside of regular business hours Improvement Action
- c. The Community The Center connects to the community through community partnerships and community access points Improvement Action
- d. Staff Meetings Career Center staff meetings are held with all staff (regardless of program) to build relationships, provide updates on Center activities, and discuss strategies for improvement Improvement Action
- e. Primary Indicators of Performance Primary Indicators of Performance are discussed with all Career Center staff on a regular basis, in accordance with most current Performance TA. Improvement Action
- f. Capacity-Building Plan A capacity-building plan is in place to provide continuous staff training on serving customers effectively, including customers with barriers to employment Improvement Action

3. Business Services - The Career Center actively supports Business Service strategy

- a. In-Demand Occupations The Career Center focuses on in-demand jobs by actively promoting targeted sector opportunities and in-demand occupations to all customers Improvement Action
- b. Business Services Business services are available (such as referral of qualified candidates, on-site recruitment, skill verification) and hiring incentives are marketed Improvement Action

4. Industry-recognized Credentials - The Career Center facilitates skill development and attainment of industry-recognized credentials	Improvement Action
a. Supportive Services	Center ensures that supportive services are available to customers where appropriate, to facilitate participation in training services
b. Skill Development	Staff recognizes the value of skill development and tailor services accordingly
c. Employment Outcomes	Staff recognize the value of employment outcomes and tailor services as a result
d. Industry-Recognized Credentials	Center promotes easy access to education and training that leads to industry-recognized credentials

JULIA - 2018

Instructions

This tool is intended to be used during or after the on-site evaluation for Career Center Certification. It is comprised of four tabs (not including the Instructions tab) labeled as follows: Required, Enhancement 1, Enhancement 2, and Summary. Each tab can be accessed by clicking on the tab at the bottom of the window. The first three tabs must be completed by the evaluator as follows:

Required Tab

The Required tab contains 16 questions that assess whether the Career Center is meeting minimal standards for attributes deemed essential for certification. Each question will accept only a YES or NO value. Input an answer for each question by selecting either Y (YES) or N (NO) from the dropdown menu provided, or by manually typing Y or N into the field labeled "Y/N." Answers of Y will receive a green check mark ✓ and answers of N will receive a red ✗. In order to be certified, the Career Center Assessment must result in answers of Y to each of the 16 questions in this section. Use the "RESET ENTRIES" button to clear the entire tab of all answers that have been input.

Enhancement 1

The first Enhancement tab contains the attributes and standards for the Accessibility category. It consists of 11 questions, each of which will accept only a YES (Y) or NO (N) value. Input answers for each question by selecting either Y or N from the dropdown menu provided, or by manually typing Y or N into the field labeled "Y/N". The tab will automatically calculate the amount of questions answered Y at the bottom of each section. In addition, each question has a corresponding text box for an Improvement Action. Type in an Improvement Action into the text box for each question. For the Career Center to obtain certification, there must be an Improvement Action that corresponds to each question. Refer to the Technical Advisory for more information about Improvement Actions. Use the "RESET ENTRIES" button to clear the entire tab of any Y/N answers that have been input.

Enhancement 2

The second Enhancement tab contains the attributes and standards for the Effectiveness Category. It consists of 14 questions, each of which will accept only a YES or NO value. Input answers for each question by selecting either Y or N from the dropdown menu provided, or by manually typing Y or N into the field labeled "Y/N". The tab will automatically calculate the amount of questions answered Y at the bottom of each section. In addition, each questions has a corresponding text box for an Improvement Action. Type in an Improvement Action into the text box for each question. For the Career Center to obtain certification, there must be an Improvement Action that corresponds to each question. Refer to the Technical Advisory for more information about Improvement Actions. Use the "RESET ENTRIES" button to clear the entire tab of any Y/N answers that have been input.

Summary

Type in the name of the Career Center being evaluated next to the box labeled "Career Center". The Summary tab does not require any additional data entry. It will automatically tabulate all of the answers input into the Required and Enhancement tabs and display a total outcome for each of the two parts of the assessment. It will also display whether or not the Career Center is certified, based on the answers input into the three previous tabs. In addition, the tab will display an overview of how each question was answered.

Required - Attributes and Standards

Attribute: The physical location and facility provides a safe customer experience		Y/N	✓
1. ADA Compliance			
The Career Center is ADA compliant.*	Y		✓
2. Emergency Preparedness			
Emergency evacuation procedures are in place and address the needs of individuals with disabilities.	Y		✓

Attribute: The Career Center ensures meaningful access to services for all customers		Y/N	✓
3. Interpretive Services			
Interpretive services are available in sign language and other languages for Limited English Proficiency (LEP) customers to receive staff assisted services within Career Center.	Y		✓
4. Reasonable Accommodations			
Staff are able to provide reasonable accommodations and can do so upon request.	Y		✓
5. Registration Forms			
Career Center Registration forms are available in the seven identified languages per NYS Executive Order.	Y		✓

Attribute: The Career Center is welcoming and customer-centered		Y/N	✓
6. Customer Orientation			
Customers who are new to the Career Center are provided an orientation/overview of available services, including partner services.	Y		✓
7. Customer Flow			
Customer flow procedures are in place that respond to customer need and move			✓

Attribute: The Career Center provides integrated, customer-centered services via effective partnerships		Y/N	✓
9. Staff Meetings			
Partners meet at least once per year to discuss system and Center contribution to the system and make recommendations for improvements (Note: if a single partner site, check "yes").	Y		✓
10. Cost Sharing			
Partners share in Center operating costs (Note: if a single partner site, check "Yes").	Y		✓

Attribute: The Career Center actively supports Business Service strategy		Y/N	✓
11. Labor Market Information			
Staff are knowledgeable and focused on providing labor market information such as the state of the local and regional economy, labor market trends, and in-demand occupations.	Y		✓
12. Job Referrals			
Job Search Ready customers receive job referrals, both during staff-assisted services and virtually.	Y		✓
13. Skill Development/Training Opportunities			
The Career Center has skill development and training opportunities for customers at all skill and experience levels, including but not limited to: English as a Second Language (ESL); High School equivalency; integrated education and training; workforce preparation; work-based learning; and apprenticeship opportunities.	Y		✓

Attribute: The Career Center promotes and environment of Continuous Improvement		Y/N	✓
14. Business Feedback			
		Y/N	✓

customers seamlessly between entry and service delivery with as few hand-offs as possible.	Y	✓
8. Partner Programs Staff understand partner program services well enough to provide customers with, or provide referrals to, appropriate services.	Y	✓

*For information on ADA compliance visit:

<https://labor.nv.gov/equal-opportunity/americans-with-disabilities-act.shtml>

<https://www.access-board.gov/guidelines-and-standards>

A process is in place, and utilized, for collecting feedback from businesses regarding the delivery of business services.	Y	✓
15. Customer Feedback A process is in place, and utilized, for capturing and responding to customer feedback.	Y	✓
16. Performance Staff are trained on how to record data representing the services they have provided to individuals to support WIDA Primary Indicators of Performance.	Y	✓

Enhancement 1: Accessibility - Attributes and Standards

Physical Accessibility		Y/N	Improvement Action
Attributes: The physical location and facility provide a safe and functional customer experience			
1. External Signage		N	The Career Center currently has stickers for windows that identify the NYS Career Center location and American Job Center but we do not have external signs for the key entry points throughout the building. The NYS DOL has identified that they will be providing them shortly.
External signage clearly identifies the location as a NYS Career Center and American Job Center.			
2. Internal Signage		Y	The Career Center will add a question to customer satisfaction survey for 2 weeks, 2x per year to reassess internal signage. Feedback will be used to make modifications. In addition, the ppt for the TV display will be updated to portray a welcoming environment.
Internal signage helps customers easily navigate the Career Center and is inviting and welcoming.			
3. Appearance		Y	The Career Center will add a question to customer satisfaction survey for 2 weeks, 2x per year to reassess clean and professional appearance. Feedback will be used to make modifications.
The Career Center is clean and has a professional appearance.			
4. Physical Access to Services		Y	Additional, no-cost, community space will be identified and documented along with instructions on how to reserve for scheduling conflicts.
The Career Center is designed for customers' easy access to services, resources, and staff assistance; including adequate space for workshops, recruitments, partners, center staff and reception.			
5. Resource Room		Y	As budgets allow we will update training lab equipment throughout the next three years. A review of DOL owned resource room equipment will occur as well with a recommendation to DOL to upgrade outdated equipment.
The Resource Room has an adequate number of workstations to meet customer demand, and equipment is in working order.			
6. Adaptive Technology		Y	Adaptive technology will be updated by end of July 2018.
Adaptive technology is available in the Resource Room for customers with disabilities.			
7. Safety and Security		Y	Center management will review safety procedures including evacuation plans, disruptive customers, active shooter skills, and when to call 911 with all existing staff every six months and will be part of an onboarding checklist for all new staff.
The Career Center has adequate safety and security precautions in place.			
		6 out of 7	

Programmatic Accessibility		Y/N	Improvement Action
Attributes: The Career Center ensures meaningful access to services for all customers			
8. Assistive Posters and Materials		Y	A review of all materials and posters will be conducted every 5 months to ensure that nothing has changed.
"Auxiliary Aids and Service Available" language is placed on all appropriate materials, and the Center prominently displays the following posters: "I Speak" for Limited English Proficient customers; Veteran Priority of Service; "W/OA Equal Opportunity is the Law"			
9. Staff Training for a Diverse Customer Base			Additional diversity training will be conducted with all staff by
Attachment B - Career Center Certification Tool			

Training is available for staff regarding working with diverse populations of customers, including customers with disabilities and/or cultural differences, and all individuals with barriers to employment.	Y	December 2018.
10. Assistive Resources Center-based and virtual services and resources are available for individuals with disabilities.	Y	During a staff meeting, at least 1x per year, center management will remind and review with staff assistive resources available to customers. In addition, a review of assistive resources will be a component of the center new employee onboarding checklist.
11. Complaint Procedure Employment Services and W/OA Complaint system is in place and utilized. Appropriate staff are identified and trained on how to receive and process complaints.	Y	The state EEO staff will be conducting additional W/OA complaint training. The goal is to have this completed by December 2018.
	4 out of 4	
Total	10 out of 11	

Enhancement 2: Effectiveness - Attributes and Standards

Center Effectiveness

Attribute: The Career Center is welcoming and customer-centered		Y/N	Improvement Action
12. Greeting & Intake	Customers are promptly greeted, asked the reason for today's visit, and directed to the appropriate staff member, resource, or service.	Y	Identify a person that can be trained and assigned to front desk to ensure consistency and improve front desk operations.
13. Customer Service Training	Front line staff have been given the opportunity to, and have participated in, customer service training.	Y	Refresher customer service training will occur by June 2019.
			2 out of 2

Attribute: The Career Center provides integrated, customer-centered services via effective partnerships

Y/N	Improvement Action
14. Referrals	Service MOU partners have committed to creating a process to track and follow all referrals and will be working on the process/procedure in 2018.
N	Referrals are recorded and a process/procedure is in place for partners to follow through and to report progress on referrals made.
15. Virtual Resources	Virtual resources will be reviewed and demonstrated during biweekly staff meetings.
Y	Staff provides information about JobZone and other virtual resources that are available both during and outside of regular business hours.
16. Connection to the Community	The Center will create a baseline to measure community access points and seek to increase the number through June 2019.
Y	The Center connects to the community through community partnerships and community access points.
17. Staff Meetings	Notes will begin to be taken and shared with staff absent from the biweekly staff meetings.
Y	Career Center staff meetings are held with all staff (regardless of program) to build relationships, provide updates on center activities, and discuss strategies for improvement.
18. Primary Indicators of Performance	Further staff training will occur around WIOA performance measures

<p>Primary indicators of Performance are discussed with all Career Center staff on a regular basis, in accordance with most current Performance TA.</p>	<p>Y</p>	<p>and then again once we have standards for WIDA performance.</p>
<p>19. Capacity-Building Plan A capacity-building plan is in place to provide continuous staff training on serving customers effectively, including customers with barriers to employment.</p>	<p>N</p>	<p>A capacity building plan will be developed and our biweekly staff meetings will be the platform for information updates and training from partner and non-partner agencies. Connection with partners and community service providers will be enhanced with this personal approach.</p>
<p>4 out of 6</p>		

Workforce Effectiveness

Attribute: The Career Center actively supports Business Service strategy

	Y/N	Improvement Action
20. In-Demand Occupations		
Career Center staff focus on in-demand jobs by actively promoting targeted sector opportunities and in-demand occupations to all customers.	Y	Center is developing a plan to further incorporate sector and in-demand opportunities into each customer touch point. In addition, additional emphasis will be placed on educating staff and customers on top tier companies in Tompkins County w/great opportunities for advancement, pay increases, great benefits, etc.
21. Business Services		
Business services are available (such as referral of qualified candidates, on-site recruitment, and skill verification), and hiring incentives are marketed.	N	The Career Center has relied on regional DOL staff to provide business services and this has not met businesses needs as regional staff do not have relationships necessary to work w/ area businesses. Effective June 1, 2018, a .50FTE Business Services Specialist is being created utilizing a variety of resources.
1 out of 2		

Attribute: The Career Center facilitates skill development and attainment of industry-recognized credentials

	Y/N	Improvement Action
22. Supportive Services		
Supportive services are available to customers where appropriate, to facilitate participation in training services.	Y	Training of all onsite and offsite partner staff will occur to ensure that community and formal partners are aware of resources available for supportive services.
23. Skill Development		
Staff recognize the value of skill development and tailor services accordingly.	Y	Staff meetings will be utilized to remind staff of the value of skill development and how to write an effective tailored employment plan
24. Employment Outcomes		
Staff recognize the value of employment outcomes and tailor services as a result.	N	Staff meetings will be utilized to remind staff of the value of employment outcomes and how to ensure that all employment plans that focus on skill development need to have the end goal an employment outcome.
25. Industry-Recognized Credentials		
Center promotes easy access to education and training that leads to industry-recognized credentials.	N	Access to education and training is streamlined. Access to training that leads to industry-recognized credentials is a challenge with a lack of training opportunities in the community. Further work is being done to identify opportunities for virtual training as well as educating local training providers regarding the training needs.
2 out of 4		

9 out of 14

Career Center	Certified
Required	✓
Enhancement 1	10 /11
Enhancement 2	9 /14
Total	19 /25

Required		
Question #	Y/N	✓
1	Y	✓
2	Y	✓
3	Y	✓
4	Y	✓
5	Y	✓
6	Y	✓
7	Y	✓
8	Y	✓
9	Y	✓
10	Y	✓
11	Y	✓

Enhancement 1	
Question #	Y/N
1	N
2	Y
3	Y
4	Y
5	Y
6	Y
7	Y
8	Y
9	Y
10	Y
11	Y

Enhancement 2	
Question #	Y/N
12	Y
13	Y
14	N
15	Y
16	Y
17	Y
18	Y
19	N
20	Y
21	N
22	Y

12	Y	✓
13	Y	✓
14	Y	✓
15	Y	✓
16	Y	✓

23	Y
24	N
25	N

One Stop Operations and Oversight Committee

July 9, 2020

8:30 A.M.

ZOOM platform

PRESENT: A. Bishop, L. Dillon, Kirra Franzese
EXCUSED: P. Levesque, K. Kersey, L. Dillon
STAFF: N. Branosky, D. Achilles
GUEST: J. Mouillesseaux

CALL TO ORDER

Chairman Bishop called the meeting to order at 8:37 a.m.

APPROVAL OF MINUTES – May 14, 2020

It was moved by Ms. Franzese, seconded by Ms. Dillon and unanimously adopted by voice vote of members present to approve the minutes of May 14, 2020 as written.

WORKPLAN

A. Center Update

Ms. Mouillesseaux updated the Committee on the Career Center developing ways service the community remotely. The business service staff are working on a Re-direct website to help employers post job opportunities. Ms. Mouillesseaux informed the Committee we have received Summer Youth Employment Program funds and are moving forward to place 140 youth. The staff will be placing 44 youth into 30 worksites starting in person and some are remote. The Career Center is working on health and safety plan to reflect the Tompkins County Health Department and New York State guidelines.

B. Career Center Recertification Focus

The Committee will continue to review Career Center recertification requirements moving forward to identify solid areas and what requirements need to be worked on.

DIRECTOR'S REPORT

Ms. Branosky reported the Executive Committee talked about industry briefings for Tuesday, September 22nd Board meeting. The committee would like members to present on where their industry is at with COVID-19 and reopening.

ADJOURNMENT

The meeting adjourned at 9:17 a.m.

The next meeting is scheduled for Tuesday, September 8, 2020 at 8:30 a.m.

Career Center	Certified
Required	✓
Enhancement 1	10 /11
Enhancement 2	9 /14
Total	19 /25

Required		
Question #	Y/N	✓
1	Y	✓
2	Y	✓
3	Y	✓
4	Y	✓
5	Y	✓
6	Y	✓
7	Y	✓
8	Y	✓
9	Y	✓
10	Y	✓
11	Y	✓
12	Y	✓
13	Y	✓
14	Y	✓
15	Y	✓
16	Y	✓

Enhancement 1		
Question #	Y/N	
1	N	
2	Y	
3	Y	
4	Y	
5	Y	
6	Y	
7	Y	
8	Y	
9	Y	
10	Y	
11	Y	

Enhancement 2		
Question #	Y/N	
12	Y	
13	Y	
14	N	
15	Y	
16	Y	
17	Y	
18	Y	
19	N	
20	Y	
21	N	
22	Y	
23	Y	
24	N	
25	N	

Required - Attributes and Standards

Attribute: The physical location and facility provides a safe customer experience		Y/N	✓
1. ADA Compliance			
The Career Center is ADA compliant.*	Y		✓
2. Emergency Preparedness			
Emergency evacuation procedures are in place and address the needs of individuals with disabilities.	Y		✓

Attribute: The Career Center ensures meaningful access to services for all customers		Y/N	✓
3. Interpretive Services			
Interpretive services are available in sign language and other languages for Limited English Proficiency (LEP) customers to receive staff-assisted services within Career Center.	Y		✓
4. Reasonable Accommodations			
Staff are able to provide reasonable accommodations and can do so upon request.	Y		✓
5. Registration Forms			
Career Center Registration forms are available in the seven identified languages per NYS Executive Order.	Y		✓

Attribute: The Career Center is welcoming and customer-centered		Y/N	✓
6. Customer Orientation			
Customers who are new to the Career Center are provided an orientation/overview of available services, including partner services.	Y		✓
7. Customer Flow			
Customer flow procedures are in place that respond to customer need and move			✓

Attribute: The Career Center provides integrated, customer-centered services via effective partnerships		Y/N	✓
9. Staff Meetings			
Partners meet at least once per year to discuss system and Center contribution to the system and make recommendations for improvements (Note: If a single partner site, check "Yes").	Y		✓
10. Cost Sharing			
Partners share in Center operating costs (Note: If a single partner site, check "Yes").	Y		✓

Attribute: The Career Center actively supports Business Service Strategy		Y/N	✓
11. Labor Market Information			
Staff are knowledgeable and focused on providing labor market information such as the state of the local and regional economy, labor market trends, and in-demand occupations.	Y		✓
12. Job Referrals			
Job Search Ready customers receive job referrals, both during staff-assisted services and virtually.	Y		✓
13. Skill Development/Training Opportunities			
The Career Center has skill development and training opportunities for customers at all skill and experience levels, including but not limited to: English as a Second Language (ESL); High School equivalency; integrated education and training; workforce preparation; work-based learning; and apprenticeship opportunities.	Y		✓

Attribute: The Career Center promotes and environment of Continuous Improvement		Y/N	✓
14. Business Feedback			
		Y/N	✓

customers seamlessly between entry and service delivery with as few hand-offs as possible.	Y	✓
8. Partner Programs Staff understand partner program services well enough to provide customers with, or provide referrals to, appropriate services.	Y	✓

*For information on ADA compliance visit:

<https://labor.ny.gov/equal-opportunity/americans-with-disabilities-act.shtml>

<https://www.access-board.gov/guidelines-and-standards>

A process is in place, and utilized, for collecting feedback from businesses regarding the delivery of business services.	Y	✓
15. Customer Feedback A process is in place, and utilized, for capturing and responding to customer feedback.	Y	✓
16. Performance Staff are trained on how to record data representing the services they have provided to individuals to support WIDA Primary Indicators of Performance.	Y	✓

Enhancement 1: Accessibility - Attributes and Standards

Physical Accessibility

Attribute: The physical location and facility provide a safe and functional customer experience		Y/N	Improvement Action
1. External Signage			
External signage clearly identifies the location as a NYS Career Center and American Job Center.		N	The Career Center currently has stickers for windows that identify the NYS Career Center location and American Job Center but we do not have external signs for the key entry points throughout the building. The NYS DOL has identified that they will be providing them.
2. Internal Signage			
Internal signage helps customers easily navigate the Career Center and is inviting and welcoming.		Y	The Career Center will add a question to customer satisfaction survey for 2 weeks, 2x per year to reassess internal signage. Feedback will be used to make modifications. In addition, the ppt for the TV display will be updated to portray a welcoming environment.
3. Appearance			
The Career Center is clean and has a professional appearance.		Y	The Career Center will add a question to customer satisfaction survey for 2 weeks, 2x per year to reassess clean and professional appearance. Feedback will be used to make modifications.
4. Physical Access to Services			
The Career Center is designed for customers' easy access to services, resources, and staff assistance; including adequate space for workshops, recruitments, partners, center staff and reception.		Y	Additional, no-cost, community space will be identified and documented along with instructions on how to reserve for scheduling conflicts.
5. Resource Room			
The Resource Room has an adequate number of workstations to meet customer demand, and equipment is in working order.		Y	As budgets allow we will update training lab equipment throughout the next three years. A review of DOL owned resource room equipment will occur as well with a recommendation to DOL to upgrade outdated equipment.
6. Adaptive Technology			
Adaptive technology is available in the Resource Room for customers with disabilities.		Y	Adaptive technology will be updated by end of July 2018.
7. Safety and Security			
The Career Center has adequate safety and security precautions in place.		Y	Center management will review safety procedures including evacuation plans, disruptive customers, active shooter skills, and when to call 911 with all existing staff every six months and will be part of a onboarding checklist for all new staff.
		6 out of 7	

Programmatic Accessibility

Attribute: The Career Center ensures meaningful access to services for all customers		Y/N	Improvement Action
8. Assistive Posters and Materials			
"Auxiliary Aids and Service Available" language is placed on all appropriate materials, and the Center prominently displays the following posters: "I Speak" for Limited English Proficient customers; Veteran Priority of Service; "WIOA Equal Opportunity is the Law"		Y	A review of all materials and posters will be conducted every 5 months to ensure that nothing has changed.
9. Staff Training for a Diverse Customer Base			
Attachment B - Career Center Certification Tool	3		Additional diversity training will be conducted with all staff by

<p>Training is available for staff regarding working with diverse populations of customers, including customers with disabilities and/or cultural differences, and all individuals with barriers to employment.</p>	<p>Y</p>	<p>December 2018.</p>
<p>10. Assistive Resources Center-based and virtual services and resources are available for individuals with disabilities.</p>	<p>Y</p>	<p>During a staff meeting, at least 1x per year, center management will remind and review with staff assistive resources available to customers. In addition, a review of assistive resources will be a component of the center new employee onboarding checklist.</p>
<p>11. Complaint Procedure Employment Services and W/OA Complaint system is in place and utilized. Appropriate staff are identified and trained on how to receive and process complaints.</p>	<p>Y</p>	<p>The state EEO staff will be conducting additional W/OA complaint training. The goal is to have this completed by December 2018.</p>
<p>Total</p>		<p>4 out of 4</p>
<p>Total</p>		<p>10 out of 11</p>

Enhancement 2: Effectiveness - Attributes and Standards

Center Effectiveness		
Attribute: The Career Center is welcoming and customer-centered		
	Y/N	Improvement Action
12. Greeting & Intake Customers are promptly greeted, asked the reason for today's visit, and directed to the appropriate staff member, resource, or service.	Y	Identify a person that can be trained and assigned to front desk to ensure consistency and improve front desk operations.
13. Customer Service Training Front line staff have been given the opportunity to, and have participated in, customer service training.	Y	Refresh customer service training will occur by June 2019.
		2 out of 2

Attribute: The Career Center provides integrated, customer-centered services via effective partnerships		
	Y/N	Improvement Action
14. Referrals Referrals are recorded and a process/procedure is in place for partners to follow through and to report progress on referrals made.	N	Service MOU partners have committed to creating a process to track and follow all referrals and will be working on the process/procedure in 2018.
15. Virtual Resources Staff provides information about JobZone and other virtual resources that are available both during and outside of regular business hours.	Y	Virtual resources will be reviewed and demonstrated during biweekly staff meetings.
16. Connection to the Community The Center connects to the community through community partnerships and community access points.	Y	The Center will create a baseline to measure community access points and seek to increase the number through June 2019.
17. Staff Meetings Career Center staff meetings are held with all staff (regardless of program) to build relationships, provide updates on center activities, and discuss strategies for improvement.	Y	Notes will begin to be taken and shared with staff absent from the biweekly staff meetings.
18. Primary Indicators of Performance		Further staff training will occur around WIOA performance measures

<p>Primary Indicators of Performance are discussed with all Career Center staff on a regular basis, in accordance with most current Performance TA.</p>	<p>and then again once we have standards for WIOA performance.</p>
<p>19. Capacity-Building Plan</p> <p>A capacity-building plan is in place to provide continuous staff training on serving customers effectively, including customers with barriers to employment.</p>	<p>A capacity building plan will be developed and our biweekly staff meetings will be the platform for information updates and training from partner and non-partner agencies. Connection with partners and community service providers will be enhanced with this personal approach.</p>
<p>4 out of 6</p>	

Workforce Effectiveness

Attribute: The Career Center actively supports Business Service strategy		Y/N	Improvement Action
20. In-Demand Occupations			
Career Center staff focus on in-demand jobs by actively promoting targeted sector opportunities and in-demand occupations to all customers.		Y	Center is developing a plan to further incorporate sector and in-demand opportunities into each customer touch point. In addition, additional emphasis will be placed on educating staff and customers on top tier companies in Tompkins County w/great opportunities for advancement, pay increases, great benefits, etc.
21. Business Services			
Business services are available (such as referral of qualified candidates, on-site recruitment, and skill verification), and hiring incentives are marketed.		N	The Career Center has relied on regional DOL staff to provide business services and this has not met business needs as regional staff do not have relationships necessary to work w/ area businesses. Effective June 1, 2018, a .50FTE Business Services Specialist is being created utilizing a variety of resources.
1 out of 2			

Attribute: The Career Center facilitates skill development and attainment of industry-recognized credentials		Y/N	Improvement Action
22. Supportive Services			
Supportive services are available to customers where appropriate, to facilitate participation in training services.		Y	Training of all onsite and offsite partner staff will occur to ensure that community and formal partners are aware of resources available for supportive services.
23. Skill Development			
Staff recognize the value of skill development and tailor services accordingly.		Y	Staff meetings will be utilized to remind staff of the value of skill development and how to write an effective tailored employment plan
24. Employment Outcomes			
Staff recognize the value of employment outcomes and tailor services as a result.		N	Staff meetings will be utilized to remind staff of the value of employment outcomes and how to ensure that all employment plans that focus on skill development need to have the end goal an employment outcome.
25. Industry-Recognized Credentials			
Center promotes easy access to education and training that leads to industry-recognized credentials.		N	Access to education and training is streamlined. Access to training that leads to industry-recognized credentials is a challenge with a lack of training opportunities in the community. Further work is being done to identify opportunities for virtual training as well as educating local training providers regarding the training needs.
2 out of 4			
9 out of 14			

Instructions

This tool is intended to be used during or after the on-site evaluation for Career Center Certification. It is comprised of four tabs (not including the Instructions tab) labeled as follows: Required, Enhancement 1, Enhancement 2, and Summary. Each tab can be accessed by clicking on the tab at the bottom of the window. The first three tabs must be completed by the evaluator as follows:

Required Tab

The Required tab contains 16 questions that assess whether the Career Center is meeting minimal standards for attributes deemed essential for certification. Each question will accept only a YES or NO value. Input an answer for each question by selecting either Y (YES) or N (NO) from the dropdown menu provided, or by manually typing Y or N into the field labeled "Y/N." Answers of Y will receive a green check mark ✓ and answers of N will receive a red ✗. In order to be certified, the Career Center Assessment must result in answers of Y to each of the 16 questions in this section. Use the "RESET ENTRIES" button to clear the entire tab of all answers that have been input.

Enhancement 1

The first Enhancement tab contains the attributes and standards for the Accessibility category. It consists of 11 questions, each of which will accept only a YES (Y) or NO (N) value. Input answers for each question by selecting either Y or N from the dropdown menu provided, or by manually typing Y or N into the field labeled "Y/N". The tab will automatically calculate the amount of questions answered Y at the bottom of each section. In addition, each question has a corresponding text box for an Improvement Action. Type in an Improvement Action into the text box for each question. For the Career Center to obtain certification, there must be an Improvement Action that corresponds to each question. Refer to the Technical Advisory for more information about Improvement Actions. Use the "RESET ENTRIES" button to clear the entire tab of any Y/N answers that have been input.

Enhancement 2

The second Enhancement tab contains the attributes and standards for the Effectiveness Category. It consists of 14 questions, each of which will accept only a YES or NO value. Input answers for each question by selecting either Y or N from the dropdown menu provided, or by manually typing Y or N into the field labeled "Y/N". The tab will automatically calculate the amount of questions answered Y at the bottom of each section. In addition, each question has a corresponding text box for an Improvement Action. Type in an Improvement Action into the text box for each question. For the Career Center to obtain certification, there must be an Improvement Action that corresponds to each question. Refer to the Technical Advisory for more information about Improvement Actions. Use the "RESET ENTRIES" button to clear the entire tab of any Y/N answers that have been input.

Summary

Type in the name of the Career Center being evaluated next to the box labeled "Career Center". The Summary tab does not require any additional data entry. It will automatically tabulate all of the answers input into the Required and Enhancement tabs, and display a total outcome for each of the two parts of the assessment. It will also display whether or not the Career Center is certified, based on the answers input into the three previous tabs. In addition, the tab will display an overview of how each question was answered.

Required - Attributes and Standards

Attribute: The physical location and facility provides a safe customer experience		Y/N	✓
1. ADA Compliance	The Career Center is ADA compliant.*		
2. Emergency Preparedness	Emergency evacuation procedures are in place and address the needs of individuals with disabilities.		

Attribute: The Career Center ensures meaningful access to services for all customers		Y/N	✓
3. Interpretive Services	Interpretive services are available in sign language and other languages for Limited English Proficiency (LEP) customers to receive staff assisted services within Career Center.		
4. Reasonable Accommodations	Staff are able to provide reasonable accommodations and can do so upon request.		
5. Registration Forms	Career Center Registration forms are available in the 16 identified languages per the NYS Office of Language Access.		

Attribute: The Career Center is welcoming and customer-centered		Y/N	✓
6. Customer Orientation	Customers who are new to the Career Center are provided an orientation/overview of available services, including partner services.		
7. Customer Flow	Customer flow procedures are in place that respond to customer need and move		

Attribute: The Career Center provides integrated, customer-centered services via effective partnerships		Y/N	✓
9. Staff Meetings	Partners meet at least once per year to discuss system and Center contribution to the system and make recommendations for improvements (Note: if a single partner site, check "Yes").		
10. Cost Sharing	Partners share in Center operating costs (Note: if a single partner site, check "Yes").		

Attribute: The Career Center actively supports Business Service Strategy		Y/N	✓
11. Labor Market Information	Staff are knowledgeable and focused on providing labor market information such as the state of the local and regional economy, labor market trends, and in-demand occupations.		
12. Job Referrals	Customers receive job referrals, both during staff-assisted services and virtually.		
13. Skill Development/Training Opportunities	The Career Center has skill development and training opportunities for customers at all skill and experience levels, including but not limited to: English as a Second Language (ESL); High School equivalency; integrated education and training; workforce preparation; work-based learning; and apprenticeship opportunities.		

Attribute: The Career Center promotes and environment of Continuous Improvement		Y/N	✓
14. Business Feedback			

customers seamlessly between entry and service delivery with as few hand-offs as possible.	
8. Partner Programs	
Staff understand partner program services well enough provide customers with referrals and a warm handoff to other appropriate agencies and/or services.	

*For information on ADA compliance visit:

<https://dol.ny.gov/access-individuals-disabilities>

<https://www.access-board.gov/guidelines-and-standards>

A process is in place, and utilized, for collecting feedback from businesses regarding the delivery of business services.	
15. Customer Feedback	
A process is in place, and utilized, for capturing and responding to customer feedback.	
16. Performance	
Staff are trained on how to record data representing the services they have provided to individuals to support the WIOA Primary Indicators of Performance.	

Enhancement 1: Accessibility - Attributes and Standards

Physical Accessibility		
Attribute: The physical location and facility provide a safe and functional customer experience		
	Y/N	Improvement Action
1. External Signage External signage clearly identifies the location as a NYS Career Center and American Job Center.		
2. Internal Signage Internal signage helps customers easily navigate the Career Center and is inviting and welcoming.		
3. Appearance The Career Center is clean and has a professional appearance.		
4. Physical Access to Services The Career Center is designed for customers' easy access to services, resources, and staff assistance; including adequate space for workshops, recruitments, partners, center staff and reception.		
5. Resource Room The Resource Room has an adequate number of workstations to meet customer demand, and equipment is in working order.		
6. Adaptive Technology Adaptive technology is available in the Resource Room for customers with disabilities.		
7. Safety and Security The Career Center has adequate safety and security precautions in place.		
		0 out of 7

Programmatic Accessibility		
Attribute: The Career Center ensures meaningful access to services for all customers		
	Y/N	Improvement Action
8. Assistive Posters and Materials Relevant accessibility, language access, and complaint posters and materials are made available to Career Center staff on a regular basis, in accordance with most current Required Posters TA.		
9. Staff Training for a Diverse Customer Base		

<p>Training is available for staff regarding working with diverse populations of customers, including customers with disabilities and/or cultural differences, and all individuals with barriers to employment.</p>	
<p>10. Assistive Resources</p> <p>Center-based and virtual services and resources are available for individuals with disabilities.</p>	
<p>11. Complaint Procedure</p> <p>Employment Services and WIOA Complaint system is in place and utilized. Appropriate staff are identified and trained on how to receive and process complaints.</p>	
	0 out of 4

Total 0 out of 11

Enhancement 2: Effectiveness - Attributes and Standards

Center Effectiveness

Attribute: The Career Center is welcoming and customer-centered		Y/N	Improvement Action
12. Greeting & Intake	Customers are promptly greeted; asked the reason for the day's visit; and directed to the appropriate staff member, resource, or service.		
13. Customer Service Training	Front line staff have been given the opportunity to, and have participated in, customer service training.		
0 out of 2			

Attribute: The Career Center provides integrated, customer-centered services via effective partnerships		Y/N	Improvement Action
14. Referrals	Customers are provided the opportunity to consent to their information being provided to another agency upon referral, and in accordance with the most up-to-date Release of Information TA/Form; referrals are recorded; and a process/procedure is in place for partners to follow through and to report progress on referrals made.		
15. Virtual Resources	Staff provides information about the Virtual Career Center and other virtual resources that are available both during and outside of regular business hours.		
16. Connection to the Community	The Center connects to the community through community partnerships and community access points.		
17. Staff Meetings	Career Center staff meetings are held with all staff (regardless of program) to build relationships, provide updates on Center activities, and discuss strategies for improvement.		
18. Primary Indicators of Performance			

<p>Primary Indicators of Performance are discussed with all Career Center staff on a regular basis, in accordance with most current Performance TA.</p>		
<p>19. Capacity-Building Plan A capacity-building plan is in place to provide continuous staff training on serving customers effectively, including customers with barriers to employment.</p>		
		0 out of 6

Workforce Effectiveness

Attribute: The Career Center actively supports Business Service strategy

	Y/N	Improvement Action
20. In-Demand Occupations Career Center staff focus on in-demand jobs by actively promoting targeted sector opportunities and in-demand occupations to all customers.		
21. Business Services Business services are available (such as referral of qualified candidates, on-site recruitment, and skill verification), and hiring incentives are marketed.		
0 out of 2		

Attribute: The Career Center facilitates skill development and attainment of industry-recognized credentials

	Y/N	Improvement Action
22. Supportive Services Supportive services are available to customers where appropriate, to facilitate participation in training services.		
23. Skill Development Staff recognize the value of skill development and tailor services accordingly.		
24. Employment Outcomes Staff recognize the value of employment outcomes and tailor services as a result.		
25. Industry-Recognized Credentials Center promotes easy access to education and training that leads to industry-recognized credentials.		
0 out of 4		

0 out of 14

Career Center	Not Certified	
Required	x	
Enhancement 1	0 /11	
Enhancement 2	0 /14	
Total	0 /25	

Required		
Question #	Y/N	✓
1		
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Enhancement 1	
Question #	Y/N
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Enhancement 2	
Question #	Y/N
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