

**Northwest Georgia One-Stop System
Full Service One-Stop Center
Level II Criteria Report**

One-Stop Site Location:
One-Stop Site Manager:
Person(s) Completing Form:
Contact Person if Additional Information is Needed:
Date Submitted:

Item	Yes	No
I. Leadership		
A. Clear Sense of Mission		
Explain how all employees in the full-service one-stop center are oriented to the one-stop mission.		
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Do all employees understand the mission?	___	___
B. Leadership		
1. Do the manager of the one-stop center and all partners have a copy of the Operators' Memorandum of Understanding and the Partners' Memorandum of Understanding with the WIB/CCEO?	___	___
2. Did you see a copy of the center's signed Resource Sharing Agreement (local) and the latest Resource Sharing Report.	___	___
C. Partnerships		
1. Identify the one-stop center's and or partners' linkages with additional community partners including communications, cross referral processes, and the expertise and services that they bring to the center.		
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D. Communications			
1. Do the one-stop partners hold regularly scheduled meetings? Indicate schedule for meetings.	_____	_____	_____
2. Indicate any other means communication occurs among partners and associates to ensure all interested parties remain informed of issues affecting one-stop activities.	_____ _____ _____		
3. Do the partners communicate plans to all employees including co-located staff and off-site staff?		_____	_____
II. Information and Analysis			
A. Management Information System (MIS)			
Is the MIS capable of producing customized reports for the local workforce development community?		_____	_____
If yes, list the type reports produced. If no, indicate when they anticipate being able to produce such reports.	_____ _____ _____		
B. Performance			
1. Indicate the comparative data utilized for the one-stop center.	_____ _____		
2. List the other organizations the center benchmarks against and the criteria utilized.	_____ _____		
3. Indicate the correlation and relationships between all performance measures (benchmarks).	_____ _____		
III. Strategic Planning			
A. Strategic Plan			
1. Does the center have a one-year operational plan?		_____	_____
2. If yes, does the plan include a system for planning day-to-day operations that furthers the stated goals and objectives?		_____	_____
3. If yes, do the partners regularly review performance against the plan?		_____	_____

	<p>4. If yes, do the partners have defined strategies that are used to achieve each goal and objective? If yes, list the strategies.</p> <p>_____</p> <p>_____</p>	_____	_____
	<p>5. Are the partners proactive in planning how meeting the goals and objectives will change the one-stop center's position in the marketplace over the next five years? If yes, explain how?</p> <p>_____</p> <p>_____</p> <p>_____</p>	_____	_____
	<p>6. If no, when do they expect to have a strategic plan. _____</p>	_____	_____
IV. Human Resource Utilization			
A. Staff Competencies			
	<p>1. Have competency levels been established in the center for all one-stop positions?</p>	_____	_____
	<p>2. List the one-stop positions.</p> <p>_____</p> <p>_____</p> <p>_____</p>		
B. Training			
	<p>1. Describe the training needs the manager has determined are needed by the center's one-stop employees and partnering agencies. Describe how the center will deliver just in time training to meet the training needs.</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>		
C. Rewards and Recognition			
	<p>1. Have published articles or sample notices been sent to media to recognize employee/site/system performance.</p>	_____	_____
	<p>2. List the name, address, e-mail, and telephone number of the person(s) who is responsible for submitting a bi-monthly newsletter article to WIA staff so as to recognize individuals and group accomplishments at the full-service one-stop site and partnering agencies.</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>		
	<p>3. Have articles been submitted bi-monthly?</p>	_____	_____

V. Process Management			
A. Operations			
1. Who are the center's internal and external customers and the important customer segments? _____ _____			
2. How has the center prioritized customer needs? _____ _____ _____			
3. Describe the one-stop center's product and services, how the center delivers them, and the needs that are being met. _____ _____ _____			
B. Functional Resource Center			
1. Is the center's resource area universally accessible?	_____	_____	
2. Does the resource area have Internet connectivity and video telecommunications capability?	_____	_____	
3. Describe the multiple media resources available in your resource area. Do you have materials explaining the services, locations, and contact information for all partnering and affiliated agencies? _____ _____ _____	_____	_____	
4. Describe the resource area's job search, self-improvement, life skills materials, and computer program applications. _____ _____ _____ _____ _____			
5. Does the resource area have up-to-date computers and office programs?	_____	_____	
If not, do they have plans to upgrade? _____ _____	_____	_____	

C. Services			
1. Describe the array of services and linkages which afford customer choice in selecting options that meet their employment and educational goals. _____ _____ _____ _____			
D. Design			
1. Describe the identified support processes that are based on the needs and requirements of customers. _____ _____ _____			
VI. Business Results			
A. Service Results			
1. Does the center have plans to achieve levels of performance that exceeds similar organizations?		_____	_____
2. List the organizations against which the one stop is benchmarking and the levels of performance that they plan to achieve. _____ _____ _____ _____ _____			
B. Market Position			
1. List the data the center has collected on customer expectations and goals. _____ _____ _____ _____ _____			
2. List the goals and objectives the center has developed to exceed customer expectations, including their perceptions. _____ _____ _____ _____ _____ _____ _____			

VII. Customer and Market Focus			
A. Internal and External Customers			
1. Describe the system the center has developed to continuously evaluate customer requirements and priorities. _____ _____ _____ _____			
2. Is the system proactive or reactive in responding to customer requirements? _____ _____ _____			
3. What are the center's service standards? _____ _____ _____ _____			
4. Does the center measure its performance against them?		_____	_____
VIII. Financial			
A. Budget			
1. Has the center identified costs for providing individual services?		_____	_____
2. If yes, list services and costs. _____ _____			

NOTES: