

**Northwest Georgia One-Stop System  
Full Service One-Stop Center  
Level I Monitoring Form**

<b>One-Stop Center Location:</b>
<b>One-Stop Center Manager:</b>
<b>Person(s) Completing Form:</b>
<b>Contact Person if Additional Information is Needed:</b>
<b>Date Completed:</b>

	Leadership Issues	Yes	No
1.	System has a written mission statement.	_____	_____
2.	System has established By-Laws.	_____	_____
	The By-Laws include:		
	a. Membership in and governance of the one-stop delivery system;	_____	_____
	b. Lead entity with signatory authority.	_____	_____
	c. Voting rights and requirements for a quorum;	_____	_____
	d. Procedures for selection and removal for cause of partners and associates.	_____	_____
3.	System has identified inclusion of, or linkages with, required WIA partners either through co-location or electronically.	_____	_____
4.	Senior staff are involved in planning.	_____	_____
	Comments:		
Information and Analysis			
5.	System has a strategy for meeting state and local MIS needs (management and reporting needs).	_____	_____
6.	System selects, manages, reviews, and uses quality, accurate data and information to support key organizational processes.	_____	_____
	a. System analyzes organizational performance against clearly defined standards.	_____	_____

	Comments:		
	<b>Strategic Planning</b>		
7.	System has written goals and objectives that are concrete and measurable and in accord with the WIB/CCEO Strategic Plan.	_____	_____
	Comments:		
	<b>Human Resource Utilization</b>		
8.	System has assessed and identified positions necessary to staff one-stop sites.	_____	_____
9.	System has determined training needs for employees.	_____	_____
10.	System identifies individuals and groups via newsletter.	_____	_____
	Comments:		
	<b>Process Management</b>		
11.	System has identified nature and function of each one-stop site.	_____	_____
12.	Each one-stop site has a resource area that includes:		
	a. Internet connectivity and video telecommunications capability;	_____	_____
	b. Multiple media resources explaining services and locations of all partnering and affiliated agencies and how they can be contacted;	_____	_____
	c. Job search _____, self-improvement _____, life skills materials _____, and computer program applications _____ in multiple media (check if have);	_____	_____
	d. Up-to-date computers and office programs;	_____	_____
	e. Posting of all available services.	_____	_____
13.	System provides core services for all customers and provides, either on site or through referral, intensive and training services.	_____	_____
14.	System provides an array of services for the employer community.	_____	_____

15.	System has a variety of employees / departments / agencies involved in the design process.	_____	_____
	Comments:		
<b>Business Results</b>			
16.	System gathers data for all major aspects of service quality and customer satisfaction.	_____	_____
17.	System has performance data available on similar organizations and has benchmarks to measure against the data.	_____	_____
	Comments:		
<b>Customer and Market Focus</b>			
18.	System has a clear understanding of who its customers are and their service needs:		
	a. System has procedures for complaint management;	_____	_____
	b. System has procedures to identify potential customers and their needs;	_____	_____
	c. System has procedures to ensure trained, knowledgeable staff are assigned to work with customers.	_____	_____
	Comments:		
<b>Financial</b>			
19.	System has an annual budget including contributions of major, required partners.	_____	_____
	a. Budget items are necessary and essential for providing services;	_____	_____
	b. Budget is reasonable compared to benefit received.	_____	_____
	Comments:		

	<b>Notes</b>		