

Full Service One-Stop Application Review Instrument

Name & Location of Site:	
Date:	Site personnel consulted (if any):
Reviewer:	

I. Leadership

A. Clear Sense of Mission

1. Applicants have a written Mission Statement?

B. Leadership

1. Applicants have established By-Laws?
By-Laws Include:
 - a. Membership in and governance of the one-stop site?
 - 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?

C. Partnerships

1. Applicants have identified inclusion of, or linkages with, required WIA partners either through co-location or electronically?

D. Communications

1. Partner senior staff are involved in the planning?

II. Information and Analysis

A. Management Information System (MIS)

1. Applicants have a strategy for meeting state and local MIS needs (management and reporting needs)?

B. Performance

1. Applicants select, manage, review, and use quality, accurate data and information to support key organizational processes?

- a. Applicants analyze organizational performance against clearly defined standards?

III. Strategic Planning

A. Strategic Plan

1. Applicants have written goals and objectives that are concrete and measurable?

IV. Human Resource Utilization

A. Staff Competencies

1. Applicants have assessed and identified positions necessary to staff the one-stop site?

B. Training

1. Applicants have determined training needs for employees?

C. Rewards and Recognition

1. Applicants have developed a system to recognize individual and group accomplishments?
2. Applicants have assigned a staff member to be responsible for submitting newsletter articles?

V. Process Management

A. Operations

1. Applicants have identified the nature and function of the one-stop site and the partners?

B. Functional Resource Center

1. The one-stop site has a resource area? The resource area(s) include:
 - 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?
 - d. Up-to-date computers and office programs?

C. Services

1. The one-stop site/system provides:

- a. Core, intensive, and training services for adults and dislocated workers?
- b. An array of services for the employer community?

D. Design

- 1. A variety of employees/departments/agencies are involved in the one-stop site design process?

VI. Business Results

A. Service Results

- 1. Applicants gather data for all major aspects of service quality and customer satisfaction?

B. Market Position

- 1. Applicants have performance data available on similar organizations and have benchmarks to measure against the data?

VII. Customer and Market Focus

A. Internal and External Customers

- 1. Applicants have a clear understanding of who their customers are and their service needs?
 - a. Applicants have procedures for complaint management?
 - b. Applicants have procedures to identify potential customers and their needs?
 - c. Applicants have procedures to ensure trained, knowledgeable staff are assigned to work with customers?

VIII. Financial

A. Budget

- 1. Applicants have an annual budget?
 - a. Budget items are necessary and essential for providing services?
 - b. Budget is reasonable compared to benefit received?
- 2. The applicants have a signed resource sharing agreement detailing contributions and planned services of partners? Partners' contributions are equitable to benefit received?