

# Northwest Georgia Workforce Investment Board

## One-Stop Delivery System

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## I. Introduction

In accordance with the Workforce Investment Act (WIA) SEC. 121 *Establishment of One-Stop Delivery Systems*, the Northwest Georgia Workforce Investment Board (WIB) consistent with the State plan and with the agreement of the chief elected official shall:

- A. Develop and enter into a memorandum of understanding (MOU) with one-stop partners,
- B. Designate or certify one-stop operators, and
- C. Conduct oversight with respect to the one-stop delivery system.

This document provides information about the Northwest Georgia one-stop delivery system and one-stop sites.

A copy of the Workforce Investment Act and the regulations referenced in this document are available for review at the U.S. Department of Labor Employment and Training Administration web site at [www.doleta.gov](http://www.doleta.gov). A copy of the Georgia Plan is available at [www.dol.state.ga.us](http://www.dol.state.ga.us). A copy of the Northwest Georgia Plan is located at [www.careerdepot.org](http://www.careerdepot.org).

## II. One-Stop Partners

- A. As noted above, the WIB, with the concurrence of the Chief Elected Official (CEO), must develop and enter into an MOU with one-stop partners. WIA also requires that the WIB identify its inclusion of, or linkages with, required WIA partners either through co-location or electronically. Additional required partners and programs may be identified by the State and/or the Northwest Georgia WIB. The WIA required partners are:
  - 1. Programs authorized under Title I of the Workforce Investment Act; [Coosa Valley RDC, Job Corps]
  - 2. Programs authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.); [Department of Labor]
  - 3. Adult education and literacy activities authorized under Title II of the Workforce Investment Act; [Department of Technical and Adult Education]
  - 4. Programs authorized under Title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.); [DHR - Division of Rehabilitation Services]
  - 5. Programs authorized under section 403(a)(5) of the Social Security Act (42 U.S.C. 603(a)(5)) (as added by section 5001 of the Balanced Budget Act of 1977); [Coosa Valley RDC - Welfare to Work]
  - 6. Activities authorized under Title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.); [DHR Office of Aging; Coosa Valley RDC Area Agency on Aging]
  - 7. Postsecondary vocational education activities authorized under the Carl D. Perkins Vocational and Applied Technology Education Act (20 U.S.C. 2301 et seq.); [Department of Technical and Adult Education]

8. Activities authorized under chapter 2 of Title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.); [Department of Labor]
9. Activities authorized under chapter 41 of Title 38, United States Code; [Department of Labor - Veterans]
10. Employment and Training Activities carried out under the Community Services Block Grant Act (42 U.S.C. 9901 et seq.); [DHR - Community Services, Community Action Agencies]
11. Employment and training activities carried out by the Department of Housing and Urban Development; and [Housing and Urban Development]
12. Programs authorized under State unemployment compensation laws (in accordance with applicable Federal law). [Department of Labor].

The Northwest Georgia WIB and Coosa Valley/North Georgia Council of Chief Elected Officials (CCEO) have designated Family and Children Services (DFCS) a required partner.

- B. While not mandatory, the Northwest Georgia WIB encourages and promotes the inclusion of additional community partners in its one-stop sites.

### **III. One-Stop Delivery System Operator**

- A. The Northwest Georgia WIB, in accordance with WIA, section 121 (d), selected the Region One Northwest Workforce Consortium (Operator) as operator for the one-stop delivery system and one-stop sites in its fifteen-county region. The Operator was selected “In accordance with an agreement reached between the local board and a consortium of entities that, at a minimum, includes 3 or more of the One-Stop required partners described.” The Operator includes the Georgia Department of Labor (DOL), Family and Children Services (DFCS) , Rehabilitation Services (DRS) , Department of Technical and Adult Education (DTAE), University System of Georgia (Regents), and Coosa Valley Regional Development Center (CVRDC) all of whom have signed an MOU with the WIB and CCEO.
- B. Operator Requirements
  1. The Operator’s MOU includes, at a minimum, provisions describing:
    - a. The services to be provided through the one-stop delivery system and, if applicable, the one-stop site(s);
    - b. How the costs of such services and the operating costs of the system will be funded (including partners monetary and/or in-kind contributions) and the system/process for determining equitable contribution;
    - c. Methods for referral of individuals between the one-stop operator(s) and the one-stop partners for the appropriate services and activities;
    - d. The duration of the memorandum and the procedures for amending it during its term; and

- e. Such other provisions, consistent with the requirements of Title I of WIA, as the parties to the MOU determine to be appropriate.
2. The Operator's by-laws describe at a minimum:
    - a. Memberships in and governance of the one-stop delivery system including a lead entity with signatory authority;
    - b. Voting rights and requirements for a quorum; and
    - c. Procedures for selection and removal for cause of partners and associates.
  3. The Operators have demonstrated capability to assume fiscal responsibility, to set direction, and to manage overall operations including staff oversight, customer services, performance, coordination, collaboration, and continuous improvement.
  4. The one-stop delivery system will utilize the Malcolm Baldrige Criteria for Continuous Improvement.

#### IV. Designating One-Stop Sites

A. The Northwest Georgia WIB approved the one-stop sites listed in the Region One Northwest Workforce Consortium MOU. Comprehensive one-stop sites are located at BlueRidge, Cartersville, Cedartown, Dalton, LaFayette, Northwest Georgia, and Rome Career Centers and West Central Technical College in Waco. A Youth One-Stop Affiliated Center has been established at Northwestern Technical College. The WIB continues to accept applications to become full-service one-stop sites with no more than three new sites being approved annually.

1. **Full-service sites:** Full-service one-stop sites will satisfactorily meet, as determined by the WIB and CCEO, the Level I chartering criteria. The hosting entity will have signed an MOU to participate in the one-stop delivery system. All required partners, if located within the region, will be physically located at or accessible through the one-stop site. The required participating partners will sign a Resource Sharing Agreement that indicates how the operating costs of the center will be funded, including partners' monetary and/or in-kind contributions, and the system/process for determining equitable contribution. A Resource Sharing Report will be prepared quarterly for review by the partners, Operators, and WIB/CCEO. The area/region the site serves will be clearly defined.

Entities desiring to become full-service sites must submit an application form which is based on the One-Stop System Level I Criteria. The application form will be reviewed and approved by the Consortium and the WIB One-Stop Committee prior to submission to the WIB and CCEOs for approval. Because the inclusion of all elements may be outside the authority or responsibility of the entity to accomplish, designation as a full-service one-stop may be provisional based upon satisfactory progress working toward required criteria.

Full-service One-Stop Sites will be monitored annually by WIA staff. The results will be reported to the Consortia, One-Stop Committee, WIB and Chief Elected Officials.

2. **Affiliated Sites.** The hosting entity will have signed an MOU with the WIB and the Operator to participate in the region's one-stop delivery system, will be an active partner in the system, and will have representation on the WIB. The area/region served by the site will be clearly defined.
3. **Specialized Sites.** The hosting entity will have signed an MOU with the WIB and the Operator to participate in the region's one-stop delivery system, will be an active partner in the system, and will have representation on the WIB. The area/region served by the site will be clearly defined. To be designated specialized, the site must address the needs of distinct populations and, as such, will not be expected to provide universal service.

## V. Oversight of the One-Stop System

- A. The Consortia's performance in operating the one-stop system will be periodically monitored and evaluated by the WIB. If the Consortia does not earn renewal designation or fails to perform satisfactorily during a designation period, the WIB/CCEO may terminate the operator and take appropriate action to select an alternate operating entity. Only members of the WIB/CCEO without a "conflict of interest" (i.e., neither they nor their immediate family members are partners or associates in the one-stop delivery system or one-stop sites) may vote on selecting or terminating an operator. The Operators will annually submit a report to the One-Stop committee for approval prior to submission to the WIB/CCEO.
- B. To retain designation as a one-stop site within the one-stop system, entities must actively participate in the one-stop system including demonstrating continuous improvement to the satisfaction of the Operator, One-Stop Committee, WIB and CCEO. Evaluation of the one-stop sites and one-stop system will be part of the process of evaluating the Operator.

## VI. Services

The one-stop system will provide for an array of services and linkages which afford customers a choice in selecting options that will meet their employment and educational goals. One-Stop Centers are a point through which any adult or youth can obtain information to assist them in accessing career development opportunities through a variety of means. The means available to them include electronic access, printed materials, video, group and one-on-one assistance.

The system will also provide an array of services and linkages which afford business customer choice in selecting options to meet their company's goals.

In the Northwest Georgia full-service or associated one-stop centers, core services will be available to any individual without inquiry into characteristics that may determine his or her need or eligibility for program funded services. Specialized centers target eligible clients and have neither the facilities nor staff to provide universal service. However, they are part of the one-stop system and will make referrals to one-stop centers and/or other appropriate services.

- A. The one-stop system will provide for **Core Services** as detailed in the WIA [Title I, Section 134 (d) (2)], which is available to adults and/or dislocated workers through the one-stop delivery system and includes:
1. Determination of whether the individuals are eligible to receive assistance under the subtitle;
  2. Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the one-stop delivery system;
  3. Initial assessment of skill levels, aptitudes, abilities, and supportive services needs;
  4. Job search and placement assistance, and where appropriate, career counseling;
  5. Provision of employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including:
    - a. Job vacancy listings in such labor market areas;
    - b. Information on job skills necessary to obtain the jobs described in clause "a" above; and
    - c. Information relating to local occupations in demand and the earnings and skill requirements for such occupations.
  6. Provision of performance information and program cost information on eligible providers of training services as described in section 122 of the Act, provided by program, and eligible providers of youth activities described in section 123, providers of adult education described in title II, providers of postsecondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Education Act (20 U.S.C. 2301 et seq.), and providers of vocational rehabilitation program activities described in title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.);
  7. Provision of information regarding how the local area is performing on the local performance measures and any additional performance information with respect to the one-stop delivery system in the local area;
  8. Provision of accurate information relating to the availability of supportive services, including child care and transportation, available in the local area, and referral to such services, as appropriate;
  9. Provision of information regarding filing claims for unemployment compensation;

10. Assistance in establishing eligibility for:
  - a. Welfare-to-work activities authorized under section 403(a)(5) of the Social Security Act (as added by section 5001 of the Balanced Budget Act of 1997) available in the local area; and
  - b. Programs of financial aid assistance for training and education programs that are not funded under this Act and are available in the local area; and
11. Follow-up services, including counseling regarding the workplace, for participants in workforce investment activities authorized under this subtitle who are placed in unsubsidized employment, for not less than 12 months after the first day of employment, as appropriate.

B. The one-stop system will provide for **Intensive Services** to adults and dislocated workers who are underemployed and are unable to obtain employment through core services and who have been determined by a one-stop operator to be in need of more intensive services in order to obtain employment or who are employed but who are determined by a one-stop operator to be in need of such intensive services in order to obtain or retain employment that allows for self-sufficiency as defined by the local Workforce Investment Board.

1. Intensive services may be provided directly through one-stop operators identified by the local Workforce Investment Board (WIB) or through contracts with service providers, which may include contracts with public, private for-profit, and private nonprofit service providers, approved by the local WIB. Intensive services may also be provided by community service providers not contracting with the WIB, if appropriate services are available.
2. Intensive services may include, but are not limited to:
  - a. Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include:
    - i. diagnostic testing and use of other assessment tools; and
    - ii. in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
  - b. Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals;
  - c. Group counseling;
  - d. Individual counseling and career planning;
  - e. Case management for participants seeking training services under (d) above; and
  - f. Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.

- C. The one-stop system will provide for eligibility for and referral to **Training Services** including, at a minimum, the services identified in the Act or has clearly indicated why the services will or cannot be provided. Services shall be provided for adults under paragraph (2)(A) or (3), as appropriate of section 133(b) of WIA and funds allocated to a local area for dislocated workers under section 133(b)(2)(B), respectively:
1. Who have met the eligibility requirements for intensive services under “C” above and who are unable to obtain or retain employment through such services;
  2. Who after an interview, evaluation, or assessment, and case management, have been determined by a one-stop operator or one-stop partner, as appropriate, to be in need of training services and to have the skills and qualifications to successfully participate in the selected program of training services;
  3. Who select programs of training services that are directly linked to the employment opportunities in the local area involved or in another area in which the adults or dislocated workers receiving such services are willing to relocate;
  4. Who meet the requirements of “C” above which includes [except as provided in clause (2) above] provision of such training services shall be limited to individuals who:
    - a. are unable to obtain other grant assistance for such services, including Federal Pell Grants established under title IV of the Higher Education Act of 1965 (20 U.S.C. 1070 et seq.); or
    - b. require assistance beyond the assistance made available under other grant assistance programs, including Federal Pell Grants.
  5. Who are determined to be eligible in accordance with the priority system, if any, in effect under subparagraph (E) of the Act which states that “In the event that funds allocated to a local area for adult employment and training activities under paragraph (2)(A) or (3) of section 133(b) are limited, priority shall be given to recipients of public assistance and other low-income individuals for intensive services and training services.” The local Board and Governor shall direct the one-stop operators in the local area with regard to making determinations related to such priority.
  6. The training services to which eligible individuals may be referred are determined by the local WIB and may include:
    - a. Occupational skills training, including training for nontraditional employment;
    - b. On-the-job training;
    - c. Programs that combine workplace training with related instruction, which may include cooperative education programs;
    - d. Training programs operated by the private sector;
    - e. Skill upgrading and retraining;
    - f. Entrepreneurial training;
    - g. Job readiness training;
    - h. Adult education and literacy activities provided in combination

- i. with services described in any of clauses a through h; and  
Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

**D. Youth Services**

1. One-stop center staff will be trained to make referrals for those youth who need assistance beyond core self-services. Should it appear to staff that a youth would benefit by intensive or training services, the youth will be provided information about services available and referred to appropriate partner staff and/or programs for services.
2. WIA funded youth services will include:
  - a. Specialized youth programs which are available for both in-school and out-of-school youth.
  - b. The ITA system will be available throughout the 15-county region and beyond. Youth ages 18 - 21 are eligible for the region's ITA system. Youth desiring training through the ITA system will be referred to the WIA funded staff serving the desired/requested school. A youth uncertain of the school or program he or she wishes to attend, should be referred to the closest WIA funded staff serving the ITA system. The WIA funded staff will provide assessment and evaluation to assist the youth to determine the appropriate program and school that will help him or her achieve a long-term career goal leading to self-sufficiency.
  - c. Due to limited funding, WIA can fund a relatively small number of summer jobs. However, the Georgia Department will be proactive in recruiting youth and employers for summer employment opportunities. Youth in need of a work permit will be referred to the local county superintendent's office.
  - d. WIA will provide electronic core services for youth through the CareerDepot.org and YouthSuccessAcademy.org web sites. Career Depot will be targeted toward older youth and adults; Youth Success Academy will be targeted towards younger youth. The web sites will provide employment, education and training, and community resources information.
  - e. WIA will provide information about youth opportunities through the Youth Council, Workforce Investment Board, Chief Elected Officials, staff involvement with youth oriented committees and organizations, and the Career Depot newsletter. The newsletter will be mailed to a wide variety of organizations throughout the Northwest Georgia region. It will also be available through the Career Depot web site.
3. A specialized youth one-stop center was approved by the WIB/CCEO in 2004.

- E. The one-stop system will provide services and/or information for the **Business** community which include, but are not limited to, the following.

1. Labor market information;
2. Recruitment, testing, screening and referral of qualified applicants for employers' current and anticipated job openings;
3. Posting of job orders;
4. Skill and aptitude testing for current employees;
  
5. Referrals to education and training services for new and incumbent workers;
6. Follow-up and retention services for employees after training, if appropriate;
7. Hiring and retaining non-traditional employees;
8. Supervisory training in mentoring and coaching skills;
9. Regional information on availability of employees and skill levels;
10. Information about entrepreneurial resources and training;
11. Information about Quick Start, on-the-job training, customized training, and other training programs available to businesses;
12. Business related seminars;
13. Assistance to employers who are expanding, downsizing or restructuring;
14. Dislocated worker assistance;
15. Assistance with federal and state employment laws;
16. Information about Unemployment Insurance, tax credit, federal bonding and other employer assistance programs that are available;
17. Economic development information and assistance; and
18. Access to a business center which includes office space with internet access, video telecommunications capabilities, computers, printers, fax, telephone, copier and other standard business machines as well as private interview space.

F. The one-stop system will be **customer focused** in that it's one-stop delivery system is designed so that:

1. Referrals are accurate the first time, and the system is designed to reduce the number of referrals;
2. The number of data collection points for customer is streamlined;
3. The amounts of duplicative information customers must provide is reduced;
4. A continuous staff training and cross-training plan is in place to ensure staff will be knowledgeable, professional, and customer satisfaction oriented;
5. One-stop sites' facilities and surroundings are clean and present a professional image;
6. Customer materials are well-designed, clearly written, and professional in appearance;
7. A system is in place to assure candidates who meet minimum qualification requirements are referred to employers;
8. A system is in place to reduce duplicative and multiple agency job development visits to employers;
9. Video teleconferencing access is provided at multiple area locations for

the use of job seekers, employers and other customers referred to other partners and associates for service;

10. Economic development agencies and Chambers of Commerce are provided information about the services available through the one-stop system and are assisted, when requested, in their efforts;
11. Information is provided to the Workforce Investment Boards' designated entity in a timely manner so as to maintain up-to-date services information on the regional and state one-stop system web sites, marketing materials, etc.
- 12.. The one-stop delivery system will have listed and described the products and services, included fee-based services, which are offered, described the customer for whom it will be offered, and identified the need it will meet.

## **Attachment A**

### **Sample Resource Sharing Agreement**

# Northwest Georgia Comprehensive One-Stops Resource Sharing Agreement

\_\_\_\_\_ *Career Center*

## I. OVERVIEW

The Resource Sharing Agreement provides the framework for key local partner commitment regarding the allocation and sharing of operational costs and resources for the Northwest Georgia Comprehensive One-Stop System.

The Region One Northwest Workforce Consortium has been designated by the Northwest Georgia Workforce Investment Board (WIB) and Coosa Valley/North Georgia Council of Chief Elected Officials (CCEO) as the operator for the region's one-stop system and one-stop centers and will be the entity responsible for ensuring that the duties specified in this agreement are carried out.

The hosting entity manager is designated to perform the duties of the one-stop center manager as specified in this agreement.

## II. DURATION

This agreement becomes effective \_\_\_\_\_ irrespective of signature dates and remains in effect until terminated by the repeal of the Workforce Investment Act of 1998 (WIA), or in accordance with this section.

Reference to funds identified in support of this Resource Sharing Agreement is contingent upon receipt of those funds by the partners. Any partner may withdraw from this agreement in the event that funding is either eliminated or reduced such that the partner can no longer continue its participation in this agreement. Such withdrawal shall be effective upon written notification to the local center manager of the lack of funding, or upon the vacating of the premises by the partner, whichever is later.

Any partner may withdraw from this agreement at any time by giving written notice of their withdrawal to the local center manager at least 30 calendar days prior to the effective date of withdrawal. Upon the withdrawal of any partner, any continuing costs associated with this agreement shall be reallocated by the center manager among the remaining partners, and Attachment B of this agreement shall be modified in writing accordingly.

Should any party to the agreement withdraw, the agreement remains in effect with respect to the remaining parties.

## III. AGREEMENT MODIFICATION

The partners recognize that modifications will be necessary during the life of the agreement. Any modifications to this agreement must be in writing and approved by the Consortium. Quarterly modifications to Attachment B (Shared System Services and Benefit to Partners Worksheet) need to be approved by the Consortium only if they are material. However, a copy of all modifications to Attachment B will be provided to the Consortium for their information or approval, as appropriate. If

additional comprehensive one-stops become part of the system, Attachments A and B will be completed by the local partners and when/if approved by the Consortium become part of this agreement. If any provision of the agreement is held invalid, the remainder of the agreement shall not be affected.

#### **IV. RESOURCE SHARING AGREEMENT MANAGEMENT**

All local core partners, and other partners approved by the Consortium, will participate in the integrated management of the comprehensive one-stop center(s). This management team will be led by the designated one-stop center manager.

The one-stop center manager(s) will be responsible for informing the Consortium, or its designee, of changes in partners, services, hours of operation, resource sharing modifications, etc.

#### **V. PERFORMANCE / ACCOUNTABILITY**

Each partner agency is responsible for ensuring that its legislated programs, services, and activities are provided in accordance with its goals, objectives, and performance measures. Each partner agrees to work to support the achievement of the one-stop center and system's performance measures, goals, and objectives which includes applicable Workforce Investment Act (WIA) measures and those additional measures established by the Consortium and/or the local one-stop center's management team.

#### **VI. MONITORING**

The Consortium, the WIB/CCEO and/or their designated staff, and officials from the State/Federal entities have the right to monitor one-stop system and one-stop center activities to ensure that performance goals are being met; that appropriate procedures, controls, and records are maintained; and that any Memorandum(s) of Understanding (MOU) and Agreement(s) terms and conditions are being fulfilled.

The local center's performance and operations will be reviewed by the center's management team at least quarterly. The center manager will provide the Consortium with the results of the review. As appropriate, the review should address local performance and operations. The review should also be utilized to identify problems and make suggestions for improving the one-stop center and/or one-stop system. The Consortium will provide a summary of the review to the WIB/CCEO.

#### **VII. REFERRAL/CONFIDENTIALITY ARRANGEMENTS**

Referral arrangements will be in accordance with Attachment B of the MOU developed by and between the Consortium. Client information will be shared with other system partners, subject to the confidentiality references contained in that agreement.

Each party to this agreement shall use any private and confidential information provided or owned by other agencies and organizations solely for the purpose for which the information was disclosed. No party shall disclose or misuse any private or confidential information under this agreement unless the disclosure is authorized by law. The misuse or unauthorized release of private and confidential information shall subject the party, its employees, or agents to civil penalties and other applicable sanctions under state and federal law.

## **VIII. INDEMNIFICATION**

The parties recognize that the partnership consists of various levels of government, non-for-profit, and for-profit entities. Each party to this agreement shall be responsible for injury to persons or damage to property resulting from negligence on the part of itself, its employees, its agents, or its officers. No partner assumes any responsibility for any other party, state or non-state, for the consequences of any act or omission of any third party. The parties acknowledge that the WIB/CCEO and Consortium have no responsibility and/or liability for any actions of the one-stop centers and system employees, agents, and/or assignees. Likewise, the parties have no responsibility and/or liability for any actions of the WIB/CCEO or Consortium.

## **IX. ASSURANCES**

- A. This agreement will be interpreted under Georgia State Law or Federal Law as applicable.
- B. Each partner warrants that it will comply with all Federal, State and/or local laws and regulations that apply to this agreement.
- C. It is understood and agreed by the partners that employees receiving compensation for work performed under this agreement are employees of the partner agency that compensates, supervises, and provides benefits and other support for that employee.
- D. Functions or separateness mandated by state statute or public law will not be violated or abridged in the pursuit of co-location of center partners.
- E. Areas designated as common areas within the partnership facilities may be used by all partners. These areas will be maintained by the building owner or leaseholder in good condition and in compliance with the applicable provisions of the Americans with Disabilities Act, and the regulations issued thereunder.
- F. Local one-stop center partners will participate in developing a coordinated planning process. This process will assist the partners in identifying the needs of the local workforce and the business community and help set priorities for services based on those needs.
- G. Local one-stop center partners will participate in the development of the center's procedures, policies, business plan and/or operational agreement as applicable.
- H. Local one-stop center partners will participate in establishing processes for center/system client flow, assessment/case management, job development, referrals, placements, staff capacity building, space requirements, standards of operations, and resolution of disputes with other system partners in accordance with the Consortium MOU.
- I. Local one-stop center partners will participate in a process of center program review and continuous improvement to offer the best possible services and identify opportunities for further integration and coordination of services where appropriate.

- J. Partners will survey system customers to obtain feedback on customer satisfaction in order to assure that services are responsive to the needs of the local community.
- K. Self-service, electronic access, and personal service delivery choices will be part of the available one-stop center services.
- L. All partners agree to the participation of staff in one-stop center and/or system training based on time and staffing requirements.
- M. If applicable, the partners will utilize any common logo/names adopted by the Georgia WIB, the Northwest Georgia WIB/CCEO, and/or Consortium for press releases, brochures, printed material, reports, newsletters, etc. related to services under this agreement.

**X. ATTACHMENTS**

- A. Participating Partner Signatures
- B. Shared System Services and Benefit to Partners Worksheet



## **Attachment B**

### **Chartering Criteria Levels I, II, and III**

## Northwest Georgia Chartering Criteria

Criteria	Measures		
	Level I	Level II	Level III
<b>I. Leadership</b>			
<p>1) Clear Sense of Mission</p> <p>2) Leadership</p> <p>3) Partnerships</p> <p>4) Communications</p>	<p>1) Written mission statement</p> <p>2) Established By-laws</p> <ul style="list-style-type: none"> <li>• Membership in and governance of the one-stop delivery system</li> <li>• Lead entity with signatory authority</li> <li>• Voting rights and requirements for a quorum</li> <li>• Procedures for selection and removal for cause of partners and associates</li> </ul> <p>3) Identified inclusion of, or linkages with, required WIA partners either through co-location or electronically</p> <p>4) Senior staff involved in planning</p>	<p>1) Employees know and understand mission</p> <p>2) Signed Memorandum of Understanding includes</p> <ul style="list-style-type: none"> <li>• Services to be provided</li> <li>• How costs will be funded</li> <li>• Methods for referral of customers</li> <li>• Duration of MOU &amp; procedures for amending it</li> </ul> <p>3) Identified linkages with additional community partners including communications, cross referral processes, and the expertise and services that the partners bring to the consortium</p> <p>4) Regularly scheduled meetings and communication occur among partners and associates and partners communicate plans to all employees</p>	<p>1) Community understands the mission</p> <p>2) Demonstrated capability to assume fiscal responsibility, set direction, manage overall operations including staff oversight, customer services, performance, coordination, collaboration, and continuous improvement</p> <p>3) Identified linkages with community associates including communications, cross referral processes, and the expertise and services that the associates bring to the consortium</p> <p>4) Demonstrated commitment to improve service quality, promote performance excellence, emphasis on civic responsibility and citizenship</p>
<b>II. Information and Analysis</b>			
<p>1) Management Information System (MIS)</p> <p>2) Performance</p>	<p>1) Strategy for meeting state and local MIS needs (management and reporting needs)</p> <p>2) Select, manage, review, and use quality, accurate data and information to support key organizational processes</p> <ul style="list-style-type: none"> <li>• Analyze organizational performance against clearly defined standards</li> </ul>	<p>1) MIS is capable of producing customized reports for the local workforce development community</p> <p>2) Utilize comparative data for the one-stop system</p> <ul style="list-style-type: none"> <li>• Specific criteria to select processes to benchmark</li> <li>• Specific criteria to decide types of data to be collected and other organizations to benchmark against</li> <li>• Understand the correlation and relationships between all performance measures</li> </ul>	<p>1) All partners have access to and utilize a common information system</p> <p>2) Organizational performance management system</p> <ul style="list-style-type: none"> <li>• Use benchmarking to set stretch goals and to drive process improvement</li> <li>• Continually evaluate and improve processes to collect competitive and benchmark data</li> <li>• Review service quality and customer satisfaction data as often as financial data</li> </ul>

<b>III. Strategic Planning</b>			
1) Strategic Plan	1) Written goals and objectives that are concrete and measurable <b>and in accord with the WIB/CCEO Strategic Plan</b>	1) One-year operational plan developed that includes a system for planning day-to-day operations <b>and that</b> furthers the stated goals and objectives <ul style="list-style-type: none"> <li>• Regularly review performance against the plans</li> <li>• Defined strategies used to achieve each goal and objective</li> <li>• Proactive in planning how to meeting goals and objectives will change it's position in the marketplace over the next five years</li> </ul>	1) Three-year strategic plan developed and decisions are made based on the strategic plan <ul style="list-style-type: none"> <li>• All partners and organizational levels included in the development of the annual and strategic plans</li> <li>• Internal and external customer input and customer satisfaction indices included in the development of the annual and strategic plans</li> <li>• Annual and strategic plans provided and explained to all employees</li> <li>• Annual and strategic plans utilized in management of the organization</li> </ul>
<b>IV. Human Resource Utilization</b>			
1) Staff Competencies	1) Assessed and identified positions necessary to staff one-stop sites	1) Established competency levels for positions	1) Committed to staff cross training
2) Training	2) Determine training needs for employees	2) Deliver just in time training	2) Plan follow-up activities to ensure skills learned in training are used on the job
3) Rewards and recognition	3) Individuals and groups recognized via newsletter	3) Notices regularly sent to media to recognize employee/site/system performance and achievements	3) System/sites regularly provide information to Consortium to utilize in media notices

V. Process Management			
1) Operations	1) Identified nature and function of each one-stop site	1) Clear understanding of internal and external customers, identified important customer segments, and prioritized their needs; clear understanding of one-stop systems product and services, how to deliver them, and what needs are being met	1) Coordinated plan for marketing services to the universal community and to targeted segments
2) Functional Resource Center	2) Each one-stop site has a resource area that includes: <ul style="list-style-type: none"> <li>• Internet connectivity and video telecommunications capability</li> <li>• Multiple media resources explaining services and locations of all partnering and affiliated agencies and how they can be contacted</li> <li>• Job search, self-improvement, life skills materials, and computer program applications in multiple media</li> <li>• Up-to-date computers and office programs</li> <li>• Posting of all available services</li> </ul>	2) Each one-stop site has a universally accessible resource area that includes the items in Level I	2) Each one-stop site has customer service staff knowledgeable of all equipment, supplies, resources, and materials available in the resource area and the ability to train/assist customers in their effective use
3) Individual's Services	3) One-stop system provides core services for all customers and provides, either on site or through referral, intensive and training services.	3) The one-stop system provides an array of services and linkages which afford customer choice in selecting options that will meet their employment and educational goals	3) Employees and system <del>constantly look for ways</del> consistently seeks to improve product/services and processes
4) Business Services	4) <b>One-Stop system provides an array of services for the employer community</b>	4) <b>The one-stop system provides an array of services and linkages which afford businesses a choice in selecting options that will meet their employee and business needs</b>	4) <b>Employees and system consistently seek to improve improve product/services and processes</b>
5) Design	5) Variety of employees / departments / agencies involved in the design process	5) Identified support processes based on needs and requirements of customers and emphasis is placed on the most important processes	5) System developed to design new products and services in a quick and efficient manner

<b>VI. Business Results</b>			
1) Service Results	1) Data gathered for all major aspects of service quality and customer satisfaction	1) Plan to achieve levels of performance that exceeds similar organizations	1) Five years of data collected upon which to base decisions, goals, objectives, and strategies <ul style="list-style-type: none"> <li>Gather clear cause-effect data to show investment in continuous improvement has paid off for improving performance and customer satisfaction</li> </ul>
2) Market Position	2) Performance data available on similar organizations and has benchmarks to measure against the data	2) Data collected on customer expectations and goals and objectives developed to exceed the expectations including customers' perceptions	2) Utilize organizations that have shown strong performance improvement and whose levels of performance compare favorably to those of competitors
<b>VII. Customer and Market Focus</b>			
1) Internal and external customers	1) System has a clear understanding of who its customers are and their service needs <ul style="list-style-type: none"> <li>Procedures for complaint management</li> <li>Procedures to identify potential customers and their needs</li> <li>Procedures to ensure trained knowledgeable staff are assigned to work with customers</li> </ul>	1) System developed to continuously evaluate customer requirements and priorities <ul style="list-style-type: none"> <li>System is proactive rather than reactive in responding to customer requirements</li> <li>Defined measurable service standards and performance measured against them</li> </ul>	1) Wide variety of methods available to identify customer requirements and priorities and <ul style="list-style-type: none"> <li>System has flexibility to provide for changing customer requirements and priorities</li> </ul>
<b>VIII. Financial</b>			
1) Budget	1) Full service one-stop has an annual budget including contributions of major, required partners <ul style="list-style-type: none"> <li>budget items are necessary and essential for providing services</li> <li>budget is reasonable compared to benefit received</li> </ul>	1) Costs identified for providing individual services	1) Cost/benefit analysis developed that includes intangibles

**Attachment C**

**Application to Become a Full-Service One-Stop Center  
&  
Application Review Form**

**Northwest Georgia One-Stop System  
Application to Become a Full Service One-Stop Site**

<b>One-Stop Site Location:</b> (name, address, telephone)
<b>One-Stop Site Manager:</b>
<b>Person(s) Submitting Application:</b> (names & agencies)
<b>Contact Person if Additional Information is Needed:</b>
<b>Date Submitted:</b>

*The application must be submitted at least one month before a scheduled WIB/CCEO meeting to be considered at that meeting. As you complete the application, it may help you if you use the One-Stop Monitoring Instrument as a guide.*

**I. Leadership**

**A. *Clear Sense of Mission***

List or attach a copy of your Mission Statement.

**B. *Leadership***

Attach a copy of your By-Laws.

**C. *Partnerships***

List the partners, both required and locally selected, to be included in your full service one-stop site. Indicate if they will be co-located or connected electronically. If co-located indicate the days and times they will be present at the full service one-stop site and the staff positions. If electronically, indicate your connection process.

**D. *Communications***

List the staff involved in the full service one-stop site planning, their organizations, and their position titles.

**II. Information and Analysis**

**A. *Management Information System (MIS)***

Describe your strategy for meeting state and local MIS needs (management and reporting needs).

**B. *Performance***

Describe your system for selecting, managing, reviewing, and using quality, accurate data and information to support key organizational processes.

1. Describe how you will analyze organization performance against clearly defined standards. List your standards.

### III. Strategic Planning

#### A. **Strategic Plan**

List your goals and objectives.

### IV. Human Resource Utilization

#### A. **Staff Competencies**

Describe how you assessed and identified positions necessary to staff your one-stop site. List the positions and their functions.

#### B. **Training**

Describe the training needs you have determined are needed by the full-service one-stop site employees and partnering agencies.

#### C. **Rewards and Recognition**

1. Describe your internal and inter-agency system to recognize the individual and group accomplishments at the full service one-stop site and partnering agencies.
2. List the name, address, e-mail, and telephone number of the person(s) who will be 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.

### V. Process Management

#### A. **Operations**

Describe the nature and function of your one-stop site and that of each of your partners listed in I. C. above.

#### B. **Functional Resource Center**

Describe your full service one-stop site's resource area, where it is located, and the equipment, materials, and supplies located in it. If items in areas other than the resource room will be available to customers, indicate the location, equipment, materials, or supplies customers may utilize. List any category restrictions if the items will not be available to the universal customer.

#### C. **Individual's Services**

Describe how your full service one-stop site will provide and staff/positions for core, intensive, and training services. Indicate whether intensive and training services will be provided on-site or through a partner.

#### D. **Business Services**

Describe the array of services you will have available for the employer community at your full service one-stop site.

#### D. **Design**

List the employees/departments/agencies that were and will continue to be involved in your full service one-stop system design process.

### VI. Business Results

**A. Service Results**

Describe how your system gathers data for all major aspects of service quality and customer satisfaction and list the items for which your system gathers data.

**B. Market Position**

Detail the benchmarks you will use and the organizations you will benchmark against utilizing the data noted in VI. A. above.

**VII. Customer and Market Focus**

**A. Internal and External Customers**

Describe your customers and the services they need.

1. Describe or enclose a copy of your complaint management system.
2. Describe your procedures for identifying potential customers and their needs.
3. Describe your procedures for ensuring trained, knowledgeable staff are assigned to work with customers.

**VIII. Financial**

**A. Budget**

1. Enclose a copy of the site's signed Resource Sharing Agreement and back-up materials included the budget and planned contributions for each agency and the number of customers each anticipates serving in each of the core services.

## 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?

## **Attachment D**

### **Monitoring Forms Levels I & II**

**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:		

	Notes		

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

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

Item	Yes	No
<b>I. Leadership</b>		
<b>A. Clear Sense of Mission</b>		
Explain how all employees in the full-service one-stop center are oriented to the one-stop mission.		
_____ _____ _____ _____		
Do all employees understand the mission?	_____	_____
<b>B. Leadership</b>		
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.	_____	_____
<b>C. Partnerships</b>		
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.		
_____ _____ _____ _____ _____ _____ _____		

<b>D. Communications</b>			
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? _____		___	___
<b>II. Information and Analysis</b>			
<b>A. Management Information System (MIS)</b>			
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>B. Performance</b>			
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). _____ _____			
<b>III. Strategic Planning</b>			
<b>A. Strategic Plan</b>			
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>	_____	_____
<b>IV. Human Resource Utilization</b>			
<b>A. Staff Competencies</b>			
	<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>B. Training</b>			
	<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>		
<b>C. Rewards and Recognition</b>			
	<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>	_____	_____

<b>V. Process Management</b>			
<b>A. Operations</b>			
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>B. Functional Resource Center</b>			
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? _____ _____	_____	_____	

<b>C. Services</b>			
1. Describe the array of services and linkages which afford customer choice in selecting options that meet their employment and educational goals. _____ _____ _____ _____			
<b>D. Design</b>			
1. Describe the identified support processes that are based on the needs and requirements of customers. _____ _____ _____			
<b>VI. Business Results</b>			
<b>A. Service Results</b>			
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>B. Market Position</b>			
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. _____ _____ _____ _____ _____ _____ _____			

<b>VII. Customer and Market Focus</b>			
<b>A. Internal and External Customers</b>			
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?		_____	_____
<b>VIII. Financial</b>			
<b>A. Budget</b>			
1. Has the center identified costs for providing individual services?		_____	_____
2. If yes, list services and costs. _____ _____			

**NOTES:**

## **Attachment E**

### **Partners Criteria for Equipment & Supply Purchases with WIA Funds**

## **Northwest Georgia WIA Equipment and Supply Purchasing Criteria for Partners**

Agencies and Organizations requesting the purchase of equipment or supplies with Workforce Investment Act (WIA) funds should complete the attached form and submit it to \_\_\_\_\_, Coosa Valley RDC, P.O. Box 1798, Rome, GA 30162-1798 or E-mail \_\_\_\_\_. The forms will be compiled and submitted to the Region One Northwest Workforce Consortium for approval and/or submission to the Northwest Georgia Workforce Investment Board and Coosa Valley/North Georgia Council of Chief Elected Officials as deemed appropriate.

To be considered for funding, the request(s) must fit within one of the following Northwest Georgia Level II Chartering Criteria:

### **Criteria I, Leadership:**

1. Enhance linkages with community partners including communications, cross referral processes, and the expertise and services that the partners bring to the consortium.
2. Regularly schedule meetings, communicate among partners and associates, and communicate plans to all employees.

### **Criteria II, Information and Analysis:**

1. Enhance MIS capability to produce customized reports for the local workforce development community.
2. Utilize comparative data for the one-stop system.

### **Criteria III, Strategic Planning:**

1. Utilize operational plan for day-to-day operations and further the goals and objectives.
2. Review performance against the plan including:
  - a. Strategies to achieve goals and objectives.
  - b. Meeting goals and objectives to enhance position in the marketplace.

### **Criteria IV, Human Resource Utilization:**

1. Establish competency levels for positions.

- a. Deliver just in time training.
- b. Send notices to media to recognize employee/site/system performance and achievements.

#### **Criteria V, Process Management:**

1. Clarify understanding of internal and external customers, identify important customer segments and prioritize their needs; clarify understanding of one-stop system's product and services, how to deliver them, and what needs are being met.
2. Universally accessible 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.
  - d. Up-to-date computers and office programs.
3. Provide an array of services and linkages which afford customer choice in selecting options that will meet their employment and educational goals.
4. Enhance support processes based on needs and requirements of customers with emphasis placed on the most important processes.

#### **Criteria VI, Business Results:**

1. Achieve levels of performance that exceed similar organizations.
2. Collect data on customer expectations and goals and develop goals and objectives to exceed customers' perceptions and expectations.

#### **Criteria VII, Customer and Market Focus:**

1. Develop a system to continuously evaluate customer requirements and priorities that.
  - a. Respond to customer requirements proactively rather than reactively.
  - b. Measure performance against measurable service standards.

#### **VIII, Financial:**

1. Identify costs for providing individual services.

**Northwest Georgia Workforce Investment Board  
Coosa Valley/North Georgia Council of Chief Elected Officials**

**Request for WIA Purchase of Equipment/Supplies**

Requesting Agency:

Address:

Contact Person:

Address If Different:

Telephone Number/E-Mail:

Item(s) and Approximate Cost Each:

Where Item(s) Will be Located:

Criteria the Item(s) Will Meet:

Comments: