

**Northwest Georgia One-Stop System  
Application to Become a Full Service One-Stop Site  
and Level I Criteria Report**

<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. Services**

1. Describe how your full service one-stop site will provide, and staff/positions who will provide, core, intensive, and training services for adults and dislocated workers.
2. 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.