

ONE-STOP CERTIFICATION

QUALITY BENCHMARKING TOOL

Category No. 1: Leadership

Partners agree on a shared vision for a customer-driven service delivery system.

Yes No

Evidence Indicator: A shared vision among all required partners is documented in MOU.

Agreements (e.g. MOUs) indicate that partners/suppliers have agreed to short/long-term goals regarding broader economic/political goals of the community.

Yes No

Evidence Indicator: Agreements recognize goals established by Workforce Development Board, State of New Jersey and United States Department of Labor.

Systems exist that demonstrate the existence and utilization of regional efforts including a collaborative plan and resource sharing that indicate efforts are not constrained by governmental or political boundaries.

Yes No

Evidence Indicator: Regional plans and service agreements indicate joint utilization of services with a breakdown of shared costs.

A local governance process that is charged with overseeing the planning and provision of one-stop services. **Yes No**

Evidence Indicator: The Burlington County WDB Workforce Development System Oversight Committee includes this as among its charges and is corroborated by minutes/documentation.

Community partners have been educated in such a manner that a wide range of partners have participated in discussions regarding the model/management of the One-Stop. **Yes No**

Evidence Indicator: Attendance/public hearing lists for presentations/meetings where the discussions are held are maintained/available

Category No. 2: Strategic Planning

All required programs/partners are involved in strategy development and are appropriately represented in full service One-Stop Career Centers. **Yes No**

Evidence Indicator: Records indicate participation and organizations are providing services in One-Stop on a regularly scheduled basis.

Process in place to document expectations of board, partners, staff and service clients. Provided in manner in which activity may be measured against goals.

Evidence Indicator: Records maintained documenting efforts/results of associated groups.

Local certification plans exist for centers/affiliates as appropriate. **Yes No**

Evidence Indicator: Copies of plans/associated guidelines **will be developed**

Federal and NJ performance metrics are utilized for measuring performance against plan and as decision-making tool. **Yes No**

Evidence Indicator: Documentation for decision-making maintained/reviewable. Confirms decisions.

Eligible Training Provider List, Consumer Report Card, performance data and evidence-based results are utilized in decision-making.

Yes No

Evidence Indicator: Documentation for decision-making Maintained/reviewable. Confirms decisions.

Training opportunities are linked, where appropriate, to career pathways and industry-based credentials. System ensures that service clients may build upon their skills throughout their career.

Yes No

Evidence Indicator: Client folder discusses career paths, future opportunities and manners of accomplishment.

Clear area commitment to Employment First for applicable service clients.

Yes No

Evidence Indicator: File indicates placement/wages for service clients. Wage should satisfy requirements of Employment First.

Category No. 3: Customer and Market Focus

Public hearings/focus groups used to attain customer input as part of service planning.

Yes No

Evidence Indicator: Records/minutes of proceedings are kept and included in plans as appropriate.

Single points of contact have been established in the area for business and client customers.

Yes No

Evidence Indicator: Records indicate single point of contact for each appropriate client.

Client customer satisfaction data (e.g. surveys, etc.) is used as justification for service/products and as documentation of continuous improvement.

Yes No

Evidence Indicator: Records are maintained that indicate satisfaction and used as a basis for service/product provision.

Partnerships exist that cut across the market to ensure access to groups/individuals that may help ensure success.

Yes No

Evidence Indicator: Agreements/MOUs are maintained/signed that document relationships, and the basis of the relationship that include, but are not limited to organizations such as community colleges, employer groups, trade associations, talent networks/targeted industries, labor organizations and community/faith-based organizations.

Foundation for workforce development investments have been established with industry-focused Talent Networks, Targeted Industry Partnerships and Talent Development Centers. Yes No NA

Evidence Indicators: Records indicate service focus on supporting targeted fields.

Review local services/approach to examine how Career Center system determines customer/market requirements; expectations and preferences; successes/failures; and, adjusts to findings as step towards continuous improvement.

Yes No

Evidence Indicator: Records document that local determination took place, information reviewed, acted upon and that service/program structure reflects the results.

Category No. 4: Information and Analysis

Operator demonstrates how use of information and information technologies support/enhance customer service and staff effectiveness.

Yes No

Evidence Indicator: Documentation exists that demonstrates use of information/technology in supporting/enhancing customer service and staff effectiveness.

Local service audit utilized to identify areas/opportunities for new/improved products/services.

Yes No

Evidence Indicators: Audit result leading to changes reviewed.

Stakeholder training teaching stakeholders how to analyze the relationship between quality improvement, customer satisfaction and financial performance.

Yes No

Evidence Indicator: Documentation of training/attendance exists and is reviewable.

System-wide method for collection, analysis and use for data exists and is used by Operator.

Yes No

Evidence Indicator: Documentation is reviewed that details methods of collection and use. Analysis is made available and is indicative of activities/actions taken in area.

Category No. 5: Human Resource Focus

Guidelines and a plan for ongoing capacity building have been developed to ensure that staff at all levels of process are trained and expert in providing customer oriented services at a high level.

Yes No

Evidence Indicator: Training schedules, content and attendance list are maintained and reviewable. Staff are encouraged to attend training sessions that are made available through the state and the Garden State Employment and Training Association (GSETA)

Process exists to identify and conduct necessary training sessions for all levels of system staff and program/service suppliers.

Yes No

Evidence Indicator: Process is documented; results are in reviewable form and attendance lists maintained. Management suggestions, Program Monitoring results etc.

Information systems and work processes are designed to promote collaboration and sharing of findings across multiple partner organizations and work units. Data is used as a basis for performance review.

Yes No

Evidence Indicator: Processes and systems for sharing are documented and use of data for performance is available for review.

Category No. 6: Process Management

Local certification process based upon quality/Baldrige criteria for performance measures and quality assurance has been established for product/service suppliers.

Yes No

Evidence Indicator: Process is documented and available for supplier review and adaptation.

A documented service flow for each One-Stop exists. The process indicates timelines and methods for referral and how Eligible Training Provider list and Consumer Report Card is managed and how ITAs are made available within process.

Yes No

Evidence Indicator: Service flow is available for review. It documents time lines and methodologies for potential actions/activities.

Processes for the handling of poor performance by Operator, partner and service/product provider are documented.

Yes No

Evidence Indicator: Documents are available; processes are realistic/implementable.

System has been established to document strengths/weaknesses of processes to develop more effective, customer-oriented processes.

Yes & No One Stop Operator is working on improving the methods

Evidence Indicator: Document is available; process improvement is realistic/implementable

Services/Programs are organized functionally; not by funding source, program or staff.

Yes No – in prior years we were however, the NJDOL agencies refuse at this time

Evidence Indicator: Documentation and physical structure demonstrate functional alignment.

Category No. 7: Business Results

Service renewal and incentive programs are linked to meeting/exceeding specific performance standards.

Yes No

Evidence Indicator: A documented policy is available for review and any renewals are consistent with process stated.

Business results are defined within context of improved service quality for customers by center and by system. Success measures go beyond measures such as placement rates. Yes No

Evidence Indicator: Performance is documented by measures beyond placement and consider referral location, one-stop (where applicable) and other

factors (e.g. referral staff, skill levels, etc.)

Service supports are measured to determine impact on service results.

Yes No

Evidence Indicator: Measures/analysis is performed for various forms of support (e.g. transportation, counseling, child care etc.) has taken place and is documented/available for review.

Guidelines and a plan for ongoing capacity building have been developed to ensure that business volunteers at all levels of process are trained and prepared to understand the needs of the workforce system at a high level.

Yes and No – a work in progress

Evidence Indicator: Training schedules, content and attendance list are maintained and reviewable.

Process exists to identify and conduct necessary training sessions for all levels of business volunteers.

Yes No

Evidence Indicator: Process is documented; results are in reviewable form and attendance lists maintained.

Business partners have been educated in such a manner that a wide range of partners have participated in discussions regarding the model/management of the One-Stop.

Yes No

Evidence Indicator: Attendance/public hearing lists for presentations/meetings where the discussions are held are maintained/available.

Processes for ongoing private sector membership, participation and outreach are in place along with systems that ensure linkages between ongoing workforce services with the needs of the business community and employers.

Yes No

Evidence Indicator: Levels of business board membership, business association memberships and links between program services and business/employer demand.

Employer customer satisfaction data (e.g. surveys, etc.) is used as justification for service/products and as documentation of continuous improvement.

Yes No

Evidence Indicator: Records are maintained that indicate satisfaction and used