



Northern Middle Tennessee Workforce Board Inc.

Workforce Innovation and Opportunity Act Policy Letter: 2020-03-31

Subject: One-Stop Certification Policy

Purpose: To provide guidance on the certification of one-stop centers as mandated under the Workforce Innovation and Opportunity Act (WIOA) and Tennessee Department of Labor and Workforce Development (TDLWD) Workforce Services Policy TN-WIOA (18-3).

References

WIOA Section 121(g), WIOA sec. 188, 20 CFR 678.800, TEGL 4-15, TEGL 16-16, Workforce Services Policy TN-WIOA (18-3)

Background

WIOA requires that State Workforce Development Boards (SWDBs), in consultation with chief elected officials (CEOs) and Local Workforce Development Boards (LWDBs), establish objective criteria and procedures for LWDBs to use when certifying one-stop centers. The criteria must evaluate the one-stop centers and one-stop delivery system for effectiveness, including customer satisfaction, physical and programmatic accessibility, and continuous improvement.

Tennessee's American Job Center (AJC) Certification Policy requires: an evidence-based system of functional design; effective service delivery models; physical and programmatic accessibility in accordance with WIOA Section 188 and the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.); and evidence-based processes and procedures established by the State Workforce Development Board (SWDB).

Statewide Certification Criteria

The LWDBs and their CEOs must ensure quality standards for One-Stop Career Centers are achieved prior to certification. LWDBs, with the approval of their CEOs, will certify the comprehensive One-Stop Centers and affiliate sites within their Local Workforce Development Area (LWDA). The LWDB and the Chief Local Elected Official will provide a report to the Tennessee Department of Labor and Workforce Development (TDLWD) attesting to the certification of the One-Stop Centers.

The criteria for certification must address:

- Evaluation of program effectiveness, including coordination of programs across partners
- Evaluation of One-Stop Operation effectiveness, including coordination of fiscal processes, coordination of service delivery processes, and customer service levels
- Evaluation of physical and programmatic accessibility - based on the Americans with Disabilities Act (ADA), WIOA Section 188, and equal opportunity (EO) requirements

- Evaluation of continuous improvement as compared to negotiated performance levels, including credential attainment levels, corrective actions and continuous improvement planning, and provision of technical assistance
- Evaluation of the Mobile AJC's effectiveness as an extension of the workforce system, including how it operates to service the system
- Quality assurance through customer relations, operations, professional development, resource management, and TDLWD performance measures

One-Stop Certification Process

The LWDB will assess whether the One-Stop Center meets the standards set forth in the One-Stop Certification Application (Attachment A). The LWDB will submit a completed and signed One-Stop Certification Application to the SWDB. All supporting documentation will be maintained in accordance with TDLWD's Electronic Case Files Guidance and made available to the TDLWD and SWDB upon request.

1. The LWDB will develop a Certification Review Team (CRT)
2. The One-Stop Operator (OSO) shall submit the One-Stop Certification Application to the LWDB staff to request certification for each one-stop center. The One-Stop Certification Application is included as an attachment to this policy.
3. The LWDB staff will provide the Certification Review Team (CRT) with the application and electronic materials to begin a desktop and on-site review. The CRT must review documentation such as memorandum of understanding, procedure manuals, and customer satisfaction surveys.
4. Upon conclusion of the review, the CRT will hold an exit meeting with the OSO and other relevant staff to communicate their findings.
5. If it is determined that a center did not meet certification criteria then the OSO shall develop and provide the CRT a plan of action on any "required" criteria that were not met. The OSO shall have thirty (30) calendar days, from the conclusion of the exit meeting, to develop and submit a plan of action to the CRT.
6. The OSO shall have thirty (30) calendar days, upon submission of the action plan, to complete all corrections identified therein. Once the OSO communicates in writing that the corrections were completed, the CRT will have thirty (30) calendar days to complete a follow-up review by using the same method as the initial evaluation.
7. Upon completion of the follow-up review, the CRT shall present the completed certification checklist and a letter signed by the CRT to the LWDB recommending which determination to assign to each center. Once the recommendation is approved by the LWDB, the LWDB shall obtain the signature of the CLEO(s) for final approval.
8. Once the LWDB and CLEO approve the certification of a One-Stop Center, the LWDB Chair (or designee) electronically submits all executed letters, copies of the completed certification checklist, and all other necessary documentation to the SWDB.

One-Stop Certification Renewal

The LWDB will assess the effectiveness, accessibility, continuous improvement, and quality assurance of One-Stop Centers every three (3) years using the TDLWD criteria.

Monitoring

The One-Stop certification process will be monitored in accordance with established State and local monitoring policies and guidance.

Contact

For questions regarding this policy, contact Renee Hollis, Director of Policy & Performance, at rhollis@workforceessentials.com or (931) 905-3506.

Effective Date: February 12, 2020

Duration: Indefinite



John Zobl, Chairman
NMTLWDB



I. Certification Process

WIOA requires that there must be at least one physical One-Stop career center in each local area. Additional locations may also provide access to workforce system services and may include specialized centers serving targeted populations, such as youth or dislocated workers, or industry-specific centers. To achieve the goal of increased access, Tennessee recognizes three levels of sites that can be certified within the one-stop service delivery system.

The Certification Application is one step in the ongoing pursuit of growth, quality improvement, and performance excellence. Attainment of certification provides assurance to the public that the Tennessee public workforce system has achieved a high standard and consistently maintains and improves upon that standard.

WIOA Section 121 (e)(2)

ONE-STOP DELIVERY.—The one-stop delivery system—

- (A) at a minimum, shall make each of the programs, services, and activities described in paragraph (1) accessible at not less than 1 physical center in each local area of the State; and
- (B) may also make programs, services, and activities described in paragraph (1) available—
 - (i) through a network of affiliated sites that can provide 1 or more of the programs, services, and activities to individuals; and
 - (ii) through a network of eligible one-stop partners—
 - (I) in which each partner provides 1 or more of the programs, services, and activities to such individuals and is accessible at an affiliated site that consists of a physical location or an electronically or technologically linked access point; and
 - (II) that assures individuals that information on the availability of the career services will be available regardless of where the individuals initially enter the statewide workforce development system, including information made available through an access point described in subclause (I);
- (C) may have specialized centers to address special needs, such as the needs of dislocated workers, youth, or key industry sectors or clusters; and
- (D) as applicable and practicable, shall make programs, services, and activities accessible to individuals through electronic means in a manner that improves efficiency, coordination, and quality in the delivery of one-stop partner services.

Comprehensive

- Accessible to the general public during regular business days, as well as physically and programmatically accessible to individuals with disabilities
- Portal site for electronic access
- Provider of basic and individualized career services, and training services
- Provider of business services
- Representation of five mandated partners (WIOA Titles I-IV, TANF)
- Additional related employment and training resources

Affiliate

Accessible to the general public and physically and programmatically accessible to individuals with disabilities
Portal site for electronic access
Provider of basic career services
Representation of one or more mandated partners
Additional related employment and training resources
Established working relationship as part of an integrated system

Access Point

Accessible to the general public or targeted population that includes physical and programmatic access to individuals with disabilities
Portal site for electronic access
Established working relationship as part of an integrated system

Mobile Coach

Accessible to the general public and physically and programmatically accessible to individuals with disabilities
Portal site for electronic access
Provider of basic career services
Representation of one or more mandated partners
Additional related employment and training resources
Established working relationship as part of an integrated system

Sites seeking certification as a Comprehensive Center, Affiliate, or Access Point must, at a minimum, have the elements identified under each category above. Sites are required to submit an application and will receive an on-site visit from the Certification Review Team. Staff will answer questions about their site and how it functions to add value and provide customers with quality services as a part of the Tennessee Workforce system. Note: In areas where the LWDB functions as the Site Operator, per proposed 20 CFR 678.800(a)(3), the State Workforce Development Board (SWDB), rather than LWDB Certification Team, must certify the one-stop site to ensure that the process is conducted objectively. Following the onsite visit, interviews, and final responses to any follow up questions, the Certification Review Team will provide a written response 15 days following the next SWDB meeting indicating one of three outcomes:

1. Certification granted
2. Provisional Certification with plan and timeline for meeting standards
3. Not Certified or Decertified



APPLICATION FOR CERTIFICATION

Date _____

LWDA _____

Type of Site Mobile Coach

Contact Person _____ **Title** _____

Phone _____ **Email** _____

Site to be certified 65 - East TN Career Coach

Address _____

City _____ **State** _____ **Zip Code** _____

Web site _____

Hours of Operation _____

Days of Operation _____



II. Checklist – System Requirements

The checklists below are to be used by sites and evaluators to help determine the extent to which system requirements are met and services and programs are present. Each application will vary in its responses based upon the level of certification being requested by the site and the agreements of the local partnership to best meet the needs of the locally-determined service delivery model.

	Yes	No – (please provide plan for complying with this requirement)
Compliance with Workforce System Policies		
ADA Accessibility		
Use of VOS for customer tracking		
Memorandum of Understanding for partners		
Workforce Brand used appropriately		
Wagner-Peyser services are co-located		

REQUIRED PROGRAM/PARTNER CHECKLIST

- A) In the column named "On-Site," indicate programs/partners that are currently located on-site in your facility by entering the average number of hours per week they are on-site.
- B) In the column named "Off-Site Electronic Connection," make a check mark for the programs/partners that are off-site but their basic career services are made available to customers through an electronic connection. Note: Not all customers will be able to use the electronic connection(s) without help from staff.
- C) For programs/partners that are off-site where an agreement is in place to provide their basic career services in another manner, check the last column and attach a narrative explaining how this is accomplished (*use a separate sheet*).

REQUIRED PROGRAMS/PARTNERS	ON-SITE (AVERAGE HOURS/WEEK)	OFF-SITE ELECTRONIC CONNECTION	OFF-SITE BASIC CAREER SERVICES MADE AVAILABLE IN ANOTHER MANNER
WIOA Title I Adult Services			
WIOA Title I Dislocated Worker Services			
WIOA Title I Youth Services			
Wagner-Peyser Title III			
Adult Education and Family and Literacy Title II (AE)			
Rehabilitation Act Title IV – Tennessee Vocational Rehabilitation (VR) Program			
Title V – Older Americans Act/Senior Community Service Employment			



Department of

**Labor & Workforce
Development**

Workforce Services

**Tennessee One-Stop Certification
Application**

Temporary Assistance for Needy Families			
Career and Technical Education Programs (postsecondary) Carl D. Perkins Act			
Trade Adjustment Assistance			
Veterans Employment Services - Jobs for Veterans State Grant			
Community Services Block Grant			
Housing & Urban Development Employment & Training			
Unemployment Insurance			

ADDITIONAL PARTNERS (not mandated)

ADDITIONAL PROGRAMS/PARTNERS	ON-SITE (AVERAGE HOURS/WEEK)	OFF-SITE ELECTRONIC CONNECTION	OFF-SITE BASIC CAREER SERVICES MADE AVAILABLE IN ANOTHER MANNER
Ticket to Work and Self Sufficiency			
Tennessee Small Business Development Center			
Supplemental Nutrition Assistance Program Employment and Training			
Vocational Rehabilitation Pilot Projects			
Public Libraries			
Economic Development			
Local Government (City/County)			
Tennessee Employers			
<i>(please add partners as appropriate)</i>			

CAREER SERVICES CHECKLISTS

In the column named "On-Site," check the basic career, individualized career, and training services that are currently available on-site for all job seeking customers who come into a comprehensive center, affiliate or access point site.

BASIC CAREER SERVICES	ON-SITE
Initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs	
Labor exchange services, including job search and placement assistance, career counseling, provision of information on in-demand industry sectors and occupations, provision of information on nontraditional employment	
Workforce and labor market employment statistics information, including accurate information relating to local, regional, and national labor market areas, including job vacancy listings in labor market areas; information on job skills necessary to obtain the jobs; and information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for such occupations	
Outreach, intake and orientation to the information and other services available through the one-stop delivery system	
Appropriate recruitment and other business services on behalf of employers, including small employers, which may include providing information and referral to specialized business services not traditionally offered through the one-stop delivery system	
Performance information and program cost information on eligible providers of training services and eligible providers of youth workforce investment activities, providers of adult education, providers of career and technical education activities at the postsecondary level, and career and technical education activities available to school dropouts, and providers of vocational rehabilitation	
Eligibility determination	
Referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and other workforce development programs	
Information, in formats that are usable by and understandable to one-stop center customers, regarding how the local area is performing on the local performance accountability measures and any additional performance information with respect to the one-stop delivery system in the local area	
Information, in formats that are usable by & understandable to one-stop center customers, relating to the availability of supportive services or assistance, including child care, child support, medical or child health assistance benefits under the supplemental nutrition assistance program, assistance through the earned income tax credit, assistance under State program for temporary assistance for needy families, and other supportive services and transportation provided through funds made available in the local area	
Provision of information and assistance regarding filing claims for unemployment compensation	
Assistance in establishing eligibility for programs of financial aid assistance for training and education programs	
Translation Services	
Avaza Language Line	
<i>Please list addition basic services</i>	



BUSINESS SERVICES CHECKLIST

Check the business services that are available to employers

BUSINESS SERVICES	ON-SITE
Establish and develop relationships and networks with large and small employers and their intermediaries	
Develop, convene, or implement industry or sector partnerships	
Other Business Services (not mandatory)	
Customized screening and referral of qualified participants in training services to employers	
Customized services to employers, employer associations, or other such organizations, on employment-related issues	
Customized recruitment events and related services for employers including targeted job fairs	
Human resource consultation services e.g.: writing/reviewing job descriptions and employee handbooks; developing performance evaluation and personnel policies; creating orientation sessions for new workers; honing job interview techniques for efficiency and compliance; analyzing employee turnover; or explaining labor laws to help employers comply with wage/hour and safety/health regulations;	
Customized labor market information for specific employers, sectors, industries or clusters	
Customized assistance or referral for assistance in the development of a registered apprenticeship program	
Listing of Job Orders	
Applicant Referral	
Employer Needs Assessment	
Unemployment Insurance Access	
Access to Facilities	
Translation Services	
Developing and delivering innovative workforce investment services and strategies for area employers, e.g., career pathways, skills upgrading, skill standard development and certification for recognized postsecondary credential or other employer use, apprenticeship, and other effective initiatives for meeting the workforce investment needs of area employers and workers	
Assistance in managing reductions in force in coordination with rapid response activities and with strategies for the aversion of layoffs, and the delivery of employment and training activities to address risk factors	
Marketing of business services offered to appropriate area employers, including small and mid-sized employers	
Assisting employers with accessing local, State, and Federal tax credits	
Please list addition businesses services	



III. Certification Criteria

The following quality standards are the criteria by which Tennessee's Local Workforce Development Boards assess and certify One-Stop Centers, Affiliates, and Connection Sites. These scores will be used by the Certification Team as benchmarks for the site and help point to both areas of excellence and those in need of improvement. Each site is asked to work together with leadership and staff to develop responses to the following.

A. One-Stop Design

Functional and Programmatic Integration

It is critical for the workforce system and its partners to think and act as an integrated system. Our partners ensure that client services are aligned to common goals and the customer experience is seamless – regardless of funding streams. Each customer is mutually regarded as a shared customer, with all staff and programs operating at the site having a vested stake in that customer's success. Integration of programs is incorporated into planning, intake, assessment, registration, and service processes, information sharing, resource decisions, actions, results, and analyses.

I. Rank on a scale of 1 to 5, where the site believes it is in its path toward meeting, or exceeding, the stated standard.

- 5 = achieved the standard and excelling
- 4 = significantly meeting standard with some work yet to do
- 3 = have some of the elements in place, some of the time
- 2 = making progress but long way to go
- 1 = no progress yet

II. Provide **clear evidence** and **examples** of current status and future plans with strategies and timelines to reach these standards.

Check the box where you think the site is with regard to Functional and Programmatic integration.

☐

5

☐

4

☐

3

☐

2

☐

1

Describe your site's approach to integrated service delivery and the use of functional teams to deliver career services to all customers.



Include a detailed diagram of customer flow, services available, assessment and referrals, and describe how the MIS is used to facilitate shared customer management across partner programs.

A large, empty rectangular box with a black border, intended for a detailed diagram of customer flow, services available, assessment and referrals, and description of MIS usage.

Please list any best practices to highlight and share for continuous improvement.

A large, empty rectangular box with a black border, intended for listing best practices to highlight and share for continuous improvement.



Accessibility

Service Provision, including Services, Universal Access, and Outreach to populations with barriers

Improved availability, a welcoming atmosphere, inclusive settings, and high quality customer service benefit all customers. This extends services and outreach not just to individuals who walk in the door, but also to those who have become disengaged in the labor force. Integrated, quality services are provided to all customers within the center and via technology through online or phone access. Principles of universal design are considered when designs have inclusive space and materials available to individuals regardless of their range of abilities, mobility, age, language, learning style, intelligence, or educational level.

5 = achieved the standard and excelling

4 = significantly meeting standard with some work yet to do

3 = have some of the elements in place, some of the time

2 = making progress but long way to go

1 = no progress yet

**Check the box where you think the site is with regard to
Service Provision to all customers, including Services, Access,
and Outreach to populations with barriers.**

☐

5

☐

4

☐

3

☐

2

☐

1

Describe how the site works cooperatively with WIOA core partners to provide quality services to all customers. Describe your outreach to populations with barriers in the community and relationship with core program and community partners to effectively serve them.

Provide evidence that basic ADA requirements have been met, including processes to provide reasonable accommodations for individuals with disabilities.



Describe initiatives or strategies in developing universal access and provide tangible evidence of implementation or solution driven plan development. Address the following four specific areas of access:

1. Physical: Architectural or building
2. Information: all paper, printed or posted materials
3. Digital: software, Web-based programs and alternatives to print
4. Communication: verbal, non-verbal access for services, phone and other

Describe your wireless internet infrastructure.

How are the needs of populations with barriers met through staff-assisted and other means? Please include examples of outreach activities to reach targeted populations.

Describe your processes to assure effective communication with persons with disabilities. This includes providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity.

Please list any best practices to highlight and share for continuous improvement.



Customer Satisfaction

Describe how the voice of the customer is listened to and how your site incorporates both job seeker and business customer feedback as part of continuous quality improvement? How are the voices of populations with barriers heard and brought to the table when designing services and facilities? How do you inform customers of how their feedback was reviewed and any action taken from their feedback? What metrics are used to show improvement and success? Please list any best practices to highlight and share for continuous improvement.

Partnership

The one-stop system is built upon a foundation of partners linked together to deliver a comprehensive array of services and reach the shared outcomes of employment, education, skills gains, and earnings. All core and required one-stop partners are present at the site and invested in the development and implementation of service delivery to connect customers to resources.

- 5 = achieved the standard and excelling
- 4 = significantly meeting standard with some work yet to do
- 3 = have some of the elements in place, some of the time
- 2 = making progress but long way to go
- 1 = no progress yet

**Check the box where you think the site is with regard to
Partnership.**

☐

5

☐

4

☐

3

☐

2

☐

1

Describe how the partnerships function at the site and the roles of each core partner from Title I– Adult, Dislocated Worker, and Youth, Title II - Adult Basic Education, Title III - Wagner-Peyser, Title IV - Vocational Rehabilitation, and TANF.

Describe how the partnerships function at the site with other required partners from postsecondary Career and Technical Education (Perkins Act), CSBG, HUD, Job Corps, National Farmworker Jobs Program, Re-entry programs, SCSEP, TAA, UI, VETS, SNAP E&T, etc.

Describe how the affiliate/specialized centers are linked to non-colocated partners to ensure alignment with community and regional strategies. This includes tracking and appropriate follow-up. Please give examples of how this functions and the results for customers.

Describe how leadership works together to set the vision and goals for the site and then implements service strategies to achieve shared objectives.



Please list any best practices to highlight and share for continuous improvement.



Employer Engagement

Business is one of our primary customers and one-stop partners work collaboratively to deliver value-added services and eliminate duplication. Business services staff from all one-stop partners have a comprehensive understanding of labor market conditions, economic development activities, skill needs of the workforce and are connected to regional and local business partnership activities and sector strategies. Employers' human capital needs are communicated to and acted upon by the workforce system. Business services are coordinated to the maximum extent possible to limit duplication and streamline the employer experience.

5 = achieved the standard and excelling

4 = significantly meeting standard with some work yet to do

3 = have some of the elements in place, some of the time

2 = making progress but long way to go

1 = no progress yet

Check the box where you think the site is with regard to Employer Engagement.

☐
5

☐
4

☐
3

☐
2

☐
1

Describe how partners work to deliver seamless business services. How do business services staff use and share labor market information? What strategies are used to involve employers in identifying skill gaps and developing solutions to meet their workforce needs?

Describe how regional and local sector strategies are used to target services and resources to focus workforce efforts on investments and improve outcomes.



How are career pathways and training modalities such as industry-recognized credentials, apprenticeship, on-the-job training, and other work-based learning opportunities aligned with employers' needs and marketed to support talent development?

Please list any best practices to highlight and share for continuous improvement.

Human Capital

Each American Job Center will be a high-performance work place with staff equipped to demonstrate a visible passion for quality of service.

- 5 = achieved the standard and excelling
- 4 = significantly meeting standard with some work yet to do
- 3 = have some of the elements in place, some of the time
- 2 = making progress but long way to go
- 1 = no progress yet

**Check the box where you think the site is with regard to
Service Provision to all customers, including Services, Access,
and Outreach to populations with barriers.**

☐

5

☐

4

☐

3

☐

2

☐

1



Describe how centers will train and equip one-stop staff in an ongoing learning process and to ensure staff are cross-trained to increase staff capacity, expertise, and efficiency.

Describe how centers will staff the one-stop centers with highly trained career counselors, skilled in advising job seekers of their options, knowledgeable about local labor market dynamics, aware of available services inside and outside the one-stop center, and skilled in developing customers' skills for employment success.

Describe how staff from multiple organizations will be equipped through cross-training and information tools to enable them to respond seamlessly to customer needs.



Empower the workforce

**Labor & Workforce
Development**

Workforce Services

Tennessee One-Stop Certification Application

Describe how staff are assigned to and identify themselves with functions or services as opposed to agencies, and functional supervision of partner staff is in place.

Describe the bottom-up communications within the workforce system. This includes regular staff meetings, business services team meetings, or partner meetings that discuss recent and relevant resources, conduct training, and facilitate collaboration.

B. Infrastructure

Identification of Shared Costs (including non-personnel)

- 5 = achieved the standard and excelling
- 4 = significantly meeting standard with some work yet to do
- 3 = have some of the elements in place, some of the time
- 2 = making progress but long way to go
- 1 = no progress yet

Check the box where you think the site is with regard to identifying shared costs and maintaining equitable contributions are being addressed in the MOU.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5	4	3	2	1

Please identify any policies and procedures that result in equitable contribution of infrastructure costs in one-stop center(s) among partners. (e.g. co-location with partners, infrastructure cost-sharing, pay-for-performance contracting)



Provide assurance that the One-Stop Operator has developed, and is maintaining, the One-Stop (AJC Partners) Memorandum of Understanding to include the Infrastructure Mechanism.

How is the one-stop center's co-location being addressed in the MOU as it relates to infrastructure and shared services costs in the comprehensive and/or affiliate site(s)? How does the MOU reflect efforts to reduce duplication by improving program effectiveness through the sharing of services, resources and technologies among partners?

Distribution of Infrastructure Costs

5 = achieved the standard and excelling

4 = significantly meeting standard with some work yet to do



3 = have some of the elements in place, some of the time

2 = making progress but long way to go

1 = no progress yet

Check the box where you think the site is with regard to proper distribution of infrastructure costs among AJC core and required partners.

☐
5

☐
4

☐
3

☐
2

☐
1

How is the one-stop center proportionately distributing costs among AJC partners that is based upon guidance provided in 2CFR Part 200, 20CFR 678 et. Al, "Uniform Administrative Requirements, Cost Principles, and Audit Requirement for Federal Awards" (or any corresponding similar regulation or ruling)?

How were the methodologies for distributing the costs for both infrastructure costs and shared services agreed upon by partners? Provide evidence of meetings and/or discussions that led to the approved partner budget reflecting the shared costs. Include the approved budget that is included in the MOU.

Describe how the one-stop center is aligning its technology data systems across partner programs thru the shared costs budget and/or other agreed upon arrangements.



Program and Fiscal Compliance

How prepared is the one-stop center to adopt and promote alignment of cross-program policies and operations that ensures fiscal compliance?

Describe how each partner in the AJC has demonstrated fiscal transparency and efficiency thru timely, detailed, and accurate reporting and payment of AJC costs (includes reconciliation of costs by partner programs).

How has the one-stop center reviewed its staffing and contractor staffing levels to identify adjustments needed to implement provisions under WIOA.



Outline how the infrastructure funding has helped to reduce overhead by streamlining and sharing financial, procurement, and facilities costs?

Provide assurance that services provided by the one-stop partners help to reduce duplication or increase financial efficiency are allowable under that partner's programs.



Performance

Performance and Accountability

Results and outcomes for the public investment in Tennessee's workforce system are essential to the system's relevance. The effectiveness of service to employers and job seekers is evident in system performance and service delivery decisions are based on data. On an ongoing basis, customer data from one-stop partners and regional economic data is collected, analyzed, and shared with all workforce system staff and community stakeholders. Plans for improvement, enhancement, or adjustment are established and acted upon.

5 = achieved the standard and excelling

4 = significantly meeting standard with some work yet to do

3 = have some of the elements in place, some of the time

2 = making progress but long way to go

1 = no progress yet

**Check the box where you think the site is with regard to
Performance and Accountability.**

☐

5

☐

4

☐

3

☐

2

☐

1

Describe how you measure, analyze, review, and improve workforce system performance through the use of data and information.

Describe how this data is shared with staff and stakeholders and what changes have resulted from use of data. How has data been used (example) to improve services?



What methods are in place for staff to provide feedback? How do you incorporate staff feedback as part of continuous quality improvement? How are staff informed that their feedback was reviewed and any action taken as a result? What metrics are used to show improvement and success?

Please list any best practices to highlight and share for continuous improvement.