

One-Stop Career Center Certification Criteria - January 5, 2001

- Leadership
 - Clear direction (consistent) (mission)
 - Quality Employees (continuous learning)
 - The “right” organization and a well defined organization
 - Customer focus
 - Focus on collaboration
 - Support for continuous quality improvement
 - Supplier certification

- Strategic Planning
 - Involvement of all constituents
 - Well defined
 - Customer focus (needs - now and in the future)
 - Define metrics (are they measured)
 - Implemented (organizational behavior)
 - Consistent with available resources
 - Includes continuous quality improvement plan

- Customer and Market Focus
 - Customer needs surveyed
 - Customer satisfaction
 - Results linked to strategic plan and continuous improvement
 - Single point of contact for clients and employers

- Information and Analysis
 - Information system supports continuous improvement
 - Continuous improvement linked to data collection
 - Resource Center offers: information in multiple mediums; self-service; Internet access; and trained staff
 - Strategy for meeting state and local MIS needs (management and reporting)

- Human Resources
 - Staff is competent
 - Continuous learning
 - Team orientation
 - Uniform application of human resources policies
 - Employee expectations well defined

- Process Management
 - Uniform application of policies and procedures
 - Feedback mechanism
 - Service recovery
 - Staff empowerment

- Business Outcomes (in addition to those mandated by WIA)
 - Customer and community awareness
 - Cost efficiency
 - Demonstrated and measurable
 - Financial performance
 - Operational performance
 - Customer Satisfaction