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# **Center Information**

|  |  |
| --- | --- |
| Local Area Name: |  |
| Oklahoma Works AJC Name & Address: |  |
| Type of center: | Comprehensive Affiliate Specialized |
| Date of On-Site Evaluation: |  |

# **Certification Team**

|  |  |  |  |
| --- | --- | --- | --- |
| Evaluator Name: |  |  |  |
| Evaluator Email: |  |  |  |
| Evaluator Phone Number: |  |  |  |

# **Scoring**

|  |  |  |  |
| --- | --- | --- | --- |
|  | # Items Met | # Items Not Met | Avg. Section Score |
| Customer Focus |  |  |  |
| Operations & Infrastructure |  |  |  |
| Equal Opportunity & Accessibility |  |  |  |
| Continuous Improvement |  |  |  |
| Personnel |  |  |  |

## **Per OWDI #:**

* **Full certification** may be awarded if 100% met/not met criteria *and* an average score of “2” or higher for each category is achieved.
* **Provisional certification** may be awarded if 75-99.99% of met/not met criteria *and* an average score of “1.5” or higher is achieved for each category of certification.
* **Not certified or decertified** is achieved if less than 75% of the met/not met criteria *and/or* the average score for each category is less than “1.5”.

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# **Customer Focus**

|  |  |
| --- | --- |
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## **Must Meet Criteria**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | Met | Not Met |
| CF.1 | The AJC provides access to customers for skill development and training opportunities in a wide range of skill levels and levels of experience. |  |  |
| CF.2 | Customers have access to both on-site and virtual services including: basic and individualized career services, training services, education services, employment services, supportive services, and business services at/through the one-stop center. |  |  |
| CF.3 | Center hours are easily identifiable. The center ensures that customers are provided access to services in normal business hours and is able to assist customers outside of regular business hours to accommodate customers' work, child care, or transportation needs. Discussions regarding business hours are conducted periodically within the center meetings. |  |  |
| CF.4 | A customer satisfaction feedback process is in place and issues are addressed regularly. |  |  |
| CF.5 | The center implements the veteran's preference and priority of service requirements. |  |  |
| CF.6 | The one-stop is striving to meet the Oklahoma Works Workforce Access for All Standards and/or there is an active EEAAP plan in place for continuous improvement. Technology is available to assist all customers. |  |  |
| CF.7 | The one-stop center regularly identifies areas of needed technical assistance to improve business results and taps available resources to obtain needed assistance. |  |  |
| CF.8 | The one-stop center actively conducts outreach and provides access to non-co-located partner customers to participate in one-stop center-based services such as workshops and recruitment events. |  |  |
| CF.9 | Staff can explain the circumstances when individuals with disabilities receive separate or different services and that they are ensured to be as effective as services provided to others. |  |  |

## **Scored Criteria**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | Score | | |
| CF.10A | The one-stop center has a system in place to promptly greet all customers, identify their needs and reason for their visit, and quickly connect them to appropriate services. | 3 - Exceeds expectations | 2 - Meets expectations | 1 - Meets minimum expectation |
| CF.11B | One-stop center staff is readily available to assist customers and staff are integrated in the one-stop system (and not just their specific program). All staff contribute to providing a positive experience for every customer. | 3 - Exceeds expectations | 2 - Meets expectations | 1 - Meets minimum expectation |
| CF.12C | The one-stop center offers a wide range of one-stop center-based services for employers including referral of qualified candidates, on-site recruitment, pre-employment testing, skills verification, and hiring and training subsidies. All one-stop center staff are able to make knowledgeable referrals to partner programs. | 3 - Exceeds expectations | 2 - Meets expectations | 1 - Meets minimum expectation |

## **Evaluator Notes**

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# **Operations and Infrastructure**

|  |  |
| --- | --- |
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| Evaluator Name: |  |

## **Must Meet Criteria**

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|  |  |  |  |
| --- | --- | --- | --- |
|  |  | Met | Not Met |
| OI.1 | The “Oklahoma Works a proud partner of the American Job Center network” identifier is highly visible inside and outside of the facility and meets state criteria. ***If Not:*** *There is a plan in place for the center to display “Oklahoma Works a proud partner of the American Job Center network” inside and outside of the facility and meets state criteria.* |  |  |
| OI.2 | Adequate parking (including accessible parking) is available for customers who drive to the facility. |  |  |
| OI.3 | Meeting rooms are available to meet partner and/or job seeker and business customer demands. |  |  |
| OI.4 | Safety and security precautions are in place to protect both customers and staff. |  |  |
| OI.5 | The resource area has workspace and computer stations available to meet customer needs. Assistive technology, devices or other auxiliary aids are readily available to assist those with disabilities and those who are non-English speaking. |  |  |
| OI.6 | Resource areas include up-to-date information about the services and supportive services available. The one-stop center’s resources include bilingual materials or an on-demand translation service, if needed. |  |  |
| OI.7 | Internet access is available at the center. There is a policy in place to prevent abuse and misconduct of internet access. |  |  |
| OI.8 | All services are available on demand through a direct connection with the one-stop center within a reasonable time, either through onsite staff or via real-time technology consistent with the “direct linkage” requirement. Phone, real-time Web-based communications or other technology is physically present, enables real-time interaction (e.g., via Skype). ***(Comprehensive Center only)*** |  |  |

## **Scored Criteria**

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|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | Score | | |
| OI.9A | The center reflects a professional and friendly environment. The one-stop center has a system in place to promptly greet all customers, identify their needs and reason for their visit, and quickly connect them to appropriate services | 3 - Exceeds expectations | 2 - Meets expectations | 1 - Meets minimum expectation |
| OI.10B | The one-stop center strives to increase the number and percentage of all customers placed in high wage, sustainable employment. | 3 - Exceeds expectations | 2 - Meets expectations | 1 - Meets minimum expectation |
| OI.11C | The required one-stop partners meet on a regular basis to discuss the one-stop system and the one-stop center’s contribution to the system, and makes recommendations for continuous improvement. | 3 - Exceeds expectations | 2 - Meets expectations | 1 - Meets minimum expectation |

**Evaluator Notes**

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# **Equal Opportunity & Accessibility**

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| --- | --- |
| Local Area Name: |  |
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| Date of On-Site Evaluation: |  |
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## **Must Meet Criteria**

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|  |  |  |  |
| --- | --- | --- | --- |
|  |  | Met | Not Met |
| EOA.1 | The physical and programmatic accessibility of the one-stop center has been assessed by the local board, as required in 20 CFR 679.370. |  |  |
| EOA.2 | The Emergency Action plan is up to date and easily accessible. (29 CFR Part 1910.38; 29 CFR Part 1910.38) |  |  |
| EOA.3 | The one-stop is accessible consistent with Oklahoma’s Accessibility Initiative standards found on the ABLE Tech website and is accessible to the Web Content Accessibility Guidelines 2.0, AA. |  |  |
| EOA.4 | The Local Equal Opportunity Officer periodically reviews the one-stop center’s policies, procedures, and facility for accessibility and equal opportunity and provides recommendations and technical assistance. |  |  |
| EOA.5 | There are procedures in place to receive and respond to programmatic grievances and complaints. |  |  |
| EOA.6 | All program services are made available to and are accessible to all individuals, including those with disabilities as detailed in the Oklahoma Works Workforce Access for All initiative. |  |  |
| EOA.7 | Phone, real-time Web-based communications or other technology is physically present, enables real-time interaction (e.g., via Skype) and is accessible to the Web Content Accessibility Guidelines 2.0,AA |  |  |

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## **Scored Criteria**

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|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | Score | | |
| EOA.8A | Assistive technology devices or other auxiliary aids are readily available. | 3 - Exceeds expectations | 2 - Meets expectations | 1 - Meets minimum expectation |
| EOA.9B | The one-stop center’s resources include bilingual materials or an on-demand translation service and are tailored to the populations served. | 3 - Exceeds expectations | 2 - Meets expectations | 1 - Meets minimum expectation |
| EOA.10C | Program partner staff are able to demonstrate they know how to use assistive technologies and are aware of the available resources. | 3 - Exceeds expectations | 2 - Meets expectations | 1 - Meets minimum expectation |

**Evaluator Notes**

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# **Continuous Improvement**

|  |  |
| --- | --- |
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| Date of On-Site Evaluation: |  |
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## **Must Meet Criteria**

## 

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | Met | Not Met |
| CI.1 | The policies, processes, and actions of the one-stop center support the achievement of all partners’ negotiated local levels of performance. |  |  |
| CI.2 | Performance data is tracked for daily operations and overall one-stop center performance and trends are identified. |  |  |
| CI.3 | Customer satisfaction survey records indicate regular data collection. Customer satisfaction surveys are segmented by the type of customer (employer or job seeker) and allows for comments to be provided by customers. |  |  |

## **Scored Criteria**

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|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | Score | | |
| CI.4A | The one-stop center regularly uses results from performance reports and customer satisfaction surveys to identify strategies and set goals in order to improve outcomes | 3 - Exceeds expectations | 2 - Meets expectations | 1 - Meets minimum expectation |
| CI.5B | A process is in place to receive and resolve customer complaints promptly and effectively. | 3 - Exceeds expectations | 2 - Meets expectations | 1 - Meets minimum expectation |
| CI.6C | The one-stop center strives to increase the number and percentage of all customers receiving skill development and training services. | 3 - Exceeds expectations | 2 - Meets expectations | 1 - Meets minimum expectation |

**Evaluator Notes**

# **Personnel**

|  |  |
| --- | --- |
| Local Area Name: |  |
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## **Must Meet Criteria**

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|  |  |  |  |
| --- | --- | --- | --- |
|  |  | Met | Not Met |
| P.1 | Roles and responsibilities of the one-stop operator within the Oklahoma Works One-Stop Center are clearly defined. |  |  |
| P.2 | Professional Development is provided to all one-stop center staff, including customer service and customer-centered design training. |  |  |
| P.3 | Program partner staff trainings are regularly provided on Equal Opportunity practices. |  |  |
| P.4 | Staff at the one-stop center are cross-trained and provided information on all required programs, services, and activities in the one-stop center and have received an orientation to all partner programs and services |  |  |
| P.5 | There is evidence that career services are provided within the Oklahoma Works One-Stop Center. |  |  |
| P.6 | If there is at least one Wagner-Peyser ES staff physically located in the center, then there is at least one other system partner physically present in the center. (***Comprehensive Center only***) |  |  |
| P.7 | All one-stop center staff are able to make knowledgeable referrals to partner programs. |  |  |
| P.8 | The one-stop center has regular staff meetings with one-stop center staff to build relationships, provide updates on center activities, and discuss strategies for one-stop center improvement. |  |  |
| P.9 | Continuous improvement plans are developed when required partners or customers identify barriers to participation in services. |  |  |

## **Scored Criteria**

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|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | Score | | |
| P.10A | The center engages in an interactive process to identify and provide reasonable accommodations and meet individual’s needs, as necessary (e.g. - allowing an individual with cognitive disabilities extra time to complete forms). The process includes a procedures for handling requests for accommodations. | 3 - Exceeds expectations | 2 - Meets expectations | 1 - Meets minimum expectation |
| P.11B | One-stop center staff are able to demonstrate on how they use labor market information to help customers identify career pathways, develop in-demand skills and credentials, and find jobs. | 3 - Exceeds expectations | 2 - Meets expectations | 1 - Meets minimum expectation |
| P.12C | Program partner staff are able to effectively and appropriately communicate with individuals with disabilities. | 3 - Exceeds expectations | 2 - Meets expectations | 1 - Meets minimum expectation |

**Evaluator Notes**