

ONE-STOP OPERATOR MONITORING TOOL

Purpose: Role of the One-Stop operator codified at WIOA Title 1, Section 121 (d); Title 20, Code of Federal Regulations, Part 678.620

Effectiveness

Identifier	Objective	Meeting Expectation		Progress		Technical Assistance Required		Comments
		Yes	No	Current	Future	Yes	No	
Is meaningful access evident in the comprehensive center for all required programs provided by system partners, and for core partners in additional centers to ensure the effectiveness of the One-Stop system	Primary focus on the customer and not on program/funding stream							
	Interaction of all partner organizations to work creatively across program/funding stream							
	Has center staff been cross-trained to communicate availability of all Title services							
	Is cross-training and guidance on-going							
	Evidence of efficient customer flow							
	How is access provided (e.g., streamline service delivery; pool funding resources; use of technology; flex space usage)	Comments:						
	Alignment/collaboration/integration of system partners (i.e., advocate for all system partners and participants directed according to need)							
	Is operator staff present, identifiable and available							

Identifier	Objective	Meeting Expectation		Progress		Technical Assistance Required		Comments
		Yes	No	Current	Future	Yes	No	
	Providing meaningful outreach strategies (e.g., sector/demand driven; focus on supply/demand alignment; take into account community footprint; utilize social media, etc.)							
	Actively engaging with business services among the other titles to bring relevant industry sector employers to support participant pursuit of career pathways linked to in-demand employment opportunities based on LMI and labor exchange services to drive skill-based initiatives.							
	Are common identifiers being used							
Standardize service delivery and maintain quality standards across all centers	Use and integration of advanced technology (virtual service delivery)							
	Develop and implement standard operating procedures (SOP)							
	Evidence of communication between the One-Stop operator and all system partners, inclusive of library branches (meetings, email communication, “open door policy” environment)							
	STEM-centered initiatives and activities integrated into individualized career services, as appropriate							
	Advocate for system-wide data reporting product (Employ NV)							

Identifier	Objective	Meeting Expectation		Progress		Technical Assistance Required		Comments
		Yes	No	Current	Future	Yes	No	
	Create and implement cross training activities, professional development, capacity building for all center/partner staff (sharing of best practices, processes, procedures, activities, etc., across system)							

Continuous Improvement

Identifier	Objective	Meeting Expectation		Progress		Technical Assistance Required		Comments
		Yes	No	Current	Future	Yes	No	
Evaluation of service delivery	Develop and implement customer satisfaction evaluation (participant, employer, system partners)							
	Do survey outcomes result in system improvement, as applicable							
	Maximize resources made available throughout the system (workshops, activities, etc.)							
	Do hours of operation meet customer flow							
	Are processes completed as described in the SOP							
Data driven performance strategy	Knowledgeable of system partner performance requirements, based on on-going review							
	Support system partner performance measure attainment							

Identifier	Objective	Meeting Expectation		Progress		Technical Assistance Required		Comments
		Yes	No	Current	Future	Yes	No	
	Based on regular performance reviews, is operator addressing deficiencies as necessary							
Develop and/or maintain community, education and business/economic development partnerships	Engage community partners in priority populations							
	Outreach to adult education partners							
	Outreach to new business partners							
	Coordination of services with economic development partners							
Operator-Board Communication	Does the operator share system information (successes, challenges, etc.)							
	Does the operator make recommendations for improvement							

Accessibility

Identifier	Objective	Meeting Expectation		Progress		Technical Assistance Required		Comments
		Yes	No	Current	Future	Yes	No	
ADA compliance	Use of pictorial/written/ verbal/ tactile references for disabilities or ELL							
	Clear lines of sight, seated or standing users							
	Provide necessary accommodations							
	Adequate space for assistive devices or personal assistants							
	Are all centers ADA compliant							

Identifier	Objective	Meeting Expectation		Progress		Technical Assistance Required		Comments
		Yes	No	Current	Future	Yes	No	
	Addressing barriers to employment							
	Individualized assistance							
	Promote priority of service							
Mobile One-Stop deployment	Utilization by sub-recipients							
	Meaningful community deployment							
	Outreach to inaccessible areas							