

ATTACHMENT A

STANDARD	CRITERIA	ELEMENTS	MEASURE					
			0	1	2	3	4	5
Cost Effectiveness	1. Effective budget management	A budget and revenue plan that supports the approved local plan, target populations and sustainability	No budget or plan	Budget includes all funding sources but does not support staff, training and operational balance	Budget that includes all funding sources and supports staff, training and local operations	Budget that includes all funding sources and leveraged resources that support staff, training and local operations	Budget includes all funding sources and provides for contingencies	Budget with all required and leveraged resources and addresses the ability to continue self-sustainability
	2. Aligning resources with industry/occupation targets	% training related placements for total occupational training participants	Less than 30%	30%	31%-35%	36%-40%	41%-59%	60% or more
	3. Strategies to increase/leverage resources	Strategies and experience utilizing non-federal, leveraged resources	No response	Demonstrated understanding of leveraged resources	Plan to secure leveraged resources	Secured at least one source of leveraged funding	Secured resources with outcomes that match annual plan	Consistently applies leveraged resources to meet workforce goals

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Integrated Services	1. Experience minimizing duplication 2. Coordinated service to job seekers and business	Career Center has structure of colocation and provides access to Partner services	No response	Meets Comprehensive Center minimum requirements only	Some partner, some services at some locations (but meets minimum Career Center requirements)	All Partners, all services at all locations
	3. Established operational procedures 4. Experience integrating multi-partner structure	Career Center demonstrates a customer flow for all customers that includes triage, initial assessment and how shared customers are referred and served	No response	Joint career planning with referral process to core partners and tracked outcomes	Experience triaging multiple partners and shared workflows, workshops, etc.	Policies in place and utilized with Partner involvement in setting procedures
	5. Effective state/local partnering models	Career Center demonstrates business flow for businesses that includes triage, initial assessment and how shared businesses are referred and served	No response	Business flow includes all elements	Business flow includes all elements and some Partner engagement	Business flow includes all elements, demonstrates Partner engagement and shared policy framework
	6. Shared policy framework	Career Center demonstrates a plan for shared data outcomes	No response	Local MOU describes methodology for collecting and reporting on shared data	1-2 and Mechanism in place to collect shared data	1-4 and Shared data drives decision-making

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Federal and Local Performance	1. Capacity to track, address and meet metrics/standards for federal/state/local performance requirements	Plan will meet federal, state and local measures/dashboard Demonstrates understanding of measures/definitions (credentials, etc.)	No response	Demonstrated capacity and capability to track, address and meet federal, state and local performance requirements	Demonstrates strategies and mechanisms or techniques in place to track, address and meet federal, state and local performance requirements	1-4 and demonstrates how it drives outcomes
	2. Demonstrate understanding of measures 3. Demonstrate understanding of MOSES functioning and uses					
	4. Demonstrate via experience with approach, process, evaluation	Compliance measured via plan vs actual for dashboard measures Demonstrates responsive outcomes for target groups Demonstrated experience using approach/process/outcomes	No response	Has met all negotiated performance goals	1-2 and Demonstrates shared outcomes across core programs	1-4 and Drives outcomes

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Demand Driven	1. Use labor market, LMI data & tools to inform employer engagement plan development and implementation	Demonstrates understanding/use of data via narrative & outcomesOSCC is responsive to the local LMI Meets Federal, state and local business measures	No response	Demonstrates need based on local LMI	Training and strategies are responsive to local LMI	Outcomes are improved based on new industry partners/employer engagement and successful grant seeking employment outcomes
	2. Meets federal/state/local criteria & metrics 3. Resources and staff aligned & solutions are responsive to documented business need & requirements	Demonstrates that use of tools & data drives decisions and outcomes Demonstrates key sector investments Training offered is demand driven & refined based on need & data Identified career pathways that meet performance/dash-board measures	No response	Career Center decisions regarding strategies and approaches are driven by business data	Key sector investments and/or Career Pathways are business driven	Items 1-4 and training is continually refined by business demand
	4. Elicits job seeker/business customer feedback and responses are effective 5. Decisions & strategies are based upon defined, evaluated data & practices	Evidence of customer Satisfaction Effective plan implemented for Career Center/customer outreach, integration & collaboration	No response	Elicits feedback	Demonstrates use of survey to drive operations and change	Demonstrates engagement of Partners

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Maximizing Access for Job-Seekers and Business	1. Comprehensive service via multiple access points	Continuous Review and set aside resources to evolve technology needs and access for customers	No response	A universal design that addresses access points, hours, etc., to meet the needs of jobseekers and employers	1-2 and Multiple access points and hours adjusted demonstrate flexibility and creativity	1-4 and Continuous assessment is conducted to ensure the needs of specific populations are met
	2. Success meeting priority of service mandates for designated targets	Success identifying barriers for targeted populations & implementing workable, measurable solutions Effective partner service referrals	No response	Priority of Services policy for (required) target populations and all staff are aware and trained	Specialty services and strategies for serving designated populations	Items 1-4 and Increase in training, job placement and retention of targeted populations
	3. Success identifying barriers for targeted populations & implementing workable, measurable solutions					
	4. Effective partner service referrals					
5. Knowledge of & compliance with Section 188 of WIOA 6. Effective use of technology solutions and other available accommodations	Compliance with ADA	No response	Demonstrates knowledge of all requirements and plan in place for full compliance	Demonstrates knowledge of all requirements and plan in place for full compliance with dates and benchmarks	Fully Compliant	

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Effective Leadership and Management	1. Local OSCC leadership vision and plan reflect LWDB plan/goals/concepts/practices	Correctly cites and applies WIOA laws and regulationsMeets Uniform Circular StandardsIntegrity demonstrated via audits and Federal/state reviews	No response	Unresolved finding(s) within the last 2 years	No unresolved findings within the last 2 years	No unresolved areas of concern or finding(s) within the last 2 years
	2. Financial integrity 3. Understands WIOA law/regulations					
	4. Structured and comprehensive staff development	Staff attend and complete state and locally sponsored training	No response	Continuous improvement plan with policy to complete mandatory training	Documented demonstrated improvements based on continuous improvement plan. All staff have attended all mandatory training and 80% of staff have completed non-mandatory training state and/or locally developed	All staff (Partner and State) are cross-trained in fundamental Career Center operations and Partner Services
	5. Understands DCS/partner systems	Continuous improvement plan in place and followed				
	6. Data-driven decision-making					
	7. Financial integrity					
	8. Standard operating procedures in place & followed					
	9. Continuous improvement plan					

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	10. Leverages funding	Outreach plan in place and followed	No response	Outreach plan in place and followed	Documented results from outreach plan.	Outreach plan demonstrates
	11. Utilized demand driven model	Effective plan of Outreach to job seekers and business			Increase in targeted customer use of Career Center.	increase in job orders and placements in
	12. Workable marketing plan					targeted industries that address local needs