

WIOA Quick Start Action Planner (QSAP)

One-Stop Center Service Design

Under the Workforce Innovation and Opportunity Act, the vision for one-stop centers is characterized by providing excellent customer service to job seekers and employers, customer-centered service delivery, and continuous improvement. States and local areas should strive to ensure quality services are being delivered in the most efficient and effective ways possible, through full integration and coordination of one-stop partners and resources to support seamless service delivery.

Please rate where your state or local area is on the following indicators related to preparedness in one-stop service delivery under WIOA.

KEY

State and Local

State

Local

1 = Not at all

2 = Making progress but a long way to go

3 = Have some of this, sometimes

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5 = Not only in place but we are excelling

Section 1

Partnerships and Program Alignment

Rating (Choose One)

1 – 2 – 3 – 4 – 5

Notes

State and Local Leaders

- Our workforce system has all core and required one-stop partners¹ at the table supporting development and implementation of the area's one-stop policies and processes, service delivery design, and infrastructure and certification criteria.

1

2

3

4

5

¹ Adults, Dislocated Workers, Youth, Wagner-Peyser Employment Services, Adult Education, Career and Technical Education (Perkins Act), Vocational Rehabilitation, Temporary Assistance for Needy Families (TANF), Community Services Block Grant, Title V of Older Americans Act (SCSEP), Trade Adjustment Assistance, Veterans Employment and Training Programs, Unemployment Insurance, Job Corps, National Farmworker Jobs Program, YouthBuild, Re-entry Programs (REXO or related integration programming), Department of Housing and Urban Development Employment & Training Programs



2. Core and required one-stop partners are invested in supporting development and implementation of our state's/local area's one-stop policies and processes and a customer-centered service delivery design.	1	2	3	4	5	
3. Our workforce system actively connects entities receiving DOL-funded discretionary grants with the one-stops to ensure customers can take advantage of the grant opportunities provided.	1	2	3	4	5	
4. Our workforce system has identified existing efforts in the state and local areas that have established emerging career pathways and is working to expand those efforts in a non-duplicative manner.	1	2	3	4	5	
5. Our workforce system has a structure in place to ensure input from area business and industry about the skill needs of the workforce is captured and addressed.	1	2	3	4	5	
6. Business services representatives work collaboratively with one-stop partners and have an impactful role in one-stop service delivery, such as identifying industry-recognized credentials appropriate to regional economies.	1	2	3	4	5	
7. Business services representatives have a comprehensive understanding of labor market conditions, economic development activities, skill needs of the workforce and are fully connected to regional and local business partnership activities and sector strategies.	1	2	3	4	5	
8. A service strategy is in place for providing career services to Unemployment Insurance (UI) claimants. One-stop center staff are trained and knowledgeable in available UI services.	1	2	3	4	5	
9. The role of all required partners in the one-stop has been defined, introduced, and integrated into service delivery.	1	2	3	4	5	
10. The role of TANF in the one-stop has been defined in consultation with local TANF program administrators and TANF-specific services have been integrated into overall service delivery structures.	1	2	3	4	5	



<p>11. A process is in place to assess customers' educational barriers when necessary and refer them to appropriate services that address a range of educational needs (e.g. low literacy levels, learning disabilities, etc.) and to appropriate partner programs (e.g. Adult Education, providers of ESL training, etc.).</p>	1	2	3	4	5	
<p>12. A service strategy has been put in place that provides youth with access to educational and other appropriate activities and supportive services. Youth are able to access robust programs, activities, and supportive services to assist them in obtaining high school and postsecondary credentials and succeeding in careers.</p>	1	2	3	4	5	
<p>13. One-stop centers work in partnership with Job Corps Centers to actively recruit and refer youth to the program.</p>	1	2	3	4	5	

Local Level Leaders Only

<p>14. Our local area has a process to establish meaningful MOUs with partners with a strong focus on identifying the appropriate career services that will be delivered through the one-stop delivery system, as well as on customer-centered service delivery design and infrastructure/cost agreements.</p>	1	2	3	4	5	
<p>15. One-stops in our local area have established relationships with partners to provide educational and supportive services for job seekers with significant barriers to employment, including the opportunity for them to earn credentials needed for employment in high-wage, high-demand jobs.</p>	1	2	3	4	5	

State Level Leaders Only

<p>16. Our state has a robust and interactive on-line service delivery system that supports receipt of services across all partner programs.</p>	1	2	3	4	5	
<p>17. Our state is engaged in regional partnership activities with businesses and employers. Work-based learning opportunities are available through all the one-stops in the state and reflect these partnerships for in-demand careers.</p>	1	2	3	4	5	



Section 2

One-Stop Policy and Service Delivery

Rating (Choose One)

1 – 2 – 3 – 4 – 5

Notes

State and Local Leaders

<p>18. One-stop partners understand customer-centered design and how it applies to one-stop operations and continuous improvement.</p>	1	2	3	4	5	
<p>19. Policies for one-stop centers are in place that support a customer-centered, fully integrated, service delivery system that ensures customers have maximum access to the full range of education, employment, training, and supportive services available through the partner programs.</p>	1	2	3	4	5	
<p>20. One-stop partners use customer-centered design to understand the customer’s needs and desires, and have implemented policies and procedures for integrated services based on the needs of their clients and context of their community.</p>	1	2	3	4	5	
<p>21. One-stop partners have a process in place for the continued use of customer-centered design to improve one-stop services to clients.</p>	1	2	3	4	5	
<p>22. Our workforce system is committed to continuous improvement of one-stop service delivery. There are policies and procedures in place to evaluate effectiveness against the indicators of performance, accessibility, and customer satisfaction and make improvements based on data and feedback.</p>	1	2	3	4	5	
<p>23. Under WIOA, core services and intensive services are consolidated into career services. One-stop policies are clearly established in the MOU and these policies reflect that an appropriate combination of career services are made available through partner programs at every one-stop.</p>	1	2	3	4	5	



24. Intake, case management, and data systems are integrated between partners to allow for more efficient access to services.	1	2	3	4	5	
25. Our workforce system promotes accessibility for all job seekers to one-stop centers and program services, and is fully compliant with accessibility requirements for individuals with disabilities.	1	2	3	4	5	
Local Level Leaders Only						
26. One-stops in our local area offer robust training services (ITAs, customized training, work-based learning, etc.) leading to industry-recognized credentials in in-demand career fields as shown through Labor Market Information.	1	2	3	4	5	
27. One-stops in our local area have established relationships with partners to provide educational and supportive services for job seekers with significant barriers to employment.	1	2	3	4	5	
28. Our local area has procedures in place to encourage co-enrollment of job seekers in one or more core programs delivering services through the one-stop.	1	2	3	4	5	
29. Customers experience a “common front door” for all one-stop partner programs supported by common registration (different than common intake for eligibility purposes) and a triage/assessment process to measure academic and occupational skills that leads to seamless customer flow and access to the services needed.	1	2	3	4	5	
30. Front-line staff in the local area has been fully trained on customer-centered service delivery practices.	1	2	3	4	5	
31. One-stops in our local area assist job seekers with disabilities in all one-stop partner programs, and have assessed physical and programmatic accessibility. This includes, but is not limited to, ensuring assistive technology is in place, and front-line staff members are trained in the use of this technology.	1	2	3	4	5	



State Level Leaders Only

<p>32. Our state and local areas have developed and implemented comprehensive policies in partnership with required partners to drive the one-stop system. The policies are disseminated to local areas with appropriate guidance for implementation.</p>	1	2	3	4	5	
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Section 3

System Capacity

Rating (Choose One)

1 – 2 – 3 – 4 – 5

Notes

State Level Leaders Only

<p>33. Our state, with local area input, has developed criteria for one-stop certification that embodies the WIOA vision overall and provides a clear framework for consistency of service delivery state-wide.</p>	1	2	3	4	5	
<p>34. Our state routinely provides technical assistance to local area one-stop operators on topics such as integrated service delivery, coordination of programs and services among one-stop partners, effectively serving individuals with barriers to employment, and implementing innovative programs and strategies.</p>	1	2	3	4	5	
<p>35. Our state has revisited its one-stop bricks and mortar foot print in light of new requirement for Wagner-Peyser co-location and new one-stop required partners that may bring facilities to the table, and to ensure adequate services to rural areas.</p>	1	2	3	4	5	
<p>36. Steps have been taken to physically incorporate new partners and services in our state's one-stops in a manner that is both convenient and accessible to all customers.</p>	1	2	3	4	5	

