

## **Merced County Workforce Investment Board One-Stop Certification Process**

### **PURPOSE**

To describe the framework for Merced County Workforce Investment Board (MCWIB) to use for certification of the local One-Stop Centers for program years (2002-2004) in Merced County. This framework includes an application process customized by the MCWIB using the California Awards for Performance Excellence Challenge Award process in preparation for a continuous improvement model that uses the Malcolm Baldrige Criteria [for performance excellence](#) as a guideline for improvement. The Baldrige Criteria is a list of mandatory organizational behavior criteria that must be addressed in a certified Merced County One-Stop center. This policy is intended to give the MCWIB a process to collect and use information to assure a minimum standardized level of services at each One-Stop Center for program years (2002-2004) of operation and to establish the foundation for future certifications.

### **REFERENCES**

P.L. 105-220, Workforce Investment Act, Section 111, (d) (2).  
Department of Labor, Employment and Training Administration, 20 CFR Part 652, et al.,  
Workforce Investment Act, Final Rule, August 11, 2000.

### **POLICY STATEMENT**

The Merced County Workforce Investment Board is charged with the development and continuous improvement of a countywide workforce investment system of activities carried out through a One-Stop delivery system.

The principles articulate that Merced County's workforce strategy will be based on the Malcolm Baldrige Criteria for Performance Excellence, with a focus on continuous improvement. The Baldrige Criteria are nationally recognized as being instrumental in stimulating improvements in competitiveness and business performance. Baldrige formulates a framework of intensive self-examination and assessment in seven categories of organizational behavior displayed by the local workforce system. Those categories are:

- Leadership
- Strategic Planning
- Customer and Market Focus
- Information and Analysis
- Human Resource Focus
- Process Management
- Business Results

The Malcolm Baldrige Criteria for Performance Excellence are the basis for certifying local One-Stop workforce system centers in Merced County. The Baldrige Criteria ensure that certification equals quality and are also the basis for continuous

improvement, organizational self-assessments, and effects incentive awards. The MCWIB will evaluate the self-assessment process completed by the One-Stop Centers. The California Awards for Performance Excellence Challenge Award Process has been tailored by the MCWIB for this purpose, which is called MCWIB Challenger Award Process, and will be used to accomplish this. (**Attachment B**).

The MCWIB will have the responsibility of ensuring that the Baldrige criteria are integral to the culture of the local one-stop system and granting a certification that good for two years. The MCWIB examination team, in addition to collecting a written application and materials during the certification process, will make an on-site visit to the One-Stop Center to clarify and verify information in the application and to ensure that all core services are provided in accordance with Section 1349d)(2) of the WIA. This will be done prior to finalizing the certification score.

To be a certified One-Stop Center, including a conditional certification, each One-Stop Center must meet the minimum level of requirements as outlined in the checklist in **Attachment A**. Although each One-Stop Center will be different, including different partners, staffing patterns, a different customer base, different goals and directives, there will be a minimum level of services that must be common to each certified comprehensive (full service) center and affiliated sites as prescribed by the Merced County Workforce Investment Board. For subsequent certification of One-Stop Centers, MCWIB must consider performance outcomes, including customer satisfaction, and incorporate continuous improvement on the Baldrige criteria. Not meeting MCWIB required performance outcomes, including customer satisfaction measures, and continuous improvement measures on the Baldrige criteria, will be the basis for de-certification. Comprehensive, affiliate sites, and any partner One-Stop Centers must be linked into a local workforce area system with all serving as access points.

Re-certification will be required every two years. The re-certification process will be similar to this process and will emphasize performance outcomes, quality and continuous improvement based on the Baldrige Criteria for Performance Excellence. For each subsequent re-certification, 100% of the statutory requirements must be met, and there must be an increase in the score on the Challenger Application.

There will be two parts to the Certification Process with a separate scoring method for each. One part will demonstrate that the One-Stop Center has met the statutory requirements by providing the necessary services as outlined in the WIA. The other will assess the degree of progress in Performance Excellence and Continuous Improvement within the One-Stop organizational culture.

A minimum score of 100% is needed for the statutory requirements in **Attachment A**. These requirements must be met at a 100% level, or a conditional certification will be given with six months for corrective action to remedy the deficiency.

A minimum score of 300 or 30% is required using the MCWIB Challenger Award Process (Attachment B). If the minimum score isn't meet, a conditional certification will be granted and the applicant will have six months to reapply.

For a certification to be granted by the MCWIB a score of 100% is needed for the Statutory Criteria, in addition, a minimum sore of 300 or 30% is required on the MCWIB Challenger Award Process.

## **ATTACHMENT A:**

### **I. Comprehensive (Full Service) One-Stop Centers**

**Statutory Based Criteria for All Comprehensive, physical one-stops,  
To be certified:**

- A. Must provide all core services listed in the Workforce Investment Act, as described in Section 134(d)(2) of the Act.**
- 1. Determination of whether individuals are eligible to receive assistance.**
  - 2. Outreach, intake, and orientation to the information and other services available.**
  - 3. Initial assessment of skill levels, aptitudes, abilities, and supportive service needs.**
  - 4. Job search placement and assistance, and where appropriate, career counseling.**
  - 5. Employment statistics information for local, regional and national labor market areas including job vacancy listings, information on job skills necessary to obtain the jobs described in the clause and local information relating to local occupations in demand and the earnings and skill requirements for such occupations.**
  - 6. Provision of performance information and program cost information on eligible providers of training services.**
  - 7. Provision of information regarding how the local area is performing on the local performance measures.**
  - 8. Provision of accurate information relating to the availability of supportive services, including childcare and transportation, available in the local area.**
  - 9. Information regarding filing claims for unemployment compensation.**
  - 10. Assistance in establishing eligibility for welfare-to-work; and programs of financial aid assistance for training and education programs.**

- 11. Follow-up services, including counseling regarding the workplace, for participants in the workforce investment activities who are placed in unsubsidized employment, for not less than 12 months.**
  
- B. Must provide access to intensive services. Must also provide access to training and serve as a point of access for Individual Training Accounts (ITAs).**
  
- C. Must provide access to all labor exchange services authorized under the Wagner-Peyser Act.**
  
- D. Must provide the core services and access to all of the workforce programs and activities carried out by mandated one-stop partners.**
  
- E. Additional Criteria for all Comprehensive One-Stop Centers to be certified include:**
  - 1. High-speed computer access to Internet based information system.**
  
  - 2. Access to computers, including printing, access to software programs, which could include word processing, programs for resume development, and job application and cover letter preparation.**
  
  - 3. Access to telephones and fax for job search.**
  
  - 4. Access to up-to-date career and local community resource information.**
  
  - 5. Strategies to meet any demand for “non-traditional” hours of operation for those who cannot attend during the traditional 8 AM - 5 PM hours of operation.**
  
  - 6. Information desk and/or resource areas are staffed.**
  
  - 7. There is a presence of mandated partners on-site.**
  
  - 8. A case management system exists that provides guidance for customers participating in intensive and training services.**
  
  - 9. MOUs or operational agreements are in place between partners for daily operations.**

10. **Information sharing and customer confidentiality agreements exist.**
11. **A description of all employer services is included in the business plan, including strategies for making the information available to employers.**
12. **A customer assessment process exists, including skill, aptitude, interest, and needs assessment.**
13. **Has an established referral process that is customer focused.**
14. **Meets a minimum score of 300 or 30%, using the MCWIB Challenger Award Process.**

## **II. Affiliated One-Stop Centers' Requirements for Certification**

### **A. Affiliated Sites**

#### **Statutory Based Criteria for All Affiliated Sites of the Merced County One-Stop System:**

1. **Must provide one or more of the programs, services or activities of the mandated partners.**
2. **Must be part of a "network" of mandatory and other partners.**

#### **Additional Criteria for All Affiliated One-Stop Sites:**

1. **Must possess high-speed computer access to Internet based information system.**
2. **Must provide access to local community resource information.**
3. **A case management system exists that provides guidance for customers of the affiliate site.**
4. **A MOU or other written agreement exists with the LWIB.**
5. **Information sharing and referral strategies agreements exist.**
6. **A description of all customer services is made available to the local workforce system.**

7. **Must provide target customer base core services and access to other services by target population(s) as part of a “systems” approach to local workforce service delivery.**
8. **Willingness to participate in the LWIA performance system.**
9. **Willingness to provide appropriate resources to the local workforce system and serve as an entry point.**
10. **Meets a minimum score of 300 or 30%, using the MCWIB Challenger Award Process.**

**B. Partner Sites**

**Statutory Based Criteria for all Partner Sites of the Merced County One-Stop System:**

1. **Must be part of a “network” of one-stop partners through which the partners provide services that are linked to an affiliated site and through which all individuals can access information on the availability of the partners’ core services offered in the local workforce area.**
2. **A required partner’s core services that are appropriate for its customer population must be made available at a comprehensive center, and additional sites, as appropriate.**
3. **Must provide target customer core services and access to other services by target population(s) as part of a “systems” approach to local workforce service delivery.**

**Additional Criteria for All Partner Sites of the Merced County One-Stop Center System:**

1. **Must possess high-speed computer access to Internet based information system.**
2. **Must provide access to local community resource information.**
3. **A case management system exists that provides guidance for customers of the partner site.**
4. **A MOU or other written agreement exists with the LWIB.**

- 5. Information sharing and referral strategies agreements exist.**
- 6. A description of all customer services is made available to the local workforce system.**
- 7. Willingness to participate in the LWIA performance system.**
- 8. Willingness to provide appropriate resources to the local workforce system.**
- 9. Must serve as an entry point to the local workforce system.**
- 10. Meets a minimum score of 300 or 30%, using the MCWIB Challenger Award Process.**