



A Report
to the
Western Virginia Workforce Development Board
From
The Virginia One -Stop Workforce Center Level 1 Certification
Judges Panel

June 11, 2004

The Level 1 Certification Team, representing the Virginia Employment Commission and the Virginia Community College System, reviewed the Level 1 Certification Application for the Roanoke Workforce Center. The Examiner Team made a site visit to the Roanoke Workforce Center on October 29, 2003. The three Certification Judges, representing Franklin County, Dabney S. Lancaster Community College, Roanoke Higher Education Center, met May 10, 2004 to review the Examining Team's Certification Report.

The Roanoke Workforce Center was reviewed by an impartial team of certified Examiners who applied the 2003 Level 1 Certification Criteria to evaluate the Center's daily operations, processes, and practices. The examination results were then documented into a Feedback Report and reviewed by the Board of Judges, representing the Western Virginia Workforce Development Board (WDB). The Feedback Report will be submitted to the Center, following the certification decision of the WDB.

Based on the examination of the Center, the Examination Team found several strengths which demonstrate that the Center is meeting the Certification Criteria, including:

- The Center provides all core services required by the Workforce Investment Act.
- WIA services are available to eligible customers through referral.
- Through the One Stop Consortium, staff e-mail, and staff meetings, staff has been involved in developing policies and procedures for the Center.
- Staff completes a monthly One-Stop Report, which is submitted to the One Stop Consortium and incorporates internal customer satisfaction information.
- A monthly Workforce Center Report provides information on program and service outcomes directly related to five Center Performance standards.

The Examination Team also found opportunities for improvement as follows:

- It is not evident that senior leaders monitor training, cross-training activities, training results, and ensure opportunities for training are equally available for all.
- Since Center Partner staff do not attend regular staff meetings, it is not clear how partner staff input is used for improvement through this process.

- Although the Center employs a One-Stop Report and a suggestion box is in place for staff input, it is not evident that there is a specific process in place to address issues of staff dissatisfaction which are identified.
- While staff has been involved in implementing improvements to processes, it is not evident that these improvements included the efforts to cross-functional staff from all areas and levels of the organization.

These examination results, demonstrate that the Center achieved a 100% score in the Compliance Criteria for Comprehensive Centers and a 100% score in the Application Requirements for Access to Virginia Workforce Network Facilities by Individuals with Disabilities, and a 75% score in the Baldrige Based Criteria. The Feedback Report details all strengths and opportunities for improvement that were documented by the Examination Team.

Based on these results, the Board of Judges recommends that the Roanoke Workforce Center be fully certified as a One-Stop Comprehensive Center as of this day, June 11, 2004.