

- E. **Appoint** a partner committee to advise the consortium on operational issues. Members may include:
- Department of Rehabilitative Services
 - Franklin County Workforce Development Consortium
 - Goodwill Industries of the Valleys
 - League of Older Americans
 - Roanoke City Adult Education
 - Support to Eliminate Poverty
 - Total Action Against Poverty
 - Virginia Employment Commission
 - Virginia Western Community College
- F. **Establish** local Workforce Center performance standards in addition to those required by the U.S. Department of Labor and the Virginia Employment Commission Workforce Investment Act Division.

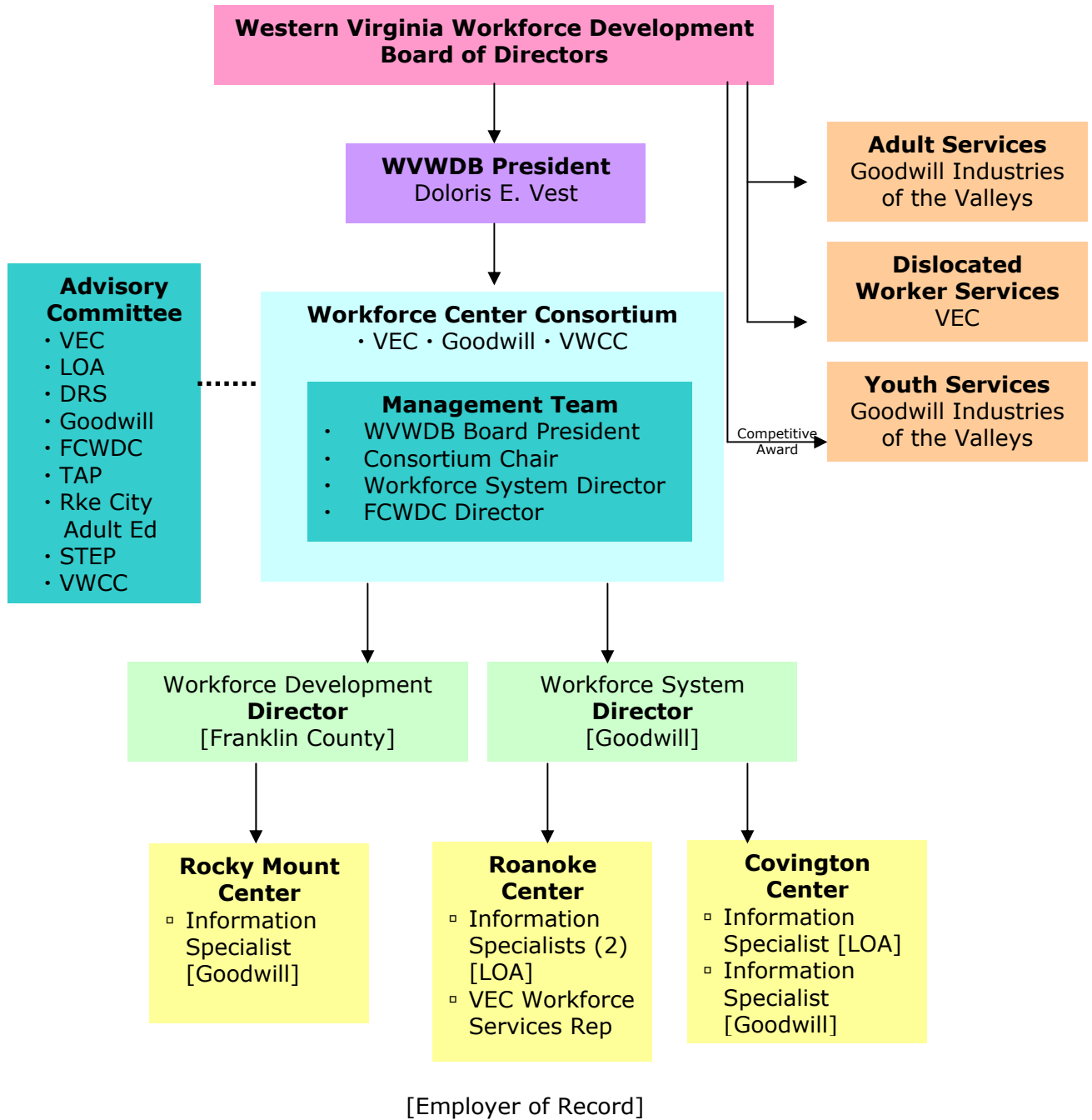
Part II. Recommendations for Program Year 2006 (effective July 1, 2006 and subject to availability of funds and approval of the Program Year 2006 budget by the Board of Directors).

- A. **Designate** Virginia Employment Commission to operate Dislocated Worker contract, \$300,000
- B. **Designate** Goodwill Industries of the Valley to operate Adult services contract, in the amount of \$275,000.

Addenda:

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- A – Organizational Chart
 - B – References
 - C – Workforce Center Certification Criteria
 - D – Workforce Center Tier II Certification Criteria

Addendum A: Organizational Chart



Addendum B: The Workforce Investment Act of 1998

Public Law 105-220

Concerning Workforce Centers	SEC. 121. ESTABLISHMENT OF ONE-STOP DELIVERY SYSTEMS.	NOTES
Board responsibilities	(a) In General.--Consistent with the State plan, the local board for a local area, with the agreement of the chief elected official for the local area, shall-- (1) develop and enter into the memorandum of understanding described in subsection (c) with one-stop partners; (2) designate or certify one-stop operators under subsection (d); and (3) conduct oversight with respect to the one-stop delivery system in the local area	<i>Local boards have three responsibilities relating to the centers</i> <ul style="list-style-type: none"> ▪ MOUs ▪ Choose the operators ▪ Oversee the system
Required partners	(b) One-Stop Partners.-- (1) Required partners.--	<ul style="list-style-type: none"> ▪ Who MUST be involved
What required partners must do	(A) In general.--Each entity that carries out a program or activities described in subparagraph (B) shall-- (i) make available to participants, through a one-stop delivery system, the services described in section 134(d) (2) that are applicable to such program or activities; and (ii) participate in the operation of such system consistent with the terms of the memorandum described in subsection (c), and with the requirements of the Federal law in which the program or activities are authorized.	<ul style="list-style-type: none"> ▪ Offer services at the workforce Center ▪ Participate in the operation of the system
What are the REQUIRED services in the center?	(B) Programs and activities.--The programs and activities referred to in subparagraph (A) consist of-- (i) programs authorized under this title; (ii) programs authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.); (iii) adult education and literacy activities authorized under title II; (iv) programs authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.); (v) programs authorized under section 403(a) (5) of the Social Security Act (42 U.S.C. 603(a) (5)) (as added by section 5001 of the Balanced Budget Act of 1997); (vi) activities authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.); (vii) postsecondary vocational education activities	<i>Specific Partner in Area III</i> <ul style="list-style-type: none"> ▪ WIA programs <ul style="list-style-type: none"> ○ Adult ○ Youth ○ Dislocated Workers ○ Job CORPs ○ Migrant/Seasonal Farm Workers ○ Native American ○ Veterans ○ Youth Opportunity Grants ▪ VEC <ul style="list-style-type: none"> ○ Job Search ▪ Roanoke City Adult Ed ▪ Department of Rehab Services ▪ Welfare to Work ▪ Ended 9/30/2004 ▪ LOA ▪ Virginia Western

	authorized under the Carl D. Perkins Vocational and Applied Technology Education Act (20 U.S.C. 2301 et seq.);	<ul style="list-style-type: none"> ▪ <i>Community College</i> ▪ <i>Dabney S. Lancaster Community College</i>
	(viii) activities authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.);	<ul style="list-style-type: none"> ▪ VEC <ul style="list-style-type: none"> ○ <i>Trade</i>
	(ix) activities authorized under chapter 41 of title 38, United States Code;	<ul style="list-style-type: none"> ▪ VEC <ul style="list-style-type: none"> ○ <i>Veterans</i>
	(x) employment and training activities carried out under the Community Services Block Grant Act (42 U.S.C. 9901 et seq.);	<ul style="list-style-type: none"> ▪ TAP ▪ STEP
	(xi) employment and training activities carried out by the Department of Housing and Urban Development; and	<ul style="list-style-type: none"> ▪ Roanoke Redevelopment & Housing Authority ▪ STEP
	(xii) programs authorized under State unemployment compensation laws (in accordance with applicable Federal law).	<ul style="list-style-type: none"> ▪ VEC <ul style="list-style-type: none"> ○ <i>Unemployment Insurance</i>
Additional partners	(2) Additional partners.--	
	(A) In general.--In addition to the entities described in paragraph (1), other entities that carry out a human resource program described in subparagraph (B) may--	
	(i) make available to participants, through the one-stop delivery system, the services described in section 134(d)(2) that are applicable to such program; and	<ul style="list-style-type: none"> ▪ <i>Core Services</i>
	(ii) participate in the operation of such system consistent with the terms of the memorandum described in subsection (c), and with the requirements of the Federal law in which the program is authorized; if the local board and chief elected official involved approve such participation.	<ul style="list-style-type: none"> ▪ <i>Others as locally warranted</i>
	(B) Programs.--	<ul style="list-style-type: none"> ▪ <i>Representatives of</i> ▪ <i>Social Security</i> ▪ <i>TANF</i> ▪ <i>Food Stamps</i> ▪ <i>Community Services Boards</i> ▪ <i>Others as deemed appropriate by the local board</i>
	The programs referred to in subparagraph (A) may include--	
(i) programs authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.);		
(ii) programs authorized under section 6(d)(4) of the Food Stamp Act of 1977 (7 U.S.C. 2015(d)(4));		
(iii) work programs authorized under section 6(o) of the Food Stamp Act of 1977 (7 U.S.C. 2015(o));		
(iv) programs authorized under the National and Community Service Act of 1990 (42 U.S.C. 12501 et seq.); and		
(v) other appropriate Federal, State, or local programs, including programs in the private sector.		

MOUs	(c) Memorandum of Understanding.—	
Purpose of the MOUs	(1) Development.--The local board, with the agreement of the chief elected official, shall develop and enter into a memorandum of understanding (between the local board and the one-stop partners), consistent with paragraph (2), concerning the operation of the one-stop delivery system in the local area.	
Contents of the MOUs	(2) Contents.--Each memorandum of understanding shall contain—	
	(A) provisions describing—	
	(i) the services to be provided through the one-stop delivery system;	▪ <i>What services are offered</i>
	(ii) how the costs of such services and the operating costs of the system will be funded;	▪ <i>Funding of services and operations costs</i>
	(iii) methods for referral of individuals between the one-stop operator and the one-stop partners, for the appropriate services and activities; and	▪ <i>Referral methods</i>
	(iv) the duration of the memorandum and the procedures for amending the memorandum during the term of the memorandum; and	▪ <i>Duration</i>
(B) such other provisions, consistent with the requirements of this title, as the parties to the agreement determine to be appropriate	▪ <i>Other items as necessary</i>	
One-stop Operator	(d) One-Stop Operators. —	
	(1) Designation and certification.--Consistent with paragraphs (2) and (3), the local board, with the agreement of the chief elected official, is authorized to designate or certify one-stop operators and to terminate for cause the eligibility of such operators.	
Who is eligible	(2) Eligibility.--To be eligible to receive funds made available under this subtitle to operate a one-stop center referred to in section 134(c), an entity (which may be a consortium of entities)—	▪ <i>one entity or</i> ▪ <i>consortium</i>
How they can be chosen	(A) shall be designated or certified as a one-stop operator—	
	(i) through a competitive process; or	▪ <i>RFP</i>
	(ii) in accordance with an agreement reached between the local board and a consortium of entities that, at a minimum, includes 3 or more of the one-stop partners described in subsection (b) (1); and	▪ <i>Consortium designated by the board of directors</i>
Types of organizations	(B) may be a public or private entity, or consortium of entities, of demonstrated effectiveness, located in the local area, which may include—	
	(i) a postsecondary educational institution;	
	(ii) an employment service agency established under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), on behalf of the local office of the agency;	
	(iii) a private, nonprofit organization (including a community-based organization);	
	(iv) a private for-profit entity;	
	(v) a government agency ; and	
	(vi) another interested organization or entity, which may include a local chamber of commerce or other business organization.	

Addendum C: Comprehensive Workforce Center Certification

	On Site		Info/Referral		Notes
	Yes	No	Yes	No	
Services for Employers					
Assistance in finding qualified workers					
Labor exchange					
Interview facilities at one-stop centers					
State and /or federally generated Labor Market Information (LMI)					
State and /or federally generated info. on Americans with Disabilities Act (ADA)					
Information regarding consultations on workplace accommodations for persons with disabilities					
Information on and referral to business start-u, retention and expansion services					
Information on and referral to sources for developing customized training programs					
Information on and referral to career preparation activities					
Rapid response to mass layoffs and plant closings					
Information about training incentives such as on-the-job training programs					
State and/or federally generated information on tax credits for new hires					
Core Services For Individuals					
Outreach, intake (which may include worker profiling), and orientation					
Labor exchange					
Job, career and skill self-assessment tools					
Initial assessment of skill levels, aptitudes, abilities and supportive service needs					
Resume writing software and support materials					
Local human service directory					
Occupational training information					
Job search skills information					
Workplace accommodation information					
Performance information and program cost information on eligible training providers					
WIA Title I Adult or Dislocated worker eligibility assistance					
Information on local performance measures					
Local, regional and national labor market information, including job vacancy listings					
Provision of information regarding filing claims for unemployment compensation					
Performance/cost information on providers of Adult education, postsecondary activities					
Performance/cost information on providers of vocational rehabilitation program activities					
Referral to partner programs, inc. determining likelihood of eligibility and financial assistance					
Program information describing eligibility and application procedures					
Information on availability of supportive services					
Financial aid information					
Assistance in establishing eligibility for Welfare-to-work activities as available in local area					
Employer directories for job search, I.e. ALMIS, internet-based directories, commercial products					
Follow-up services					
Intensive Services For Individuals					
Group counseling					
Individual counseling and career planning					
Case management for participants seeking training and career education services					

Comprehensive and specialized assessment of individualized skill levels and service needs					
Development of an individual employment plan					
Literacy activities related to basic workforce readiness					
Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance and professional conduct					
Training and Career Education Services for Individuals	Yes	No	Yes	No	Notes
Occupational skills training, including training for nontraditional employment					
On-the-job-training					
Programs that combine workplace training with related instruction including coop education programs					
Training programs operated by the private sector					
Skill upgrading and retraining					
Entrepreneurial training					
Job readiness training					
Adult education and literacy activities					
Customized training conducted with a commitment by an employer to employ an individual upon successful completion of the training					
Local System Programs and Partners, Services Required on site:	Yes	No	Yes	No	Notes
WIA Title I Adult/ Dislocated worker					
Trade Adjustment Assistance Reform Act (TAA)					
Vocational Rehabilitation (information/intake/registration)					
Veterans Employment Service					
Employment Service (Job Service)					
Unemployment Insurance					
Services present on site, or information and referral available	Yes	No	Yes	No	Notes
Welfare-to-Work					
Food Stamps Employment and Training					
Voc. Rehab (eligibility determination/enrollment in program activity)					
Secondary/Post Secondary Career and Technical Education					
WIA Title II Adult Education and Literacy					
WIA Title I Migrant Seasonal Farm Workers					
WIA Title I Youth					
Senior Community Service Employment Program					
WIA Title I Job Corp					
WIA Title I Veterans					
WIA Title I Native Americans					
WIA Title I Youth Opportunity Grants					
Community Services Block Grant Employment and Training					
Housing and Urban Development Employment and Training (Where available)					
Department of Business Assistance Workforce Services and other employer service programs					
System Design	Yes	No	Yes	No	Notes
Facilities with individual and group work space for customer use					
Common reception area					
Self-service resource room					

Space for itinerant staff					
Space for employer interview functions					
Informed, professional customer friendly service					
Accessible for individuals with disabilities(full evaluation by DRS)					
Staff management and staff development to support integration/colocation					
Customer Satisfaction and Service Accountability	Yes	No	Yes	No	Notes
Use of current state developed system of measuring performance					
Use of Malcolm Baldrige principles of performance excellence, consistent with state WIA policies 00-4 and 00-9					
Utilizes to the degree possible, the Virginia Workforce case management software system					
Adhere to confidentiality protections for customers, as required by federal/state law					
Use current data generated through state developed system of measuring customer satisfaction for employers, workers and job seekers					
Marketing and Customer Relations	Yes	No	Yes	No	Notes
Center signage displays Virginia Workforce Network(VWN) logo brand and center name					
VWN logo on forms, marketing materials, webpages					
Common phone number available and in marketing materials					
Center staff communicate "workforce center" or "career center" in phone greetings					
Use of receptionist/greeter to welcome and direct customers					
Self-service resource room, to include	Yes	No	Yes	No	Notes
Labor exchange tools					
Computer application software					
Resume writing software					
Career exploration software					
Job, career, and skill self assessment tools					
Career, job and labor market information					
career planning information					
Job search information					
Interviewing information					
Information of resumes, cover letters, etc.					
Information on job retention					
Directories					
Periodicals					
Other	Yes	No	Yes	No	Notes
Evidence of resource sharing (planning, cost-allocation etc.)					
Evening/weekend hours if determined locally necessary for customer demand					

Addendum D: Comprehensive Workforce Center Certification Tier II

**VIRGINIA WORKFORCE NETWORK
Tier 2 Certification Standards for One Stop Centers
Self-Assessment Tool**

This form may be used by WIBs for assistance in determining if the local area will have at least one comprehensive center certified to Tier 2 standards by July 1, 2006. Each local area must notify the Virginia Workforce Council by March 1, 2006 of their ability to do so, and if not, identify the barriers that prevent such achievement and any assistance that might be needed. Submit this notice in writing, either through the use of this form or some other written document capturing the same elements, to: John Hutton, Virginia Employment Commission, 703 East Main Street, Room 121, Richmond, VA 23219. Electronic submissions may be sent to john.hutton@vec.virginia.gov

Certification Standard	Criteria or Minimum Guideline			Comments/Notes
		Yes	No	
Management and Staff Structure				
Has developed and is implementing a written service plan for all key business processes				
Has developed and is implementing a written plan to promote cross-training of staff and involvement of partners in cross-functional service teams				
Has developed a policy for evaluating staff performance	Conducts annual performance assessments			
	Developed a training plan for each staff member to promote increased personal and professional effectiveness			
Is demonstrating a commitment to staff competency	Encourages staff certification consistent with standards adopted by the VWC			
Service Delivery				
Started the process to develop a Business Services Team/Unit	Written plan is in place indicating how the Center will provide and coordinate services to employers			
Leverages resources and enhances effectiveness by offering a range of services provided by community partners	At least 50% of WIA mandated partner programs have either a full-time or scheduled presence (traditional and non-traditional)			
Evaluates the contributions of WIA mandatory partners and other local partners (financial and otherwise)	Performed at least annually and includes recommendations for more meaningful collaboration and are provided to each partner, their respective agencies, the Special Advisor, and the VWC			

Certification Standard	Criteria or Minimum Guideline			Comments/Notes
		Yes	No	
Process Management/Measurement of Success				
Has developed measures of effectiveness that promote service excellence and continuous improvement of all services	Includes, at a minimum, the VWC System Measures:			
	• Short- and Long-term employment rates;			
	• Earnings levels;			
	• Credential completion rates and,			
	• Repeat employer customers			
Has developed a process for evaluating program performance and addressing performance deficiencies	Ensures achievement of all performance goals			
Operations/Facilities/Location				
Leverages resources to provide a facility that is inviting and professional in appearance, convenient to customers, and accommodating to partners				
Financial				
Has developed and is implementing a written plan for resource sharing (financial and otherwise) in cooperation with all partners				
Has developed a written, comprehensive budget	Monitored regularly to ensure timely and appropriate expenditure of funds			

Attach additional sheets as necessary to provide further information/clarification related to the items that are checked “no” above.