System Certification Self Assessment Tool

The assessment tool is organized under the three standards categories (Governance, Business Services and Job Seekers Services) and includes corresponding indicators that are components of each element. Your team will examine each indicator to assess your region's progress toward achieving that standard category. A four-point scale representing the phases of an ongoing development process will help you assess progress. For each indicator, identify the place on the scale that best reflects your current effort and circle the number. The four-point scale to assess progress is based on the following definitions:

1 = Initiation Phase: The team has discussed this indicator but has not started planning.
2 = Planning Phase: The team is engaged in a planning process to agree upon the steps necessary to move forward.
3 = Implementation Phase: The team has completed planning and is in the process of implementing strategies.
4 = Sustain/Enhance Phase: Strategies have been fully implemented. The team is managing for sustainability and further enhancement of this indicator.

The priority for action on any indicator can be ranked as high, medium, or low by circling A, B, or C (respectively) in the next to the last column. Finally, make a check mark as to whether training is needed for each indicator.

Governance								
Please indicate your system's phase of implementation for each of the key indicators of each of the three standards categories listed. Also, indicate the level of priority for each action.	Phase				Priority for Action		Training Needed?	
	1	**2**	**3**	**4**			**Yes**	**No**
1) Our region has a local/regional unified plan developed and supported by all system partners. Our plan: • states how the regional plan supports the goals of the state plan; • has common outcomes/goals that all system partners are working together to achieve; • has common measures that have been identified and are tracked among all system partners; • states how the programs of the system partner entities support the overall goals of the region; • outlines the roles and responsibilities of each of the system partners and states how each system partner supports making their students/clients citizen ready, career ready, and college ready ; • identifies the shared costs and the process for cost sharing/resource leveraging; and • outlines the process/agreement in place for sharing data from both students/clients and from employers.					A B C			

Governance

Please indicate your system's phase of implementation for each of the key indicators of each of the three standards categories listed. Also, indicate the level of priority for each action.	Phase				Priority for Action	Training Needed?	
	1	2	3	4		Yes	No
2) Each of our partners has an internal agency plan with strategies that support the overall state/regional plan.					A B C		
3) Communication about the local/regional unified plan is on-going between system partners.					A B C		
4) Program outcomes of all partners are developed based on employer validated skill needs.					A B C		
5) All system staff are qualified to provide consistent workforce related service delivery and knowledgeable about partner programs and services and/or the common tools available for their clients' use. Our system has: • regularly held partner meetings, cross-training events, and staff development opportunities; • staff training plans and schedules in place, accessible, and communicated to staff; • guidance and support available from system partner's leadership at both state and local levels; • certified "career navigators"; • on-going communication to ensure all staff have access to current information regarding one-stop system services using a variety of methods (newsletter, bulletin board, on-line intranet for staff, email blasts etc).					A B C		
6) There are common core principles, policies, and tools that are used across programs. At a minimum all our system partners: • coordinate job seeker assessments with each other to ensure clients/students do not have to take assessments multiple times, and/or that partners are accepting each other's assessments, • ensure job seeker access to career guidance and available workforce services from any partner agency they enter, • participate in the regional area's career pathways framework, • programs designed to ensure skill attainment in areas of employer skill needs, • evaluate skill attainment compared to employer skill needs; • ensure their students/clients are getting into the talent repository (okjobmatch.com). • use common career guidance tools (such as OKCIS, okcareerplanner.com etc.) and provide orientation to all students/clients on these tools and how to use them; and, • use and provide all students/clients access to the comprehensive workforce portal (the on-line system that will provide an understanding of the services available to them and a way to access those services).					A B C		

Governance							
Please indicate your system's phase of implementation for each of the key indicators of each of the three standards categories listed. Also, indicate the level of priority for each action.	Phase				Priority for Action	Training Needed?	
	1	2	3	4		Yes	No

7) System partners services (both job seeker and business) are coordinated to ensure job seekers and business customers are provided all available system services for which they qualify and need.
• An entity or person is designated as a one-stop operator that ensures a seamless, consistent and high quality service delivery within a regional area.
• One stop system staff functions as a team and utilizes the strengths of each partner to benefit the system as evidenced by each entity:
   a. working effectively with the other and maintaining open communication among the group pertaining to the needs of the common customer,
   b. all system partners are able to share staff for "system" service delivery, and,
   c. actively contributing to the achievement of the system goals.
• Job Seekers have multiple access points to all system services through:
   a. in-person and virtual services (such as assessment and career planning tools, job search and job readiness assistance, application for financial aid, UI , Human services, Adult Education, Rehabilitation or other workforce related benefits and access to a wide range of job search tools)accessible anytime and anywhere there is internet, and,
   b. alternative locations services such as libraries, schools, faith-based and community organizations, and/or any other appropriate site ensuring reasonable access.
• "Career navigators" are available within each partner agency to guide job seekers to employment.
					A B C		

Business Services								
Please indicate your system's phase of implementation for each of the key indicators of each of the three standards categories listed. Also, indicate the level of priority for each action.	Phase				Priority for Action	Training Needed?		
	1	2	3	4		Yes	No	
1) There is a central contact management system (CMS) available and shared by the partners that keep local partners informed on what business and industry needs. The CMS: • has a designated manager; • is marketed and promoted to the membership to demonstrate that there is cohesive approach to business services in the region; • has all partners financially contributing to keep it solvent; • has all partners contributing information on business clients contacts, needs and services; and, • is kept confidential and the proprietary information from the client is secured.					A B C			

2) Our regional system has a website for promoting one contact point for businesses in their region.
• This website:
  a. has someone responsible for managing it and keeping the content current and fresh;
  b. has someone responsible for responding to queries;
  c. reviews and addresses as necessary the average response time for queries to the website;
  d. has all partners financially contributing to keep it solvent;
  e. has all partners contributing and updating content to it; and,
  f. is marketed to the business community.
• Information from the website is shared among all the partners.
• Our region regularly reviews the website's impact, effectiveness and usage by business and industry in the region.
• New partners are given an orientation and instruction to the website.
					A B C			

3) Business services outreach is an integrated, collaborative process that is developed and shared among all the partners within the system. Someone is designated to coordinate the business services outreach program among our regional partners. • Our region has all the necessary components (education, economic development and employment) represented in our cohesive approach to business services. • All partners meet on a regular basis through a variety of methods (face to face meetings, phone conferences, email exchanges) to discuss outcomes of the partnership and the needs of the business community. • We measure and track business services success.					A B C			

Business Services

Please indicate your system's phase of implementation for each of the key indicators of each of the three standards categories listed. Also, indicate the level of priority for each action.	Phase				Priority for Action	Training Needed?	
	1	2	3	4		Yes	No
• Our region uses a standard process to establish the primary point of contact for a particular business or industry. • We have developed and use business services service and resource maps for the region. • Our partners follow a written agreement on how they will work together to improve the efficiency of the delivery of business services within the region.							

Job Seeker Services

Please indicate your system's phase of implementation for each of the key indicators of each of the three standards categories listed. Also, indicate the level of priority for each action.	Phase				Priority for Action	Training Needed?	
	1	2	3	4		Yes	No

1) The System is accessible for all consumers (including those with disabilities and language barriers as well as those seeking assistance in career advancement) to fully utilize services and resources both virtually and at all physical locations.
• All tools and equipment have been reviewed by all partners and determined accessible for all populations served.
• Facilities
   o have a policy statement complying with the Oklahoma Accessible Electronic and Information Technology law;
   o are ADA compliant;
   o have parking spaces that are adequate for the average level of consumer traffic;
   o provide assistive technology to assist consumers with disabilities (visual, hearing, physical) in accessing computers and other facility resources and services; and,
   o evaluate assistive technology annually to ensure it is up-to-date and fully-functioning.
• Agencies providing virtual access have a policy statement complying with the Oklahoma Accessible Electronic and Information Technology law.
					A B C		

Job Seeker Services

Please indicate your system's phase of implementation for each of the key indicators of each of the three standards categories listed. Also, indicate the level of priority for each action.	Phase				Priority for Action	Training Needed?	
	1	**2**	**3**	**4**		**Yes**	**No**
2) Services and resources are "packaged" as individualized solutions to meet each specific job seeker's needs and goals. The System provides helpful and useful resources to support consumer's job readiness, attainment of employment goals, and career advancement. • Our partners have developed and are using a common referral process. • Each partner agency has staff that can effectively utilize a consumer system assessment and navigate the consumer through the system. • There are no duplications in the assessment process. • The available system services and resources are clearly communicated to all customers and a career development plan is customized through assessments to meet their needs and goals. • Workshops, "how to" videos, and other materials are provided for job readiness skill development. • Frontline system staff provide valuable job search support to customers exposing them to the multitude of services and resources available within the System.					A B C		

3) The System enables job seekers to acquire, strengthen and document employer validated *skills including technical, basic and soft skills.* To accomplish this:
• We have developed and utilize minimum requirements for assessment including the key elements and the types of assessments to be conducted;
• the partners have developed and utilize assessments and program tools focused around employer's needs; and,
• our system
 o provides the soft skills training that employers state is necessary for workplace success, including but not limited to:
   - professionalism, work ethic
   - oral and written communication
   - teamwork and collaboration skills
   - critical thinking/solving skills; and,
 o utilizes soft skills program tools that document competencies.
					A B C		

Job Seeker Services

Please indicate your system's phase of implementation for each of the key indicators of each of the three standards categories listed. Also, indicate the level of priority for each action.	Phase				Priority for Action	Training Needed?	
	1	**2**	**3**	**4**		**Yes**	**No**
4) Our System utilizes a common orientation process at multiple access points providing information on core job seeker services available through the workforce system. This process is seamless, transparent, efficient, and accessible for individuals with disabilities and language barriers. • To ensure consistent and seamless service delivery, every student/client knows what services they qualify for, and are able to access those services. They are given information that will allow them to make good career decisions that will put them on a career path of their choice and with the knowledge of the tools and services available to them to help them achieve those goals. Front line staff are key to ensuring their students/clients understand how to receive those services. • All agencies within the system use a common initial video, accessible with closed caption and multiple languages, that highlights system services. • After viewing the video, each job seeker is directed to a common portal for self-assessment to determine potential eligibility for needed services. • Job Seekers meet with a highly trained system navigator to review assessment results and direct the job seeker as needed.					A B C		

5) Our partners have developed and are implementing their plan to eliminate duplication of core services. To accomplish this:
• the region has completed a job seeker services
   o service map and utilizes it to eliminate duplication of services and address service gaps, and
   o resource map and utilizes it to determine funds coming into the region to determine additional funds needed to fully fund the system's needs
• the partners have developed and are using
   o an effective common referral process and
   o information sharing methods and tools.
					A B C		

6) All staff are trained and certified to assist customers to access all system services and resources in a customer satisfying manner. • There is ongoing staff training and development. • All staff are certified in customer service.					A B C		