WORKFORCE CENTRAL
APPLICATION FOR CERTIFICATION
To become a *WorkSource Pierce*
Connection Satellite Site

To be Submitted to the Pierce County Workforce Development Council
Quality Assurance and Certification Committee
For the period July 2017 through June 2019

FINAL

Mail or Deliver 5 copies and 1 signed original to:

Workforce Central
WDC Quality Assurance and Certification Committee
3640 S. Cedar St. Suite E
Tacoma, WA 98409

NO FAXES OR E-MAILS ACCEPTED

PIERCE COUNTY WORKFORCE DEVELOPMENT COUNCIL
(WDC)
ASSURANCES

The WDC is committed to developing a system of *WorkSource Pierce* Job Centers and other system entry points that are known for the highest level of quality and that consistently exceeds our customers' expectations for getting what they need when they need it. To ensure that any comprehensive full service job center, partner affiliate and connection satellite sites that display our logo is a high performing and quality site, the WDC assures its customers of a rigorous certification process based on the following commitments:

❑ Local Partners must agree that certification is representational of the highest quality standards in the delivery of employment and training services.

❑ Based on this commitment, any entity wishing certification must be able to demonstrate processes and products that meet or exceed the following set of quality standards based upon Malcolm Baldrige Award criteria.

❑ Attainment of the standards and a rigorous certification process provides an assurance to the public that the certified site has attained a high standard of quality and consistently maintains that standard.

APPLICATION PACKAGE WORKSOURCE PIERCE CONNECTION SATELLITE SITE CERTIFICATION

Submitted by the following organization:

Organization Name: _____

Address: _____

_____

Phone: _____

Date Submitted: _____

Contact Person: _____
(name and phone number)

Date Received: _____
(filled out by WDC Committee)

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Connection Satellite Site
Application for *WorkSource Pierce* Certification

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A Connection Satellite site in the ***WorkSource Pierce*** network of workforce development services has the ability to provide information to customers on the primary services of the workforce development system.

To be designated a ***WorkSource Pierce Connection Satellite*** site, an entity must:
- Provide self-directed technology access to the workforce development system, at a minimum.
- The entity must agree to be recognized as a system partner through signage and other marketing and branding material.
- Technology resources are in a specified area that has all the self-directed computerized resources found at a comprehensive center. Information about all the system's career services must be available.
- Agree to provide data to the WDC on a monthly basis regarding the number of individuals using the satellite's workforce services.

WHO IS ELIGIBLE?

Any public, private, for profit, and not for profit organization is eligible to apply. A Connection Satellite site may be in an existing agency or organization delivering workforce development services. Or it could be any entity that will meet the criteria specified above, such as a library, chamber of commerce or community based organization.

THE PROCESS

To become a Connection Satellite site, an organization must complete the enclosed Application and a Cover Sheet. This Application may be submitted to the WDC at any time and will be reviewed in accordance with the Memo on Submission Dates, found at http://www.workforce-central.org/certification

THE QUALITY STANDARDS for WorkSource Pierce Connection Satellite Sites
The WDC has defined the following seven quality standards for its integrated workforce development system, which includes comprehensive full service job centers, partner affiliates and connection satellite sites. All standards apply to both full service comprehensive job centers and partner affiliate sites. Criteria for connection satellite sites is linked to these standards. Those required for a Connection Satellite site are highlighted below. To be identified as part of the ***WorkSource Pierce*** network, an entity must be certified as having processes and practices in place that meet or exceed the highlighted Quality Standards below.

1.   LEADERSHIP
Leadership refers to the organization's senior executive and those reporting to that individual as well as other leaders in the organization. The leadership of the organization is directly involved in creating and sustaining values, organizational directions, performance expectations, and customer focus.

2.   STRATEGIC PLANNING
Strategic Planning covers how the organization sets strategic directions and determines key action plans, and how the plans are translated into an effective performance management system. Strategic planning refers to the goals and objectives for the next one to three years.

3.   CUSTOMER AND MARKET FOCUS
Customer satisfaction calls for the use of relevant data and information to establish the organization's performance as viewed by the customer. Customer and Market Focus addresses how the organization determines requirements and expectations of customers and how it determines their satisfaction.

4.   INFORMATION AND ANALYSIS
Information and Analysis focuses on the management and effectiveness of the use of data and information to support key processes and the organization's performance management system.

5.   HUMAN RESOURCE DEVELOPMENT AND MANAGEMENT
How the workforce is enabled to develop and utilize its full potential, aligned with the organization's performance objectives. Also, the organization's efforts to build and maintain an environment conducive to performance excellence, full participation, and personal and organizational growth.

6.   PROCESS MANAGEMENT
The key aspects of process management include customer-focused design, product and service delivery processes, support processes, and partnership processes. Examination of how the organization designs, introduces, produces, delivers, and improves goods and services is required. This standard also deals with how processes are effectively managed and improved to achieve better performance.

7.   BUSINESS RESULTS
This standard includes partner performance, human resource performance, and operational results. Results should include product, service and process performance measures. Human resource performance relates to employee development, and work systems and effectiveness. Partner results include how partners contribute to the organizations goals, how partners are selected and how performance is measured. Operational results address the key performance results that contribute to the organization's goals. Results of regulatory and legal requirements and audit results should be reported.

CONNECTION SATELLITE APPLICATION

To complete this application, verify as present each element of career services using the **Basic and Individualized Services Elements Checklist**.   Then, describe how your organization meets the indicator (Questions A, B, C, D, etc.) for each of the Quality Standards.   Each response should focus on **how** things are done, **not just what is done**. Each response should outline your key process information, such as methods, measures, deployment, evaluation/improvements, and learning for innovation. Merely providing an example alone is not enough and will be considered "anecdotal information" as referred to in the Scoring Guidelines.

Answers should also include what is currently in place within the service delivery structure. Therefore, each answer should have an "as is" component to it describing what is currently in place and how it is currently done, as well as a "will be" component in terms of future plans, improvements, and innovations.

ITEM FORMAT EXAMPLE

1.   *HUMAN RESOURCE MANAGEMENT*   *Quality Standard/Indicator Category*

Indicator – defines the basic requirement/criteria:
A.   Describe how the site ensures that there is a trained staff person available to answer general questions, use the common referral system, maintain written and technological information on all the partners' services and locations, and provide information on where partner affiliates and full service centers are located.

1. **CUSTOMER AND MARKET FOCUS**
   A.   Describe how the space will be maintained, how it will be welcoming, and signage placement. Provide assurances that the space designated as the 'satellite' is non-denominational if you are a religious organization, e.g. Church or Mosque or Synagogue.

2. **INFORMATION AND ANALYSIS**
   A.   Describe how you will track the number of individuals utilizing the satellite's workforce informational services.
   B.   Describe your technology capacity, i.e., specific hardware, software, Internet access. Describe how you keep your software and hardware systems, current with business needs and directions and with technological changes in your operating environment? Include in your answer the method to remove customer confidential information off computers each day/during the day,
   C.   Describe how the technology is maintained. Include in your answer the average time it takes to address any technology issues encountered (e.g., Internet access is down, the computer is not working, etc.)
   D.   Include a statement that you agree to have icons on the desktop that provide direct access to customers to programs that provide self-directed instruction on resume writing, interviewing, the Eligible Training Provider List, and the on-line Orientation to all partner services. The WDC will provide a list of websites. These are the minimum required. The site may provide additional resources.

3. **HUMAN RESOURCE DEVELOPMENT AND MANAGEMENT**
   A.   Describe how the site ensures that there is a trained staff person(s) available to answer general questions, make referrals using the common referral system, maintain written and technological information on all the partners' services and locations, and provide information on where partner affiliates and full service centers are located.

4. **PROCESS MANAGEMENT**
   A.   Describe any informational or direct services available and the processes used to ensure access by customers. Include in your answer how you meet ADA requirements and are welcoming to individuals with disabilities.

QUALITY STANDARDS
APPLICATION SCORING SHEET

This score will be applied to the written responses to each of the criteria. Each Quality Standard will receive a score that is the average of the criteria. To be certified, the each Standard must be at a Level 4.

Level 1	• The answer is not complete or specific.
Level 2	• There appears to be a system for addressing the indicator on a regular and ongoing basis.
Level 3	• Demonstrates a customer focus in all indicators, e.g. solves problems and issues quickly.
Level 4	• *Includes Level 2 and 3 and* • The site provides all the necessary assurances regarding technology and data tracking.
Level 5	• The site demonstrates that more than the required services and assistance to customers is available.