

SAMPLE PART III of TA Report

To Score And Rate The ONE-STOP Application:

STEP 1: Score *each* individual criteria within the Quality Standard along the continuum of 0% to 100%.

STEP 2: Check each criteria for a score below 70%. If there are any, **STOP**.

STEP 3: If all criteria are at or above 70% record the score on the **rating form**.

STEP 4: Add the points and average to arrive at a total score for each Standard.

STEP 5: Average all the *overall scores* to arrive at a *total score*.

No site visit will be made to any organization with a Total Score of less than 70%. No Designation as a SkillSource One-Stop will be made to an entity with a rating of less than 70%. Every site will receive a Technical Assistance Report that outlines how they can improve on each of the Standards.

Site Visit

During the site visit, use the **Rating Form** to make notes about discrepancies between what the Application stated and what the review team sees. Adjust the scores (0%-100%) on the **Application Rating Form** and then the points accordingly and if a revision is made, fill in the Revised Score blank.

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, which is the average of the criteria as long as no single criterion falls below 70%.

| | |
|------------|--|
| 0% - 9% | <ul style="list-style-type: none"> ✓ anecdotal only; ✓ no system evident |
| 10% - 39% | <ul style="list-style-type: none"> ✓ beginning of a systemic approach to addressing the primary purpose of the indicator; ✓ early stages of a transition from reacting to problems to preventing problems; ✓ very early stages of developing trend data; ✓ data not reported for many of the key processes |
| 40% - 59% | <ul style="list-style-type: none"> ✓ beginnings of a CQI process in place ✓ beginning to be deployed in pockets of the organization |
| 60% - 89% | <ul style="list-style-type: none"> ✓ fact-based improvement process is in place; ✓ approaches beginning to be saturated in all relevant areas and activities; ✓ some trends and current performance are evaluated against relevant comparison benchmark |
| 90% - 100% | <ul style="list-style-type: none"> ✓ fact-based improvement process is a key management tool; ✓ clear evidence of improvements as a result of improvement cycles and analysis; ✓ fully saturated; ✓ excellent improvement trends; ✓ sustained excellent performance |

SCORING NOTES

- **50% point** represents a sound approach for accomplishing the purposes addressed in the criteria. There is an affect on most of the people and operations addressed in this item.
- **Above 50% point** represents learning, refinements, maturity, integration and deployment are taking place.
- The **100% point** represents saturation, e.g. the purpose of the item is integrated as part of normal work.
- **Below 50% point** represents that many of the organizations reactions are reactive. It reflects the beginnings of a systematic approach.
- **The 0% point** represents that a systematic approach is entirely lacking. The approach to quality may be entirely or largely reactive

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APPLICATION RATING FORM

| <i>Standard</i> | <i>Individual Criteria Score/Notes</i> | <i>Overall Score (Average of all criteria)</i> |
|----------------------|--|--|
| 1. Leadership | <p style="text-align: center;">Score Notes</p> <p>A_75__ Five core values identified. Leadership roles are held within staff and partner leadership. Partners' leadership sit on the teams. Leadership uses multiple methods to communicate values, direction and expectations.</p> <p>B_73__ Does not address a systematic approach to communicating daily with the 40% who may miss the morning meeting.</p> <p>C_70_ Beyond the response rate on page 12 for the employee satisfaction survey, there is no data for any indicator from the survey on leadership effectiveness. Attachment H was hard to understand. Was there any analysis done of the data? And what opportunities for improvement were identified? Tying leadership effectiveness to the quality of the customers' experience is a good thing (bottom of page 11). Need measures of the customer's experience while going thru the processes, none were evidenced.</p> <p>D_75__</p> <p>E_70__ Do the employees sign off each year that they read all the policies referenced and that they know how to file a grievance and know how to follow the policies? Where is the accountability?</p> <p>F_70_ Without clarity on the strategic challenges, it is difficult to understand if plan is aligned. Your vision refers to being the most technologically advanced One Stop center. No technology plan was presented to facilitate growth in this area and to show progress.</p> | <p>Overall the application demonstrated an effective, systematic approach, responsive to the multiple requirements of the item; the approach is well deployed, with no significant gaps; fact-based, systematic evaluation and improvement and organizational learning, including innovation, are key management tools; there is clear evidence of refinement as a result of organizational-level analysis and sharing.</p> <p>One key missing piece was that without strategic challenges and future organizational needs clearly articulated in the organizational profile, it was difficult to assess whether the approaches in this section were integrated with your current and future organizational needs.</p> <p>The organizational profile does not respond well to the key items in the indicator.</p> <p>Background on the community and the center is described and customers are identified.</p> <p>Beyond that, no strategic challenges are clearly identified to connect the strategic plan to; critical success factors are not explicit related to performance</p> |

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|------------------------------------|--|---|
| | | <p>improvement, and neither the organizations competitors nor the organizations competitive advantage were identified.</p> <p>The application presents evidence that systematic approaches exist to most of the indicators and deployment in most relevant areas and activities. Saturation of these approaches in all relevant areas and activities appears to continue to evolve and mature, although there are still pockets in the organization that need focus.</p> <p>Presentation of data was evident for many areas. Elements, methods, and systems appear to be in place to regularly collect data. Trend analysis and comparative analysis were demonstrated more sporadically.</p> <p>The application describes many process improvements; however real evidence in terms of data is not apparent.</p> <p>Rating for Standard_72.1%_ Revised Rating _____</p> |
| <p>2.Strategic Planning</p> | <p>Score Notes</p> <p>A_75__ A five phase strategic planning process in place. It is regularly deployed. 3 year strategic planning cycle. There appears to be a systemic process and approach to strategic planning and strategic plan review.</p> <p>B_73 Clear focus on developing resources. Fee</p> | <p>Notes:</p> |

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| | <p>A clear process for financial resourcing of critical success factors/strategies in the plan is not evident.</p> <p>C_75_ Relevant data sources identified. Data is analyzed and reviewed to update the plan. Data appears to be timely.</p> <p>D_75_ Four point approach to consider alignment is clear. Evidence against these 4 points is not always presented. For example, the process for identifying the need for the new U.S. Citizen Preparation Classes was well described. However, data on how are you tracking and following participants not only to know who passed the test and became U.S. citizens but also if they get jobs was not evidenced.</p> <p>E_80_ Teams aligned to goals and actions where goals direct the operational work of all staff through the teams. Action plan has measures for success and indicators.</p> <p>F_78_ Elements identified with evidence of implementation.</p> | <p>Rating for Standard_76_ <u> </u> Revised Rating <u> </u></p> | | | | | | |
|---|--|--|-------|-------|--|-------|----------------------------|---|
| <p>3.Customer and Market Focus</p> | <table border="0"> <thead> <tr> <th style="text-align: left;">Score</th> <th style="text-align: left;">Notes</th> </tr> </thead> <tbody> <tr> <td>A_70_</td> <td>Multiple listening methods in place. Differentiation within customer groups is not evident and without it gaps may be missed. Under Workshop Evaluations there is no data presented from the workshop evaluations. What is one of the key areas rated as high on the evaluations and what is one area that needs improving based on the data? Under employer contacts it states that ‘employers are ROUTINELY contacted’; what is the process that defines ‘routinely’? In the absence of the soon to be implemented CRM tool, no description of how business contacts have been managed and shared to date. No employer rate presented. And the number of individual responses that make up the rates presented is not shown.</td> </tr> <tr> <td>B_78_</td> <td>Complaint system in place.</td> </tr> </tbody> </table> | Score | Notes | A_70_ | Multiple listening methods in place. Differentiation within customer groups is not evident and without it gaps may be missed. Under Workshop Evaluations there is no data presented from the workshop evaluations. What is one of the key areas rated as high on the evaluations and what is one area that needs improving based on the data? Under employer contacts it states that ‘employers are ROUTINELY contacted’; what is the process that defines ‘routinely’? In the absence of the soon to be implemented CRM tool, no description of how business contacts have been managed and shared to date. No employer rate presented. And the number of individual responses that make up the rates presented is not shown. | B_78_ | Complaint system in place. | <p>Notes:</p> <p>The number of responses in addition to the rate has been requested multiple times. Please attend to this as a way to display data.</p> |
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| | <p>C_78__ Partners contribute to staffing the resource area. Labor market information is available to customers. Triage is a tested and proven strategy to reduce wait time – evidence presented.</p> <p>D_75_ Clear process for how data goes thru the team process to create new approaches.</p> <p>E. _75_ The Community Connections Employment Mixers are a great idea. How do you track if the connections made with employers result in any hires?</p> <p>F _75_ A flow chart would have been helpful here.</p> | <p>Rating for Standard_75.1__ Revised Rating _____</p> | | | | | | | | | | |
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| | <p>continue to be explored. <u>E 75</u> Clear example of improvement to IT and keeping it current. <u>F 75</u> Organizational ethic of data collection, analysis and use is apparent throughout the application. <u>G 75</u></p> | <p>Rating for Standard <u>75.6</u> Revised Rating <u> </u></p> | | | | | | | | | | | | | | |
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| | <p>satisfaction data collection, etc? C_75__ There is good use of technology currently described. Given the vision – technology enhancements and challenges need to be further explored. D_78__ Broad base of services. E_78__ Accessibility being evaluated by DRS to identify improvements. F_75__ States that ineffective training programs are not being recommended. How the decisions made and what are the systems for knowledge sharing? G_70__ Data not presented for many aspects included in the indicator. The chart is described as new business customers. How are repeat business customers tracked that use the Hot Jobs Board?</p> | <p>Rating for Standard_75.6__ Revised Rating _____</p> | | | | | | | | | | | | | | |
|----------------------------------|--|---|-------|--------|--|--------|---|--------|--|--------|--|--------|--|--------|--|--|
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TOTAL Rating_74.44__
Revised Total_75.08__

Rating for Standard: The average of all the criteria based on scoring the Application. No individual criteria can be less than 70%

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Revised Rating:
TOTAL Rating:

The revised rating (if appropriate) after conducting a site visit.
The average of the 7 Ratings for the Standard.

ACTUAL SAMPLE