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WDC One-Stop Operator & Partners Committee Meeting
Agenda
November 3, 2015
8:30-10:00 am
Ron Thalheimer, Chair

WorkForce Central
3650 S. Cedar St, Tacoma
Classroom 1

1.	Hello / Introductions	Ron Thalheimer	5 min
2.	Review Prior Meeting Notes	Ron Thalheimer	5 min
3.	Important Services/Activities One-Stop Delivery System Should Offer	Cheri Loiland	45 min
4.	One Stop Assessment • WIOA Action Plan (Starting w/Questions #12)	Ron Thalheimer	30 min
5.	Other Business		
6.	Next Meeting Agenda Items		
7.	Thank You/Adjourn		

Future Meetings
December 1, 2015   8:30-10:00 am.

WDC One-Stop Operator & Partners Committee Meeting
NOTES
October 6, 2015
8:30 – 10:00 a.m.
WorkForce Central
3650 S. Cedar St, Tacoma
Classroom 1

Committee Member Attendees: Ron Thalheimer, Jaime Prothro, Nanette Borders, Susan Cable, Kelli Johnston, Krista Fox, James Walker, Tracy Larson
WDC Staff Attendees: Deborah Howell, MaryEllen Laird, Cheri Loiland, Debbie Lean
Guests: Rachel Eddy - Adult Services Committee Member and Dave Lawson - WDC and Business Services Committee Member
Presenter: Jarret McGill, Washington Connection

AGENDA	NOTES	ACTION ITEMS
1. Hello/Introductions (Ron Thalheimer)	• Chair Ron Thalheimer called the meeting at 8:35 a.m. • Roundtable introductions were made.	
2. Review Prior Meeting Notes (Ron Thalheimer)	• Prior meeting notes were accepted as prepared.	
3. Washington Connection Web Tool Jarret McGill, DSHS)	Ron introduced Jarret McGill who shared the Washington Connection Web Tool • The site started in 2009 and went active in 2012. • Washington Connection is the primary tool for individuals to apply for DSHS assistance (cash, food, medical) but it is also a way for individuals to be able to apply for 20+ other application portals (social security, unemployment – links to services). • Clients can create online accounts to be able to access their own DSHS information on their own time. • There are over 1100 community partners' delivery sites across the State of Washington on the website. Organizations can choose level of partnership to provide Washington Connection services to their community. • Free to the community to use – there are online tutorials. • It is a secure website. • DSHS IT Solutions team help maintain and update the site every 90 days. • There is the ability to provide feedback from both partners and customers o the site	
4. Facebook Proposal Presentation (Jamie Walker)	Jamie passed out a Facebook proposal that was submitted to the Core 6 group who looked at it and asked that it be brought to this committee for input/assistance. • Worksource Pierce County Career Development Center is putting together a Facebook page to assist with dialogue with customers. Want to reach customers and build on the information and services that are already being	

		provided in Pierce County.	
		• Facebook has emerged as a primary tool in the social media realm for people to access information about employment.	
		• In process of developing a team to help move the Facebook page forward. The handout outlines what the responsibilities are of the Facebook Team. These includes developing promotional and/or a marketing plan, looking at performance measures, working on and constantly updating the appearance of the page, addressing quality standards, and posting and printing the content.	
		• The plan itself is to work collaboratively and ensure that the Facebook page represents not only the Career Development Center but is representative of partner needs in Pierce County.	
		• Facebook has a number of tools that address assisted technology needs which is really an emerging big deal for all partners.	
		• There have been a number of Worksource offices across the state that have had Facebook sites up and they all have somebody that is in an administrative type role that goes through and makes sure that people are not putting offensive and inappropriate comments/information on the site and understands the responsibility to monitor that.	
		• Someone from his office will be in contact with partners around the table to assess level of interest in participating on the team.	
5.	Code of Conduct and Conflict of Interest Policy (Cheri Loiland)	Cheri shared the updated Code of Conduct and Conflict of Interest Policy that puts us in line with WIOA requirements.	
		• We are required to have everyone representing WorkForce Central on a committee, taskforce and/or council complete the Conflict of Interest Disclosure. We want to identify conflict of interests upfront and make sure people are aware of the importance of knowing those.	
		• Everyone brings a wealth of experience from their stakeholder entity and ask that everyone be aware of their background and how that has the ability to influence the group when making presentations and to remember that even though you are representing a diverse background on this group that you are also representing the community at large when sitting in one of these seats.	
		• Asked that after reading the policy to fill out the Conflict of Interest Disclosure form and return to Debbie either today or scan and send it via email to her.	
6.	One Stop Assessment (Ron Thalheimer)	**Question #11: A process is in place to assess customers' educational barriers when necessary and refer them to appropriate services that address a range of educational needs (e.g. low literacy levels, learning disabilities, etc.) and to appropriate partner programs (e.g. Adult Education, providers of ESL training, etc.)**	
		Committee discussed the gaps in services to customers with barriers:	
		• Current One Stop system has an issue with people not disclosing they have a disability – sensitivity issue.	

	- There was a place to get people assessed but never had a cohesive process approach to dealing with learning disabilities in Pierce County and statewide. - DVR does learning disabilities evaluations – it is an intimate conversation between the counselor and the customer. Staff is trained to ask certain questions of customers to help them be comfortable disclosing. Only do these in a situation where they don't have information and they clearly communicated that they wanted to go to work. **Question #11 complete and the following added to the Assessment Matrix:** - o Opportunity for Improvement: - Workforce Central: uses Comprehensive Adult Student Assessment System (CASAS) to assess educational levels -reading and math - Colleges: use Compass, College Board AccuPlacer and CASAS - ESD: Skills interest and ability assessments that people can access online - can make it available in print also - DVR: Has an assessment tool - o Goal: - Be more encouraging for people to have a willingness to disclose disability. - There are a lot of non apparent disabilities that we are dealing with i.e. people who don't want to talk about or don't know that they have a disability. - Awareness - Making sure we all know what resources are out there - Find best practices and effective strategies - TCC had a grant - Krista/Kelli will research and bring back what worked well and what didn't - Apply for grants - DVR - Mandy will bring information on strategies that DVR uses - Maybe use the Earn-Ability Group to help with grant writing	
7. Other Business	None	
8. Next Meeting Agenda	Assessment Questions beginning with #12	
9. Thank You/Adjourn	10:00 am	

ONE STOP SERVICE DELIVERY SYSTEM: VISION STATEMENT, WORKING VERSION.
FINALIZED BY CORE 6 PARTNERS ON OCTOBER 16, 2015.

Overall vision: The transformed workforce development system is customer-focused, providing comprehensive solutions based on the individual circumstances of each customer—whether job seeker, worker, or business. The system is based on building long-term relationships with customers, not just transactions. The customer's overall experience **and success** are our highest priority.

WorkSource Pierce partners in all locations operate as a united team, providing exceptional customer service to assist businesses to find well-qualified, enthusiastic workers, and helping people find good jobs that lead to career growth.

Key Elements:

- **Customer focus**
    - The customer's success, and entire journey through the workforce development system, are primary;
    - The relationship with a customer is larger than individual transactions;
    - Meeting customers where they are; listening carefully, matching people with the resources that are responsive to their circumstances;
    - Taking the initiative in solving problems WITH customers;
    - Assuring hands-on and walk-in options in addition to access through technology;
    - Creating a range of opportunities to hear about customer experience and gain feedback for understanding what customers need, for continuous quality improvement of our services;
    - Ongoing commitment to making improvements based on customer experiences.

- **Simple, easy to use system**
    - Customer-friendly technology; WorkSource Pierce partners eager to help people learn how to use it;
    - Many points of access—physical location, technology-based services, and geographically County-wide;
    - Mobile and tablet options;
    - Alternative ways for customers to provide and receive information;
    - Not asking customers for the same information multiple times;
    - Information is concise, streamlined and linked to more in-depth resources;
    - Transitions from one resource or system to another are smooth and seamless.

- **Partnership**
    - Making best use of partners' locations and capabilities throughout the county;
    - Assuring seamless transitions across partners' services and resources;
    - Establishing professional learning communities and other opportunities where staff people from partner organizations come together to learn and grow in their work and continually improve how they work with customers.

"What are the most important services/activities that the one-stop service delivery system should offer?"

The Core 6 Partners would like feedback/input from Committees, per the question above.

The "workforce development system" includes the one-stop job center, other physical locations (previously called "affiliates") and technology site(s) that allow customers to access services.

"Charge" to the WDC Committees for this discussion:

Prior to your committee meeting:

1. Review these materials and give some thought to answering this question
2. Ask this same question of at least two customers.

At your Committee meeting:

3. Start with the attached list of services and activities identified in the October 16 Core 6 Partners meeting; spend a few minutes adding/modifying this list. Focus on significant changes or additions; we are not seeking to make a laundry list.

4. In your committee, **discuss and identify the FIVE most important services/activities to be provided for each group of customers** (workers, job seekers, businesses).

5. Under each of your identified "most important services" provide enough details/definition so that we understand what you assume is included in each.
   a. Resist the temptation to combine everything on the list into five groupings—the goal here is to pull out the most important ones.

6. Then, what additional services would you prioritize (beyond the first five) if there were additional resources to provide additional services? [In other words, what's your "B" list of services?]

Note that these questions focus on "WHAT should be provided?" A later step is to talk about HOW the one stop service delivery partners might go about providing these services.

DRAFT LIST OF CORE SERVICES PROVIDED THROUGH THE ONE STOP SERVICE DELIVERY SYSTEM. FOR FURTHER REVIEW AND INPUT FROM WDC COMMITTEES.

Customer: Workers	Customer: Job Seekers	Customer: Business
▪ Incumbent worker training	▪ Defining yourself (self-reflection)	▪ Recruitment and hiring events
▪ Skills training	▪ Assessments	▪ Labor market information
▪ Career pathway guidance	▪ Basic skills incl ESL	▪ Wage information
▪ Leadership/supervisory training	▪ Job prep skills	▪ HR-related training
	▪ Skill development—workforce education, career pathways	▪ Development of job descriptions
	▪ Pre-GED, GED, HS completion	▪ Training for incumbent workers
	▪ High School 21	▪ Help navigate workforce incentives and credits
	▪ Resource Center—technology, materials	▪ Meet business needs for employees/workers
	▪ Job search, referral	▪ Chamber, EDB, jurisdictions are often initial customers here
	▪ Coaching, transitions	▪ Sector strategies for high-demand sectors
	▪ Financial aid assistance	
	▪ Motivation and encouragement (relational)	
	▪ Oriented to meet the needs of specific groups (ESL, people with disabilities, people in the corrections system, veterans, etc.)	
	▪ Career information	

Use this list as your Committee's starting point for answering the following question. *What are the most important services/activities that the one-stop service delivery system should offer?"*

The Core 6 Partners would like feedback/input from Committees, per the question above. See instructions on the other sheet.

ASSESSMENT

1. Our workforce system has all <u>core and required one-stop partners</u> at the table supporting development and implementation of the area's one-stop policies and processes, service delivery design, and infrastructure and certification criteria.

Step 1: List areas of opportunity for improvement (from QSAP):	**Step 2: List goals in terms of attaining an idea/fully acceptable state relative to the areas of opportunity for improvement:**
Identify missing members Certification will come after the state information is public (Wagner Peyser cannot stand alone) _____ When these lists are complete, see if areas for improvement can be combined, eliminated, etc. to produce a manageable number.	Reach out to core/required partners ➢ Rescue Mission ➢ WA Department of Services for the Blind ➢ Community Services Block Grant for Low Income – reach out to the City of Tacoma or Commerce (Diane Klontz) ➢ Assistance to the Aged - reach out to the City of Tacoma ➢ Employment and training programs carried out by the Small Business Administration - reach out to Small Business Administration Regional Office in Seattle. _____ When these lists are complete, see if goals can be combined, eliminated, etc. to produce a manageable number, and align items to the left-hand column.

Step 3: Follow the template below for each GOAL:

Key Strategies	Activities/Steps	Responsible Party	Timeframe/ Milestone	Resources Needed	Desired Outcomes	Status

ASSESSMENT

2. Core and required one-stop partners are invested in supporting development and implementation of our state/local area's one-stop policies and processes and a customer-centered service delivery design.

Step 1: List areas of opportunity for improvement (from QSAP):	Step 2: List goals in terms of attaining an idea/fully acceptable state relative to the areas of opportunity for improvement:
Explore the customer focused inclusive system	System that is customer focused and inclusive to develop and implement a system that is customer centered (facilitator for this discussion)
Create a more sophisticated Memorandum of Understanding (MOU) than the prior one	Update the Memorandum of Understanding (MOU)
When these lists are complete, see if areas for improvement can be combined, eliminated, etc. to produce a manageable number.	When these lists are complete, see if goals can be combined, eliminated, etc. to produce a manageable number, and align items to the left-hand column.

Step 3: Follow the template below for each GOAL:

Key Strategies	Activities/Steps	Responsible Party	Timeframe/ Milestone	Resources Needed	Desired Outcomes	Status

ASSESSMENT

3. Our workforce system actively connects entities receiving DOL-funded discretionary grants with the one-stops to ensure customers can take advantage of the grant opportunities provided.

Workforce Central added:

Our workforce system actively connects entities receiving HUD, DOD, DOJ, etc. funded discretionary grants with the one-stops to ensure customers can take advantage of the grant opportunities provided.

Step 1: List areas of opportunity for improvement (from QSAP):	Step 2: List goals in terms of attaining an idea/fully acceptable state relative to the areas of opportunity for improvement:
Update opportunities and add foundation to it Upcoming Grants	Connection with Earn-Ability Group (Brian Humphries) Data and tracking
When these lists are complete, see if areas for improvement can be combined, eliminated, etc. to produce a manageable number.	When these lists are complete, see if goals can be combined, eliminated, etc. to produce a manageable number, and align items to the left-hand column.

Step 3: Follow the template below for each GOAL:

Key Strategies	Activities/Steps	Responsible Party	Timeframe/ Milestone	Resources Needed	Desired Outcomes	Status

ASSESSMENT

4. Our workforce system has identified existing efforts in the state and local areas that have established emerging career pathways and is working to expand those efforts in a non-duplicative manner.

Step 1: List areas of opportunity for improvement (from QSAP):	Step 2: List goals in terms of attaining an idea/fully acceptable state relative to the areas of opportunity for improvement:
Washington Career Pathways	Presentation at an upcoming meeting
When these lists are complete, see if areas for improvement can be combined, eliminated, etc. to produce a manageable number.	When these lists are complete, see if goals can be combined, eliminated, etc. to produce a manageable number, and align items to the left-hand column.

Step 3: Follow the template below for each GOAL:

Key Strategies	Activities/Steps	Responsible Party	Timeframe/ Milestone	Resources Needed	Desired Outcomes	Status

ASSESSMENT

5. Our workforce system has a structure in place to ensure input from area business and industry about the skill needs of the workforce is captured and addressed.

Step 1: List areas of opportunity for improvement (from QSAP):	Step 2: List goals in terms of attaining an idea/fully acceptable state relative to the areas of opportunity for improvement:
Get input/feedback from the 6 focus groups and the WDC so it is constantly accessible to the entire community. Determine if there are other venues we need to put in place.	Compile the information so it is accessible in one place; pursue focus group information and WDC goals; tie into the Business Services committee to determine how to disseminate the information. *Possible Strategy: The WDC has identified a handful of key sectors that are important to our economy so we have to be intentional and strategic and when we ask for feedback there are at least 5 key questions that we want to ask every time.*
When these lists are complete, see if areas for improvement can be combined, eliminated, etc. to produce a manageable number.	When these lists are complete, see if goals can be combined, eliminated, etc. to produce a manageable number, and align items to the left-hand column.

Step 3: Follow the template below for each GOAL:						
Key Strategies	**Activities/Steps**	**Responsible Party**	**Timeframe/ Milestone**	**Resources Needed**	**Desired Outcomes**	**Status**

ASSESSMENT

6. Business services representatives work collaboratively with one-stop partners and have an impactful role in one-stop service delivery, such as identifying industry-recognized credentials appropriate to regional economies.

Step 1: List areas of opportunity for improvement (from QSAP):	Step 2: List goals in terms of attaining an idea/fully acceptable state relative to the areas of opportunity for improvement:
1) ESD has employees talking to employers and others who work more with the job seeker and thinks communication between the two could use improvement starting at the Worksource Center but expand to include all other partners. 2) WFC has staff that work primarily with job seekers and would be great to build in some training where they understand what businesses are looking. 3) Data analytics- we are constantly looking at it from a demand perspective. Maybe look at it from the supply side. Look at what our inventory currently is and how do we work within the inventory.	Proactively work on getting information out and work on strategies.
When these lists are complete, see if areas for improvement can be combined, eliminated, etc. to produce a manageable number.	When these lists are complete, see if goals can be combined, eliminated, etc. to produce a manageable number, and align items to the left-hand column.

Step 3: Follow the template below for each GOAL:

Key Strategies	Activities/Steps	Responsible Party	Timeframe/ Milestone	Resources Needed	Desired Outcomes	Status

ASSESSMENT

7. Business services representatives have a comprehensive understanding of labor market conditions, economic development activities, skill needs of the workforce and are fully connected to regional and local business partnership activities and sector strategies.

Step 1: List areas of opportunity for improvement (from QSAP):	Step 2: List goals in terms of attaining an idea/fully acceptable state relative to the areas of opportunity for improvement:
Have all representatives who do most of this type of work be better educated to raise the level of awareness and education about the various labor market conditions and economic development activities.	Provide the education – pull it all together. *Possible Strategies: Need to connect it regionally and locally – we do well but could do better; need to pay attention to employers we are engaged with and respond to those needs; EDB did a plan with the sectors/clusters and will be giving a presentation to the next Business Services Committee on August 24th (8-9:30am).*
When these lists are complete, see if areas for improvement can be combined, eliminated, etc. to produce a manageable number.	When these lists are complete, see if goals can be combined, eliminated, etc. to produce a manageable number, and align items to the left-hand column.

Step 3: Follow the template below for each GOAL:						
Key Strategies	Activities/Steps	Responsible Party	Timeframe/ Milestone	Resources Needed	Desired Outcomes	Status

ASSESSMENT

8. A service strategy is in place for providing career services to Unemployment Insurance (UI) claimants. One-stop center staff are trained and knowledgeable in available UI services.

Step 1: List areas of opportunity for improvement (from QSAP):	Step 2: List goals in terms of attaining an idea/fully acceptable state relative to the areas of opportunity for improvement:
Per WIOA Employment Security needs to have someone sitting in the centers or get people connected, through technology, to someone who has a higher level of unemployment insurance knowledge. Need to have a better distinction between the role of the claims center and the role of re-employment focused staff.	Look at the monster system and see how it engages in the career services piece. It would be beneficial to have a demo for this group on the Monster system. Anne commits to bring back what is being done on the state level for discussion and help with options if necessary.
When these lists are complete, see if areas for improvement can be combined, eliminated, etc. to produce a manageable number.	*When these lists are complete, see if goals can be combined, eliminated, etc. to produce a manageable number, and align items to the left-hand column.*

Step 3: Follow the template below for each GOAL:

Key Strategies	Activities/Steps	Responsible Party	Timeframe/ Milestone	Resources Needed	Desired Outcomes	Status

9. The role of all required partners in the one-stop has been defined, introduced, and integrated into service delivery.

Step 1: List areas of opportunity for improvement (from QSAP):	Step 2: List goals in terms of attaining an idea/fully acceptable state relative to the areas of opportunity for improvement:
THIS QUESTION WILL BE THE LAST QUESTION DISCUSSED ON THE MATRIX (Per August 4th meeting discussion)	
When these lists are complete, see if areas for improvement can be combined, eliminated, etc. to produce a manageable number.	When these lists are complete, see if goals can be combined, eliminated, etc. to produce a manageable number, and align items to the left-hand column.

Step 3: Follow the template below for each GOAL:

Key Strategies	Activities/Steps	Responsible Party	Timeframe/ Milestone	Resources Needed	Desired Outcomes	Status

ASSESSMENT

10. The role of TANF in the one-stop has been defined in consultation with local TANF program administrators and TANF-specific services have been integrated into overall service delivery structures.

Step 1: List areas of opportunity for improvement (from QSAP):	Step 2: List goals in terms of attaining an idea/fully acceptable state relative to the areas of opportunity for improvement:
- Local Planning Area Partnerships (LPA) - Training - Department of Commerce-subcontract out to 39 community based organizations that provide employment prep activities - Employment Security Department partnership - DSHS – business outreach - Washington Connection through DSHS – a link to services - System To Family Stability National Policy Academy - Basic Food & Employment Training (BFET) - Resources to Initiate Successful Employment (RISE)	- Explore the roles and potential connections with LPA. Kendrick will reach out globally what things are happening and Susan will reach out locally. - Invite Jarret McGill to present – October meeting - Look at how BFET is connected - Look at policy group – (Kendrick will send some information on that group and once the kickoff takes place will bring more information or get someone to present).
When these lists are complete, see if areas for improvement can be combined, eliminated, etc. to produce a manageable number.	When these lists are complete, see if goals can be combined, eliminated, etc. to produce a manageable number, and align items to the left-hand column.

Step 3: Follow the template below for each GOAL:						
Key Strategies	Activities/Steps	Responsible Party	Timeframe/ Milestone	Resources Needed	Desired Outcomes	Status

ASSESSMENT

11. A process is in place to assess customers' educational barriers when necessary and refer them to appropriate services that address a range of educational needs (e.g. low literacy levels, learning disabilities, etc.) and to appropriate partner programs (e.g. Adult Education, providers of ESL training, etc.).

Step 1: List areas of opportunity for improvement (from QSAP):	Step 2: List goals in terms of attaining an idea/fully acceptable state relative to the areas of opportunity for improvement:
- Workforce Central: uses Comprehensive Adult Student Assessment System (CASAS) to assess educational levels -reading and math - Colleges: use Compass, College Board AccuPlacer and CASAS - ESD: Skills interest and ability assessments that people can access online - can make it available in print also - DVR: Has an assessment tool	- Be more encouraging for people to have a willingness to disclose disability. - There are a lot of non apparent disabilities that we are dealing with i.e. people who don't want to talk about or don't know that they have a disability. - Awareness - Making sure we all know what resources are out there - Find best practices and effective strategies - TCC had a grant - Krista/Kelli will research and bring back what worked well and what didn't - Apply for grants - DVR - Mandy will bring information on strategies that DVR uses - Maybe use the Earn-Ability Group to help with grant writing
When these lists are complete, see if areas for improvement can be combined, eliminated, etc. to produce a manageable number.	When these lists are complete, see if goals can be combined, eliminated, etc. to produce a manageable number, and align items to the left-hand column.

Step 3: Follow the template below for each GOAL:

Key Strategies	Activities/Steps	Responsible Party	Timeframe/ Milestone	Resources Needed	Desired Outcomes	Status

ASSESSMENT

12.   A service strategy has been put in place that provides youth with access to educational and other appropriate activities and supportive services. Youth are able to access robust programs, activities, and supportive services to assist them in obtaining high school and postsecondary credentials and succeeding in careers.

Step 1: List areas of opportunity for improvement (from QSAP):	Step 2: List goals in terms of attaining an idea/fully acceptable state relative to the areas of opportunity for improvement:
When these lists are complete, see if areas for improvement can be combined, eliminated, etc. to produce a manageable number.	When these lists are complete, see if goals can be combined, eliminated, etc. to produce a manageable number, and align items to the left-hand column.

Step 3: Follow the template below for each GOAL:

Key Strategies	Activities/Steps	Responsible Party	Timeframe/ Milestone	Resources Needed	Desired Outcomes	Status

ASSESSMENT

13. One-Stop centers work in partnership with Job Corps Centers to actively recruit and refer youth to the program.

Step 1: List areas of opportunity for improvement (from QSAP):	Step 2: List goals in terms of attaining an idea/fully acceptable state relative to the areas of opportunity for improvement:
When these lists are complete, see if areas for improvement can be combined, eliminated, etc. to produce a manageable number.	When these lists are complete, see if goals can be combined, eliminated, etc. to produce a manageable number, and align items to the left-hand column.

Step 3: Follow the template below for each GOAL:

Key Strategies	Activities/Steps	Responsible Party	Timeframe/ Milestone	Resources Needed	Desired Outcomes	Status

ASSESSMENT

14. Assistive Technology: How are we serving the disabled population?

Step 1: List areas of opportunity for improvement (from QSAP):	Step 2: List goals in terms of attaining an idea/fully acceptable state relative to the areas of opportunity for improvement:
When these lists are complete, see if areas for improvement can be combined, eliminated, etc. to produce a manageable number.	When these lists are complete, see if goals can be combined, eliminated, etc. to produce a manageable number, and align items to the left-hand column.

Step 3: Follow the template below for each GOAL:						
Key Strategies	Activities/Steps	Responsible Party	Timeframe/ Milestone	Resources Needed	Desired Outcomes	Status

ASSESSMENT

15. Job Seeker/Customer: What assessment tools are used now and what do we want to change to better serve the job seeker/customer?

Step 1: List areas of opportunity for improvement (from QSAP):	Step 2: List goals in terms of attaining an idea/fully acceptable state relative to the areas of opportunity for improvement:
When these lists are complete, see if areas for improvement can be combined, eliminated, etc. to produce a manageable number.	When these lists are complete, see if goals can be combined, eliminated, etc. to produce a manageable number, and align items to the left-hand column.

Step 3: Follow the template below for each GOAL:

Key Strategies	Activities/Steps	Responsible Party	Timeframe/ Milestone	Resources Needed	Desired Outcomes	Status

ASSESSMENT

16. Center Assessment: How are we reporting as a system?

Step 1: List areas of opportunity for improvement (from QSAP):	Step 2: List goals in terms of attaining an idea/fully acceptable state relative to the areas of opportunity for improvement:
When these lists are complete, see if areas for improvement can be combined, eliminated, etc. to produce a manageable number.	When these lists are complete, see if goals can be combined, eliminated, etc. to produce a manageable number, and align items to the left-hand column.

Step 3: Follow the template below for each GOAL:

Key Strategies	Activities/Steps	Responsible Party	Timeframe/ Milestone	Resources Needed	Desired Outcomes	Status

9. The role of all required partners in the one-stop has been defined, introduced, and integrated into service delivery.
    (This question moved to the end of the assessment questions for a more in depth discussion)

Step 1: List areas of opportunity for improvement (from QSAP):	Step 2: List goals in terms of attaining an idea/fully acceptable state relative to the areas of opportunity for improvement:
When these lists are complete, see if areas for improvement can be combined, eliminated, etc. to produce a manageable number.	When these lists are complete, see if goals can be combined, eliminated, etc. to produce a manageable number, and align items to the left-hand column.

Step 3: Follow the template below for each GOAL:

Key Strategies	Activities/Steps	Responsible Party	Timeframe/ Milestone	Resources Needed	Desired Outcomes	Status