

ONE-STOP CERTIFICATION

Local WDB: Newark Workforce Development Board, Newark, NJ

Newark One Stop Partners: NewarkWORKS (One Stop Operator), NJLWD Division of Vocational Rehabilitation, AOTD Job Corps, NJLWD Employment Services, NJLWD Unemployment Insurance, and Newark Workforce Development Board

QUALITY BENCHMARKING TOOL (SUMMARY)

Category No. 1: Leadership

Partners agree on a shared vision for a customer-driven service delivery system.

Yes No

Evidence Indicator: A shared vision among all required partners is documented in MOU.

Newark One Stop Career Center Evidence

[Newark One Stop Partners MOU](#) outlines required partner roles and functions and shared vision for the Newark One Stop Career Center

Newark Workforce Development Board (NWDB) Local Plan outlines labor market targets and goals and partner work jointly within the structure of to set long and short-term goals for in-demand industries, seamless operations and excellent customer service.

Agreements (e.g. MOUs) indicate that partners/suppliers have agreed to short/long-term goals regarding broader economic/political goals of the community.

Yes No

Evidence Indicator: Agreements recognize goals established by Workforce Development Board, State of New Jersey and United States Department of Labor.

Newark One Stop Career Center Evidence

[Newark One Stop Partners MOU](#) recognizes goals established by NWDB Board, it's 6 sub-Committees and North Jersey Joint Regional Plan. NOSCC partners participate in goals setting during committee meetings and add to overall board agenda.

Systems exist that demonstrate the existence and utilization of regional efforts including a collaborative plan and resource sharing that indicate efforts are not constrained by governmental or political boundaries.

Yes No

Evidence Indicator: Regional plans and service agreements indicate joint utilization of services with a breakdown of shared costs.

Newark One Stop Career Center Evidence

[Newark One Stop Partners MOU](#)

[NWDB Local Plan](#)

Newark One Stop Partners Infrastructure Sharing Agreement

A local governance process that is charged with overseeing the planning and provision of one-stop services.

Yes No

Evidence Indicator: Workforce Board (or committee) includes this as among its charges and is corroborated by minutes/documentation.

Newark One Stop Career Center Evidence

The NWDB provides governance as outlined in the [NWDB Local Plan](#).

Board meetings are held quarterly and 6 committees are convened which includes all Newark One Stop partners. Minutes and Agendas for each meeting can be found here:

<https://www.newarkwdb.org/minutes>

Community partners have been educated in such a manner that a wide range of partners have participated in discussions regarding the model/management of the One-Stop.

Yes No

Evidence Indicator: Attendance/public hearing lists for presentations/meetings where the discussions are held are maintained/available.

Newark One Stop Career Center Evidence

NWDB Quarterly Meetings are open to the public and Minutes posted for public participation according to the "Sunshine Law". Customer Satisfaction Surveys and Business Partner Surveys also provide opportunities for feedback

Category No. 2: Strategic Planning

All required programs/partners are involved in strategy development and are appropriately represented in full service One-Stop Career Centers.

Yes No

Evidence Indicator: Records indicate participation and organizations are providing services in One-Stop on a regularly scheduled basis.

Newark One Stop Career Center Evidence

Services provided by One Stop partners have been reviewed and confirmed to be in compliance with the established [One Stop Operator Agreement](#) and One Stop Partners MOU

The six 6 NWDB joint-Committees provide opportunities for NOSCC partners to participate in joint strategic planning. The six (6) joint committees include: **Business and Economic Development, Disabilities, Education & Literacy, One-Stop, Welfare-to-Work, and Youth Investment Council.**

Process in place to document expectations of board, partners, staff and service clients. Provided in manner in which activity may be measured against goals.

Evidence Indicator: Records maintained documenting efforts/results of associated groups. Yes No

Newark One Stop Career Center Evidence

Newark Workforce Development Board Local Action Plan, MOU, and [One Stop Operator agreements](#) outline the expectations of board, partners, staff and service clients and the [NWDB Oversight and Mentoring Process](#) measures progress and performance against those standards. One Stop procurement process and partnership agreements Quarterly Board meetings and minutes outline goals and progress towards those goals

Local certification plans exist for centers/affiliates as appropriate.
Yes No

Evidence Indicator: Copies of plans/associated guidelines.

Newark One Stop Career Center Evidence

[NWDB Certification Process Overview](#)
[Local One Stop Procurement Plan and Policy](#)

Federal and NJ performance metrics are utilized for measuring performance against plan and as decision-making tool

Yes No

Evidence Indicator: Documentation for decision-making maintained/reviewable. Confirms decisions.

Newark One Stop Career Center Evidence

All partner adhere to federal and NJ performance metrics and updates on progress are part of the quarterly NWDB board meetings report out. Program partners also maintain individual [key performance indicator reports](#) and the One Stop Operator meets bi-weekly with the Deputy Mayor of Workforce Development and NWDB leadership

Eligible Training Provider List, Consumer Report Card, performance data and evidence-based results are utilized in decision-making.

Yes No

Evidence Indicator: Documentation for decision-making Maintained/reviewable. Confirms decisions.

Newark One Stop Career Center Evidence

ETPL and Consumer Report Card used by all partners, accessible through [nitopps.net](#). Each partner works with clients to create an Individual Employment Plan that uses data found on the ETPL and CRC to drive decisions.

Training opportunities are linked, where appropriate, to career pathways and industry-based credentials. System ensures that service clients may build upon their skills throughout their career.

Yes No

Evidence Indicator: Client folder discusses career paths, future opportunities and manners of accomplishment.

Newark One Stop Career Center Evidence

Individual Employment Plan is a required element for each client service and links career goals to assets, interests, and abilities and informs training goals

Clear area commitment to Employment First for applicable service clients.

Yes No

Evidence Indicator: File indicates placement/wages for service clients. Wage should satisfy requirements of Employment First.

Newark One Stop Career Center Evidence

Newark DVRS provides supported employment and vocational training options first to all customers as outlined in the [Case Services Policy Manual](#)

Category No. 3: Customer and Market Focus

Public hearings/focus groups used to attain customer input as part of service planning.

Yes No

Evidence Indicator: Records/minutes of proceedings are kept and included in plans as appropriate.

Newark One Stop Career Center Evidence

Customer Satisfaction Surveys are utilized by program partners (NewarkWorks, DVRS, JobCorps)

Single points of contact have been established in the area for business and client customers.

Yes No

Evidence Indicator: Records indicate single point of contact for each appropriate client.

Newark One Stop Career Center Evidence

Each program partner has established at least 1 FTE Job Developer / Career Advisor for business customers and at least 1 FTE Counselor for client customers

Client customer satisfaction data (e.g. surveys, etc.) is used as justification for service/products and as documentation of continuous improvement.

Yes No

Evidence Indicator: Records are maintained that indicate satisfaction and used as a basis for service/product provision.

Newark One Stop Career Center Evidence

GSETA survey currently used by NewarkWORKS. DVRS and JobCorps utilize surveys created by their national/state network as a basis for service improvements and updates.

Partnerships exist that cut across the market to ensure access to groups/individuals that may help ensure success.

Yes No

Evidence Indicator: Agreements/MOUs are maintained/signed that document relationships, and the basis of the relationship that include, but are not limited to organizations such as community colleges, employer groups, trade associations, talent networks/targeted industries, labor organizations and community/faith-based organizations.

Newark One Stop Career Center Evidence

NOSCC partners along with universities/colleges, school district, talent networks, trade associations, employer consortium groups participate in the NWDB committees and board. Full list of [board directors](https://www.newarkwdb.org/joint_committees) and committee membership can be found here: https://www.newarkwdb.org/joint_committees

NOSCC Operator participates in the following committees and partnerships:

- Newark Regional Business Partners
- GSETA
- Joint Newark/Essex County Workforce Development Board
- NWBD Sub-committees

Foundation for workforce development investments have been established with industry-focused Talent Networks, Targeted Industry Partnerships and Talent Development Centers.

Yes No

Evidence Indicators: Records indicate service focus on supporting targeted fields.

Newark One Stop Career Center Evidence

Industry-focused Talent Networks, Targeted Industry Partnerships and Talent Development Centers participate in the NWDB Sub-Committees and drive strategic planning around in-demand industries and targeting vocational training and employment in those industries. See strategic plans for joint committees here: https://www.newarkwdb.org/joint_committees

Review local services/approach to examine how Career Center system determines customer/market requirements; expectations and preferences; successes/failures; and, adjusts to findings as step towards continuous improvement.

Yes No

Evidence Indicator: Records document that local determination took place, information reviewed, acted upon and that service/program structure reflects the results.

Newark One Stop Career Center Evidence

Interest and Aptitude assessments and Customer Satisfaction Surveys, are utilized by program partners and aggregated to inform strategic planning during joint committee meetings.

Recommendation for future planning: Utilize Business Engagement Forms and Employer Satisfaction Surveys for continuous improvement of services to business clients.

Category No. 4: Information and Analysis

Operator demonstrates how use of information and information technologies support/enhance customer service and staff effectiveness.

Yes No

Evidence Indicator: Documentation exists that demonstrates use of information/technology in supporting/enhancing customer service and staff effectiveness.

Newark One Stop Career Center Evidence

The following information/technology tools are utilized by NOSCC partners to enhance staff effectiveness and customer services:

- AOSOS
- Future Works
- AWARE (DVRs)
- Crystal Reports / Status Reports
- KPI Reports / Spreadsheets

Local service audit utilized to identify areas/opportunities for new/improved products/services.

Yes No

Evidence Indicators: Audit result leading to changes reviewed.

Newark One Stop Career Center Evidence

DVRs and Job Corps conduct regular audits of client outcomes, files and staff service delivery.

Audits of client files currently not conducted by NewarkWORKS leadership, but a new goal has been set to conduct random audits of files on a monthly basis

Stakeholder training teaching stakeholders how to analyze the relationship between quality improvement, customer satisfaction and financial performance.

Yes NO

Evidence Indicator: Documentation of training/attendance exists and is reviewable.

Newark One Stop Career Center Evidence

NOSCC partners have been trained on the oversight and mentoring process and how findings will inform future planning.
Future goal: Quarterly Board meetings and Committees will review data and customer satisfaction survey data

System-wide method for collection, analysis and use for data exists and is used by Operator.

Yes No

Evidence Indicator: Documentation is reviewed that details methods of collection and use. Analysis is made available and is indicative of activities/actions taken in area.

Newark One Stop Career Center Evidence

All partner adhere to federal and NJ performance metrics and updates on progress are part of the quarterly NWDB board meetings report out. Program partners also maintain individual [key performance indicator reports](#) and the One Stop Operator meets bi-weekly with the Deputy Mayor of Workforce Development and NWDB leadership to make data informed decisions and modifications to programs.

Category No. 5: Human Resource Focus

Guidelines and a plan for ongoing capacity building have been developed to ensure that staff at all levels of process are trained and expert in providing customer oriented services at a high level.

Yes No

Evidence Indicator: Training schedules, content and attendance list are maintained and reviewable.

Newark One Stop Career Center Evidence

[NWDB Calendar](#)
[Calendar of training – across all partners](#)

Process exists to identify and conduct necessary training sessions for all levels of system staff and program/service suppliers. Yes No

Evidence Indicator: Process is documented; results are in reviewable form and attendance lists maintained.

Newark One Stop Career Center Evidence

NWDB Board and joint Committees identify training needs during quarterly meetings– see minutes and strategic plans for recommendations here:

Information systems and work processes are designed to promote collaboration and sharing of findings across multiple partner organizations and work units.

Data is used as a basis for performance review.

Yes No

Evidence Indicator: Processes and systems for sharing are documented and use of data for performance is available for review.

Newark One Stop Career Center Evidence

Monthly NOSCC partner meetings and joint committee meetings provide opportunities for cross program sharing of data and performance.

Future Goal: Create a One Stop partners dashboard and utilize the in One Stop partner meetings to review goals and measure success against those goals

Category No. 6: Process Management

Local certification process based upon quality/Baldrige criteria for performance measures and quality assurance has been established for product/service suppliers.

Yes No

Evidence Indicator: Process is documented and available for supplier review and adaptation.

Newark One Stop Career Center Evidence

One Stop Operator Competitive Procurement process
NWDB Certification Process

A documented service flow for each One-Stop exists. The process indicates timelines and methods for referral and how Eligible Training Provider list and Consumer Report Card is managed and how ITAs are made available within process.

Yes No

Evidence Indicator: Service flow is available for review. It documents time lines and methodologies for potential actions/activities.

Newark One Stop Career Center Evidence

See Standard Operating Procedures folder for examples of:
NOSCC Customer flow chart
Case Services Policy Manual – (DVRS)
Recruitment and Admissions Manual – (Job Corps)

Processes for the handling of poor performance by Operator, partner and

service/product provider are documented.

Yes No

Evidence Indicator: Documents are available; processes are realistic/implementable.

Newark One Stop Career Center Evidence

NOSCC partners monitor and report on vendors, service providers and employers using [Monitoring Tools and Reports](#) to document and drive decisions.

System has been established to document strengths/weaknesses of processes to develop more effective, customer-oriented processes.

Yes No

Evidence Indicator: Document is available; process improvement is realistic/implementable

Newark One Stop Career Center Evidence

See memo of NWDB [Oversight/Monitoring](#) process

Services/Programs are organized functionally; not be funding source, program or staff.

Yes No

Evidence Indicator: Documentation and physical structure demonstrate functional alignment.

Newark One Stop Career Center Evidence

See NOSCC [Customer Flow Chart](#). Current structure of welcome, triage and intake combines all partner services and staff to identify best appropriate services and supports based on customer need rather than funding sources/grants.

Category No. 7: Business Results

Service renewal and incentive programs are linked to meeting/exceeding specific performance standards.

Yes No

Evidence Indicator: A documented policy is available for review and any renewals are consistent with process stated.

Newark One Stop Career Center Evidence

See [NWDB RFP Process](#) for service vendors and partners.

Business results are defined within context of improved service quality for customers by center and by system. Success measures go beyond measures such as placement rates.

Yes No

Evidence Indicator: Performance is documented by measures beyond placement and consider referral location, one-stop (where applicable) and other factors (e.g. referral staff, skill levels, etc.)

Newark One Stop Career Center Evidence

One Stop partners and NWDB committees make recommendations based on customer feedback and anecdotal experiences in addition to performance data. [NWDB RFP Process](#) requires business vendors and partners to demonstrate past performance as well as agency experience.

Service supports are measured to determine impact on service results.

Yes No

Evidence Indicator: Measures/analysis is performed for various forms of support (e.g. transportation, counseling, child care etc.) has taken place and is documented/available for review.

Newark One Stop Career Center Evidence

Key Performance Indicator [Reports](#) utilized by One Stop Operators includes documentation of Support services indicators

Guidelines and a plan for ongoing capacity building have been developed to ensure that business volunteers at all levels of process are trained and prepared to understand the needs of the workforce system at a high level.

Yes No

Evidence Indicator: Training schedules, content and attendance list are maintained and reviewable.

Newark One Stop Career Center Evidence

Each of the six (6) joint committees required to each set a goal regarding training for their respective areas. In the future they will also be required to set a goal related to services, data/performance, and training/capacity building)

Youth Programs/SYEP Pathways Initiative has a clear plan for Supervisor/Employer training and engagement in working groups.

Process exists to identify and conduct necessary training sessions for all levels of business volunteers.

Yes No

Evidence Indicator: Process is documented; results are in reviewable form and attendance lists maintained.

Newark One Stop Career Center Evidence

NWDB joint-Committees and NOSCC leadership engage in semi-annual trainings and retreats to define new business needs and priorities for training.

Business partners have been educated in such a manner that a wide range of partners have participated in discussions regarding the model/management of the One-Stop.

Yes No

Evidence Indicator: Attendance/public hearing lists for presentations/meetings where the discussions are held are maintained/available.

Newark One Stop Career Center Evidence

NWDB joint-committee meetings and quarterly board meetings. See [minutes](#) outlining those discussions

Processes for ongoing private sector membership, participation and outreach are in place along with systems that ensure linkages between ongoing workforce services with the needs of the business community and employers.

Yes No

Evidence Indicator: Levels of business board membership, business association memberships and links between program services and business/employer demand.

Newark One Stop Career Center Evidence

NWDB Business and Economic Development joint-committee meetings and quarterly board meetings provide opportunities for business membership and input . See [minutes](#) and [strategic plan](#) outlining those discussions

Employer customer satisfaction data (e.g. surveys, etc.) is used as justification for service/products and as documentation of continuous improvement. Yes No

Evidence Indicator: Records are maintained that indicate satisfaction and used as a basis for service/product provision.

Newark One Stop Career Center Evidence
See Employer Survey conducted by the Newark One Stop Operator - NewarkWORKS Future goal: NewarkWORKS Job Developers will regularly administer this survey (2xs per year)