CROSSWALK Between the VA Workforce Network Tier 2 Standards And the NVA Center Certification System

The NVA Workforce Investment Board has a center certification system made up of three parts, certification of quality operational processes, performance excellence, and financial integrity. Below are the Virginia Workforce Network Tier 2 Certification Standards, which were released on December 6, 2005, and the corresponding standards, indicators, and processes contained in the existing NVA System.

| Virginia | NVA Application Standard and Indicator | NVA Onsite Review | NVA Fiscal/ Performance Check | NVA MOU/ additional WIB tools and methods |
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| I. Management and Staff Structure | | | | |
| The Center has developed and is implementing a written service plan for all key business processes | 6B, C | Checks to ensure that the CQI Team (and others) is using customer data to make improvements to core/key business processes and improvement plans are specified in writing. Business process are defined as the those processes key to running the organization and delivering services to either customer group | | |
| The Center has a developed and is implementing a written plan to promote cross agency training of staff and involvement of partners in cross functional service teams | 4A, C, D, 5C Center CQI Team is part of the team based structure defined in the application 5A Written cross agency training plan submitted | Must have a CQI Team in place as a condition for certification. By definition the CQI Team must have partners on the team. | | |
| The Center has developed a policy for evaluating staff performance requiring, at a minimum, annual performance assessments that include a training plan for each staff member to promote increased personal and | 5B Asked to describe their performance management system and link to individual and organizational effectiveness inclusive for ALL partner staff. We do not require that they have an annual system – we | On site interview staff (inclusive of partner staff) and ask randomly about their developmental goals and the last time they received a performance review. | | |

| organizational effectiveness. | ask them to describe what they do have, how it is working and how they are improving it. As of now, no one is less than annual. | | |
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| The Center demonstrates a commitment to staff competency by encouraging staff certification consistent with standards adopted by the Virginia Workforce Council | 1B, 5F (although not sure of their standards as of now) | | |
| II. Service | | | |
| Delivery The Center has begun the process of developing a Business Services Team/Unit. A written plan is in place that indicates how the Center will provide and coordinate services to employers. | 7C, D, E New part added to existing indicator: 7CDescribe the services available to the business/employer customer through the center? Describe the organizational structure in place to ensure a coordinated and integrated approach to delivering services to business among the partners? | | Employer Integration/ Single Point of Contact Report made recommendations for a system-wide team to be established with a system-wide process to respond to employers. |
| The Center leverages its resources and enhances its effectiveness by offering a range of services provided by community partners. At least 50% of WIA mandated partner programs have either full-time or scheduled presence at the Center | 6E Core Services Check list and description of how delivered by all partners | On site check of partners schedule and posting of the schedule for all customers; check of all computers for partners WEB sites; Check on site for use of the Tour of Services. | |
| The contributions of the WIA mandatory partners and other local partners (financial and otherwise) to the Center are evaluated at least annually. | | Check for up to date operating/ resource sharing agreement. Condition of certification. Found in Certification Policies, not a specific indicator. | Found in MOU and Center operating agreements. Center operating agreements are required for certification and are to be submitted annually during the term of the license. |

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| Process Management/ | | | | |
| Management/ Measure Success | | | | |
| The Center has developed measures of effectiveness that promote service excellence and the continuous improvement of all services offered through the Center. Such measures will at a minimum include the Virginia Council System Measures involving short team and long term employment rates, earnings levels, credential completion rates, and repeat employer customers. | 3A, B, C, D 4A, B, D 6C 7B, F | | Meeting performance set by the WIB – inclusive of WIA performance measures; the VA Council System measures – are a condition for certification once the application and site visit criteria have been met. | |
| The Center has developed a process for evaluating program performance and addressing performance deficiencies to ensure achievement of all performance goals. | 1A, C, D 7B | | Meeting performance set by the WIB — inclusive of WIA performance measures; the VA Council System measures — are a condition for certification once the application and site visit criteria have been met. | |
| IV. Operations/ Facilities/ Location | | | | |
| Limited resources have been leveraged to provide a facility that is inviting and professional in appearance, convenient to customers, and accommodating to partners. | 6E, F – beyond their requirement the application requires descriptions of how services are accessible through transportation, language translation, and attention to those with disabilities. | On site review examines accessibility (language, transportation, ADA); on site review attends to site appearance inclusive of bathroom cleanliness; on site review examines functional space for partners. | | |

| V. Financial | | | |
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| A written plan for resource sharing has been developed and is being implemented in cooperation with all partners. | Existence of a current operating agreement (inclusive of resource sharing) is checked on site and is a condition of certification. | | Contained in both the MOU and Center operating agreements. Center operating agreements are required for certification and are to be submitted annually during the term of the license. |
| The Center has developed a written, comprehensive budget that is regularly monitored to ensure the timely and appropriate expenditure of funds. | | Being fiscally sound is a condition for certification once the application and site visit criteria have been met. Checked against any current monitoring findings. | |