

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.

<i>Virginia</i>	<i>NVA Application Standard and Indicator</i>	<i>NVA Onsite Review</i>	<i>NVA Fiscal/ Performance Check</i>	<i>NVA MOU/ additional WIB tools and methods</i>
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.			
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: 7C Describe 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.

Process 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 term 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				
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.	