

MT SWIB

STATE WORKFORCE INNOVATION BOARD

ONE-STOP OPERATOR REVIEW SCORE SHEET

APPLICANT:	REVIEWER:
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SECTION	SCORE
Section I: Operation and Partnership Plan	_____ out of 15 points
Section II: Services and Partnerships	_____ out of 45 points
Section III: Business Services	_____ out of 20 points
Section IV: Facilities	_____ out of 10 points
TOTAL	_____ OUT OF 90

COMMENTS	

CONFLICT OF INTEREST ONE-STOP OPERATOR AWARD

As a member of the State Workforce Innovation Board, it is your obligation to conduct this One-Stop Operator Award review in an unbiased manner and it's your responsibility to guard against conflicts of interest that might compromise the integrity and objectivity of this process.

For the purpose of this process, a conflict of interest exists if a Board member's decision leads to any form of immediate personal gain for that member their family or the entity they represent. Any personal gain, or appearance of personal gain based on a Board member's decision in this process would compromise this process.

A conflict of interest or the appearance of a conflict may occur if you are directly or indirectly affiliated with an organization that has submitted its application for the state of Montana's One-Stop Operator. Examples of affiliations that may constitute conflicts could include any of the following:

1. Your personal involvement in the preparation of an application for the state of Montana's One-Stop Operator.
2. Affiliation with an applicant's institution. A conflict may be present if you have or hold:
 - a. Current employment or are being considered for employment at the organization or serve in a consulting, advisory, or other capacity with the organization.
 - b. Any formal or informal employment arrangement with the organization.
 - c. Are a current member on a committee, board, or similar body at the organization.
 - d. Any office, governing board membership, or relevant committee chairpersonship at the organization.
 - e. Received and retained an honorarium or award from the organization within the last 12 months.
3. Relationship with someone who has a personal interest in being the state of Montana's One-Stop Operator.
 - a. Related by marriage or through family membership.
 - b. Business or professional partnership.
 - c. Employment at the same organization within the last 12 months.

I have read the information regarding Conflict of Interest included in the One-Stop Application Review packet and understand that I must contact the appropriate State Workforce Innovation Board staff member if a conflict arises during my service as a reviewer.

NAME (PLEASE PRINT): _____

SIGNATURE: _____

INSTRUCTIONS FOR SCORING APPLICATIONS

The WIOA Committee's role in reviewing applications for the State of Montana's One-Stop Operator is critical to ensuring the selection of a high-quality organization to administer the State of Montana's One-Stop system. As a reviewer your primary responsibility is to thoroughly read each application, review it for quality, and reach consensus on application quality with your fellow review members. Below are some of the key elements to keep in mind as you begin the review process:

ASSIGN SCORES BASED ON CRITERIA: The State of Montana's One-Stop System delivers critical employment services and connects Montanans to work-related training and education. The One-Stop Operator must have the ability to deliver services to customers and have the built-in partnerships and strategies necessary for its One-Stop system to provide job seekers and workers with the high-quality career services, education and training, and supportive services required under WIOA. Do not make assumptions about missing information, review only what is included in the application.

COMMENT ON PROGRAM QUALITY: Take the time to make thoughtful comments to justify your score; comment on both the applications strengths and weaknesses. Use specific and descriptive language about the application.

REMEMBER THAT ALL COMMENTS AND SCORING DURING THIS PROCESS ARE OPEN TO THE PUBLIC. THIS PROCESS WILL BE CONDUCTED IN A TRANSPARENT AND THOUGHTFUL MANNER THAT RESPECTS ALL APPLICANTS.

SECTION I: OPERATION AND PARTNERSHIP PLAN

SCORE: _____ OUT OF 15

All applicants must submit an Operation & Partnership plan summarizing the organization’s qualifications to perform the duties of the State of Montana’s One-Stop Operator. Please review the organization’s application and score it based on meeting the application requirements.

- Executive Summary:
 - The executive summary is important to give the reviewer a clear understanding of who the organization is, the organization’s vision for the future, and the organization’s strengths and weaknesses. Please allot points based on the completeness and clarity of the organization’s executive summary.
 - **5 Points; Your Score _____**

COMMENTS	

- Organizational Chart and Structure, including a firewall plan:
 - WIOA allows a One-Stop operator to also be a service provider. However, there must be firewalls in place to ensure that the operator is not conducting oversight of itself as a service provider. In addition, there must also be proper internal controls and firewalls in place to ensure that the entity, in its role as operator, does not conflict with its role of service provider. Please allot points based on the applicant’s organizational structure and its internal controls and firewalls.
 - **5 Points; Your Score _____**

COMMENTS	

- Organizational Philosophy and Information Sharing Plan:
 - In accordance with [WIOA](#), One-Stop systems need to have an obligation to make programs, services, and activities accessible not only through one accessible physical center, but through a network of One-Stop partners. Please score this section based on the organization’s philosophy about

providing services to individuals and their referral and information sharing with partners.

- **5 Points; Your Score _____**

COMMENTS	

- Organizational Marketing and Branding:
 - In accordance with WIOA, the One-Stop delivery system must use a common identifier beginning in the second program year of the enactment of the Act. As such, this is section will not count against applicants.

COMMENTS	

SECTION II: SERVICES AND PARTNERSHIPS

SCORE: ____ OUT OF 45

Background: WIOA reinforces partnerships and strategies for One-Stops to provide job seekers and workers with career services, education and training, and supportive services they need to get good jobs and stay employed. The State of Montana is a single workforce area state, and as such this application process is designed to have one One-Stop operator that oversees a comprehensive One-Stop network throughout Montana. WIOA encourages a fully-integrated system in order to best serve clients. When reviewing this section, keep in mind that the One-Stop operator must oversee a system that provides services for each required program.

- Does the applicant have the ability to either provide services for each of the required programs or describe how they will establish a network of organizations **throughout Montana** to provide the services for each program?
 - WIOA Section 121 outlines the establishment of a One-Stop delivery system. WIOA Section 121(b)(1)(B) outlines the specific programs and activities that must be performed in a One-Stop system. Because the state of Montana is a single workforce area state, the One-Stop operator must perform and coordinate all programs and activities throughout the state.
 - **5 Points; Your Score** _____

COMMENTS	

- Does the applicant use technology for a majority of its programs to better deliver services to Montanans?
 - WIOA is designed to help job seekers access employment, education, training and support services to succeed in the labor market as well as match employers with skilled workers. The creation of One-Stop centers was conceived under WIA in 1998. Since that time the technological advancements have allowed One-Stop systems to streamline and innovate better customer and business services. As part of the One-Stop system, participants must be able to connect to program activities and services either through program staff physically present at the center or through direct linkage through technology to program staff who can provide meaningful services or information.
 - **5 Points; Your Score** _____

COMMENTS	

- Are the services provided for each program within the One-Stop network ADA compliant?
 - Section 188 of WIOA incorporates the prohibitions against discrimination in programs and activities that receive federal financial assistance under certain civil rights laws, including the Americans with Disabilities Act (ADA), as it applies to discrimination on the basis of disability.
 - **5 Points; Your Score** _____

COMMENTS	

- Does the applicant use co-location agreements to enhance service delivery for the clients it serves?
 - In order to integrate, enhance, and streamline operations in One-Stop systems, WIOA eliminated stand-alone Wagner-Peyser Employment Service offices. Each center must provide one or more of the programs, services, and activities in addition to Wagner-Peyser services. The co-location of services enables One-Stop centers to meet the requirements of providing coordination, access, and avoid duplication of services.
 - **5 Points; Your Score** _____

COMMENTS	

- Does the applicant use hoteling arrangements for its programs to best locate services in one area?
 - In order to better coordinate services, and in addition to co-location, some One-Stop centers offer hoteling agreements, which is a short-term provision of office space to a service provider.
 - **5 Points; Your Score** _____

COMMENTS	

- Does the applicant have a well-structured and established referral process for clients to partner agencies?
 - WIOA requires that referral agreements with a partner agency should be seamless. In addition, referral procedures must connect the customer with a person that can assist them with their needs, rather than sending them to a website or different location.
 - **5 Points; Your Score** _____

COMMENTS	

- Does the applicant conduct regular outreach to organizations and community partners for specified programs?
 - In order to best serve customers, it is important that the One-Stop operator and the centers it oversees have a comprehensive understanding of the community partners and organizations serving customers in the region or community.
 - **5 Points; Your Score** _____

COMMENTS	

- Does the applicant have ongoing initiatives for its programs?
 - **5 Points; Your Score** _____

COMMENTS	

- If the applicant is currently a One-Stop partner, was it able to provide details of its Memorandums of Understanding (MOU's) between partner organizations for its programs? If the applicant is not currently a One-Stop partner, did the application indicate that the organization would be able to put the appropriate MOU's in place should it be selected as the One-Stop Operator?
 - If the applicant is currently established as a One-Stop partner or center, it should have MOU's in place directing its processes for streamlining services and coordinating programs for customers.
 - **5 Points; Your Score _____**

COMMENTS	

SECTION III: BUSINESS SERVICES

SCORE: ____ OUT OF 20

In addition to assisting workers find work and training opportunities through a streamlined One-Stop process WIOA is also designed to assist the business community find skilled workers. As such, the state of Montana’s One-Stop operator must collaborate with local and regional businesses to offer an array of services to support business and industry recruit, train, and retain a skilled workforce.

- Does the applicant offer or have the ability to work with the business community and offer business services as outlined in WIOA?
 - One of the most significant changes in WIOA is the focus on business services. As such, the One-Stop operator must have a system in place to engage with the business community to best meet its needs.
 - **5 Points; Your Score ____**

COMMENTS	

- Does the applicant collaborate with business stakeholders in the delivery and design of business services?
 - **5 Points; Your Score ____**

COMMENTS	

- Does the applicant commit staff time and resources to supporting business services?
 - **5 Points; Your Score ____**

COMMENTS	

- Does the applicant have knowledgeable and trained staff related to the business services it offers?
 - **5 Points; Your Score** _____

COMMENTS	

SECTION IV: FACILITIES

SCORE: ____ OUT OF 10

- Does the applicant have, or plan to integrate technology into its service processes to best serve clients?
 - WIOA supports the use of technology as a supporting role in creating a high-performing workforce system. Integrating technology to support workforce services offered through a One-Stop system increases the effectiveness of the system by allowing for better intake, easier coordination, referral and access to partner agencies, and reporting data collection.
 - **5 Points; Your Score** ____

COMMENTS	

- Are the applicant's facilities ADA compliant?
 - WIOA Section 188 is clear in its prohibition of discrimination on the basis of disability. It is important that all facilities provide both technological and physical accommodation to persons with disabilities.
 - **5 Points; Your Score** ____

COMMENTS	