

**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<br>Center CQI Team is part of the team based structure defined in the application<br><br>5A<br>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.<br><br>We do not require that they have an <b>annual system</b> – 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.   |                                      |  |

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| 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<br>New part added to existing indicator:<br>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<br>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/ 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<br>4A, B, D<br>6C<br>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<br>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. |  |  |

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| 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. |  |