

One-Stop Certification / One-Stop Operator Interview

General Operations and Oversight

1. **Question:** What is your role in overseeing the operations of the One-Stop Center?
 - **Answer:** "I am responsible for ensuring the center operates efficiently, meets certification standards, and provides high-quality services to customers. I oversee staff, coordinate with partner programs, and ensure compliance with local, state, and federal regulations."
2. **Question:** How do you ensure that all required services are available at the center?
 - **Answer:** "We ensure services are available through on-site staff, cross-trained partner staff, or direct linkages via phone or web-based communication. I monitor service delivery and address any gaps in access or availability."

Coordination and Collaboration

3. **Question:** How do you coordinate services among partner programs at the center?
 - **Answer:** "We hold regular meetings with partner agencies to discuss service delivery, share updates, and address challenges. We also use shared case management systems to track customer progress and ensure seamless service integration."
4. **Question:** How do you avoid duplication of services among partner programs?
 - **Answer:** "We coordinate business outreach efforts and maintain clear communication with partners. We also document employer contacts and customer services in shared systems to ensure efficiency and avoid duplication."

Cost Efficiency

5. **Question:** How does the center operate in a cost-efficient manner?
 - **Answer:** "We have a cost-sharing agreement in place with all partner programs, as outlined in the local MOU. This ensures that resources are allocated effectively and expenses are shared equitably."

Customer Feedback and Continuous Improvement

6. **Question:** How do you collect and use customer feedback to improve services?
 - **Answer:** "We conduct regular customer satisfaction surveys through Qualtrics surveying instrument and review feedback from both job seekers and employers. Based on the feedback, we identify areas for improvement and implement changes to enhance delivery service. I routinely make quarterly reports to the Workforce Development Board concerning this feedback"
7. **Question:** What is your process for addressing customer complaints or grievances?

- **Answer:** "We have a formal process through OWD for handling complaints, which includes documenting the issue, investigating it, and resolving it promptly. We also use complaints as an opportunity to improve our services and processes."

Accessibility and Equal Opportunity

8. **Question:** How do you ensure the center is accessible to individuals with disabilities?

- **Answer:** "We provide reasonable accommodations, such as assistive technology, interpreters, and accessible materials. We also review policies and procedures regularly with the Equal Opportunity Officer to ensure compliance."

9. **Question:** How do you ensure services are available outside regular business hours?

- **Answer:** "We offer flexible scheduling options, including virtual services, to accommodate customers who need assistance outside regular business hours. We also assess community needs to determine if additional hours are necessary."

Staff Training and Development

10. **Question:** How do you ensure staff are trained and knowledgeable about the center's services and policies?

- **Answer:** "We provide regular training sessions on topics such as sector strategies, career pathways, accessibility, and equal opportunity policies. New staff receive comprehensive onboarding, and ongoing professional development opportunities are available."

11. **Question:** How do you ensure staff are aware of priority of service requirements for veterans and eligible adult program participants?

- **Answer:** "We train staff on priority-of-service policies during onboarding and provide regular updates. Staff are instructed to ask customers about their veteran status during intake and prioritize services accordingly."

Compliance and Branding

12. **Question:** How do you ensure compliance with branding requirements, including the use of the American Job Center logo?

- **Answer:** "We ensure the logo is prominently displayed on all materials, including brochures, handouts, and signage. We also conduct regular reviews to ensure compliance with branding guidelines."

13. **Question:** Are there any unresolved programmatic, administrative, or Equal Opportunity compliance findings at the center?

- **Answer:** "No, we address all compliance findings promptly and ensure that policies and procedures are updated to prevent future issues. We work closely with the Equal Opportunity Officer to maintain compliance."

Performance and Quality Assurance

14. **Question:** How does the center contribute to achieving local performance measures?

- **Answer:** "We align our services with local performance goals and ensure staff understand their role in achieving these measures. We track data such as registrations, services provided, and outcomes, and review this information regularly to identify areas for improvement."

15. **Question:** How do you track and analyze data on customer flow, services, and outcomes?

- **Answer:** "We use a case management system to track registrations, services, training activities, and outcomes. This data is reviewed regularly with staff to ensure we are meeting performance goals and addressing any gaps."

Documentation and Policies

16. **Question:** Is there a signed and current Local MOU in place with all required One-Stop partners?

- **Answer:** "Yes, we have a signed Local MOU that outlines the roles, responsibilities, and cost-sharing agreements with all required partners. It is reviewed periodically to ensure it remains up to date."

17. **Question:** Is there a process in place for customers to file Equal Opportunity complaints or grievances?

- **Answer:** "Yes, we have a clear process for filing complaints, which includes providing customers with information on how to file and ensuring complaints are addressed promptly. We also maintain documentation of all complaints and resolutions."

Certification Team Lead-Stacy Snider

Signature 
