SOUTH CENTRAL WORKFORCE ANNUAL REPORTING REQUIREMENT FOR CERTIFIED CENTERS

I. BACKGROUND

WorkSource System Policy 1016, Revision 2 writes:
"Annual Progress report - In support of continuous improvement and performance excellence in the one-stop delivery system, at least annually, the local workforce development board (LWDB) will ensure that a report describing the status of each certified center in the local workforce area is prepared, presented to the LWDB, and recorded in LWDB meeting minutes."

II. TIMELINE AND PROCESS

A. The reporting period is from July 1st to June 30th each year.

B. An annual progress report must be completed by the center leadership and submitted to the South Central One-Stop Operator (OSO).

C. The annual report is due no later than **September 30th** of each program year.

D. The report must address examples of best practices and identify areas for improvement.

III. NARRATIVE REPORT

A. Please speak about how the center has worked towards the South Central Workforce's (SCW) Integrated Services Delivery (ISD) design. (Examples: new partners brought to the partnership, partner programs working together, front-end Resource Room activities, customer service, etc.)

B. Please speak about any challenges your center has faced in implementing the design. What actions have been taken to address the challenges?

C. Referral Process:
   1. Describe the formalized referral process, best practices, and areas for improvement.

D. Discuss outreach efforts related to:
   1. Underserved populations, i.e., black, indigenous, People of Color (BIPOC), disabled, disengaged adults, and youth.
   2. Rural communities.
   3. K-12 system.

E. Discuss Business Services related to:
   1. What was provided to employers, i.e., recruitment activities (interviews, resumes, screening), positions filled, job description assistance, and outside resources referrals.
   2. What opportunities have been identified to improve business services.
   3. What outreach efforts were made to engage new employers or business expansions.
   4. Success stories/business testimonials.

IV. PERFORMANCE AND ACCOUNTABILITY

A. Number of customers that enter the center physically by month.

B. Please provide the numbers and results of Customer Service Surveys by month.

C. Surveys received divided by # of people who physically entered (traffic), i.e., return rate.

D. Business and Community Outreach Events.

Event	# of Attendees	# of Employers	# of New Employers Engaged (not used WS services for 3+ years)
Pop-Ups			
Job Fairs			
Hiring Events			
Other			

E. Accessibility to Services
   1. Attach the most recent EO and Accessibility Monitoring Report.
      a. List any deficiencies, if applicable.
      b. Please describe how they will be or were brought into compliance.
   2. Please describe any improvements made to improve accessibility, if applicable.

F. Staff Competence and Training
   1. Please describe any training provided to improve and enhance the center's partnerships.
   2. Please note any training needed to improve and enhance the center's partnerships.