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**Application/Review Form**

**Comprehensive Career Center**

**2018**

**WIOA outlines the criteria as the following:**

* physical and programmatic accessibility;
* effectiveness; and
* continuous improvement.

**Evaluations of physical and programmatic accessibility** must include how well the Kentucky Career Center (KCC) ensures equal opportunity for individuals with disabilities to benefit from KCC services.

**Evaluations of effectiveness** examine the extent to which the KCC integrates available services and meets the needs of local employers and job seekers.

**Continuous improvement** requires the KCC network to collect, analyze, and use multiple data resources including the negotiated levels of performance from its performance measures.

**Business/Employer Services**

**Physical and Programmatic Accessibility**

a. The Local Workforce Development Board (LWDB) has established a Business/Employer Services Team (BEST), whose members are one-stop partners that administer programs, services and activities through the Workforce Innovation and Opportunity Act (WIOA), which include but are not limited to:

\_\_\_\_\_1. WIOA Title I - Adult, Dislocated Worker and Youth formula programs

\_\_\_\_\_ 2. WIOA Title II - Adult Education and Literacy programs

\_\_\_\_\_ 3. WIOA Title III, Wagner-Peyser Act - Office of Employment and Training (OET)

\_\_\_\_\_ 4. WIOA Title IV, Rehabilitation Act - Office of Vocational Rehabilitation (OVR) & Office for the Blind (OFB)

\_\_\_\_\_5. Other (please list):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_b. The BEST consists of dedicated staff, center and/or partners in the Local Workforce Development Area (LWDA) to include a local team leader, appointed by the LWDB after consultation with local partner agency managers.

Please describe: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_c. The BEST provides services to employers through outreach, on site at a Kentucky Career Center (KCC) location, and/or by direct linkage through technology.

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**Effectiveness**

\_\_\_\_\_\_a. In order to initiate, establish and grow relationships with industries and employers, the local team leader is the single point of contact of the BEST. The team leader establishes goals and coordinates the assignment of members to target industry sectors. Each industry sector has an expert identified that is available to assist the team with sector related resources.

Please describe: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_\_b. The BEST has the capacity to connect employers to timely, extensive, comprehensive, customized solutions. This includes, but is not limited to, candidate screening, referral to job openings, recruitment activities, and events. The BEST has appropriate technology for interacting with employers (e.g. business phone, laptop, Smartphone, etc.).

Please describe: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_c. The BEST communicates employer-driven information to front line staff in the Kentucky Career Center(s) to improve demand-driven services provided to job seekers and employers.

Please describe: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_d. Reception staff are aware of the BEST and refer employer customers to partner staff appropriately and efficiently.

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\_\_\_\_\_e. The local team leader maintains monthly internal team communication, as well as regular communication and recruitment/outreach with external partners, stakeholders, LWDB or other designated entities.

Please describe: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_f. The BEST shows evidence of business partner relationships.

\_\_\_\_\_1. Attends Chamber of Commerce meetings.

\_\_\_\_\_2. Establishes partnerships with local Economic Development entities.

\_\_\_\_\_3. Attends human resources meetings.

\_\_\_\_\_4. Publishes articles about the BEST in newsletters or local newspapers.

\_\_\_\_\_5. Utilizes local cable stations for outreach.

\_\_\_\_\_6. Posts relevant information on social media and local websites.

\_\_\_\_\_7. Holds community-based events.

\_\_\_\_\_\_8. Other (please list): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_\_g. The BEST consults with businesses and employers to determine their needs in order to assess, inform, guide, and measure critical elements such as delivery processes, staff responsiveness, customer service, and quality of services. The BEST analyzes feedback and improves, changes, and diversifies employer services, resources and processes.

\_\_\_\_\_ 1. Utilizes surveys and other assessment tools.

\_\_\_\_\_ 2. Creates focus groups.

\_\_\_\_\_3. Other (please list): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_\_h. All members of the BEST ensure and provide responsive business solutions and record them through descriptive Salesforce (or state approved data management system) entries. Salesforce tracks repeat business customers, new employer engagement, market penetration and other elements gauging employer use. The data is used to improve consistency and quality of employer contacts, improve relationships, and build new ones.

Please describe: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Continuous Improvement**

\_\_\_\_\_a. The BEST holds periodic (monthly, quarterly) coordinated meetings to share information related to employers’ needs and challenges, responsive improvements and solutions. The team produces and distributes minutes. Meetings may be scheduled in the following ways:

\_\_\_\_\_1. In-person

\_\_\_\_\_2. Conference call

\_\_\_\_\_3. Webinar

\_\_\_\_\_4. Other (please list):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_b. The BEST participates in training/continuing educational opportunities at least once a year, to improve team and team-member skills, and to gain knowledge. Training includes overview and orientation for new members on their functions and expectations in their positions.

Please describe: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Job Seeker Services**

**Physical and Programmatic Accessibility**

\_\_\_\_\_a. Job seekers have multiple avenues to access one-stop partner services through the local workforce system.

\_\_\_\_ 1. In-person at the Comprehensive Career Center

\_\_\_\_ 2. Direct linkage through technology

\_\_\_\_ 3. Phone

\_\_\_\_ 4. Affiliate Career Centers or Access Points

\_\_\_\_ 5. Other (please list):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Effectiveness**

\_\_\_\_\_a. The Center has a seamless identifiable communications process in place for job seeker services.

\_\_\_\_ 1. Customer flow chart

\_\_\_\_ 2. Standard operating procedures

\_\_\_\_ 3. Other (please list):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_b. A seamless customer flow process is integrated across all partners through activities including:

\_\_\_\_1. Welcome, intake, and orientation

\_\_\_\_ 2. Management of the resource room

\_\_\_\_ 3. Workshops

\_\_\_\_ 4. Individual Employment Plans (IEP)

\_\_\_\_ 5. Assessments

\_\_\_\_ 6. Customer follow-up

\_\_\_\_ 7. Referrals

\_\_\_\_ 8. Other (please list): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_c. All customers are provided/offered alternative activities or options during wait times at the Center.

\_\_\_\_ 1. Watch the Kentucky Career Center orientation on resource room computers or lobby monitor.

\_\_\_\_ 2. Watch the e-billboard/videos for upcoming events, jobs, job fairs, and resource fairs.

\_\_\_\_ 3. Access Focus Career in the resource room.

\_\_\_\_ 4. Update resume in the resource room.

\_\_\_\_ 5. Review printed materials in the resource room.

\_\_\_\_ 6. Conduct online job search in the resource room.

\_\_\_\_ 7. Other (please list):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_d. Customers are provided with an orientation/assessment and informed of all available resources and services at the Center to meet customers’ needs and goals.

\_\_\_\_ 1. Workshops and resources on issues supporting job readiness and career development

\_\_\_\_ 2. Staff assisted job search support, including labor market information

\_\_\_\_ 3. Information on and assistance with accessing training and education

\_\_\_\_ 4. Information on and assistance with accessing financial aid and scholarships

\_\_\_\_ 5. Option to meet with a career coach for case management services

\_\_\_\_ 6. Integrated case management system (EKOS/KEE Suite)

\_\_\_\_ 7. Other (please list): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_e. The Center has a greeter/receptionist (dedicated or rotating) who is cross-educated to be aware of the services and resources available in the Center and through partner agencies.

\_\_\_\_ 1. Customers are welcomed in a timely, friendly, and professional manner.

\_\_\_\_ 2. Receptionist communicates clearly with customers about wait times.

\_\_\_\_ 3. Receptionist has the ability to provide initial assessment for needed services.

\_\_\_\_ 4. Other (please list): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_f. The Center has resource room staff (dedicated or rotating) that are cross-educated to be aware of the services and resources available in the Center and through partner agencies.

Please describe: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Continuous Improvement**

\_\_\_\_\_a. Center staff are trained to provide seamless customer service and to match job seeker needs with employer demands.

\_\_\_\_ 1. Customer service training

\_\_\_\_ 2. Employability skills training

\_\_\_\_ 3. Cross-education on career center partners’ programs, services and resources

\_\_\_\_ 4. EKOS and Kentucky Health/KEE Suite training (if applicable)

\_\_\_\_ 5. Focus Career, Focus Assist, and Focus Talent training

\_\_\_\_ 6. Kentucky labor market information training

\_\_\_\_ 7. Salesforce training (if applicable)

\_\_\_\_ 8. Other (please list): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_b. The Center has a dedicated process that measures customer satisfaction and quality of services, including wait times, to ensure that customer’s outcomes, needs, and goals are met. The Center uses at least two methods for collecting this information.

\_\_\_\_ 1. Personally administered surveys

\_\_\_\_ 2. Online surveys

\_\_\_\_ 3. Personal interviews (open-ended)

\_\_\_\_ 4. Focus groups

\_\_\_\_ 5. Suggestion box

\_\_\_\_ 6. Other (please list):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Center Management**

**Physical and Programmatic Accessibility**

\_\_\_\_\_a. The following one-stop partners administer the six core programs through the Workforce Innovation and Opportunity Act (WIOA), and maintain a primary office and schedule within the Comprehensive Career Center. Other required one-stop partners outlined in the law must provide access to programs, services, and activities at the Center, either on site or through direct linkage.

\_\_\_\_\_1. WIOA Title I - Adult, Dislocated Worker and Youth formula programs

\_\_\_\_\_2. WIOA Title II - Adult Education and Literacy programs

\_\_\_\_\_3. WIOA Title III, Wagner-Peyser Act - Office of Employment and Training (OET)

\_\_\_\_\_4. WIOA Title IV, Rehabilitation Act - Office of Vocational Rehabilitation (OVR) & Office for the Blind (OFB)

\_\_\_\_\_5. Other (please list):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Please describe: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_ b. The Center is accessible and compliant with the Americans with Disabilities Act (ADA) so that all customers can fully utilize services and resources, evidenced by the following documentation:

\_\_\_\_\_1. ADA compliance letter

\_\_\_\_\_ 2. Accessibility checklist

\_\_\_\_\_ 3. Other (please list): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_ c. The Center has addressed and offers all of the following components of physical infrastructure and accessibility:

\_\_\_\_\_1. Adequate free parking, including designated spaces for individuals with disabilities

\_\_\_\_\_2. Up-to-date and fully functioning assistive technology, with required cross education for staff

\_\_\_\_\_3. Convenient and central location, with clear American Job Center (AJC) and KCC exterior signage

\_\_\_\_\_4. Accommodations for customers that have language and/or literacy barriers

\_\_\_\_\_5. Flexible scheduling for job seekers’ needs; open for 37.5 or more hours per week

\_\_\_\_\_6. Timely access for customers to staff and services via in-person, or direct linkage through technology (phone, email, internet, and Skype)

\_\_\_\_\_Other (please list):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_ d. The Center has a professional and welcoming appearance including:

\_\_\_\_\_1. Clean and well-maintained furnishings

\_\_\_\_\_ 2. Professional and appropriately dressed staff, with guidance in local written policies

\_\_\_\_\_ 3. American Job Center/Kentucky Career Center name badges for staff

\_\_\_\_\_4. Clean and well-maintained restrooms

\_\_\_\_\_5. Clean and well-maintained exterior

\_\_\_\_\_ 6. Other (please list):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_ e. The Center design includes space and capacity appropriate for customer needs, traffic and functions including:

\_\_\_\_\_1. Adequate private office space for privacy and confidentiality, when needed

\_\_\_\_\_2. Adequate classroom and/or training space

\_\_\_\_\_3. Adequate computer resources or lab space for training and testing

\_\_\_\_\_4. Adequate conference room space for workshops, meetings and employer events

\_\_\_\_\_5. Sufficient modular/multi-purpose space adaptable to meet changing needs

\_\_\_\_\_6. Current and adequate technology for training, video conferencing and other services

\_\_\_\_\_7. Fully equipped resource room

\_\_\_\_\_8. Well-designed layout for clear navigation and smooth customer flow with appropriate interior signage

\_\_\_\_\_9. Other (please list):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_ f. The Center has implemented policies and procedures that create a safe and secure environment for customers and staff including:

\_\_\_\_\_1. Clearly communicated, written emergency response plan outlining evacuation procedures

\_\_\_\_\_2. Documentation of regularly scheduled safety/emergency drills

\_\_\_\_\_3. Effective security design appropriate to facility and location, with written policies that are clearly communicated to staff

\_\_\_\_\_4. Staff guidelines for handling sensitive, confidential information (paper and electronic)

\_\_\_\_\_5. Orientation training on safety and security policies and procedures for all new staff

\_\_\_\_\_6. Other (please list):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Effectiveness**

\_\_\_\_\_a. The following functions are integrated and delivered to customers by all on-site partners at the Center.

\_\_\_\_\_\_1. Reception - This function is funded and/or staffed by on-site partners as outlined in the Memorandum of Understanding (MOU) and Infrastructure Funding Agreement (IFA); professional staff is required and must be trained.

\_\_\_\_\_\_2. Resource room - This function is funded and/or staffed by on-site partners as outlined in the MOU/IFA; professional staff are required and must be trained.

\_\_\_\_\_\_3. Single calendar of events

\_\_\_\_\_\_4. Shared infrastructure items

\_\_\_\_\_\_5. Common break room for partner staff

\_\_\_\_\_\_6. Other (please list):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_b. The Center is organized and labeled by function rather than by program/partner. Examples of functional teams include job seeker services, business/employer services, and career center management.

\_\_\_\_\_c. Partner staff are assigned to each functional team according to the activities and services they provide, as well as their expertise.

\_\_\_\_\_d. Local partner supervisors/managers are members of the career center management team.

\_\_\_\_\_e. Each functional team leader is a member of the career center management team.

\_\_\_\_\_f. The One-Stop Operator (OSO) is a member of the career center management team.

\_\_\_\_\_g. Functional teams have been created for the Center; each has a team leader. Please list them below:

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_h. The career center management team leader is designated/approved by the LWDB and is responsible for:

1. \_\_\_\_\_\_Maintenance and janitorial services
2. \_\_\_\_\_\_Safety and emergency procedures
3. \_\_\_\_\_\_Security
4. \_\_\_\_\_\_Equipment, including computers
5. \_\_\_\_\_\_Parking
6. \_\_\_\_\_\_Keys
7. \_\_\_\_\_\_Facility renovation, as needed
8. \_\_\_\_\_\_Leadership for the center management team and other functional teams at the Center
9. \_\_\_\_\_\_Oversight of customer flow
10. \_\_\_\_\_\_Oversight of the monthly calendar of job seeker and employer activities at the Center
11. \_\_\_\_\_\_Oversight of an integrated schedule for on-site partner staff
12. \_\_\_\_\_\_Communication with partner staff about meeting schedules at the Center
13. \_\_\_\_\_\_Other (please list):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_\_i. Information regarding the Center’s management structure and the individuals responsible for all activities are communicated regularly to all partner staff. New hires receive this information.

Please describe: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Continuous Improvement**

\_\_\_\_\_a. The Center has instituted a formal communication plan. Please list the frequency of meetings below:

\_\_\_\_\_1. Regular functional team meetings\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_2. Regular partner staff meetings\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_3. Regular career center management team meetings\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_4. Other (please list):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Recommended: Functional team meetings-weekly; partner staff meetings-monthly; management team meetings-monthly.*

\_\_\_\_\_b. Regular meetings are held either in person or virtually that involve all Centers in each Local Workforce Development Area. This could be an annual meeting (minimum), training retreats, or more frequent meetings.

Please describe: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_c. The Center has a well-designed process for staff to communicate suggestions and concerns to management.

Please describe: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_d. The Center provides staff development that is appropriate for each individual’s function as well as for general staff development, as needed.

Please describe: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_e. The Center has comprehensive, integrated staff development plans that are created with input from staff.

Please describe: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_ f. The Center supports staff in pursuing recognized credentials related to their particular disciplines and recognized by the LWDB.

Please describe: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_g. The Center arranges for team building training for all partner staff.

Please describe: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_ h. The Center tracks job seeker customer activity including customer volume in each activity, wait time and referrals to partner services.

Please describe: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_ i. The Center tracks job seeker data by customer group, including veterans, individuals with disabilities, education, and age.

Please describe: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_ j. The Center tracks business/employer customer activity, including number of job orders received, the number of referrals for these job orders, and obtained employment.

Please describe: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_ k. The Center breaks business/employer customer activity tracking into specific categories, such as sector and employer size.

Please describe: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_ l. The Center collects feedback from job seekers and employer customers to gauge the customer experience.

Please describe: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_ m. The One-Stop Operator (OSO) and/or the career center management team leader provides regular reports to the LWDB on the data/information collected in order to improve the quality of services and utilize resources most effectively.

Please describe: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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