



# Kentucky Career Center Certification Process: Common Acceptable Documents

## CALENDARS

- Partners Schedules
- BSR Teaming Times
- BST EVENTS (Job Fairs, WorkKeys Testing, etc.)
- Center-wide Meeting
- Staff Schedules/Timesheets

## CHECKLISTS for On-Site Reviews

- ADA Compliance Checklist
- Facility
- Staff Professionalism
- Technology
- Operational Practices
- Safety and Security
- Public Information

## EKOS/CRM REPORTS

- Core Services for Employers (Type, Number of Services, Frequency)
- Employer Service Plans Created (Number, repeat customers, Distribution of Caseload per BSR)
- Detailed Case Notes on Business Services – interactions, time to deliver, etc.
- Number and Type of Assessments Provided
- Center and Service Utilization, Trends, and Customer Flow
- Report on Adult Basic Education Referrals and Services
- Customer Activity Reports

## FLOW CHARTS

- Business Service Team Point of Contacts
- Job Seekers Flow
- Functional Services for Job Seekers
- Collaborative Partner Involvement
- Utilization of Customer Feedback
- Referral to Adult Education Services
- Staff Communicate Concerns to Management

## **FUNCTIONAL ORGANIZATON CHART**

- Business Service Team
- Career Center Staff
- Career Center and Partnering Agency
- Job Seeker Services

## **JOB DESCRIPTIONS**

- Business Service Team Members
- Receptionist/Greeter of Career Center
- Career Center Manager
- Functional Supervisors

## **MARKETING MATERIALS**

- Events Materials (Job Fairs, Hiring Fairs, etc.)
- Center's Expectations of Customers
- Customer Feedback Documents

## **MEETING AGENDAS & MINUTES**

- Business Service Team (Six Months)
- Industry Partnerships
- Career Center All Staff Meeting
- Career Center Management Meetings (Six Months)
- Partnership Meeting
- LWIB (Committee) Meeting
- Functional Supervisors/Team Leaders Meeting (Six Months)
- Customer Feedback

## **MEETING ROSTERS**

- Business Service Team
- Industry Partnerships
- Career Center All Staff Meeting
- Career Center Management Meetings
- Partner Meeting

## **MOU AGREEMENTS WITH PARTNERS**

- Include Contributions of Each Partner to Common Functional Services and Orientation
- Includes Information Sharing Arrangement
- Full-Time Presence of OET, WIA, and Vocational Rehabilitation

## **PERSONNEL FILES**

- Training /Professional Development Rosters for Staff
- Credentials held by Staff
- Center Staff Roster

## **STANDARD OPERATING PROCEDURES/POLICIES**

- Orientation for New Employees Handbook *or* On-Board SOP
- Business Solutions (examples of customized business proposal solutions, signed contracts, training rosters, records of BSR attendance to employer events, Needs Assessment procedures,
- Business Service Communication Plan (samples of communications)
- Career Center Communication Plan
- Customer Flow (both employers and job seekers)
- LWIB Priority Industries and Occupations
- Customer Services (Initial Customer Assessment, Customer Career Development Plans, Determination of Customer Training Needs, Customer Referrals, Customer Follow up)
- Frequency of Emergency Drills

## **SURVEYS**

- Employer Satisfaction
- Job Seeker

## **TRAINING**

- Training Staff on Target Industry's Talent Needs
- Orientation Materials for New Reception/Greeter

## **WEBSITE**

- Financial Aid and Scholarship Opportunities
- Quality and Value of Services/Processes
- Customer Expectations