Kentucky Career Center

Reviewer's Guide for Affiliate Centers

2013

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Kentucky Career Center Reviewer's Guide for Affiliate Centers

KY Career Center Location: **LWIA:**

Baseline Measures		Needs Improvement	Meets Standards
Employer Services: Organization and Staffing of Employer Services			
Standard 1: Each workforce area has established a regional (i.e. workforce area-wide) Business Services Team (BST) comprised of knowledgeable business services partners with the ability to connect employers to a full range of partner services.			
a. The team includes at least four "core" partners, including Office of Employment and Training (OET), Workforce Investment Act (WIA), Kentucky Community and Technical College System (KCTCS), and a representative from a general purpose business organization (e.g. Chamber of Commerce) or an economic development representative.		☐	☐
Documentation/Evidence			
Explain Rating			
Notable & Best Practices			
b. The "core" Regional BST consists of dedicated staff, including a regional team leader, business service representatives (BSRs), and other representatives, as appropriate for the region. These individuals may come from any Center or any part of the workforce area.		☐	☐
Documentation/Evidence			
Explain Rating			
Notable & Best Practices			
c. The "extended" BST includes additional partners' business service staff participating on the BST (but not necessarily fully-dedicated to the team) through regular communication and periodic (e.g. monthly or quarterly) coordination meetings. These partners may include Adult Education, Office of Vocational Rehabilitation, and Department for Community Based Services (DCBS)-Family Support, Kentucky Farmworkers Program, Older Workers-Title V, and Office of the Blind, Veterans, Area Development Districts, and/or others.		☐	☐
Documentation/Evidence			
Explain Rating			
Notable & Best Practices			
d. BST members are selected to serve based on their skills and experience. BST members possess appropriate skills and qualifications for their positions and responsibilities, such as communication skills, knowledge of basic business concepts (e.g. sector-driven approaches), and professionalism in appearance and demeanor.		☐	☐
Documentation/Evidence			

Baseline Measures		Needs Improvement	Meets Standards
Explain Rating			
Notable & Best Practices			
Standard 2: Each BST has a clearly-recognized, central point of contact for employers in each targeted industry sector with the capability of providing direct access to appropriate services or staff who can provide those services. (Note that individuals may be assigned to work in more than one sector.)			
a. The central point of contact is knowledgeable of all available services and identifies appropriate team members to serve as resources for employer service delivery.		☐	☐
Documentation/Evidence			
Explain Rating			
Notable & Best Practices			
b. BSRs initiate, establish, and grow relationships with industry and employer organizations and with consortia of employers in their assigned industry sector(s) in order to fully understand the needs of employers in those sectors.		☐	☐
Documentation/Evidence			
Explain Rating			
Notable & Best Practices			
c. The BST communicates employer-driven information to line staff in the Center in order to improve demand-driven services provided to job seekers and workers.		☐	☐
Documentation/Evidence			
Explain Rating			
Notable & Best Practices			
Standard 3. Every Career Center in a workforce region has designated a single point of contact (and a back-up) for employer services. (This individual need not be dedicated full-time to providing employer services.)			
a. The designated single point of contact and his/her back-up have the capacity to connect employers to “core” employer services, including candidate screening, selection and referral of applicants to job openings, etc. as listed in the attachment, “Basic Employer Services Capacity Requirements.”		☐	☐
Documentation/Evidence			
Explain Rating			
Notable & Best Practices			
b. The designated single point of contact and his/her back-up have the capacity to connect employers directly with BST staff that can assess the employers’ needs and deliver more extensive solutions to employers.		☐	☐
Documentation/Evidence			
Explain Rating			

Baseline Measures		Needs Improvement	Meets Standards
Notable & Best Practices			
c. Reception staff in Career Centers is aware of BST contacts in order to route employer customers to BSRs and other team staff appropriately and efficiently.		☐	☐
Documentation/Evidence			
Explain Rating			
Notable & Best Practices			
Employer Services: Providing Quality Services to Employers			
Standard 1. BSRs and other BST members effectively interact with employers and employer/industry organizations within their industry sectors and with economic development.			
a. BSRs make timely employer contacts, both initial and ongoing, where appropriate.		☐	☐
Documentation/Evidence			
Explain Rating			
Notable & Best Practices			
Job Seeker Services: Organization and Staffing of Job Seeker Services			
Standard 1: All Career Center partners are trained to provide seamless customer service to job seekers and can assist customers in efficiently accessing all needed services.			
a. All Centers have a “greeter”/reception position. Staff in this position is cross-trained to quickly and efficiently connect customers with the services and staff they need.		☐	☐
Documentation/Evidence	On-Site Checklist – Staff Professionalism		
Explain Rating			
Notable & Best Practices			
b. All Center staff receive training in (1) customer service ;(2) Center partners’ programs, services, and resources; and (3) technology-based platforms, services, and resources (e.g. EKOS, online job seeker tools and resources, etc.)		☐	☐
Documentation/Evidence			
Explain Rating			
Notable & Best Practices			
c. Center staff members receive training in the following areas, as appropriate to their functions (1) the latest job search techniques and employer hiring practices ;(2) jobseeker assessment techniques and tools; and (3) target industries’ talent needs.		☐	☐
Documentation/Evidence			

Baseline Measures		Needs Improvement	Meets Standards
Explain Rating			
Notable & Best Practices			
d. Center staff participates in ongoing professional development and continuing education activities, such as training courses and events, conferences, online learning opportunities, etc.		☐	☐
Documentation/Evidence			
Explain Rating			
Notable & Best Practices			
e. Center staff obtains credential(s) in areas relevant to job seeker services, such as those credentials conferred by organizations like the National Association of Workforce Development Professionals (NAWDP), the National Career Development Association (NCDA), etc.		☐	☐
Documentation/Evidence			
Explain Rating			
Notable & Best Practices			
Job Seeker Services: Providing Quality Services to Job Seekers			
Standard 1: The Career Center expedites customer flow.			
a. A designated "greeter" welcomes customers in a timely, friendly, professional, responsive, and helpful way.		☐	☐
Documentation/Evidence	On-Site Checklist – Staff Professionalism		
Explain Rating			
Notable & Best Practices			
b. Customers are provided alternative activities or options during waiting periods.		☐	☐
Documentation/Evidence	On-Site Checklist – Operational Practices, Public Information		
Explain Rating			
Notable & Best Practices			
Standard 2: Customers are provided information about all services available via the Career Center in a service-focused, customer-friendly mode.			
a. All customers are offered an orientation to the services available in various modes (for example, in-person with staff, e-billboards/videos, written materials) and in various formats (e.g. formats for individuals with sight or hearing disabilities, etc.)		☐	☐
Documentation/Evidence	ADA Compliance Checklist, On-Site Checklist Operational Practices		
Explain Rating			
Notable & Best Practices			

Baseline Measures		Needs Improvement	Meets Standards
b. All professional staff in the Center is able to provide customers with a comprehensive orientation to Center services and resources.		☐	☐
Documentation/Evidence	On-Site Checklist – Staff Professionalism		
Explain Rating			
Notable & Best Practices			
Standard 3: All customers are provided helpful and useful assessment of length and intensity as appropriate to their point in their service process, and an ongoing basis throughout the service delivery process.			
a. All customers are provided an initial, less "formal" assessment to determine their needs and goals and inform service delivery planning.		☐	☐
Documentation/Evidence	On-Site Checklist – Operational Practices		
Explain Rating			
Notable & Best Practices			
b. Interested customers may access more in-depth assessment tailored to their needs and career goals (e.g. skill assessment, interest/aptitude inventory, etc.)		☐	☐
Documentation/Evidence			
Explain Rating			
Notable & Best Practices			
c. Career development plans are developed for interested customers based upon the results of in-depth assessment.		☐	☐
Documentation/Evidence			
Explain Rating			
Notable & Best Practices			
Standard 4. Services resources are "packaged" as individualized solutions to meet jobseekers' needs and goals. The Career Center provides helpful and useful resources and information to support customers' job readiness, employment, and career advancement.			
a. Services and resources provided are responsive to the customer needs and goals identified in assessment(s) and are described in career development plans (for customers with plans).		☐	☐
Documentation/Evidence			
Explain Rating			
Notable & Best Practices			
b. A diverse menu of job readiness, employment, and career development services is provided to all customers. i. Workshops and resources on issues supporting job readiness and skill development are provided. These may include areas such as networking strategies, interviewing skills, and others.		☐	☐

Baseline Measures		Needs Improvement	Meets Standards
ii. Customers have access to high-quality, staff-assisted job search support designed to expose them to the maximum number of job openings, as well as job matching assistance. iii. Customers are provided information on and assistance with accessing training and education and options, as appropriate for the individual customer. iv. Customers are provided with information on and assistance with accessing financial aid and scholarship opportunities.			
Documentation/Evidence			
Explain Rating			
Notable & Best Practices			
c. Centers provide ongoing customer follow-up services to reassess progress and identify/address any barriers (ongoing case management.)		☐	☐
Documentation/Evidence			
Explain Rating			
Notable & Best Practices			
Standard 5. The Career Center maintains an operational resource room with trained staff to support customers' job readiness and employment search.			
a. Every center has assigned staff (dedicated or rotating) to assist customers in the resource room.		☐	☐
Documentation/Evidence	On-Site Checklist – Operational Practices		
Explain Rating			
Notable & Best Practices			
Standard 6: Customers are routed, through facilitated rather than unassisted referral, to the proper services/activities/ partners/ external contacts that respond to their reason(s) for visiting the Center.			
a. The Center documents the referral for the customer (e.g. referral slip with contact/service information) and for the partner or service to which the customer is being referred (e.g. phone call or email to partner) in order to make the referral as seamless and efficient as possible.		☐	☐
Documentation/Evidence			
Explain Rating			
Notable & Best Practices			
Standard 7: The Center clearly communicates expectations to customers.			
a. The Center shares with customers what they can expect in terms of the quality and value of Center services and service delivery processes.		☐	☐
Documentation/Evidence	On-Site Checklist – Operational Practices		
Explain Rating			

Baseline Measures		Needs Improvement	Meets Standards
Notable & Best Practices			
b. The Center shares with customers what it expects from them in terms of their own investment of time and effort in their career development.		☐	☐
Documentation/Evidence			
Explain Rating			
Notable & Best Practices			
Career Center Management: Physical Infrastructure and accessibility			
Standard 1: Career Centers are accessible so that all customers can fully utilize services and resources.			
a. Centers are fully ADA-complaint.		☐	☐
Documentation/Evidence	ADA Compliance Checklist		
Explain Rating			
Notable & Best Practices			
b. As feasible (and as new Center locations are selected), Centers are located in areas that are convenient, for their customers, e.g. close to major highways, on public transportation routes, centrally-located, close to heavily-trafficked areas such as malls and shopping centers, etc.		☐	☐
Documentation/Evidence	On-Site Checklist - Facility		
Explain Rating			
Notable & Best Practices			
c. Centers provide assistive technology to assist customers with disabilities (visual, hearing, physical) access computers and other Center resources/services.		☐	☐
Documentation/Evidence	ADA Compliance Checklist		
Explain Rating			
Notable & Best Practices			
d. Centers evaluate assistive technology annually to ensure that it is up-to-to date and fully functioning.		☐	☐
Documentation/Evidence	ADA Compliance Checklist, Technical Equipment		
Explain Rating			
Notable & Best Practices			
e. Centers provide free parking, including parking spaces for individuals with disabilities that are adequate for the average level of customer traffic.		☐	☐
Documentation/Evidence	On-Site Checklist - Facility		
Explain Rating			

Baseline Measures		Needs Improvement	Meets Standards
Notable & Best Practices			
f. Centers make services accessible to customers that have language and literacy barriers (e.g. non-English speakers, individuals with hearing impairments, individuals with communication disabilities, individuals with literacy/reading barriers, etc.).		☐	☐
Documentation/Evidence	ADA Compliance Checklist, On-Site Checklist – Public Information		
Explain Rating			
Notable & Best Practices			
g. Centers have flexible scheduling and work hours, as appropriate, to accommodate the needs of jobseekers, including employed job seekers and employers.		☐	☐
Documentation/Evidence	On-Site Checklist – Operational Practices		
Explain Rating			
Notable & Best Practices			
h. Centers ensure customers' timely access to staff via phone, email and the receptionist/ front desk.		☐	☐
Documentation/Evidence	On-Site Checklist – Operational Practices		
Explain Rating			
Notable & Best Practices			
Standard 2: Career Centers maintain a professional and welcoming appearance.			
a. The Center and its furnishings are maintained in clean and serviceable condition. Furnishings present a uniform appearance and are in good repair.		☐	☐
Documentation/Evidence	On-Site Checklist - Facility		
Explain Rating			
Notable & Best Practices			
b. Center staff maintains a professional and appropriate appearance.		☐	☐
Documentation/Evidence	On-Site Checklist – Staff Professionalism		
Explain Rating			
Notable & Best Practices			
c. Center staff wears name badges identifying them as staff of the Center (vs. staff of their respective agencies/programs)		☐	☐
Documentation/Evidence	On-Site Checklist – Staff Professionalism		
Explain Rating			
Notable & Best Practices			
d. Center restrooms are clean and well-maintained.		☐	☐

Baseline Measures		Needs Improvement	Meets Standards
Documentation/Evidence	On-Site Checklist - Facility		
Explain Rating			
Notable & Best Practices			
e. The Center's exterior (building exterior, landscaping, driveway and sidewalks, etc) is clean and well-maintained.		☐	☐
Documentation/Evidence	On-Site Checklist - Facility		
Explain Rating			
Notable & Best Practices			
Standard 3: Career Centers have space and capacity that is appropriate for customer needs, customer traffic, and key Center functions.			
a. Centers have adequate private office space to ensure that all one on one conversations between customers and staff are entirely private and confidential.		☐	☐
Documentation/Evidence	On-Site Checklist - Facility		
Explain Rating			
Notable & Best Practices			
b. Centers have adequate classroom/training space.		☐	☐
Documentation/Evidence	On-Site Checklist - Facility		
Explain Rating			
Notable & Best Practices			
c. Centers have adequate computer lab space for training and testing purposes.		☐	☐
Documentation/Evidence	On-Site Checklist - Facility		
Explain Rating			
Notable & Best Practices			
d. Centers have adequate conference room space for meetings, employer events, etc.		☐	☐
Documentation/Evidence	On-Site Checklist - Facility		
Explain Rating			
Notable & Best Practices			
e. Centers have sufficient modular/multi use space that can be adapted to meet changing needs.		☐	☐
Documentation/Evidence	On-Site Checklist - Facility		
Explain Rating			
Notable & Best Practices			

Baseline Measures		Needs Improvement	Meets Standards
f: Centers have current and adequate technology, e.g. projectors, videoconferencing, hardware and software, technology-related infrastructure, etc.		☐	☐
Documentation/Evidence	On-Site Checklist – Technology		
Explain Rating			
Notable & Best Practices			
g. Center Resource Rooms have adequate space and capacity for customer traffic. The Resource Room provides customers with some measure of privacy (e.g. dividers, or partitions between computer stations). The Resource Room provides customers access to phones, internet, printers, copiers, and a fax.		☐	☐
Documentation/Evidence	On-Site Checklist – Facility, Technology		
Explain Rating			
Notable & Best Practices			
h. The Center layout is clear and obvious in terms of customer navigation and customer flow. Center layout and design minimizes customer wait times and bottlenecks.		☐	☐
Documentation/Evidence	On-Site Checklist - Facility		
Explain Rating			
Notable & Best Practices			
Standard 4: Each Center provides a safe and secure environment for its employees and customers.			
a. There is a written emergency response plan that is clearly communicated and shared with all Center partners. The plan addresses the full range of potential emergency situations (e.g. fire, medical, weather, workplace violence, etc) and includes procedures for evacuation, including evacuation procedures for individuals with disabilities.		☐	☐
Documentation/Evidence	On-Site Checklist – Security and Safety		
Explain Rating			
Notable & Best Practices			
b. Safety/emergency drills are held regularly and are well-documented.		☐	☐
Documentation/Evidence			
Explain Rating			
Notable & Best Practices			
c. Centers have security in place that is appropriate to the Center and to the local area (e.g. security personnel, locks/security keypads, security cameras, etc) Security policies are written and clearly communicated to all partners.		☐	☐
Documentation/Evidence	On-Site Checklist – Security and Safety		
Explain Rating			
Notable & Best Practices			

Baseline Measures		Needs Improvement	Meets Standards
d. Confidential information (both paper and electronic) is handled sensitively and appropriately and secured in a locked location when not attended by staff.		☐	☐
Documentation/Evidence	On-Site Checklist – Security and Safety		
Explain Rating			
Notable & Best Practices			
e. All new staff and new partners receive an orientation in Center safety and security.		☐	☐
Documentation/Evidence			
Explain Rating			
Notable & Best Practices			