



Affiliate Career Center

i WIOA outlines the criteria as the following:

- physical and programmatic accessibility;
- effectiveness;
- continuous improvement; and
- strategic planning/innovation.

Evaluations of physical and programmatic accessibility must include how well the 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.

Strategic Planning/Innovation must outline the Centers' goals & any successful innovations created

As part of the evaluation process, it is required that the Local Workforce Development Board take into consideration the above stated criteria and provide detailed information describing how the KCC meets the respective criteria.

Tell Us About Your Career Center Location:

Business/Employer Services

Physical and Programmatic Accessibility

Location:	Click or tap here to enter text.
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A.	Kentucky Career Center (KCC) staff provides services to employers through outreach, on site at the Center and/or by direct linkage through technology.
YES or NO:	Choose an item.
Please Describe Below:	
Click or tap here to enter text.	

Effectiveness

A.	The staff has the capacity to connect employers to timely, extensive, comprehensive, customized solutions. These include, but are not limited to, candidate screening, recruitment activities, and events. The Center has appropriate technology for interacting with employers (e.g. business phone, laptop, smartphone, etc.).
YES or NO:	Choose an item.
Please Describe Below:	
Click or tap here to enter text.	
B.	The Business/Employer Services Team (BEST) communicates employer-driven information to front line staff in order to improve demand-driven services provided to job seekers and employers.
YES or NO:	Choose an item.
Please Describe Below:	
Click or tap here to enter text.	
C.	Reception staff are aware of the BEST and route employer customers appropriately and efficiently, if needed.
YES or NO:	Choose an item.
Please Describe Below:	
Click or tap here to enter text.	
D.	Affiliate Center staff who are 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.	
YES or NO:	Choose an item.
Please Describe Below:	
Click or tap here to enter text.	

Continuous Improvement

A.	Affiliate Center staff who are members of the BEST participate in training/continuing educational opportunities at least once a year, to improve team and team-member skills and to develop new knowledge. Training includes overview and orientation for new members on their functions and expectations in their positions.	
YES or NO:	Choose an item.	
Please Describe Below:		
Click or tap here to enter text.		

Job Seeker Services

Physical and Programmatic Accessibility

A.	Job seekers have multiple avenues to access one-stop partner services through the local workforce system:		
CHECK ALL THAT APPLY	<input type="checkbox"/>	1. In-person at Affiliate Career Centers	
	<input type="checkbox"/>	2. Direct linkage through technology	
	<input type="checkbox"/>	3. Phone	
	<input type="checkbox"/>	4. Comprehensive Career Center, or Access Points	
	<input type="checkbox"/>	5. Other (please list below):	
		Click or tap here to enter text.	
YES or NO:	Choose an item.		
Please Describe Below:			
Click or tap here to enter text.			

Effectiveness

A.	The Center has a seamless identifiable communications process in place for job seekers services:		
CHECK ALL THAT APPLY	<input type="checkbox"/>	1. Customer flow chart	
	<input type="checkbox"/>	2. Standard operating procedures	
	<input type="checkbox"/>	3. Other (please list below):	
		Click or tap here to enter text.	
YES or NO:	Choose an item.		
Please Describe Below:			
Click or tap here to enter text.			
B.	A seamless customer flow process is integrated across all partners through activities including:		
CHECK ALL THAT APPLY	<input type="checkbox"/>	1. Welcome, intake, and orientation	
	<input type="checkbox"/>	2. Management of the resource room	
	<input type="checkbox"/>	3. Workshops	
	<input type="checkbox"/>	4. Individual Employment Plans (IEP)	
	<input type="checkbox"/>	5. Assessments	
	<input type="checkbox"/>	6. Customer follow-up	
	<input type="checkbox"/>	7. Referrals	

	<input type="checkbox"/>	8. Other (please list below):
		Click or tap here to enter text.
YES or NO:	Choose an item.	
Please Describe Below:		
Click or tap here to enter text.		
C.	All customers are provided/offered alternative activities or options during wait times:	
CHECK ALL THAT APPLY	<input type="checkbox"/>	1. Watch the Career Center Orientation on resource room computers or lobby monitor.
	<input type="checkbox"/>	2. Watch the e-billboard/videos for upcoming events, jobs, job fairs, and resource fairs.
	<input type="checkbox"/>	3. Access Focus Career in the resource room.
	<input type="checkbox"/>	4. Update resume in the resource room.
	<input type="checkbox"/>	5. Review printed materials in the resource room.
	<input type="checkbox"/>	6. Conduct online job search in the resource room.
	<input type="checkbox"/>	7. Other (please list below):
		Click or tap here to enter text.
YES or NO:	Choose an item.	
Please Describe Below:		
Click or tap here to enter text.		
D.	Customers are provided with an orientation/assessment and informed of all available resources and services to meet customers' needs and goals:	
CHECK ALL THAT APPLY	<input type="checkbox"/>	1. Workshops and resources on issues supporting job readiness and career development
	<input type="checkbox"/>	2. Staff assisted job search support, including labor market information
	<input type="checkbox"/>	3. Information on and assistance with accessing training and education
	<input type="checkbox"/>	4. Information on and assistance with accessing financial aid and scholarships
	<input type="checkbox"/>	5. Option to meet with a career coach and receive case management services on site or by direct linkage through technology
	<input type="checkbox"/>	6. Integrated case management system (KEE Suite)
	<input type="checkbox"/>	7. Other (please list below):
		Click or tap here to enter text.
YES or NO:	Choose an item.	
Please Describe Below:		
Click or tap here to enter text.		
E.	The Affiliate Center has a greeter/receptionist who is cross-educated to be aware of the services and resources available and through partner agencies. Partner staff may rotate to fill this role in smaller centers.	
CHECK ALL THAT APPLY	<input type="checkbox"/>	1. Customers are welcomed in a timely, friendly, and professional manner.
	<input type="checkbox"/>	2. Staff communicates clearly with customers about wait times.
	<input type="checkbox"/>	3. Staff has the ability to provide initial assessment for needed services.
	<input type="checkbox"/>	4. Other (please list below):
		Click or tap here to enter text.
YES or NO:	Choose an item.	
Please Describe Below:		
Click or tap here to enter text.		
F.	The Affiliate Center has resource room staff (dedicated or rotating) that are cross-educated to be aware of the services and resources available and through partner agencies.	
YES or NO:	Choose an item.	
Please Describe Below:		

Click or tap here to enter text.

Continuous Improvement

A.	Affiliate Center staff are trained to provide seamless customer service to job seekers and to match job seeker needs with employer demands.	
	CHECK ALL THAT APPLY	<input type="checkbox"/> 1. Customer service training
		<input type="checkbox"/> 2. Employability skills training
		<input type="checkbox"/> 3. Cross-education on Career Center partners' programs, services, and resources
		<input type="checkbox"/> 4. KEE Suite training
		<input type="checkbox"/> 5. Focus Career, Focus Assist, and Focus Talent training
		<input type="checkbox"/> 6. Kentucky Labor Market Information training
		<input type="checkbox"/> 7. Salesforce training (if applicable)
<input type="checkbox"/> 8. Other (please list below): Click or tap here to enter text.		
YES or NO:	Choose an item.	
Please Describe Below:		
Click or tap here to enter text.		

B.	The Affiliate 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:	
	CHECK ALL THAT APPLY	<input type="checkbox"/> 1. Personally administered surveys
		<input type="checkbox"/> 2. Online surveys
		<input type="checkbox"/> 3. Personal interviews (open-ended)
		<input type="checkbox"/> 4. Focus groups
		<input type="checkbox"/> 5. Suggestion box
		<input type="checkbox"/> 6. Other (please list below): Click or tap here to enter text.
		YES or NO: Choose an item.
Please Describe Below:		
Click or tap here to enter text.		

Center Management

Physical and Programmatic Accessibility

A.	One or more of the following one-stop partners through the Workforce Innovation and Opportunity Act (WIOA) maintains a primary office and schedule within the Affiliate Center to provide their program(s), services and activities to job seekers and employers:	
	CHECK ALL THAT APPLY	<input type="checkbox"/> 1. WIOA Title I - Adult, Dislocated Worker and Youth formula programs
		<input type="checkbox"/> 2. WIOA Title II - Adult Education and Literacy programs-KY Skills U (OAE)
		<input type="checkbox"/> 3. WIOA Title III, Wagner-Peyser Act Employment Service program–Career Development Office (CDO)
		<input type="checkbox"/> 4. WIOA Title IV, Rehabilitation Act - Office of Vocational Rehabilitation (OVR)
		<input type="checkbox"/> 5. Other (please list below): Click or tap here to enter text.

	YES or NO:	Choose an item.	
	Please Describe Below:		
	Click or tap here to enter text.		
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:		
	YES or NO:	Choose an item. If yes, complete section below with check boxes	
	CHECK ALL THAT APPLY	<input type="checkbox"/>	1. ADA compliance letter (w/date of Certification & attach letter/documentation to this application)
		<input type="checkbox"/>	2. Accessibility checklist (if available, attach to this application)
		<input type="checkbox"/>	3. Other (please list):
		Click or tap here to enter text.	
	If Not Certified, Please Describe Below Issues Below Preventing ADA Certification:		
	Click or tap here to enter text.		
C.	The Affiliate Center has addressed and offers all of the following components of physical infrastructure and accessibility:		
	CHECK ALL THAT APPLY	<input type="checkbox"/>	1. Adequate free parking, including designated spaces for individuals with disabilities
		<input type="checkbox"/>	2. Up-to-date and fully functioning assistive technology, with required cross training for staff
		<input type="checkbox"/>	3. Convenient and central location, with clear American Job Center (AJC) and Kentucky Career Center (KCC) exterior signage
		<input type="checkbox"/>	4. Accommodations for customers that have language and/or literacy barriers. i.e. access to Language Line
		<input type="checkbox"/>	5. Flexible scheduling for job seekers' needs; open for 30 or more hours per week (as determined through partner MOU/IFA negotiations at the local level)
		<input type="checkbox"/>	6. Timely access for customers to staff and services via in-person or direct linkage through technology (e.g., phone, email, internet, and Skype)
		<input type="checkbox"/>	7. Other (please list below):
	Click or tap here to enter text.		
	YES or NO:	Choose an item.	
	Please Describe Below:		
	Click or tap here to enter text.		
D.	The Affiliate Center has a professional and welcoming appearance including:		
	CHECK ALL THAT APPLY	<input type="checkbox"/>	1. Clean and well-maintained furnishings
		<input type="checkbox"/>	2. Professional and appropriately dressed staff, with guidance in local written policies
		<input type="checkbox"/>	3. Kentucky Career Center name badges for staff
		<input type="checkbox"/>	4. Clean and well-maintained restrooms
		<input type="checkbox"/>	5. Clean and well-maintained exterior
		<input type="checkbox"/>	6. Other (please list below):
	Click or tap here to enter text.		
	YES or NO:	Choose an item.	
	Please Describe Below:		
	Click or tap here to enter text.		
E.	The Affiliate Center design includes space and capacity appropriate for customer needs, traffic and functions including (check all that apply):		
	CHECK ALL THAT APPLY	<input type="checkbox"/>	1. Adequate private office space for privacy and confidentiality, when needed
		<input type="checkbox"/>	2. Adequate classroom and/or training space
		<input type="checkbox"/>	3. Adequate computer resources or lab space for training and testing

	<input type="checkbox"/>	4. Adequate conference room space for workshops, meetings and employer events
	<input type="checkbox"/>	5. Sufficient modular/multi-purpose space adaptable to meet changing needs
	<input type="checkbox"/>	6. Current and adequate technology for training, video-conferencing, and other services
	<input type="checkbox"/>	7. Fully equipped resource room
	<input type="checkbox"/>	8. Well-designed layout for clear navigation and smooth customer flow, with appropriate interior signage
	<input type="checkbox"/>	9. Other (please list below):
		Click or tap here to enter text.
YES or NO:	Choose an item.	
Please Describe Below:		
Click or tap here to enter text.		

F.	The Affiliate Center has implemented policies and procedures that create a safe and secure environment for customers and staff including:		
	CHECK ALL THAT APPLY	<input type="checkbox"/>	1. Clearly communicated, written emergency response plan outlining evacuation procedures
		<input type="checkbox"/>	2. Documentation of regularly scheduled safety/emergency drills
		<input type="checkbox"/>	3. Effective security design appropriate to facility and location, with written policies that are clearly communicated to staff
		<input type="checkbox"/>	4. Staff guidelines for handling sensitive, confidential information (paper and electronic)
		<input type="checkbox"/>	5. Orientation training on safety and security policies and procedures for all new staff
<input type="checkbox"/>		6. Other (please list below):	
		Click or tap here to enter text.	
YES or NO:	Choose an item.		
Please Describe Below:			
Click or tap here to enter text.			

Effectiveness

A.	The following functions are integrated by all on-site partners at the Affiliate Center (check all that apply):		
	CHECK ALL THAT APPLY	<input type="checkbox"/>	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.
		<input type="checkbox"/>	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.
		<input type="checkbox"/>	3. Single calendar of events
		<input type="checkbox"/>	4. Shared infrastructure items
		<input type="checkbox"/>	5. Common break room for partner staff
<input type="checkbox"/>		6. Other (please list below):	
		Click or tap here to enter text.	
YES or NO:	Choose an item.		
Please Describe Below:			
Click or tap here to enter text.			

B.	The Affiliate 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. Functional team development will vary depending upon the size of the Center.	
	YES or NO:	Choose an item.

C.	Partner staff are assigned to each functional team according to the activities and services they provide, as well as their expertise. Functional team development will vary depending upon the size of the Center.
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	YES or NO:	Choose an item.
D.	Local partner supervisors/managers are members of the career center management team. Functional team development will vary depending upon the size of the Center.	
	YES or NO:	Choose an item.
E.	Each functional team leader is a member of the career center management team. Functional team development will vary depending upon the size of the Center.	
	YES or NO:	Choose an item.
F.	The One-Stop Operator (OSO) is a member of the career center management team, if appropriate.	
	YES or NO:	Choose an item.
G.	Functional teams have been created for the Center; each has a team leader. Please list them below.	
	1.	Click or tap here to enter text.
	2.	Click or tap here to enter text.
	3.	Click or tap here to enter text.
	Please Describe Below:	
	Click or tap here to enter text.	
H.	The career center management team leader is designated/approved by the LWDB and is responsible for the following, if applicable:	
	CHECK ALL THAT APPLY	<input type="checkbox"/> 1. Maintenance and janitorial services
		<input type="checkbox"/> 2. Safety and emergency procedures
		<input type="checkbox"/> 3. Security
		<input type="checkbox"/> 4. Equipment, including computers
		<input type="checkbox"/> 5. Parking
		<input type="checkbox"/> 6. Keys
		<input type="checkbox"/> 7. Facility renovation, as needed
		<input type="checkbox"/> 8. Leadership for the center management team & other functional teams
		<input type="checkbox"/> 9. Oversight of customer flow
		<input type="checkbox"/> 10. Oversight of the monthly calendar of job seeker and employer activities
		<input type="checkbox"/> 11. Oversight of an integrated schedule for on-site partner staff
		<input type="checkbox"/> 12. Communication with partner staff about meeting schedules
		<input type="checkbox"/> 13. Other (please list below):
		Click or tap here to enter text.
	YES or NO:	Choose an item.
	Please Describe Below:	
	Click or tap here to enter text.	
I.	Information on the management structure and the individuals responsible for all activities are communicated regularly to all center staff. New hires receive this information.	
	YES or NO:	Choose an item.
	Please Describe Below:	
	Click or tap here to enter text.	

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:	
	YES or NO:	Choose an item.
	<input type="checkbox"/>	1. In-person

CHECK ALL THAT APPLY	<input type="checkbox"/>	2. Conference call
	<input type="checkbox"/>	3. Webinar
	<input type="checkbox"/>	4. Other (please list below):
		Click or tap here to enter text.
Please Describe Below and Include Minutes of at Least One Meeting:		
Click or tap here to enter text.		
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.	
	YES or NO:	Choose an item.
	Please Describe Below:	
	Click or tap here to enter text.	
C.	The Affiliate Center has a well-designed process for staff to communicate suggestions and concerns to management.	
	YES or NO:	Choose an item.
	Please Describe Below:	
	Click or tap here to enter text.	
D.	The Affiliate Center provides staff development that is appropriate for each individual's function as well as for general staff development, as needed.	
	YES or NO:	Choose an item.
	Please Describe Below:	
	Click or tap here to enter text.	
E.	The Affiliate Center has comprehensive, integrated staff development plans that are created with input from staff.	
	YES or NO:	Click or tap here to enter text.
	Please Describe Below:	
	Click or tap here to enter text.	
F.	The Affiliate Center supports staff in pursuing recognized credentials related to their particular disciplines and recognized by the LWDB.	
	YES or NO:	Choose an item.
	Please Describe Below:	
	Click or tap here to enter text.	
G.	The Affiliate Center arranges for team building training for all partner staff, if applicable.	
	YES or NO:	Choose an item.
	Please Describe Below:	
	Click or tap here to enter text.	
H.	The Affiliate Center tracks job seeker customer activity including customer volume in each activity, wait time and referrals to partner services, if applicable.	
	YES or NO:	Choose an item.
	Please Describe Below:	
	Click or tap here to enter text.	
I.	The Center tracks job seeker data by customer group, including veterans, individuals with disabilities, education, and age, if applicable.	
	YES or NO:	Choose an item.
	Please Describe Below:	
	Click or tap here to enter text.	
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, if applicable.	

	YES or NO: Choose an item.
	Please Describe Below:
	Click or tap here to enter text.
K.	The Center breaks business/employer customer activity tracking into specific categories, such as sector and employer size, if applicable.
	YES or NO: Choose an item.
	Please Describe Below:
	Click or tap here to enter text.
L.	The Center collects feedback from job seekers and employer customers to gauge the customer experience, if applicable.
	YES or NO: Choose an item.
	Please Describe Below:
	Click or tap here to enter text.
M.	The local team leader maintains monthly internal team communication, as well as regular communication for recruitment and outreach with external partners, stakeholders, LWDB and/or other designated entities.
	YES or NO: Choose an item.
	Please Describe Below (include Outreach specifics):
	Click or tap here to enter text.
CHECK ALL THAT APPLY	<input type="checkbox"/> 1. Job Seeker Outreach
	<input type="checkbox"/> 2. Business/Employer Outreach
	<input type="checkbox"/> 3. Other Outreach (please list):
	Click or tap here to enter text.

Strategic Planning/Innovation

Strategic Goals

Please identify 1.) the top 5 goals/priorities for this Career Center, 2.) the expected metrics/outcomes for each goal and 3.) Steps taken to meet the expected metrics/outcomes, 4.) method of how those outcomes are tracked for each goal.

Goal	Expected Metrics/Outcomes	Steps to meet Expected Metrics/Outcomes	How Outcomes are Tracked
1.ex. Increase participation in weekly training classes	Increase 10% by 2021		Spreadsheet/Database and monitored monthly
2.			
3.			
4.			
5.			

Innovation

1.) Please describe any areas of unique innovations that have been developed at this site:
2.) What Best Practices were created at this location you would like to share: