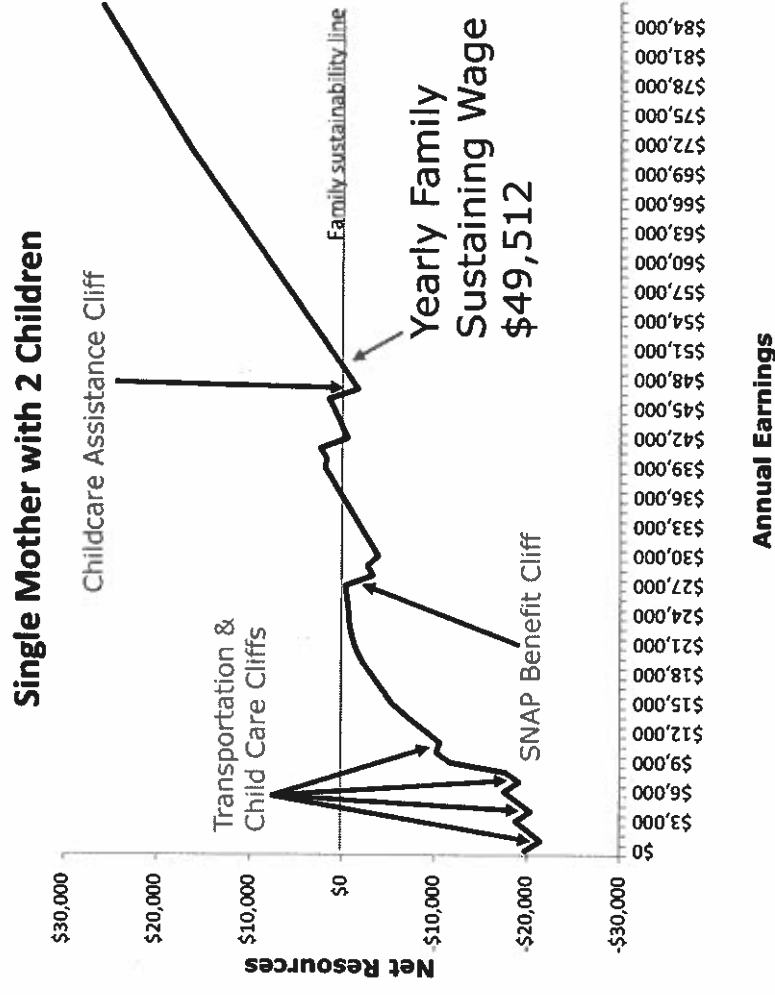


Kentucky Family Resource Simulator

Includes:

- Medicaid
 - SNAP
 - KTAP(TANF)
 - EITC
 - Income
 - Child Care Assistance
 - 25 Other Social Benefit Programs
- with more being included



* Final product still under development



COMMONWEALTH OF KENTUCKY
DEPARTMENT OF WORKFORCE INVESTMENT
(502) 564-7456

Guidance Name: Kentucky Career Center One Stop Certification

Guidance Number: 20-001

Date of Issue: March 19, 2020

Effective Date: March 19, 2020

Applies /Of Interest to: Local Workforce Development Boards, Board Directors and Staff, Chief Local Elected Officials and KY Career Center One-Stop Operators

For further information contact: Kentucky Workforce Investment Board

Email: kwib.projects@ky.gov

BACKGROUND:

The Workforce Innovation and Opportunity Act (WIOA) requires, that as a condition of being eligible to receive infrastructure funding, a local one-stop center (Kentucky Career Center or KCC) must be certified at least once every three years. To obtain certification, local workforce boards are charged with the responsibility of evaluating local one-stop centers using the objective criteria and standards established by the State Workforce Board.

The local workforce board may evaluate a KCC more frequently than once every three years and may have evaluation criteria that are in addition to the criteria established by the State Workforce Board, as per a written policy.

This guidance sets out the criteria and procedures for local workforce boards to evaluate and certify a KCC.

KCC certification is an integral component to the transformation of our workforce development system. The evaluation process of certification is critical for achieving:

- Consistent, high quality services to employers and job seekers;
 - User-friendly, customer-focused services;
 - Strategic alignment with education and economic development;
 - Accountability for services and results; and
 - Maximization of all workforce development resources.
-

GUIDANCE:

Through the evaluation and certification process, the Local Workforce Development Boards (LWDBs) should track the effectiveness of the KCCs in the system. Continuous improvement requires appropriate modifications that are a result of customer feedback to improve the quality of services that are being delivered. The KCC must have a process in place for customers to provide feedback and a protocol to review the feedback on a consistent basis. The process is designed to heighten the quality of services that are being delivered in a local area. The ultimate goal is the transformation of the workforce system – expanding employer engagement, workforce participation, connecting customers with education and training opportunities, and aligning resources amongst workforce partners.

WIOA requires two parts for the evaluation criteria. The first is Effectiveness, which includes customer satisfaction and Physical and Programmatic Accessibility. The second is Continuous Improvement, which includes meeting performance standards. The Kentucky Workforce Innovation Board (KWIB) has added a third part; Strategic Planning and Innovation.

Local Responsibility

It is the responsibility of the LWDB to evaluate and certify any Comprehensive Career Center, Affiliate Career Center and Access Points in its respective local area.

In those instances where the LWDB is the KCC Operator, then the KWIB will certify the KCC in that LWDA.

Through the use of a Certification Application that includes all of the criteria in this guidance, the LWDB will have the means to make a formal assessment. The main purpose of the evaluation process is to ensure that the KCC is delivering the highest level of services in a consistent manner.

The LWDB, with the agreement of the CLEO, and required KCC Partners will enter into a memorandum of understanding (MOU) agreement on partnership, governance and services provided in the KCC system. Once all parties have signed the MOU, the KCC's are eligible for Certification.

The LWDB's role is primarily one of governance, negotiation, and quality control through diligent oversight. It is essential to remember that each KCC Operator is a reflection of the standards that have been established by the state and the LWDB. If a KCC does not obtain certification or a certification expires, the KCC may be subject to being determined as ineligible for infrastructure funding.

The Application

LWDBs should select the appropriate application for each career center according to state and local policy (see Kentucky Guidance KCC System Design 19-005). The Certification Applications are available on the KWIB Website via <https://kwib.ky.gov/Pages/Resources.aspx>

Each LWDA must have at least one Comprehensive Career Center with Title I staff present and access to each partner program that provides the required career services, training services and business services.

Affiliate Career Centers make available to job seekers and employers the programs, services and activities from one or more KCC partners, but not all partners. The Affiliate Career Center application may also apply to Specialized Career Centers that address specific needs of certain groups of job seekers

and/or employers, like those of dislocated workers or youth, or of key industry sectors, or clusters. This application may also be used for a network of affiliates or a network of partners with linked access to affiliates.

KCC Access Points are mobile or permanent locations with one designated point of contact. A KCC Access Point will, at a minimum, have qualified individual(s) cross-educated in all six Workforce Innovation and Opportunity Act (WIOA) core programs and will refer job seekers and employers to partner staff at Comprehensive and/or Affiliate KCCs.

In completion of the application, each section of the application contains a description area that allows the Career Center to create a narrative to summarize how the Career Center meets the standard. As an example, under "Job Seeker Services" evaluations of "Effectiveness" (E) states "The Centers 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."

The Center Notes for this section might state:

"The Career Center has a full time receptionist through the Experience Works program. The receptionist hours are aligned to the Career Center hours to ensure quality service. Front line staff have participated in cross training to ensure continuous service."

One Stop Certification Process

The LWDB must adopt the KWIB certification criteria and may establish additional criteria for KCC certification. The KWIB/DWI has established the following steps for certification:

Step 1: One Stop Operator (OSO) completes application for the appropriate type of center certification: Comprehensive, Affiliate or Access Point.

Step 2: For the Comprehensive and Affiliates, the OSO obtains the following documents: 1) MOU/IFA, 2) American Disabilities Act (ADA) Compliance Letter and 3) Staff Development Plan. Access Points will only need to submit an ADA Compliance Letter. It is recommended that all Access Points be ADA Compliant.

Step 3: The OSO submits to the LWDB a letter of request to continue the certification process along with the appropriate application and the three documents listed in Step 2. Access Points will only need to submit an ADA Compliance Letter. Again, it is highly recommended that all Access Points be ADA Compliant.

Step 4: For Comprehensive and Affiliate sites, the LWDB chooses a minimum of a 4-member review team. The review team must consist of at least: one business representative from the LWDA (a non-board member), one LWDB member from another LWDA, and one non-core partnering entity not located at the center site and a LWDB member from the same LWDA. Access Point review teams must consist of a minimum of two, which must include the LWDB Director or their designee and LWDB member from same LWDA. Any additional review team members the LWDA would like to include should be chosen from one of the following: one business representative from the LWDA (a non-board member), one LWDB member from another LWDA, and one non-core partnering entity not located at the center site and a LWDB member from the same LWDA.

NOTE: If assistance is needed to obtain Review Team members please contact the KWIB who may provide members for a Review Team.

Step 5: A LWDB member will pull the team together and the group will choose a team leader and conduct an orientation provided by the KWIB. The orientation outlines the team's responsibilities and the process for career center certification reviews.

Step 6: The Review team selects the date for the on-site center review.

Step 7: Of the four categories on the Comprehensive or Affiliate application, each team member must select one category from the following: 1) Business/Employers Services; 2) Job Seeker Services; 3) Center Management and 4) Strategic Planning/Innovation. The review team should examine all categories and questions before and during the site visit. For the Access Point sites, review entire application as well.

Step 8: The review team conducts the review then meets with OSO and key career center staff for additional questions/discussion.

Step 9: After the review, the Review team only will have a final meeting on site to prepare a letter to the LWDB with all findings, suggestions, recommendations and include best practices, addressed to the Chair of the Board. Finalization of the letter incorporating all team members' comments and signatures can be completed electronically (i.e. Email). The letter should state whether the team's recommendation is to grant certification, not grant certification or conditionally grant certification of the career center. If the LWDB determines that certification is denied or granted conditionally, specific findings and required actions must be included in the correspondence with deadlines and/or a corrective action plan that requires full compliance prior to any further steps being taken. Letter template from Review Team to LWDB is available on KWIB website via <https://kwib.ky.gov/Pages/Resources.aspx>

Step 10: The Review team leader presents the team's recommendation in person or through the use of technology (i.e. Zoom) to the LWDB of which the Board then makes their final determination.

Step 11: The LWDA Board will then send a letter with the Board's decision to the KWIB. With the LWDA Board letter (including an action plan to remedy unresolved ADA issues at the site if any), attach the Certification application, Staff Development Plan, ADA Compliance letter and the Review teams' recommendation letter to the LWDB. Letter template from LWDB to KWIB is available on the KWIB website via <https://kwib.ky.gov/Pages/Resources.aspx>

Step 12: The Executive Director of the KWIB presents all certifications to the KWIB at which time, the KWIB issues a Certificate of Recognition to each LWDB for all approved career center certifications in that LWDA.

Step 13: Each center site is to recertify, at a minimum every three years with no lapse between Certifications. It is recommended that the Certification process begin at least 6 months prior to the current Certification expiration date.

Step 14: If a new site is designated in a LWDA, the LWDB must notify the KWIB within 30 days of opening the center. The new site should be Certified ADA Compliant within the first month of opening

(if not before the opening). The One Stop Certification process should begin within the first 3 months of opening and be fully Certified within 6-9 months of the opening date.

*It is recommended that all Access Points be ADA compliant. All Comprehensive and Affiliate sites are required to be ADA Compliant.

*An American with Disabilities Act (ADA) letter from the EWDC Safety & ADA Coordinator outlining the changes is required (if any) to ensure the Career Center site is ADA Compliant. Otherwise, a Certified ADA Compliant letter will be issued.

The LWDB should maintain contact with the Career Center staff throughout the process to identify areas of need and assist with locating support and resources. Additionally, the LWDB should work with the OSO to resolve deficiencies identified through the evaluation process. It is suggested the LWDB review the deficiencies on an ongoing basis (30-60-90 days) until Certification is granted. The target completion date should be within 90 days of the initial review date.

Recommendation and Certification

The LWDB may make one of three recommendations resulting from the Review Team's report:

*Certification granted – the LWDB informs the Career Center, the KWIB of the certification and the date of certification. A Certification of Recognition will be presented to each LWDB by the KWIB for sites Certified.

*Certification not granted – The Career Center, OSO and LWDB must explore solutions to meet the criteria not met. An action plan must be created w/timelines including expected completion date. The review team may choose to re-review the center and/or changes made. Exceptions for Certification may be granted on a case-by-case basis for extenuating circumstances. It is suggested the LWDB review the deficiencies on an ongoing basis (30-60-90 days) until Certification is granted. The target completion date should be within 90 days of the initial review date.

*Conditional certification granted – A conditional certification is awarded to career centers in temporary locations due to an emergency situation. A conditional certification requires a plan for acceptable center accommodations in a permanent location. Exceptions for Certification may be granted on a case-by-case basis for extenuating circumstances. It is suggested the LWDB review the deficiencies on an ongoing basis (30-60-90 days) until Certification is granted. The target completion date should be within 90 days of the initial review date.

NOTE: If the LWDB grants certification conditionally or does not grant certification, the Career Center must work to resolve measures not met and may request reconsideration once the measures are resolved.

Reconsideration Process

- A Career Center submits a reconsideration request to the LWDB, detailing measures that have been addressed and provide any supporting documentation.

- The LWDB reviews the request and makes a decision regarding certification. If approved, the LWDB notifies the Career Center, the KWIB in writing. If Certification is denied, the LWDB should have a written appeal process and provide that appeal process when a denial notification is sent.

Reviewing Certification Criteria

The KWIB must review and update the KCC Certification every two years as a part of the state plan review. Similarly, each LWDB must review and update criteria every two years as a part of the local plan update.

REFERENCE:

WIOA Section 121(g); 20 CFR 678.800

2020 Application/Review Form

Comprehensive Career Center



i WIOA outlines the criteria as the following:

- physical and programmatic accessibility;
- effectiveness;
- continuous improvement and;

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

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.		
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:		
	YES or NO:	Choose an item.	
	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.
	Please Include the Membership Roster: Click or tap here to enter text.		
B.	The BEST consists of dedicated staff of the 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.		
	YES or NO:	Choose an item.	
	Please Describe Below: Click or tap here to enter text.		
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.		
	YES or NO:	Choose an item.	
	Please Describe Below (Include Definition of Outreach): Click or tap here to enter text.		

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.
YES or NO:	Choose an item.
Please Describe Below:	
Click or tap here to enter text.	
B.	The BEST has the capacity to connect employers to timely, extensive, comprehensive and customized solutions. These include, but are 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.).
YES or NO:	Choose an item.
Please Describe Below:	
Click or tap here to enter text.	
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.
YES or NO:	Choose an item.
Please Describe Below:	
Click or tap here to enter text.	
D.	Reception staff are aware of the BEST and refer employer customers to BEST members appropriately and efficiently.
YES or NO:	Choose an item.
Please Describe Below:	
Click or tap here to enter text.	
E.	The BEST shows evidence of business partner relationships.
YES or NO:	Choose an item.
<input type="checkbox"/>	1. Attends Chamber of Commerce meetings.
<input type="checkbox"/>	2. Establishes partnerships with local Economic Development entities.
<input type="checkbox"/>	3. Attends human resources meetings.
<input type="checkbox"/>	4. Publishes articles about the BEST in newsletters or local newspapers.
<input type="checkbox"/>	5. Utilizes local cable stations for outreach.
<input type="checkbox"/>	6. Posts relevant information on social media and local websites.
<input type="checkbox"/>	7. Holds community-based events.
<input type="checkbox"/>	8. Other (please list):
	Click or tap here to enter text.
Please Describe Below:	
Click or tap here to enter text.	
F.	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.
YES or NO:	Choose an item.
<input type="checkbox"/>	1. Utilizes surveys and other assessment tools.
<input type="checkbox"/>	2. Creates focus groups.
<input type="checkbox"/>	3. Other (please list):
	Click or tap here to enter text.
Please Describe Below:	
Click or tap here to enter text.	

G.	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.	
	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.
	CHECK ALL THAT APPLY	<input type="checkbox"/> 1. In-person
		<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.	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.	
	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.	
	YES or NO:	Choose an item.
	CHECK ALL THAT APPLY	<input type="checkbox"/> 1. In-person at the Comprehensive Career Center
		<input type="checkbox"/> 2. Direct linkage through technology
		<input type="checkbox"/> 3. Phone
		<input type="checkbox"/> 4. Affiliate Career Centers or Access Points
		<input type="checkbox"/> Other (please list below):
		Click or tap here to enter text.
	Please Describe Below:	
	Click or tap here to enter text.	

Effectiveness

A.	The Center has a seamless identifiable communications process in place for job seeker services.	
	YES or NO:	Choose an item.
	<input type="checkbox"/>	1. Customer flow chart

	CHECK ALL THAT APPLY	<input type="checkbox"/>	2. Standard operating procedures
		<input type="checkbox"/>	3. Other (please list):
		Click or tap here to enter text.	
	Please Describe Below and Provide Examples:		
Click or tap here to enter text.			
B.	A seamless customer flow process is integrated across all partners through activities including:		
	YES or NO:	Choose an item.	
	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.		
	Please Describe Below:		
Click or tap here to enter text.			
C.	All customers are provided/offered alternative activities or options during wait times.		
	YES or NO:	Choose an item.	
	CHECK ALL THAT APPLY	<input type="checkbox"/>	1. Watch the Kentucky 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):
	Click or tap here to enter text.		
	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.		
	YES or NO:	Choose an item.	
	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 for case management services
		<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.		
	Please Describe Below:		
	Click or tap here to enter text.		
E.	The Center has a greeter/receptionist (dedicated or rotating) who is cross-educated to be aware of the services and resources available through partner agencies.		

YES or NO:		Choose an item.	
CHECK ALL THAT APPLY		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):	
		Click or tap here to enter text.	
Please Describe Below:			
Click or tap here to enter text.			
F. The Center has resource room staff (dedicated or rotating) that are cross-educated to be aware of the services and resources available through partner agencies.			
YES or NO:		Choose an item.	
Please Describe Below:			
Click or tap here to enter text.			

Continuous Improvement

A. Center staff are trained to provide seamless customer service and to match job seeker needs with employer demands.			
YES or NO:		Choose an item.	
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):	
		Click or tap here to enter text.	
Please Describe Below:			
Click or tap here to enter text.			
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.			
YES or NO:		Choose an item.	
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):	
		Click or tap here to enter text.	
Please Describe Below:			
Click or tap here to enter text.			

Center Management

Physical and Programmatic Accessibility

A.	The following one-stop partners administer the six core programs under 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 in one of three ways: 1) through physical co-location on site, 2) through cross training of another partner program staff member to provide services, or 3) through direct linkage.	
	YES or NO:	Choose an item.
	<input type="checkbox"/>	1. WIOA Title I - Adult, Dislocated Worker and Youth formula programs
	How are the services being accessed (through physical co-location on site, through cross training of another partner program staff member or through direct linkage)?	
	Please Describe Below:	
	Click or tap here to enter text.	
	<input type="checkbox"/>	2. WIOA Title II - Adult Education and Family Literacy Act programs-KY Skills U (OAE)
	How are the services being accessed (through physical co-location on site, through cross training of another partner program staff member or through direct linkage)?	
	Please Describe Below:	
	Click or tap here to enter text.	
	<input type="checkbox"/>	3. WIOA Title III, Wagner-Peyser Act Employment Service Program - Career Development Office (CDO)
	How are the services being accessed (through physical co-location on site, through cross training of another partner program staff member or through direct linkage)?	
	Please Describe Below:	
	Click or tap here to enter text.	
	<input type="checkbox"/>	4. WIOA Title IV, Rehabilitation Act program- Office of Vocational Rehabilitation Program (OVR)
	How are the services being accessed (through physical co-location on site, through cross training of another partner program staff member or through direct linkage)?	
	Please Describe Below:	
	Click or tap here to enter text.	
	Other Required WIOA Partners	
	How are the services being accessed (through physical co-location on site, through cross training of another partner program staff member or through direct linkage)?	
	<input type="checkbox"/>	Unemployment Insurance Program
	Please Describe Below:	
	Click or tap here to enter text.	
	<input type="checkbox"/>	Jobs for Veterans State Grants (JVSG) Program
	Please Describe Below:	
	Click or tap here to enter text.	
	<input type="checkbox"/>	Trade Adjustment Assistance (TAA) Program and Trade Readjustment Allowance
	Please Describe Below:	
	Click or tap here to enter text.	
<input type="checkbox"/>	Community Services Block Grant (CSBG) Program, Employment & Training Activities	
Please Describe Below:		
Click or tap here to enter text.		
<input type="checkbox"/>	Senior Community Services Employment Program (SCSEP)	
Please Describe Below:		
Click or tap here to enter text.		
<input type="checkbox"/>	Temporary Assistance for Needy Families (TANF) Program	
Please Describe Below:		
Click or tap here to enter text.		
<input type="checkbox"/>	Job Corps Program	

CHECK ALL THAT APPLY

		Please Describe Below:	
		Click or tap here to enter text.	
		<input type="checkbox"/>	Carl D. Perkins Career & Technical Education Act Postsecondary Programs
		Please Describe Below:	
		Click or tap here to enter text.	
		<input type="checkbox"/>	National Farmworker Jobs Program (NFJP) & Migrant & Seasonal Farmworker Program
		Please Describe Below:	
		Click or tap here to enter text.	
		<input type="checkbox"/>	Indian & Native American (INA) Employment & Training Program
		Please Describe Below:	
		Click or tap here to enter text.	
		<input type="checkbox"/>	Second Chance Act Program
		Please Describe Below:	
		Click or tap here to enter text.	
		<input type="checkbox"/>	Housing & Urban Development (HUD) Program Employment & Training Activities
		Please Describe Below:	
		Click or tap here to enter text.	
		<input type="checkbox"/>	YouthBuild Program
		Please Describe Below:	
		Click or tap here to enter text.	
		<input type="checkbox"/>	Additional Partner (please list)
		Click or tap here to enter text.	
		Please Describe Below Any Other Partners:	
		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 Center has addressed and offers all of the following components of physical infrastructure and accessibility:			
YES or NO:	Choose an item.		
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 education for staff	
	<input type="checkbox"/>	3. Convenient and central location, with clear American Job Center (AJC) and 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 37.5 or more hours per week	
	<input type="checkbox"/>	6. Timely customer access to staff and services via in-person or direct linkage through technology (phone, email, internet, and Skype)	
		7. Other (please list):	

		<input type="checkbox"/>	Click or tap here to enter text.
Please Describe Below:			
Click or tap here to enter text.			
D.	The Center has a professional and welcoming appearance including:		
	YES or NO:	Choose an item.	
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. American Job Center/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): Click or tap here to enter text.	
Please Describe Below:			
Click or tap here to enter text.			
E.	The Center design includes space and capacity appropriate for customer needs, traffic and functions including:		
	YES or NO:	Choose an item.	
CHECK ALL THAT APPLY	<input type="checkbox"/>	1. Adequate 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): Click or tap here to enter text.	
Please Describe Below:			
Click or tap here to enter text.			
F.	The Center has implemented policies and procedures that create a safe and secure environment for customers and staff including:		
	YES or NO:	Choose an item.	
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): Click or tap here to enter text.	
Please Describe Below and Provide Examples:			
Click or tap here to enter text.			

A.	The following functions are integrated by all on-site partners:		
	YES or NO:	Choose an item.	
	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 are 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"/>	Other (please list below):	
	Click or tap here to enter text.		
Please Describe Below:			
Click or tap here to enter text.			
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.		
	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.		
	YES or NO:	Choose an item.	
D.	Local partner supervisors/managers are members of the career center management team.		
	YES or NO:	Choose an item.	
E.	Each functional team leader is a member of the career center management team.		
	YES or NO:	Choose an item.	
F.	The One-Stop Operator (OSO) is a member of the career center management team.		
	YES or NO:	Choose an item.	
G.	Functional teams have been created for the Center; each has a team leader. Please list them below:		
	YES or NO:	Choose an item.	
	1.	Click or tap here to enter text.	
	2.	Click or tap here to enter text.	
	3.	Click or tap here to enter text.	
	4.	Click or tap here to enter text.	
	5.	Click or tap here to enter text.	
	6.	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:		
	YES or NO:	Choose an item.	
CHECK ALL THAT APPLY	<input type="checkbox"/>	Maintenance and janitorial services	
	<input type="checkbox"/>	Safety and emergency procedures	
	<input type="checkbox"/>	Security	
	<input type="checkbox"/>	Equipment, including computers	
	<input type="checkbox"/>	Parking	
	<input type="checkbox"/>	Keys	

	<input type="checkbox"/>	Facility renovation, as needed
	<input type="checkbox"/>	Leadership for the center management team and other functional teams
	<input type="checkbox"/>	Oversight of customer flow
	<input type="checkbox"/>	Oversight of the monthly calendar of job seeker and employer activities
	<input type="checkbox"/>	Oversight of an integrated schedule for on-site partner staff
	<input type="checkbox"/>	Communication with partner staff about meeting schedules
	<input type="checkbox"/>	Other (please list):
	Click or tap here to enter text.	
Please Describe Below:		
Click or tap here to enter text.		
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.	
YES or NO:	Choose an item.	
Please Describe Below:		
Click or tap here to enter text.		

Continuous Improvement

A.	The Center has instituted a formal communication plan. Please list the frequency of meetings below:	
	YES or NO:	Choose an item.
	CHECK ALL THAT APPLY	<input type="checkbox"/> Regular functional team meetings
		<input type="checkbox"/> Regular partner staff meetings
		<input type="checkbox"/> Regular career center management team meetings
<input type="checkbox"/> Other (please list below):		
Click or tap here to enter text.		
<i>Recommended: Functional team meetings-weekly; partner staff meetings-monthly; management team meetings-monthly.</i>		
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 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 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 Center has comprehensive, integrated staff development plans that are created with input from staff.	
	YES or NO:	Choose an item.
	Please Describe Below:	
	Click or tap here to enter text.	
F.	The 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 Center arranges for team building training for all partner staff.
YES or NO:	Choose an item.
Please Describe Below:	
Click or tap here to enter text.	
H.	The Center tracks job seeker customer activity including customer volume in each activity, wait time and referrals to partner services.
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.
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.
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.
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.
YES or NO:	Choose an item.
Please Describe Below:	
Click or tap here to enter text.	
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.
YES or NO:	Choose an item.
Please Describe Below and Provide Examples:	
Click or tap here to enter text.	
N.	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:

2020 Application/Review Form

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):	
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.		

	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:

2020 Application/Review Form

Access Point Standards



An Access Point is a physical location where job seekers and employers can receive information on how to access programs, services and activities of the required one-stop partners' programs. One-stop partner staff may also utilize an Access Point to meet with customers, as needed.

In order to supplement and ensure physical and programmatic accessibility, effectiveness and continuous improvement of our workforce services network, below are the minimum standards for the identified Access Points.

Location:	Click or tap here to enter text.	
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A.	This Access Point will have one designated point of contact. This Access Point will, at a minimum, have qualified individual(s) cross-educated in all six Workforce Innovation and Opportunity Act (WIOA) core programs and will refer job seekers and employers to partner staff at Comprehensive and/or Affiliate Career Centers.	
	YES or NO:	Choose an item.
	Please Describe Below:	
	Click or tap here to enter text.	
B.	This Access Point will provide current information (e.g. posters, flyers, pamphlets, binders, etc.) on the six core programs (and may include other required one-stop partners' programs) to job seekers and employers. Materials will be reviewed quarterly to ensure that information is current.	
	YES or NO:	Choose an item.
	Please Describe Below:	
	Click or tap here to enter text.	
C.	The point of contact at this Access Point will be required to participate (in-person or via conference call) in regular partner staff meetings to maintain current knowledge for appropriate information and referrals for job seekers and employers.	
	YES or NO:	Choose an item.
	Please Describe Below:	
	Click or tap here to enter text.	
D.	To ensure continuous improvement, the point of contact and/or other qualified individuals will participate in training or educational opportunities offered through the workforce system.	
	YES or NO:	Choose an item.
	Please Describe Below:	
	Click or tap here to enter text.	
E.	At a minimum, this Access Point has computer and internet access available to customers.	

	YES or NO:	Choose an item.
	Please Describe Below:	
	Click or tap here to enter text.	
F.	Is this Access Point location ADA Compliant?	
	YES or NO:	Choose an item.
	If No, Please Describe Below issues preventing ADA Certification:	
	Click or tap here to enter text.	
If Yes, What is the date of the ADA Certification (attach ADA Certification letter/documentation to application):		
Click or tap here to enter text.		

KENTUCKY Work Ready COMMUNITIES

Recommendation: March 20, 2020 (Dated Back to November 14, 2019 (KWIB Meeting Cancelled))

WORK READY RECERTIFICATIONS

- WorkReady In Progress: Floyd, Grant
- WorkReady: Montgomery

WORK READY EXTENSIONS

- WorkReady In Progress: Henry, Carter, Bell, Perry, Trimble, Ohio, Johnson
- WorkReady: Adair, Nicholas, Bullitt

