

2018 Application/Review Form  
Affiliate Career Center

**WIOA outlines the criteria as the following:** • physical and programmatic accessibility; • effectiveness; and  
 • continuous improvement.

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

**i**

**Business/Employer Services**

**Physical and Programmatic Accessibility**

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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. | |
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**Effectiveness**

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| **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. | |
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| **B.** | The Business/Employer Services Team (BEST) communicates employer-driven information to front line staff in the Center 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. | |
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| **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. | |
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| **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. | |
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**Continuous Improvement**

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| **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. | |
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**Job Seeker Services**

**Physical and Programmatic Accessibility**

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| **A.** | Job seekers have multiple avenues to access one-stop partner services through the local workforce system. | | | |
| CHECK ALL THAT APPLY | |  | 1. In-person at Affiliate Career Centers |
|  | 2. Direct linkage through technology |
|  | 3. Phone |
|  | 4. Comprehensive Career Center, or Access Points |
|  | 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. | | | |
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**Effectiveness**

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| **A.** | The Center has a seamless identifiable communications process in place for job seekers services. | | | |
| CHECK ALL THAT APPLY | |  | 1. Customer flow chart |
|  | 2. Standard operating procedures |
|  | 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. | | | |
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| **B.** | A seamless customer flow process is integrated across all partners through activities including: | | | |
| CHECK ALL THAT APPLY | |  | 1. Welcome, intake, and orientation |
|  | 2. Management of the resource room |
|  | 3. Workshops |
|  | 4. Individual Employment Plans (IEP) |
|  | 5. Assessments |
|  | 6. Customer follow-up |
|  | 7. Referrals |
|  | 8. Other (please list below): |
| Click or tap here to enter text. |
| YES or NO: | Choose an item. | | |
| Please Describe Below: | | | |
| Click or tap here to enter text. | | | |
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| **C.** | All customers are provided/offered alternative activities or options during wait times at the Center. | | | |
| CHECK ALL THAT APPLY | |  | 1. Watch the Career Center Orientation on resource room computers or lobby monitor. |
|  | 2. Watch the e-billboard/videos for upcoming events, jobs, job fairs, and resource fairs. |
|  | 3. Access Focus Career in the resource room. |
|  | 4. Update resume in the resource room. |
|  | 5. Review printed materials in the resource room. |
|  | 6. Conduct online job search in the resource room. |
|  | 7. Other (please list below): |
| Click or tap here to enter text. |
| YES or NO: | Choose an item. | | |
| Please Describe Below: | | | |
| Click or tap here to enter text. | | | |
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| **D.** | Customers are provided with an orientation/assessment and informed of all available resources and services in the Center to meet customers’ needs and goals. | | | |
| CHECK ALL THAT APPLY | |  | 1. Workshops and resources on issues supporting job readiness and career development |
|  | 2. Staff assisted job search support, including labor market information |
|  | 3. Information on and assistance with accessing training and education |
|  | 4. Information on and assistance with accessing financial aid and scholarships |
|  | 5. Option to meet with a career coach and receive case management services on site or by direct linkage through technology |
|  | 6. Integrated case management system (EKOS/KEE Suite) |
|  | 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. | | | |
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| **E.** | The Affiliate Center has a greeter/receptionist who is cross-educated to be aware of the services and resources available in the Center and through partner agencies. Partner staff may rotate to fill this role in smaller centers. | | | |
| CHECK ALL THAT APPLY | |  | 1. Customers are welcomed in a timely, friendly, and professional manner. |
|  | 2. Staff communicates clearly with customers about wait times. |
|  | 3. Staff has the ability to provide initial assessment for needed services. |
|  | 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. | | | |
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| **F.** | The Affiliate Center has resource room staff (dedicated or rotating) that are cross-educated to be aware of the services and resources available in the Center and through partner agencies. | | | |
| YES or NO: | Choose an item. | | |
| Please Describe Below: | | | |
| Click or tap here to enter text. | | | |
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**Continuous Improvement**

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| **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 | |  | 1. Customer service training |
|  | 2. Employability skills training |
|  | 3. Cross-education on Career Center partners’ programs, services, and resources |
|  | 4. EKOS and Kentucky Health/KEE Suite training (if applicable) |
|  | 5. Focus Career, Focus Assist, and Focus Talent training |
|  | 6. Kentucky Labor Market Information training |
|  | 7. Salesforce training (if applicable) |
|  | 8. Other (please list below): |
| Click or tap here to enter text. |
| YES or NO: | Choose an item. | | |
| Please Describe Below: | | | |
| Click or tap here to enter text. | | | |
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| **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 | |  | 1. Personally administered surveys |
|  | 2. Online surveys |
|  | 3. Personal interviews (open-ended) |
|  | 4. Focus groups |
|  | 5. Suggestion box |
|  | 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. | | | |
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**Center Management**

**Physical and Programmatic Accessibility**

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| **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 | |  | 1. WIOA Title I - Adult, Dislocated Worker and Youth formula programs |
|  | 2. WIOA Title II - Adult Education and Literacy programs |
|  | 3. WIOA Title III, Wagner-Peyser Act - Office of Employment and Training (OET) |
|  | 4. WIOA Title IV, Rehabilitation Act - Office of Vocational Rehabilitation (OVR) & Office for the Blind (OFB) |
|  | 5. Other (please list below): |
| Click or tap here to enter text. |
| YES or NO: | Choose an item. | | |
| Please Describe Below: | | | |
| Click or tap here to enter text. | | | |
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| **B.** | The Affiliate 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: | | | |
| CHECK ALL THAT APPLY | |  | 1. ADA compliance letter |
|  | 2. Accessibility checklist |
|  | 3. Other (please list): |
| Click or tap here to enter text. |
| YES or NO: | Choose an item. | | |
| Please Describe Below: | | | |
| Click or tap here to enter text. | | | |
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| **C.** | The Affiliate Center has addressed and offers all of the following components of physical infrastructure and accessibility: | | | |
| CHECK ALL THAT APPLY | |  | 1. Adequate free parking, including designated spaces for individuals with disabilities |
|  | 2. Up-to-date and fully functioning assistive technology, with required cross training for staff |
|  | 3. Convenient and central location, with clear American Job Center (AJC) and Kentucky Career Center (KCC) exterior signage |
|  | 4. Accommodations for customers that have language and/or literacy barriers |
|  | 5. Flexible scheduling for job seekers’ needs; open for 30 or more hours per week (as determined through partner MOU negotiations at the local level) |
|  | 6. Timely access for customers to staff and services via in-person or direct linkage through technology (e.g.,phone, email, internet, and Skype) |
|  | 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. | | | |
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| **D.** | The Affiliate Center has a professional and welcoming appearance including: | | | |
| CHECK ALL THAT APPLY | |  | 1. Clean and well-maintained furnishings |
|  | 2. Professional and appropriately dressed staff, with guidance in local written policies |
|  | 3. Kentucky Career Center name badges for staff |
|  | 4. Clean and well-maintained restrooms |
|  | 5. Clean and well-maintained exterior |
|  | 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. | | | |
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| **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 | |  | 1. Adequate private office space for privacy and confidentiality, when needed |
|  | 2. Adequate classroom and/or training space |
|  | 3. Adequate computer resources or lab space for training and testing |
|  | 4. Adequate conference room space for workshops, meetings and employer events |
|  | 5. Sufficient modular/multi-purpose space adaptable to meet changing needs |
|  | 6. Current and adequate technology for training, video-conferencing, and other services |
|  | 7. Fully equipped resource room |
|  | 8. Well-designed layout for clear navigation and smooth customer flow, with appropriate interior signage |
|  | 9. Other (please list below): |
| Click or tap here to enter text. |
| YES or NO: | Choose an item. | | |
| Please Describe Below: | | | |
| Click or tap here to enter text. | | | |
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| **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 | |  | 1. Clearly communicated, written emergency response plan outlining evacuation procedures |
|  | 2. Documentation of regularly scheduled safety/emergency drills |
|  | 3. Effective security design appropriate to facility and location, with written policies that are clearly communicated to staff |
|  | 4. Staff guidelines for handling sensitive, confidential information (paper and electronic) |
|  | 5. Orientation training on safety and security policies and procedures for all new staff |
|  | 6. Other (please list below): |
| Click or tap here to enter text. |
| YES or NO: | Choose an item. | | |
| Please Describe Below: | | | |
| Click or tap here to enter text. | | | |
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**Effectiveness**

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| **A.** | The following functions are integrated by all on-site partners at the Affiliate Center (check all that apply): | | | | |
| CHECK ALL THAT APPLY | | |  | 1. Reception - This function is funded and/or staffed by on-site partners as outlined in the Memorandum of Understanding (MOU) and Infrastructure Funding Agreement (IFA); professional staff is required and must be trained. |
|  | 2. Resource room - This function is funded and/or staffed by on-site partners as outlined in the MOU/IFA; professional staff are required and must be trained. |
|  | 3. Single calendar of events |
|  | 4. Shared infrastructure items |
|  | 5. Common break room for partner staff |
|  | 6. Other (please list below): |
| Click or tap here to enter text. |
| YES or NO: | | Choose an item. | | |
| Please Describe Below: | | | | |
| Click or tap here to enter text. | | | | |
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| **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. | | |
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| **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. | | |
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| **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. | | |
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| **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. | | |
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| **F.** | The One-Stop Operator (OSO) is a member of the career center management team, if appropriate. | | | | |
| YES or NO: | | Choose an item. | | |
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| **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. | | | | |
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| **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 | | |  | 1. Maintenance and janitorial services | |
|  | 2. Safety and emergency procedures | |
|  | 3. Security | |
|  | 4. Equipment, including computers | |
|  | 5. Parking | |
|  | 6. Keys | |
|  | 7. Facility renovation, as needed | |
|  | 8. Leadership for the center management team & other functional teams at the Center | |
|  | 9. Oversight of customer flow | |
|  | 10. Oversight of the monthly calendar of job seeker and employer activities at the Center | |
|  | 11. Oversight of an integrated schedule for on-site partner staff | |
|  | 12. Communication with partner staff about meeting schedules at the Center | |
|  | 13. Other (please list below): | |
| Click or tap here to enter text. | |
| YES or NO: | | Choose an item. | | |
| Please Describe Below: | | | | |
| Click or tap here to enter text. | | | | |
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| **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. | | | | |
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**Continuous Improvement**

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| **A.** | The Affiliate Center has instituted a formal communication plan. Please list the frequency of meetings below, as applicable: | | |
| 1. Regular functional team meetings | | Click or tap here to enter text. |
| 2. Regular partner staff meetings | | Click or tap here to enter text. |
|  | 3. Regular career center management team meetings | | Click or tap here to enter text. |
| 4. Other (please list): | | Click or tap here to enter text. |
| *Recommended: Functional team meetings-weekly; partner staff meetings-monthly; management team meetings-monthly.* | | |
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| **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. | | |
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| **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. | | |
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| **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. | | |
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| **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. | | |
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| **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. | | |
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| **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. | | |
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| **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. | | |
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| **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. | | |
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| **J.** | The Center tracks business/employer customer activity, including number of job orders received, the number of referrals for these job orders, and obtained employment, if applicable. | | |
| YES or NO: | Choose an item. | |
| Please Describe Below: | | |
| Click or tap here to enter text. | | |
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| **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. | | |
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| **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. | | |
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