

2018 Application/Review Form
Comprehensive 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 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.

**i**

**Business/Employer Services**

**Physical and Programmatic Accessibility**

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| **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 |[ ]  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. |
|  | 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: |
|  | Click or tap here to enter text. |
|  |

**Effectiveness**

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| **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 local team leader maintains monthly internal team communication, as well as regular communication and recruitment/outreach with external partners, stakeholders, LWDB and/or other designated entities. |
|  | YES or NO: | Choose an item. |
|  | Please Describe Below: |
|  | Click or tap here to enter text. |
|  |
| **F.** | The BEST shows evidence of business partner relationships. |
|  | YES or NO: | Choose an item. |
|  |[ ]  1. Attends Chamber of Commerce meetings. |
|  |[ ]  2. Establishes partnerships with local Economic Development entities. |
|  |[ ]  3. Attends human resources meetings. |
|  |[ ]  4. Publishes articles about the BEST in newsletters or local newspapers. |
|  |[ ]  5. Utilizes local cable stations for outreach. |
|  |[ ]  6. Posts relevant information on social media and local websites. |
|  |[ ]  7. Holds community-based events. |
|  |[ ]  8. Other (please list): |
|  |  | Click or tap here to enter text. |
|  | Please Describe Below: |
|  | Click or tap here to enter text. |
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| **G.** | 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. |
|  |[ ]  1. Utilizes surveys and other assessment tools. |
|  |[ ]  2. Creates focus groups. |
|  |[ ]  3. Other (please list): |
|  |  | Click or tap here to enter text. |
|  | Please Describe Below: |
|  | Click or tap here to enter text. |
|  |
| **H.** | 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**

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| **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 |[ ]  1. In-person |
|  |  |[ ]  2. Conference call |
|  |  |[ ]  3. Webinar |
|  |  |[ ]  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**

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| **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 |[ ]  1. In-person at the Comprehensive Career Center |
|  |  |[ ]  2. Direct linkage through technology |
|  |  |[ ]  3. Phone |
|  |  |[ ]  4. Affiliate Career Centers or Access Points |
|  |  |[ ]  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. |
|  | CHECK ALL THAT APPLY |[ ]  1. Customer flow chart |
|  |  |[ ]  2. Standard operating procedures |
|  |  |[ ]  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 |[ ]  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. |
|  | Please Describe Below: |
|  | Click or tap here to enter text. |
|  |
| **C.** | All customers are provided/offered alternative activities or options during wait times at the Center. |
|  | YES or NO: | Choose an item. |
|  | CHECK ALL THAT APPLY |[ ]  1. Watch the Kentucky 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): |
|  |  |  | 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 at the Center to meet customers’ needs and goals. |
|  | YES or NO: | Choose an item. |
|  | 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 for case management services |
|  |  |[ ]  6. Integrated case management system (EKOS/KEE Suite) |
|  |  |[ ]  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 in the Center and 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 in the Center and through partner agencies. |
|  | YES or NO: | Choose an item. |
|  | Please Describe Below: |
|  | Click or tap here to enter text. |
|  |

**Continuous Improvement**

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| **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 |[ ]  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): |
|  |  |  | 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 |[ ]  1. Personally administered surveys |
|  |  |[ ]  2. Online surveys |
|  |  |[ ]  3. Personal interviews (open-ended) |
|  |  |[ ]  4. Focus groups |
|  |  |[ ]  5. Suggestion box |
|  |  |[ ]  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**

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| **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. |
|  | CHECK ALL THAT APPLY |[ ]  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. |
|  |  |[ ]  2. WIOA Title II - Adult Education and Family Literacy Act Programs (KYAE) |
|  |  | 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. |
|  |  |[ ]  3. WIOA Title III, Wagner-Peyser Act Employment Service Program - Office of Employment and Training (OET) |
|  |  | 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. |
|  |  |[ ]  4. WIOA Title IV, Rehabilitation Act - Office of Vocational Rehabilitation Program (OVR) & Office for the Blind (OFB) |
|  |  | 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)?** |
|  |  |[ ]  Unemployment Insurance Program |
|  |  | Please Describe Below: |
|  |  | Click or tap here to enter text. |
|  |  |[ ]  Jobs for Veterans State Grants (JVSG) Program |
|  |  | Please Describe Below: |
|  |  | Click or tap here to enter text. |
|  |  |[ ]  Trade Adjustment Assistance (TAA) Program and Trade Readjustment Allowance |
|  |  | Please Describe Below: |
|  |  | Click or tap here to enter text. |
|  |  |[ ]  Community Services Block Grant (CSBG) Program, Employment & Training Activities |
|  |  | Please Describe Below: |
|  |  | Click or tap here to enter text. |
|  |  |[ ]  Senior Community Services Employment Program (SCSEP) |
|  |  | Please Describe Below: |
|  |  | Click or tap here to enter text. |
|  |  |[ ]  Temporary Assistance for Needy Families (TANF) Program |
|  |  | Please Describe Below: |
|  |  | Click or tap here to enter text. |
|  |  |[ ]  Job Corps Program |
|  |  | Please Describe Below: |
|  |  | Click or tap here to enter text. |
|  |  |[ ]  Carl D. Perkins Career & Technical Education Act Postsecondary Programs |
|  |  | Please Describe Below: |
|  |  | Click or tap here to enter text. |
|  |  |[ ]  National Farmworker Jobs Program (NFJP) & Migrant & Seasonal Farmworker Program |
|  |  | Please Describe Below: |
|  |  | Click or tap here to enter text. |
|  |  |[ ]  Indian & Native American (INA) Employment & Training Program |
|  |  | Please Describe Below: |
|  |  | Click or tap here to enter text. |
|  |  |[ ]  Second Chance Act Program |
|  |  | Please Describe Below: |
|  |  | Click or tap here to enter text. |
|  |  |[ ]  Housing & Urban Development (HUD) Program Employment & Training Activities |
|  |  | Please Describe Below: |
|  |  | Click or tap here to enter text. |
|  |  |[ ]  YouthBuild Program |
|  |  | Please Describe Below: |
|  |  | Click or tap here to enter text. |
|  |  |[ ]  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. |
|  | CHECK ALL THAT APPLY |[ ]  1. ADA compliance letter |
|  |  |[ ]  2. Accessibility checklist |
|  |  |[ ]  3. Other (please list): |
|  |  |  | Click or tap here to enter text. |
|  | Please Describe Below: |
|  | 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 |[ ]  1. Adequate free parking, including designated spaces for individuals with disabilities |
|  |  |[ ]  2. Up-to-date and fully functioning assistive technology, with required cross education for staff |
|  |  |[ ]  3. Convenient and central location, with clear American Job Center (AJC) and KCC exterior signage |
|  |  |[ ]  4. Accommodations for customers that have language and/or literacy barriers |
|  |  |[ ]  5. Flexible scheduling for job seekers’ needs; open for 37.5 or more hours per week |
|  |  |[ ]  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): |
|  |  |  | 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 |[ ]  1. Clean and well-maintained furnishings |
|  |  |[ ]  2. Professional and appropriately dressed staff, with guidance in local written policies |
|  |  |[ ]  3. American Job Center/Kentucky Career Center name badges for staff |
|  |  |[ ]  4. Clean and well-maintained restrooms |
|  |  |[ ]  5. Clean and well-maintained exterior |
|  |  |[ ]  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 |[ ]  1. Adequate 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): |
|  |  |  | 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 |[ ]  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): |
|  |  |  | Click or tap here to enter text. |
|  | Please Describe Below and Provide Examples: |
|  | Click or tap here to enter text. |
|  |

**Effectiveness**

|  |  |
| --- | --- |
| **A.** | The following functions are integrated by all on-site partners at the Center. |
|  | YES or NO: | Choose an item. |
|  | 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 are 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 |
|  |  |[ ]  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 |[ ]  Maintenance and janitorial services |
|  |  |[ ]  Safety and emergency procedures |
|  |  |[ ]  Security |
|  |  |[ ]  Equipment, including computers |
|  |  |[ ]  Parking |
|  |  |[ ]  Keys |
|  |  |[ ]  Facility renovation, as needed |
|  |  |[ ]  Leadership for the center management team and other functional teams at the Center |
|  |  |[ ]  Oversight of customer flow |
|  |  |[ ]  Oversight of the monthly calendar of job seeker and employer activities at the Center |
|  |  |[ ]  Oversight of an integrated schedule for on-site partner staff |
|  |  |[ ]  Communication with partner staff about meeting schedules at the Center |
|  |  |[ ]  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 |[ ]  Regular functional team meetings |
|  |  |[ ]  Regular partner staff meetings |
|  |  |[ ]  Regular career center management team meetings |
|  |  |[ ]  Other (please list below): |
|  |  |  | Click or tap here to enter text. |
|  | *Recommended: Functional team meetings-weekly; partner staff meetings-monthly; management team meetings-monthly.* |
|  |
| **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. |
|  |