**POCONO COUNTIES**

**WORKFORCE DEVELOPMENT BOARD (WDB)/**

**WORKFORCE DEVELOPMENT AREA (WDA)**

CAREERLINK®/AFFILIATE SERVICE SITE

MONITORING TOOL

**Primary Areas of Concern:**

# 

# Physical Layout of the Site

* **Organizational Structure**
* **Staff Composition and Knowledge**
* **Business Plan /Customer Service Process**
* **Customer Satisfaction**
* **Equal Employment Opportunity (EEO) Compliance**

# SERVICE LOCATION

## Site Name:

## Address:

Site Administrator:

Monitored By:

Date of Monitoring Report:

**PHYSICAL LAYOUT**

1. Does the site feel welcoming and non-governmental?  YES  NO
2. Are new customers provided information on services available

at this service location?  YES  NO

1. Is the CareerLink mission/objective Statements displayed?  YES  NO  N/A
2. Is a greeter/receptionist present?  YES  NO
3. Is the greeter/receptionist customer friendly, knowledgeable

and able to provide immediate assistance?  YES  NO

1. Is the Career Resource Area the focal point of the site?  YES  NO

#### Is the Career Resource Area customer friendly and well lit? YES NO

1. Are adequate PC’s available?  YES  NO
2. Is printed material regarding services available?  YES  NO
3. Does the reception area have information and Public Notices

regarding events, workshops, and other community resource

information?  YES  NO

1. Is signage appropriate, well placed and easily accessible?  YES  NO

1. Is the resource area properly staffed?  YES  NO
2. Are partner staff organized in teams or by services?

1. Are partner staff/agencies operating under the CareerLink®

name or by their organization name?

1. Does the staff wear CareerLink badges and use CareerLink

business cards and stationary?  YES  NO

1. Is the site easily accessible with convenient parking and/or

public transportation?  YES  NO

If no, explain:

1. Is the site in compliance with ADA?  YES  NO

If No, has a corrective action plan been developed?  YES  NO

Date of last review?

**Issues/Concerns:**

**ORGANIZATIONAL STRUCTURE (CAREERLINK ONLY)**

1. Are mandated partners on site?  YES  NO

If no, are their services available through CareerLink?

2. Has the CareerLink operator been selected?  YES  NO

Operator Name:

3. Has a site manager been named?  YES  NO

Name:

4. Does the local CareerLink have the following necessary

documentation on file with signatures?

Memorandum of Understanding (MOU)  YES  NO

Effective Dates:

Resource Sharing Agreement

Budget (RSAB)  YES  NO

Effective Dates:

5. Are partners involved in operational planning and improvement?  YES  NO

**Issues/Concerns:**

**STAFF COMPOSITION AND KNOWLEDGE**

1. Has the staff been trained on the CWDS system?  YES  NO

2. Has cross training of staff to inform them of other Partner staff/

services and the referral process for services off site taken place?   YES  NO

3. Has the staff been involved in developing and modifying

procedures if needed?  YES  NO

4. Is the staff compliant with the Pocono Counties System of Record/

Data Security Policy?  YES  NO

5. Are participant services entered into CWDS in a timely manner?  YES  NO

6. Are participants properly exited after 90 days of inactivity?  YES  NO

**Issues/Concerns:**

**BUSINESS PLAN/ CUSTOMER SERVICE PROCESS**

1. Is the intake and orientation to services available process

Customer friendly and flexible to the customers’ needs

And goals?  YES  NO

1. Are written materials regarding information and services

Provided to all new customers?  YES  NO

1. Are customers asked to complete a questionnaire

(where appropriate) regarding information needed for

The EE01?  YES  NO

1. Is there a process to assess the customers’ needs, goals,

And reasons for coming to the CareerLink/Affiliate Site  YES  NO

1. Are all customers assisted in the enrollment/updating

Registration process for CWDS?  YES  NO

1. Is there a process to assess a customer’s skills, interests

education, aptitudes, and barriers to employment?  YES  NO

1. Are Labor Exchange or similar career services available

to all customers?  YES  NO

1. Is there a system for determining whether customers

are eligible to receive WIOA or other Partner Program services?  YES  NO

1. Do Basic and Career Services flow seamlessly and are they

understood by staff?  YES  NO

1. Is there a referral system and coordination of services with

other programs, including services within and outside of the

workforce development system as needed by the customer?  YES  NO

**Issues/Concerns:**

**CUSTOMER SATISFACTION**

1. Is the site utilizing customer satisfaction tools?  YES  NO
2. What customer satisfaction tools are utilized?

1. At what stages of customer involvement are

Customer satisfaction tools utilized?

1. Is information on customer satisfaction with outside vendors

(training providers) collected?  YES  NO

1. Does the site have a strategy/process for handling customer

complaints/problems?  YES  NO

1. Describe the process for resolving customer complaints.

**Issues/Concerns:**

**EQUAL EMPLOYMENT OPPORTUNITY (EEO) COMPLIANCE**

1. Is all information on EO (i.e., Minimum Wage poster;

Equal Opportunity Is the Law poster;

PA Right To Know Law poster, abstract of the

PA Child Labor Law Act, if applicable; hours of

work for minors under 18, if applicable;

abstract of Equal Pay Law; Unemployment

Compensation – form #UC-700; Workers

Compensation Insurance posting) displayed,

as required, in the PA CareerLink®/Affiliate Sites?  YES  NO

1. Is a copy of the Civil Rights/Grievance Procedures

posted/available in the site?  YES  NO

1. Has the PA CareerLink/affiliate site designated an EO

Officer(s)?  YES  NO

Name: Title:

1. Are EO/Grievance Complaints kept on file?  YES  NO
2. Are reports submitted timely, as required?  YES  NO

6. Are reports available for review?  YES  NO

1. Does the site provide any form of disability awareness

training for staff?  YES  NO

If yes, please describe:

1. Is the PA CareerLink®/affiliate site monitored for compliance

with EO physical accessibility?  YES  NO

**Issues/Concerns:**

**SUMMARY/FINDINGS**

1. **AREAS OF CONCERN/DEFICIENCIES**

1. **STRENGTHS**

1. **BEST PRACTICES**

REV. 4/1/20