**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