

**CAPITOL AREA INVESTMENT ZONE (CAIZ)
REGIONAL ONE STOP CAREER CENTER REVIEW (JOB SEEKERS)**

Customer: _____ **Date:** _____

Career Center: _____ **Team Member:** _____

PURPOSE

The purpose of the interview is to gain the customers' (job seekers') perspectives about universal access, greater customer choice, integration of services and quality of service delivery that are available at the career center. Try to interview customers who represent among them a full range of services. Customers (job seekers) may be interviewed individually or in groups. If interviewed in a group, note by each response the initials of the interviewee.

PRIMARY CONCERNS

- Universal Access
- Greater Customer Choice
- Integration of Services
- Quality of Services

- 1. How did you find out about the One Stop Career Center? Have you visited any other Career Centers? If so, which one?**

The purpose of this question is to learn how the customer was introduced to the Career Center. For example, newspaper, radio or television ads, walk-in, called, job fair, referral, flier, friends or family member, etc.

- 2. Have you attended an orientation at this One Stop Career Center? If so, do you remember when?**

The purpose of this question is to establish that the customer has received an initial orientation to the Career Center in order to be counted as having been "served" by the center.

- 3. Has any Career Center staff followed up after orientation?**

The purpose of this question is to begin to address client flow and how the customer was

assisted with this process.

- 4. What information were you given at the orientation? Was this information useful? If yes, how did you use it?**

The purpose of this question is to determine if the customer was given information regarding the full array of services that are available through the Career Center (co-located partners, workshops, Cal jobs, UIB/Cal training benefits, JTPA opportunities and basic eligibility requirements, medical subsidy programs such as Kaiser, California Kids, tour of the resource room). Also, how did this information help them?

- 5. What types of services have you received at the One Stop Career Center?**

Probe for details regarding the specific services the customer has received (informal ongoing case management, referral to non-JTPA training, assessment, vocational guidance, career planning, initial suitability, unsubsidized job placement, service referrals such as substance abuse, housing, child care).

<i>Core Services Job Seekers</i>	<i>Yes</i>	<i>No</i>	<i>Comments</i>
<i>Determination of Eligibility</i>			
<i>Outreach, Intake, Profiling and Orientation</i>			
<i>Initial Assessment of Skill Levels, Aptitudes, Abilities, Supportive Service Needs</i>			
<i>Job Search and Placement Assistance Career Counseling</i>			
<i>Provisions of Employment Statistics for the Labor Markets</i>			
<i>Job Vacancy Listings, Information on Skills Needed to Acquire a Chosen Occupation</i>			
<i>Listing of Local Occupations in Demand and the potential Earnings and Skill Requirements for these Occupations</i>			

<i>Intensive Services 134(d)(3)(a)</i>	<i>Yes</i>	<i>No</i>	<i>Comments</i>
<i>Comprehensive and Specialized Assessment</i>			
<i>Development of an Individual Employment Plan</i>			
<i>Group Counseling</i>			
<i>Individual Counseling and Career Planning</i>			
<i>Case Management</i>			
<i>Short-term Prevocational Services</i>			
<i>Training Services</i>			
<i>Occupational Skills Training</i>			
<i>On-the-Job Training</i>			
<i>Programs Combining Workplace Training with Related Instruction</i>			
<i>Training Program Operated by Private Sector</i>			
<i>Skill Upgrading and Retraining</i>			
<i>Entrepreneurial Training</i>			
<i>Job Readiness Training</i>			
<i>Adult Education and Literacy Activities</i>			
<i>Customized Training</i>			

6. How did you go about accessing those services? Have you had any difficulties accessing services?

This question establishes how the customer came into contact with co-located Career Center staff. How long did it take for the customer to receive services and how accessible were those services?

7. Did you complete a career plan with One Stop Career Center staff? What staff person at the Career Center assisted you with the development of the plan?
This question is to determine if a case file has been started which includes the ISSP/IRP, the application for services and the applicant employment history. This is also indicates customer interest and input in career plan.

8. Have you attended any workshops at the One Stop Career Center?
Resume writing, applications, life skills, non-traditional jobs for women, job match, job search, tapping the hidden market, interview techniques, etc.

9. Are you participating in any training programs? If yes, what steps were taken before you could begin training?
The purpose of this question is to determine if the customer was interested in training and has been provided with training options. Has the customer been assessed and has suitability been determined? Has eligibility been determined?

10. Was access to phones, computers, typewriters, etc., at the One Stop Career Center sufficient?
The purpose of this question is to determine if the customers have access to equipment and technologies that support them in their job search goals.

11. How did you find the accommodations at the One Stop Career Center? (i.e., resource center, waiting area, hours of operation, restrooms, drinking fountains, etc.)
The purpose of this question is to address facility issues in terms of facility design - user friendliness in terms of location, hours, physical layout, can customers easily access services, professional appearance, handicap accessibility.

12. **In terms of your experience, how have the services that you received at the One Stop Career Center helped you? What would you like to see changed about the services provided here?**

This is another question directed at learning how well participants are served by the Career Center. Probe for inconsistencies in how services are provided, hardships imposed by the process involved, or inadequacies in the services being provided (e.g., hours of operation, location). Probe for how well the customers' needs are being met.

13. **Do you feel that your Career Center provides good customer service? If yes, how is this accomplished. If no, do you have suggestions for improvement?**

The purpose of this question is to determine ways in which services for customers can be improved (example: simplify access to services, provide a wide range of services to meet the needs of diverse customers, make effective self-access services available to all customers, provide guided services to customers needing assistance in developing career plans and finding appropriate employment, provide more intensive and training services when needed, provide targeted populations with specialized services appropriate to their needs.)

TEAM MEMBER'S COMMENTS:
