

**CAPITAL AREA INVESTMENT ZONE (CAIZ)  
REGIONAL ONE STOP CAREER CENTER REVIEW (PARTNERS)**

Career Center: \_\_\_\_\_ Site Manager's Name: \_\_\_\_\_

Address: \_\_\_\_\_ Phone: \_\_\_\_\_

Date(s) of Review: \_\_\_\_\_ Team Member: \_\_\_\_\_

Partner Agency: \_\_\_\_\_ Name and Position: \_\_\_\_\_

**PURPOSE**

*This instrument is used to collect information for determining whether the co-located partners at the One Stop Career Centers have effectively integrated services by providing a seamless service delivery system.*

**PRIMARY CONCERNS**

- Integration of Services
- Customer Focused
- Comprehensive
- Performance Based

**1. What is your understanding of the goals of the One Stop Career Center?**

*The purpose of this question is to establish that the partners are familiar with the goals of the One Stop as specified in the Memorandum of Understanding (MOU) (streamline provisions of employment and related services, work together & continue on a long-term basis for the good of the community, focused on job/education/training seekers, and employers as customers, provide services to the customers rather than programs, deliver an environment that is rich with information about where jobs are and what is needed to obtain employment, continuous improvement of services/functions and obtaining efficiencies not currently available).*

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**2. What are your job duties? What are your hours?**

*The purpose of this question is to determine if co-located partners are functioning as the primary service party as outlined in the MOU.*

<i>Service</i>	<i>Yes</i>	<i>No</i>	<i>Comments</i>
Have staff co-located at the One Stop Career Center for a specific number of agreed upon hours per week?			
Participate in weekly orientation.			
Participate in core services.			
Participate as worker of the day six to eight (6-8) hours per week.			
Have permanent or rotating workstation.			
Participate in weekly staff meetings and training.			

**3. What core services are available for all job, education and training seekers that are accessing the Career Center?**

*The purpose of this question is to establish that specific mandated core services are available through the One Stop.*

<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>			

**4. How are your services accessed by job, education and training seekers?**

*The purpose of this question is to determine the process by which customers can access the services of the partners. Is there a screening or referral process that customers go through before accessing services? How difficult is it for customers to receive services?*

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**5. What core services are available for all employers who access the Career Center? How are these services accessed?**

*The purpose of this question is to establish that specific mandated core services are available through the One Stop. How difficult is it for customers to access services?*

<i>Mandatory Core Services</i>	<i>Yes</i>	<i>No</i>	<i>Comments</i>
<i>Directory of services</i>			
<i>Job applicant data bank</i>			
<i>Resource referral</i>			
<i>Labor market information</i>			
<i>Economic development</i>			
<i>Rapid response and plant closure assistance</i>			

**6. Who are the partners that are co-located at this One Stop Career Center? What services do they provide? Are the partners permanent or do they rotate?**

*The purpose of this question is to determine if each partner is aware of the other partners that are co-located at the One Stop Career Center and the function of each. Additionally, is each partner familiar with the hours of operation of all co-located partners?*

<b>Partners</b>	<b>Co-Located</b>	<b>Electronic Access</b>	<b>Not Available</b>
<b>JTPA Programs</b>			
<b>EDD (MOU)</b>			
<b>Adult Education/Literacy</b>			
<b>Department of Rehabilitation</b>			
<b>Area 4 Agency on Aging (MOU)</b>			
<b>Post-Secondary Vocational Education</b>			
<b>Trade Adjustment Assistance Program</b>			
<b>Veterans Employment Services</b>			

Partners	Co-Located	Electronic Access	Not Available
Community Service Block Grant			
Housing and Urban Development			
Department of Human Assistance (DHA) (MOU)			
Department of Health & Human Services (DHHS) (MOU)			

7. **Who are the partners that are not located at the Career Center but provide services? How do customers access their services?**  
*The purpose of this question to determine if there are partners that are not co-located and, if so, how are these services accessed (electronically, referral, etc.)?*

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8. **What intensive and training services are available for job, education and training seekers?**  
*This question begins to address the issue of access to the extent which diverse populations are able to access and receive services from partners at the Career Center.*

<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 134 (d)(4)(D)</i>	<i>Yes</i>	<i>No</i>	<i>Comments</i>
<i>Occupational Skills Training</i>			
<i>On-the-Job Training</i>			

<i>Training Services 134 (d)(4)(D)</i>	<i>Yes</i>	<i>No</i>	<i>Comments</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>			

9. **What other resources or linkages are available at the One Stop Career Center?**  
*The purpose of this question is to determine the extent to which the partners are aware of the resources available in the community.*

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10. **What electronic capabilities are available at the Career Center? Are you familiar with the use of these systems?**  
*The purpose of this question is to determine the type and extent of electronic access that is available and how familiar are the partners with using it. Is training needed? (Internet, Fax, E-mail, etc.)*

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11. **How do you track customers at the Career Center and how is it reported?**  
*The purpose of this question is to determine the method by which the partners are tracking customers in order to determine the accuracy of reporting.*

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12. **What additional services/agencies would benefit customers (either job seekers or employers) that are not currently provided or available?**

*The purpose of this question is to get feedback from the partners on what may be needed to improve the provision of services to all customers.*

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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.)*

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14. **Do you feel that the services provided at this Career Center are integrated? If yes, describe how you were able to integrate the services. If no, do you have suggestions for how services could be better integrated?**

*The purpose of this question is to determine the level of integration at the Career Center and ensure that customers encounter a seamless delivery system with an integrated point of access rather than a patchwork system made up of multiple programs offering overlapping services.*

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**TEAM MEMBER'S COMMENTS:**

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