CSB20-600-002
Attachment E

Career Center Standards - Rating Tool

Review Date:	Site:																							
Reviewer:	**Palm Bay**				**Rockledge**				**Titusville**				**Daytona Beach**				**Orange City**				**Palm Coast**			
Compiled Rating Tool	4	3	2	1	4	3	2	1	4	3	2	1	4	3	2	1	4	3	2	1	4	3	2	1
POSTERS AND SIGNAGE																								
Does the location display the following posters as required by law, in a place that is visible to customers? (y, n)																								
"Employee Rights Under the National Labor Standards Act"																								
"Family and Medical Leave Act"?																								
"If You Have a Complaint"																								
"Notice to Workers with Disabilities"																								
"Migrant & Seasonal Agriculture Worker Protection Act"																								
"Job Safety and Health Protection Occupational Safety and Health Act"																								
"Fair Labor Standards Act"																								
"Florida Law Prohibits Discrimination"																								
"Reemployment Assistance"																								
"Child Labor Laws"																								
"Interpretive Services" (One of three allowable posters)																								
"Worker's Compensation Works for You"																								
"Employee Polygraph Protection Act (EPPA)"																								
"Uniformed Services Employment and Reemployment Rights Act (USERRA)"																								
"Equal Employment Opportunity is the Law"																								
"Florida Minimum Wage"																								
Veteran Priority of Service																								
Is the "Employ Florida" logo prominently displayed?																								

Question		
Are the Brevard Flagler Volusia Career Center mission and vision statements posted and easily visible to customers?		
Does the center maintain standard business hours and are they posted prominently? Please list days/hours in Comments section.		
GENERAL STAFF and OPERATIONS		
Do staff address visitors appropriately in a courteous, professional manner?		
Front area staff aids new jobseekers with preliminary guidance on accessing services and provides oversight to kiosk stations to make sure that they are used by returning jobseekers.		
There is a readily available summary of services for job seekers and employers that explains the range of assistance available at the center or within the local community.		
An effective communication strategy is in place that elevates the active engagement and collaboration between all staff to assess, plan, deliver and meet the needs of jobseekers and employers (i.e. plans, programs, policies and goals are clearly, consistently and regularly transmitted using a systematic and positive messaging approach where feedback is encouraged and responded to.)?		
Is scope and quality of services delivered, and customer feedback monitored closely with corrective action implemented when needed?		
Do managers and staff review MIS data weekly across center operations to improve areas of operation?		
Are all staff certified as a Florida Workforce Professional, Tier 1, or equivalent (includes training in core elements and gained National CDF and/or NAWDP certification) within 12 months of hire?		
List the number of employees required to complete the Tier I certification during the previous program year.		

Question																								
List the number of employees that successfully completed the Tier I certification during the previous program year.																								
Attach the list of employees (defined as front line staff) required to complete the Tier I certification during the previous program year.																								
Do all front-line staff who received Tier I certification prior to the review period have 15 hours of continuing education credits completed by the staff's certification anniversary date?																								
Attach the list of employees (defined as front line staff) required to complete the 15 hours of continuing education.																								
Do front line staff have the following minimum skills required of a workforce professional?																								
Customer service training (y, n)																								
Communications skills training (y, n)																								
Basic computer software skills (y, n)																								
Specific programmatic training (y, n)																								
Has a comprehensive training program been developed to systematically familiarize staff with all deliverable service functions?																								
There is evidence that reviews of the training program are conducted, and actions are taken, to streamline processes in order to save time and resources.																								
Are Staff professionally attired, easily recognizable, and wearing name tags?																								
Do center staff work as a team to ensure seamless services delivery?																								
Are written materials to external customers error free, grammatically correct, contain the current BW logo, EEO/Disability Statement and Employ Florida logo, and printed in accordance with the style guide?																								
Do associates answer the phone in a timely manner and properly identify themselves when answering?																								

Has the center developed a linkage with partners to better help customers?	
JOBSEEKER SERVICES	
Are services set up by workflow and identified by signage? **Does the flow of foot traffic run smoothly (i.e. visitors appear to know where to go without getting redirected; community foot traffic appears balanced and not unevenly congested from one to the other; no long waiting lines for services.)?**	
Are the following minimum activities provided on-site, by referral or by internet connection? (y, n)	
WIOA Adult/Dislocated worker program	
Veterans Workforce Investment programs	
Migrant and Seasonal Farm Worker services	
FDOE Farmworker Career Development Program	
Indian and Native American programs	
Job Corps	
Youth Services	
Wagner-Peyser Programs	
Adult Education	
Industrial Education	
Vocational Rehabilitation	
Older Worker Programs	
Trade Adjustment Assistance	
Veterans Employment and Training Services	
Community Service Block Grant Activities	
Employment and Training activities carried out by the Department of Housing and Urban Development	
Unemployment Insurance Programs	

Temporary Assistance for the Needy Families/ Welfare Transition																				
Supplemental Nutrition Assistance Program - Employment and Training																				
Supportive Services such as child care and transportation																				
Disability Specialist																				
Is Employ Florida the MIS primarily used in the resource room for labor exchange services?																				
Are staff available to provide assistance on the use of software programs using labor market information and other web-based resources?																				
Is labor market information available in print and/or electronic formats, including growth trends, employment projections and predictions, and average wages? (Wage Conversion Posters, Occupational Career Posters, Jobs On-line Posters, Wage Survey Publications)																				
Wage Conversion Posters (Note: Posters show hourly wages converted into weekly/monthly/annual earnings.)																				
Resource Guide (displays the Systems, Publications, and Reports available from the Labor Market Statistics Center)																				
Career Comics																				
Job Journey Occupational Career Posters																				
Occupational Highlights																				
Industry Profiles																				
Employment Projections Data																				
Occupational Employment Statistics and Wages																				
Career Information Delivery System (customized career decision making tools like "My Career Shines [Kuder]")																				
Career Infonet (http://www.careerinfonet.org/)																				
O*NET ONLINE (http://www.onetonline.org/)																				
Florida Insight (formerly FREIDA)																				
State Eligible Training Provider List (ETPL) for the LWDA																				

Question		
Is there a listing of Occupations in Demand for Brevard/Flagler/Volusia county and state of Florida available to customers?		
Occupational Highlights		
Industry Profiles		
Employment Projections Data		
Occupational Employment Statistics and Wages		
Career Information Delivery System (customized career decision making tools like "My Career Shines [Kuder]")		
Career Infonet (http://www.careerinfonet.org/)		
O*NET ONLINE (http://www.onetonline.org/)		
Florida Insight (formerly FREIDA)		
Are job listings current, easily accessible, and do they include key eligibility requirements to qualify for the listed positions?		
Information about the center, current activities, workshops, employment opportunities and applicable reference material is up to date and displayed in a clear and appropriate way, and equipment is in working order (i.e. books, brochures, materials are current, categorized by topic, clean and in good condition, and publications are professionally printed and not photocopied.)		
Are interpreting services accessible at the center for Limited English Proficient customers?		
Are special seminars or workshops available on topics of interest such as financial aid for education, debt management, budgeting, and retirement planning?		
Do job seekers have an opportunity to utilize career exploration to identify transferable skills, interests, goals, and resources accessible through regularly scheduled workshops or upon demand through the use of technology? (CHOICES, Career Info net, Florida Training and Education Network)		

Are the following activities accessible through regularly scheduled workshops and/ or upon demand through the use of technology:																					
Resume Writing?																					
Applications and References?																					
Interview Skills?																					
Job Skills?																					
Does the center provide the following services:																					
Computers that have Internet Access and a Link to Employ Florida?																					
Initial assessments of skill levels, aptitudes, abilities, and supportive service needs?																					
Follow-up activities including reassessment services, where needed?																					
Access to intensive services?																					
Job Search and Placement Activities including referral?																					
Career/Employment Planning/Counseling?																					
Rapid Response information and services for plant closings and layoffs?																					
Information and/or referral assistance for completing Unemployment Compensation claims?																					
Is there a listing of approved training vendors and programs and related costs available to customers?																					
Does staff utilize the ITA approval, distribution and authorization process appropriately?																					
There is a systematic method of collecting customer complaints and inquiries.																					
Is a complaint log and complaint file folders maintained at the center?																					
Is a log of apparent violations maintained at the center?																					

Is there documented follow-ups that were conducted to resolve complaints where appropriate?																																	
EMPLOYER SERVICES																																	
New employers are sent instructional/organizational information within 24 hours of initial contact																																	
Do employers have opportunities to participate in job fairs and/or recruiting events in the centers?																																	
Is there evidence of follow-up with employers who have participated in Job Fairs or recruiting events?																																	
Is there evidence of follow up with employers who have discontinued using our services?																																	
Is there employer recruitment information available at the center?																																	
Does the referral process support obtainment of quality job placement/matching services for both the job seeker and business customers?																																	
Staff is knowledgeable of their assigned industry and understands the staffing needs of the employers they support.																																	
Are job candidates rigorously prescreened for knowledge, experience, skills suitability and compatibility with the job opening before being referred? Only those that meet or exceed the job requirements are referred to the employer																																	
Sum of Ratings																																	