

**NORTH CAROLINA JOBLINK CAREER CENTER
INTERIM CHARTERING REVIEW GUIDE**

North Carolina



**Career Planning, Training
& Placement Services**

JobLink Center Name:	
Current Charter Expiration Date	
Site Visit Completed by:	
Date of Review	

Comprehensive
NC JobLink Career Centers Chartering Minimum Standards

	<u>Requirements</u> <i>Documentation of these standards may be submitted electronically with the Business Plan in the Charter Package.</i>
Hours of Operation:	The Center must be open full time as defined by the WDB.
Levels of Staffing:	Simultaneous presence and full service capacity shall be present for WIA Adult and Dislocated Worker services and ESC core and intensive (Job Seeker and Employer) services for no less than full time (demonstrated by a written staffing schedule). Customers must also be able to access support services for training.
All JobLink Career Centers must:	
Provide a designated "JobLink Coordinator" as defined on page 19.	
Provide a Resource Room as defined on page 20.	
Provide a designated "greeter" as defined on page 19.	
Provide a written referral process to services not provided on site.	
Have all full time and itinerant on-site staff participate in and complete JobLink Management Information System (MIS) and customer service training that includes the components as defined on pages 18 & 20.	
Provide a process established for the integration of job development and job placement.	
Have all JobLink partners participate in staffing the Resource Room and provide their core services.	
Provide an inventory of Community Resources maintained and available for customer and staff use.	
Provide a facility that is ADA compliant (with reasonable physical and programmatic accessibility).	
Encourage the participation of more partners and make efforts to extend hours of operation beyond what is minimally required to ensure that the needs of the customer and the community are met.	
Have all appropriate JobLink staff trained in the use of and have access to the ESC system that contains job orders, including employer contact information.	
Have a completed Business Plan.	

Non-Comprehensive
NC JobLink Career Centers Chartering Minimum Standards

	<p><u>Requirements</u> <i>Documentation of these standards may be submitted electronically with the Business Plan in the Charter Package.</i></p>
Hours of Operation	Full time
Minimum Available Services	WIA and Employment Services core and intensive (Job Seeker and Employer Services)
Mandated Services Provided By	<ol style="list-style-type: none"> 1. On-site presence of WIA and ESC service delivery staff; and/or 2. Non WIA/ESC staff who are trained, enabled and authorized to provide WIA (Adult and dislocated workers) and Employment Services core and intensive (Job Seeker and Employer) services; and/or 3. Direct access to WIA and ESC staff via computer-based technology, i.e. computer, telephone, instant messaging, video/teleconferencing, etc; and/or 4. <u>Any combination of the options listed above.</u> Workforce Boards <u>must</u> be able to demonstrate how the required services are delivered on a full-time basis. <i>Delivery of services must be demonstrated during the on-site charter visit.</i>
Exceptions	If there is <u>no</u> capacity to provide these services full-time, the Workforce Development Board <u>must</u> submit a written justification to the Division of Workforce Development. These services must be available for <u>no</u> less than 16 hours per week.
All JobLink Career Centers must:	
Provide a designated "JobLink Coordinator" as defined on page 19.	
Provide a Resource Room as defined on page 20.	
Provide a designated "greeter" as defined on page 19.	
Provide a written referral process to services not provided on site.	
Have all full time and itinerant on-site staff participate in and complete JobLink Management Information System (MIS) and customer service training that includes the components as defined on page 18 & 20.	
Provide a process established for the integration of job development and job placement.	
Have all JobLink partners participate in staffing the Resource Room and provide their core services.	
Provide an inventory of Community Resources maintained and available for customer and staff use.	
Provide a facility that is ADA compliant (with reasonable physical and programmatic accessibility).	
Encourage the participation of more partners and make efforts extend hours of operation beyond what is minimally required to ensure that the needs of the customer and the community are met.	
Have all appropriate JobLink staff trained in the use of and have access to the ESC system that contains job orders, including employer contact information.	
Have a completed Business Plan.	

Business Plan (BP)		
Hours of Operation:		Total Hours/Week:
Date entered into BP/Agreement:		
Parties listed in BP the Same?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If no, are the changes reflected in the BP?
Name the parties changed:		
Part I-Defining the Business		
1. Is the Mission and Vision Statements clearly described? <ul style="list-style-type: none"> • Are the mission and vision displayed at JL? • Are the mission and vision statement communicated to staff? 		<input type="checkbox"/> Yes <input type="checkbox"/> No Comment: <input type="checkbox"/> Yes <input type="checkbox"/> No Comment: <input type="checkbox"/> Yes <input type="checkbox"/> No Comment:
2. Type of JLCC:	Comprehensive <input type="checkbox"/>	Non-comprehensive <input type="checkbox"/>
3. Is the current or proposed customer base clearly described? <ul style="list-style-type: none"> • Is the relationship between the customer base and the local labor market needs clearly described? 		<input type="checkbox"/> Yes <input type="checkbox"/> No Comment: <input type="checkbox"/> Yes <input type="checkbox"/> No Comment:
4. Is the location of the JLCC specified? <ul style="list-style-type: none"> • Is the reason the location was chosen clearly described? • Will this location change in the future? 		<input type="checkbox"/> Yes <input type="checkbox"/> No Comment: <input type="checkbox"/> Yes <input type="checkbox"/> No Comment: <input type="checkbox"/> Yes <input type="checkbox"/> No Comment:
Part II-Governance and Management Structure-Definition of Relations and Roles		
1. Is it clearly described how the WDB provides oversight to the JLCC? <ul style="list-style-type: none"> • Are the roles and responsibilities of the JLCC in relation to the WDB clearly described? 		<input type="checkbox"/> Yes <input type="checkbox"/> No Comment: <input type="checkbox"/> Yes <input type="checkbox"/> No Comment:
2. Does the BP clearly describe the Center's management structure? <ul style="list-style-type: none"> • Do the partners at the Center adhere to the responsibilities as they relate to the management and governance clearly described? 		<input type="checkbox"/> Yes <input type="checkbox"/> No Comment: <input type="checkbox"/> Yes <input type="checkbox"/> No Comment:

<ul style="list-style-type: none"> Do partners provide core service only; cover resource room, rapid response visits, etc? 	<p>_____ Yes _____ No</p> <p>Comment:</p>
<p>3. Is the JL operator roles and responsibilities of the Center clearly described?</p> <ul style="list-style-type: none"> If the JL Operator is a consortium of 3 or more entities, what are the roles & responsibilities of each consortium member? 	<p>_____ Yes _____ No</p> <p>Comment:</p> <p>_____ Yes _____ No</p> <p>Comment:</p>
Part III- Products and Services to be Provided	
<p>1. Are the primary products and services of the JLCC for employers and job seekers clearly described?</p> <ul style="list-style-type: none"> Is it clearly defined how these services will be delivered? 	<p>_____ Yes _____ No</p> <p>Comment:</p> <p>_____ Yes _____ No</p> <p>Comment:</p>
<p>2. Are the plans for expanded, on-site service delivery by partners and recruitment of non-traditional partners clearly described?</p>	<p>_____ Yes _____ No</p> <p>Comment:</p>
Part IV- Operational Methods	
<p>1. Are the challenges that effect operations at the JLCC; such as space constraints, staffing, up-to-date equipment and technology, etc. clearly described?</p>	<p>_____ Yes _____ No</p> <p>Comment:</p>
<p>2. Is the Center's service delivery structure as it relates to the referral process to both on-site and off-site partner services/agencies clearly described?</p>	<p>_____ Yes _____ No</p> <p>Comment:</p>
<p>3. If a Non-comprehensive Center are the option(s) used to provide job seeker and employer services full-time clearly described?</p> <ul style="list-style-type: none"> Are the required signed confidentiality statements on file for TEA staff? 	<p>_____ Yes _____ No</p> <p>Comment:</p> <p>_____ Yes _____ No</p> <p>Comment:</p>
<p>4. Does the Center plan to address the needs of its customers during non-traditional hours?</p>	<p>_____ Yes _____ No</p> <p>Comment:</p>
<p>5. Are the collaborative efforts of the Center's partners in coordinating job development activities, job placement, and gathering information on employer</p>	<p>_____ Yes _____ No</p> <p>Comment:</p>

skill requirements and other human resource needs clearly described?	
6. Does the Center gather customer satisfaction feedback from employers, individuals and JL staff? <ul style="list-style-type: none"> • Show evidence of method of jobseeker customer feedback is occurring? • Show evidence of method of employer customer feedback is occurring? • Show evidence of method of staff/partner feedback is occurring? • Is the customer satisfaction feedback used to make operational decisions at the Center? 	<p>_____ Yes _____ No Comment:</p> <p>_____ Yes _____ No Comment:</p> <p>_____ Yes _____ No Comment:</p> <p>_____ Yes _____ No Comment:</p>
7. Does the Center have an operating budget and are costs divided among the partners? <ul style="list-style-type: none"> • If yes, please show cost resource sharing agreement at the time of visit. 	<p>_____ Yes _____ No Comment:</p>
Part V-Measuring Success-Performance Goals (see pages 29-30 for examples)	
1. Are the performance goals of the JLCC clearly described? <ul style="list-style-type: none"> • Is there a description of how the goals will be measured? 	<p>_____ Yes _____ No Comment:</p> <p>_____ Yes _____ No Comment:</p>
2. Is there a description of how the results of the measures will be used for continuous improvement plans of the Center?	<p>_____ Yes _____ No Comment:</p>
Part VI-Marketing	
1. Does the JLCC have both short and long-term marketing strategies? <ul style="list-style-type: none"> • Is the marketing strategy for both jobseekers and employers clearly described? 	<p>_____ Yes _____ No Comment:</p> <p>_____ Yes _____ No Comment:</p>
2. Is the community's awareness of the JLCC clearly described? <ul style="list-style-type: none"> • Is what the JLCC is best known for in the community clearly described? 	<p>_____ Yes _____ No Comment:</p> <p>_____ Yes _____ No Comment:</p>

Part VII- Terms	
1. Is the process for revising the BP clearly described?	_____ Yes _____ No Comment:
<ul style="list-style-type: none"> Is it clearly described how the BP can be modified? If so, by whom? 	_____ Yes _____ No Comment:
Part VIII-Signature Page	
1. Does the signature page include the signatures of all the partners of the JLCC?	_____ Yes _____ No Comment:
<ul style="list-style-type: none"> Does it includes the statement; “By signature hereto, the parties attest to participation of development of the plan and agree to abide by all terms and conditions of the Business Plan.”? 	_____ Yes _____ No Comment:

Review Steps Completed by JobLink Liaison Prior to Site Visit

- Review WIA Plan Notebook
- Run JLMIS Reports
- Print partner information from the website and confirm during on-site visit.
- Review Minimum Standards and Business Plan