

Site:	Review Date:				
Reviewer:		Yes	No	N/A	
<b>A</b>	<b>POSTERS AND SIGNAGE</b>				
	<b>Are the following required Federal and State Posters displayed:</b>				
1	"Your Rights Under the Fair Labor Standards Act" (Federal Minimum Wage)?				
2	"Family and Medical Leave Act of 1993"?				
3	"Employee Polygraph Protection Act"				
4	"Notice to Workers with Disabilities"				
5	"Migrant & Seasonal Agriculture Worker Protection Act"				
6	Occupational Safety and Health Administration - "Job Safety and Health Protection"				
7	EEOC - "Equal Opportunity Is The Law"				
8	"Florida Law Prohibits Discrimination"				
9	"To Employees" (Unemployment Compensation)				
10	"Florida's Child Labor Law"				
11	"Worker's Compensation Works For You"				
12	"Interpretive Services"				
13	Is the "Employ Florida" logo prominently displayed?				
14	Are the Brevard Workforce Career Center mission and vision statements posted and easily visible to customers?				
15	Does the center maintain normal hours 9 AM – 6 PM Monday – Thursday and 8 AM – 12 Noon Friday, and are they posted prominently?				
<b>B</b>	<b>JOBSEEKER SERVICES</b>				
1	Are services set up by communities and identified by signage?				

2	Do staff address visitors appropriately in a courteous, professional manner?						
3	There is a readily available summary of services for both employers and job seekers that explains the range of assistance available at the center or within the local community.						
4	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.)?						
5	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.						
6	There are knowledgeable staff available to provide assistance on the use of software programs, using labor market information and other web-based resources.						
7	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)						
8	Is there a listing of Occupations in Demand for Brevard county and state of Florida available to customers?						
9	Are job listings current, easily accessible, and do they include key eligibility requirements to qualify for the listed positions?						
10	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.)						

11	Is there a posted workshop schedule?						
12	Is the posted workshop schedule adhered to regardless of number of attendees?						
13	Are special seminars or workshops available on topics of interest such as financial aid for education, debt management, budgeting, and retirement planning?						
14	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)						
15	Are the following activities accessible through regularly scheduled workshops and/ or upon demand through the use of technology						
a	Resume Writing?						
b	Applications and References?						
c	Interview Skills?						
d	Job Skills?						
e	Job Clubs?						
<b>C</b>	<b>Does the center provide the following services:</b>						
1	Access and assistance with full registration in EFM?						
2	Initial assessments of skill levels, aptitudes, abilities, and supportive service needs?						
3	Follow-up activities including reassessment services, where needed?						
4	Access to intensive services?						
5	Job Search and Placement Activities including referral?						

6	Career/Employment Planning/Counseling?						
7	Rapid Response information and services for plant closings and layoffs?						
8	Information and/or referral assistance for completing Unemployment Compensation claims?						
9	Is there a listing of approved training vendors and programs and related costs available to customers?						
10	Does staff utilize the ITA approval, distribution and authorization process appropriately?						
11	There is a systematic method of collecting customer complaints and inquiries.						
12	Is a complaint log maintained at the center?						
13	For center related complaints are complainant file folders maintained?						
14	Is a log of apparent violations maintained at the center?						
15	There is evidence that follow-up to resolve complaints has been conducted where appropriate						
16	Are interpreting services accessible at the center for Limited English Proficient customers?						
<b>D</b>	<b>EMPLOYER SERVICES</b>						
1	New employers are sent instructional/organizational information within 24 hours of initial contact						
2	Do employers have opportunities to participate in job fairs and/or recruiting events in the centers?						
3	Is there evidence of follow-up with employers who have participated in Job Fairs or recruiting events?						
4	Is there evidence of follow up with employers who have discontinued using our services?						

5	Is there employer recruitment information available at the center?						
6	Does the referral process support obtainment of quality job placement/matching services for both the job seeker and business customers?						
7	Staff is knowledgeable of their assigned industry and understands the staffing needs of the employers they support.						
8	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						
9	Community clusters are actively managing the entire employer recruitment process by fostering a strong partnership between the employer and Community Staff by maintaining regular, personal, communication with employers.						
<b>E</b>	<b>GENERAL STAFF and OPERATIONS</b>						
1	Is scope and quality of services delivered, and customer feedback monitored closely with corrective action implemented when needed?						
2	Do managers and staff review MIS data weekly across center operations to improve areas of operation?						
3	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.)?						
4	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?						

5	Do all staff who completed their Florida Workforce Professional, Tier 1, or equivalent have 15 hours of continuing education credit per year?						
6	Has a comprehensive training program been developed to systematically familiarize staff with all deliverable service functions?						
7	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.						
8	Are Staff professionally attired, easily recognizable, and wearing name tags?						
9	Do center staff work as a team to ensure seamless services delivery?						
10	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?						
11	Do associates answer the phone in a timely manner and properly identify themselves when answering?						
12	Has the center developed a linkage with partners to better help customers?						
<b>Count of Questions Available:</b>		<b>72</b>					
<b>Count of Questions Not Answered:</b>						<b>0</b>	
<b>Maximum Available Points:</b>		<b>1440</b>	0	0	0	0	0
		<b>Sum of all Ratings:</b>	0	0	0	0	0
<b>Sum of all Ratings divided by Maximum Available Points =</b>			<b>0</b>				
			0.00%				