

**APPLICATION FOR WORKSOURCE CENTER CERTIFICATION
COMPREHENSIVE OR AFFILIATE SITE**

Date:

Level of Certification Requested:

SITE INFORMATION

Site Name(s):

Site address:

City:

State:

ZIP Code:

Phone:

Website:

Fax:

Hours of operation:

CONTACT INFORMATION

Name of Site Contact:

Address:

City:

State:

Zip:

Phone:

Email:

Fax:

Position:

ACCESSIBILITY

Describe Parking:

Describe Access to Public Transportation:

Describe Access to Phones:

Describe Access to Fax:

Is the site ADA Compliant?

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How does the site ensure the physical, programmatic and communications accessibility of facilities, programs, services, technology and materials for individuals with disabilities?

Describe how the needs of customers with small children are addressed:

Describe how the needs of non-English speakers are addressed:

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COMPUTING RESOURCES

Describe how your site(s) meet the minimum standard computing requirements:

Describe accessibility and security features:

Name of IT Contact:

Phone:

Email:

Position:

SKIES & SMS

Current level of SKIES Access:

Additional Training Needs:

Additional Methods of data entry:

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DIRECTORY OF SERVICES

Please attach additional documents as needed

Site	Service	Mandated Program	Contact Information	Describe how service applies to Job Candidates or Business Customers?

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NARRATIVE – SERVICE TO JOB CANDIDATE

Please attach a document addressing the question(s) below

1. Describe the flow of job candidates in the center. Describe how specific populations of job candidates access services, including but not limited to, new customers, youth, individuals with disabilities, veterans, mature workers and WorkFirst parents. Include relevant flow charts.
2. Describe how core, intensive and training level services support the 2015 BluePrint initiative.
3. In a flow chart illustrate the process used for co-enrolling clients between program, how many clients are currently co-enrolled and with what programs? How will referrals be made to providers inside and outside of the center?

NARRATIVE – SERVICES TO BUSINESS

Please attach a document addressing the question(s) below

1. How are the needs of businesses met with the array of services in the center?
2. How will your site assess the needs of local business?
3. How will your site connect businesses to other services in the WorkSource system?
4. Define your business service strategy and describe how your plan meets the overall objectives identified in the Workforce Development Council's Strategic Plan?

NARRATIVE – CENTER DESIGN AND MANAGEMENT

Please attach a document addressing the question(s) below

1. Describe the process and methodology used for your most recent continuous quality improvement evaluation. What goals were identified and how has progress towards those goals been measured? How is that communicated with staff and monitored for quality?
2. How is customer satisfaction measured? Include information from customer satisfaction surveys and/or comment cards. How has that data been incorporated into continuous quality improvement plans? Describe a possible corrective action plan that could be used with a dissatisfied customer.
3. What is the overall center service strategy? What is the center customer service philosophy? Please describe how the leadership of each partner agency will collaborate towards the overall center service delivery. Also include information on how each center partner goals are communicated and monitored.
4. How is customer choice a factor in delivering services?
5. How are services marketed to job candidate and business customers? Do you have an outreach plan? If so, please briefly describe.