

**APPLICATION FOR WORKSOURCE CENTER CERTIFICATION
CONNECTION SITE**

Date:

SITE INFORMATION

Site Name(s):

Site address:

City:

State:

ZIP Code:

Phone:

Website:

Hours of operation:

CONTACT INFORMATION

Name of Site Contact:

Address:

City:

State:

Zip:

Phone:

Email:

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 & SSMS

Current level of SKIES Access:

Additional Training Needs:

Additional Methods of data entry:

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DIRECTORY OF SERVICES

| Site | Service | Describe how service applies to Job Candidates or Business Customers? |
|------|---------|---|
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NARRATIVE – SERVICE TO JOB CANDIDATES

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.

NARRATIVE – SERVICES TO BUSINESS

Please attach a document addressing the question(s) below

1. How will your site connect businesses to other services in the WorkSource system?

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. How are services marketed to job candidate and business customers? Do you have an outreach plan? If so, please briefly describe.

**Note that any facility wishing to become a Connection site that does not have an internet accessible computer for public access at the time of the application, may request assistance from the Workforce Development Council with their application for financial support to procure equipment. The ability of the WDC to respond to such requests will be based upon the availability of funding, the reasonableness of the request, and a strategic analysis of the system enrichment the proposal represents. Please detail any request in the application.