

## Professional Center – Standard Service Benchmarks

Professional employment resource centers support the bishops and quorum and Relief Society leaders in their efforts to assist members to achieve self-reliance by helping them find jobs or improve their employment, obtain education and training that leads to better jobs, start or improve self-employment, and support the Perpetual Education Fund. The standard service benchmarks are established to achieve uniformity of services Church-wide and to evaluate effectiveness of center operations. Consistent implementation of the standard services will help employment resource centers: **1) provide better support to bishops and quorum and Relief Society leaders; 2) achieve results in helping members with job placement, career development, and small business management; 3) achieve area and Presiding Bishopric performance measures, and 4) support the Perpetual Education Fund.**

Standard Service	Expectations
<b>Internal Controls Evaluation (ICE)</b>	
1. ICE reviews are performed based on the scheduled program for Employment Resource Services	1. 100% – Conducted according to schedule
2. Concerns noted in the ICE have been resolved	2. 100% – Concerns noted have been resolved (review letter issued)
<b>Support bishops, quorum and Relief Society leaders, and employment specialists</b>	
1. Bishops' Authorization for each person served at the center and the website	1. 100%
2. Agent Stake Operating Committee meeting	2. Quarterly (full committee) or as determined by ASOC and Area
3. Consult with all stake presidents in service area	3. 100% Annually (In person, telephone, and/or e-mail)
4. Training opportunities offered to stake employment specialists	4. Quarterly
5. Consultation with each stake employment specialist	5. Monthly*
6. Individualized service career plans shared with priesthood	6. 100% – for limited number of candidates
<b>Customer Service</b>	
1. Identify local member need	1. Established through discussion with Agent Stake Operating Committee (ASOC) based on local conditions and needs <sup>1</sup>
2. Follow up with candidates where a more extensive career plan has been developed	2. Once per week for limited number of candidates* (Extensive follow up is expected and the need for frequent (weekly) follow-up may diminish over time depending on the plan.)
3. Follow-up with regular candidates that are actively seeking employment, education, or self-employment	3. Once per month*
4. Assistance to customers when they come to the center	4. 100% – Greeted immediately with courtesy & needs are identified
5. Center hours of operation	5. 8-5 M-F, with extended hours in evenings or Saturdays to meet needs of underemployed*
<b>Career Workshop</b>	
1. <i>Career Workshop</i> taught	1. 2 per month conducted by the center (may include a <i>Career Workshop</i> adapted for professionals)
2. Length of <i>Career Workshop</i>	2. 8-12 hours – All four modules taught & assignments given
3. Materials used to teach the <i>Career Workshop</i>	3. Approved material as contained in <i>The Career Workshop: Teacher's Guide</i> (341142), <i>Participant's Handbook</i> (35163), <i>Poster Set</i> (36887)
4. Instructors receive quality ongoing training & evaluation	4. 100% – Refer to <i>The Career Workshop: Teacher's Guide</i> (341142) "Evaluating Your Success" Section
<b>Professional Placement Program</b>	
1. Professional Placement Program Implemented	1. 100% – Key Components: <i>The Career Workshop</i> , Networking Groups, & resources for professionals
2. Number of Professional Networking Group meetings	2. 2 per month conducted by the center

<sup>1</sup> Local Market Assessment (LMA) is a tool that ERS managers can use to estimate the number of members with employment need in their area or within individual stakes.

Standard Service		Expectations	
<b>Small Business Management Services</b>			
1.	<i>Self-Employment Workshop</i> taught	1.	1 per month (International-required where language translation is available, Domestic-optional)
2.	Length of <i>Self-Employment Workshop</i>	2.	12-16 hours
3.	Material used to teach the <i>Self-Employment Workshop</i>	3.	Approved materials as contained in <i>The Self-Employment Workshop: Teacher's Guide; Participant's Handbook</i>
4.	Small business management resource information	4.	Inventory of local small business management resources* maintained in website ( e.g., microcredit & small business agencies)
5.	Instructors receive quality ongoing training & evaluation	5.	100% – Refer to <i>The Self-Employment Workshop: Teacher's Guide</i>
<b>Resource Development</b>			
1.	Relationships with employers, educational institutions, micro-credit organizations, small business development centers, & other community organizations	1.	Paid staff establishes 5 new relationships & cultivates 15 existing relationships per month* (maintained in website)
2.	Ratio of job postings to member candidates	2.	Compare YTD results with goal* (Not measured until new website is launched)
3.	Number of open houses & fairs, sponsored or co-sponsored	3.	1 per year
4.	<i>Career Outlook Bulletin</i>	4.	Quarterly and posted to website*
<b>Bishopric Performance Measures</b>			
1.	Establish annual goals that reflect ASOC and Area direction, Bishopric Performance Measures, and ERS standard services	1.	100% – ERS center annual goals reflect ASOC and Area direction, Bishopric Performance Measures, and ERS standard services
2.	Results on track to achieve goals established by the ASOC	2.	Compare YTD results* with goal submitted <sup>2</sup>
3.	Results on track to meet the Presiding Bishopric's Performance Measures	3.	Compare YTD results* with Bishopric Performance Measures <sup>3</sup>
<b>Perpetual Education Fund (PEF)</b> (International Centers with PEF)			
1.	Provide opportunity for PEF students to complete the <i>Career Workshop</i> prior to graduation	1.	100% of students
2.	Reasonability checks up-to-date on Student Management System	2.	Within one week of initial application
3.	<i>Career Outlook</i> for PEF applicants updated regularly	3.	Semi-annually with annual copy sent to ERS headquarters*
4.	Part-time work for PEF students	4.	Measure determined by ASOC & Area PEF Committee
5.	Assist job seeking PEF graduates to find employment (full-time, part-time, self-employed)	5.	Local goal established by ASOC & Area PEF Committee (82.5% is the system goal for 2009)
Supervisory Role		Expectations	
1.	Regular results discussions held with associate manager	1.	Quarterly
2.	Development & administration of annual budget	2.	100% within approved guidelines
3.	Center staffed with missionaries & volunteers	3.	Determined & tracked by ASOC – sufficient to meet member needs, ensure quality service, & provide coaching assistance
4.	Regular visits with assigned volunteer centers	4.	Monthly contact – visit every 3-6 months
5.	Volunteer center implementing the “four expectations”	5.	100% – teach <i>Career Workshop</i> ; offer one-on-one job search & placement assistance; develop resources; and a person to champion employment objectives.

\* Note: At the time of the operational review, data related to these expectations will be provided to the reviewer in a report generated from the website.

<sup>2</sup> By November 30<sup>th</sup> of each year the ERS manager and ASOC should have met to discuss area needs and establish goals and initiatives for the coming year. These goals and initiatives should be reflected in the managers *Individual Work Plan* (or format used by the Area) submitted annually to the DTA/AWM. The goals should reflect the Presiding Bishopric's Performance Measures, Area and ASOC direction, and ERS standard services.

<sup>3</sup> Presiding Bishopric Performance Measures that are tracked: 1) Members placed in jobs and self-employment; 2) Members enrolled in vocational/educational and self-employment training programs; 3) Percent placed within three months; 4) Status of employment after six months; 5) Number of job postings per candidate.