

Employment Resource Services Operational Review

(Professional Centers only)

Area Name: _____

Date: _____

Reviewer's Questions	Minimum Expectations
A. Internal Controls Evaluation (ICE) 1. What date was the last ICE performed based on the scheduled program for Employment Resource Services? 2. Have all noted concerns been resolved?	A. Internal Controls Evaluation (ICE) 1. 100% – Conducted according to schedule 2. 100% – Concerns noted have been resolved (review letter issued) C (CONCERN) N (NO CONCERN) <input type="checkbox"/>
B. Support bishops, quorum & Relief Society leaders, & employment specialists 1. What percent of Bishop's Authorizations have been received for each person served at the center and the website? 2. How often does the Agent Stake Operating Committee meet as a full committee? 3. How often does center staff consult with the stake presidents in the service area? 4. How often are training opportunities offered to stake employment specialists? 5. How often does center staff consult with each stake employment specialist? 6. What percent of the individualized service career plans are shared with the priesthood?	B. Support bishops, quorum & Relief Society leaders, & employment specialists 1. 100% 2. Quarterly (full committee) or as determined by ASOC and Area 3. 100% Annually (In person, telephone, and/or e-mail) 4. Quarterly 5. Monthly 6. 100% – for limited number of candidates C (CONCERN) N (NO CONCERN) <input type="checkbox"/>
C. Customer Service 1. Is the center staff identifying the local member need? (Unemployed, underemployed, professionals, single parents, etc.) 2. How often does the center staff follow up with candidates where a more extensive career plan has been developed? Ask to see a few samples. 3. How often does the center staff follow up with regular candidates that are actively seeking employment, education, or self-employment? 4. When customers come to the center, are they greeted immediately, treated with respect and courtesy, and are their needs identified quickly? 5. What are the center hours of operation?	C. Customer Service 1. Established through discussion with Agent Stake Operating Committee (ASOC) based on local conditions and needs ¹ 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. One per month 4. 100% – Greeted immediately with courtesy & needs are identified 5. 8-5 M-F, with extended hours in evenings or Saturdays to meet the needs of the underemployed C (CONCERN) N (NO CONCERN) <input type="checkbox"/>
D. Career Workshop 1. How often is the <i>Career Workshop</i> taught by the center? 2. What is the length of the <i>Career Workshop</i> ? Are all four modules taught? 3. Are the approved materials being used? 4. Do the instructors receive quality ongoing training & evaluation?	D. Career Workshop 1. 2 per month, conducted by the center (may include a Career Workshop adapted for professionals) 2. 8-12 hours – All four modules taught & assignments given 3. Approved materials include: Teacher's Guide – 341142; Participant's Handbook – 35163, Poster Set – 36887 4. 100% - Refer to <i>The Career Workshop: Teacher's Guide</i> 341142 "Evaluating Your Success" Section C (CONCERN) N (NO CONCERN) <input type="checkbox"/>
E. Professional Placement Program 1. Does the center have a functioning <i>Professional Placement Program</i> that includes the three key components? 2. How many networking group meetings does the center conduct each month?	E. Professional Placement Program 1. 100% – Key Components: <i>The Career Workshop</i> , networking groups, & resources for professionals 2. 2 per month conducted by the center C (CONCERN) N (NO CONCERN) <input type="checkbox"/>

¹ 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.

Reviewer's Questions	Minimum Expectations
F. Small Business Management Services <ol style="list-style-type: none"> How often is the <i>Self-Employment Workshop</i> taught by the center? What is the length of the <i>Self-Employment Workshop</i>? Are the approved materials being used? Does the center have information about and relationships established with small business management organizations in their service area? Do the instructors receive quality ongoing training & evaluation? 	F. Small Business Management Services <ol style="list-style-type: none"> 1 per month (International-required where language translation is available, Domestic-optional) 12-16 hours Approved materials as contained in <i>The Self-Employment Workshop: Teacher's Guide; Participant's Handbook</i> Inventory of local small business management resources maintained in website (e.g., microcredit & small business agencies) Observe evidence of regular contact and relationship 100% – Refer to <i>The Self-Employment Workshop: Teacher's Guide</i> C (CONCERN) N (NO CONCERN) <input type="checkbox"/>
G. Resource Development <ol style="list-style-type: none"> How many new relationships (i.e., businesses, schools, organizations that support small business management) are established each month and how many existing relationships are cultivated each month by the paid staff? What is the ratio of job postings to member candidates? How many open houses & fairs does the center sponsor or co-sponsor yearly? How often is the <i>Career Outlook Bulletin</i> prepared and sent out? 	G. Resource Development <ol style="list-style-type: none"> Paid staff establishes 5 new relationships & cultivates 15 existing relationships per month (maintained in website) Compare YTD results with goal (Not measured until new website launched) 1 per year Quarterly and posted to website C (CONCERN) N (NO CONCERN) <input type="checkbox"/>
H. Bishopric Performance Measures <ol style="list-style-type: none"> Do the goals established for the ERS service area reflect ASOC and Area direction, Bishopric's Performance Measures, and ERS standard services? Are the center's year-to-date results on track to meet the goals established by the ASOC? Are the center's year-to-date results on track to meet the Presiding Bishopric's performance measures? 	H. Bishopric Performance Measures <ol style="list-style-type: none"> 100% – ERS center annual goals reflect ASOC and Area direction, Bishopric Performance Measures, and ERS standard services. Compare YTD results with goals submitted² Compare YTD results with Bishopric Performance Measures³ C (CONCERN) N (NO CONCERN) <input type="checkbox"/>
I. Perpetual Education Fund (PEF) (International Centers with PEF) <ol style="list-style-type: none"> Are you providing the opportunity for PEF students to take the <i>Career Workshop</i> prior to graduation? Are reasonability checks completed in a timely manner? How often is the <i>Career Outlook</i> updated? How successful are you in helping PEF students find part-time work? What percent of your PEF job seeking graduates are employed YTD? (full-time, part-time, self-employed) 	I. Perpetual Education Fund (PEF) (International Centers with PEF) <ol style="list-style-type: none"> 100% of students Within one week of initial application Semi-annually with annual copy sent to ERS headquarters Measure determined by ASOC & Area PEF Committee Local goal established by ASOC & Area PEF Committee (82.5% is the system goal for 2009) C (CONCERN) N (NO CONCERN) <input type="checkbox"/>
J. Supervisory Role <ol style="list-style-type: none"> How often are regular results discussions held with your associate manager? Is the center staying within approved budget guidelines? Is the center staffed with sufficient numbers of missionaries and volunteers? How often do you contact and visit your volunteer centers? Are volunteer centers implementing the "four expectations" of a volunteer center? 	J. Supervisory Role <ol style="list-style-type: none"> Quarterly 100% within approved guidelines Determined & tracked by ASOC – sufficient to meet member needs, ensure quality service, & provide coaching assistance Monthly contact – visit every 3-6 months 100% – teach <i>Career Workshop</i>; offer one-on-one job search & placement assistance; develop resources; and a person to champion employment objectives C (CONCERN) N (NO CONCERN) <input type="checkbox"/>

² By November 30th 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 direction and ASOC goals, and ERS standard services.

³ 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.