

Employment Resource Services

Pre-Review Questions

(Professional Centers only)

Please answer the questions below on how well you feel you are doing regarding the standard services. Send this document (depending on who is conducting your Operational Review) to your Manager of Field Operations, Area Welfare Manager or HQ Training and Evaluation Staff member prior to the Operational Review. This document asks the same questions that will be asked during the review. It will expand as you type in your comments.

Area Name: _____

Date: _____

Review Questions	Center Comments
Internal Controls Evaluation (ICE) <ol style="list-style-type: none"> 1. On what date was the last ICE performed based on the scheduled program for Employment Resource Services? 2. Send a copy of the ICE results (letter issued) along with your response to this pre-review. 	Internal Controls Evaluation (ICE) <ol style="list-style-type: none"> 1. 2.
Support bishops, quorum & Relief Society leaders, & employment specialists <ol style="list-style-type: none"> 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 your 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? 	Support bishops, quorum & Relief Society leaders, & employment specialists <ol style="list-style-type: none"> 1. 2. 3. 4. 5. 6.
Customer Service <ol style="list-style-type: none"> 1. Is the center staff identifying the local member need? (Unemployed, underemployed, professionals, single parents, etc.) 2. How often does the center 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? 	Customer Service <ol style="list-style-type: none"> 1. 2. 3. 4. 5.
Career Workshop <ol style="list-style-type: none"> 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? 	Career Workshop <ol style="list-style-type: none"> 1. 2. 3. 4.
Professional Placement Program <ol style="list-style-type: none"> 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? 	Professional Placement Program <ol style="list-style-type: none"> 1. 2.

Review Questions	Center Comments
Small Business Management Services 1. How often is the <i>Self-Employment Workshop</i> taught by the center? 2. What is the length of the <i>Self-Employment Workshop</i> ? 3. Are the approved materials being used? 4. Does the center staff have information about and relationships established with small business management organizations in their service area? 5. Do the instructors receive quality ongoing training & evaluation?	Small Business Management Services 1. 2. 3. 4. 5.
Resource Development 1. 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? 2. What is your ratio of job postings to member candidates? 3. How many open houses & fairs does the center sponsor or co-sponsor yearly? 4. How often is the <i>Career Outlook Bulletin</i> prepared and sent out?	Resource Development 1. 2. 3. 4.
Bishopric Performance Measures 1. Do the goals established for the ERS service area reflect ASOC and Area direction, Bishopric's Performance Measures, and ERS standard services? 2. Are the center's year-to-date results on track to meet the goals established by the ASOC? 3. Are the center's year-to-date results on track to meet the Presiding Bishopric's performance measures?	Bishopric Performance Measures 1. 2. 3.
Perpetual Education Fund (PEF) (International Centers with PEF) 1. Are you providing the opportunity for PEF students to take the <i>Career Workshop</i> prior to graduation? 2. Are reasonability checks completed in a timely manner? 3. How often is the <i>Career Outlook</i> updated? 4. How successful are you in helping PEF students find part-time work? 5. What percent of your PEF job seeking graduates are employed YTD? (full-time, part-time, self-employed)	Perpetual Education Fund (PEF) (International Centers with PEF) 1. 2. 3. 4. 5.
Supervisory Role 1. How often are regular results discussions held with your associate manager? 2. Is the center staying within approved budget guidelines? 3. Is the center staffed with sufficient numbers of missionaries and volunteers? 4. How often do you contact and visit your volunteer centers? 5. Are volunteer centers implementing the "four expectations" of a volunteer center?	Supervisory Role 1. 2. 3. 4. 5.