# Appendix D: Survey Instruments

**Figure D-1: Sample Cover Letter and Instructions**

Date, 2006

One-Stop Manager
Subject One-Stop Center
1234 Main St.
Anytown, CA
90000

Dear Ms. One-Stop Manager,

Thank you for agreeing to be part of our Cost Study of California One-Stops. Your cooperation will help us gain a better understanding of how One-Stop Career Centers operate. This study is a major priority for the State WIB. Once our analysis is complete, we will provide you with an analysis of your data benchmarked against other California One-Stops, which will provide you valuable management information.

Essentially we are asking for four types of data: first, information about expenditures for the closed 2005-06 fiscal year; second, how your staff and partners spent their time during 2005-06; third, an estimate of the services the Subject One-Stop Center produced in 2005-06; and fourth, a simple report on your partners who play a limited role in your One-Stop. We ask that you use the best available data, but as the directions on the instruments indicate, it is OK to estimate when needed. We have enclosed a series of simple data-collection forms that you should be able to complete easily from existing records or your own estimates. **Please return the completed forms by this date, 2007.** You have both paper and electronic copies.

The following pages contain a list of enclosed survey instruments that can serve as a checklist; as you collect data, simply check off each completed form.

Here are the types of data collection forms enclosed in this package:

A. Expenditure Information
"Subject One-Stop Center Expenditures as Traced from Agencies' Total Costs"
("Cost Study template")

The spreadsheet should be completed by:
___ Your Local Area fiscal person (for Local Area expenditures and also for WIA expenditures in the One-Stop)

B. How staff spent their time in PY 05/06
"Effort Allocation Data Collection Instrument"

To be completed by each responsibility center in the One-Stop
___ Subject One-Stop Center – Universal Services Staff
___ Subject One-Stop Center – Registered Services Staff
___ Subject One-Stop Center – Business Services Staff

C.  Services Produced
"Service Lines Data Collection Instrument"
There is just one instrument summarizing all the services produced by the One-Stop.

To be completed by One-Stop Management:
___One-Stop Management

D.  Information on Partners
"Partner's Short Survey Form"

To be completed by each of the following partners:
___ Retired People's Association
___ Veterans Resource Association
___ Junior College
___ Local University
___ County Human Services Department
___ Local SBDC

(EDD and the Department of Rehabilitation do not complete this form.)

If you feel that this partner list is incomplete please add to the list and have any additional partners complete the ""Partner's Short Survey Form".

E. EDD Form – Cost Allocation Detail Sheet

___EDD Manager

Also enclosed are:
- A set of instructions containing an overview of the fiscal data-collection forms, with information on how to go about making some of the calculations.  We encourage you and your major partners to review this set of instructions.  **We only want to know about services and activities that occurred "under the roof" of your One-Stop.  Services or activities that occurred elsewhere or which were "contracted out" are not included, even if they served One-Stop clients.** For example, if a client got an ITA to receive training at a community college, the cost of that ITA is not included because the training did not occur in the One-Stop, but if the client is case managed by One-Stop staff the cost of the case management is included in our analysis.

- A USB "flash drive" containing all these files. The flash drive has three folders:
  - One folder is labeled "Data Collection Forms." This folder contains most of the data-collection forms and directions listed above. The forms in this folder can be filled out electronically or by hand on the printed copies provided.
  - The second folder is labeled "Electronic Fiscal Forms." This folder contains the subset of the data-collection forms that we'd like to have filled out electronically. **Please fill out the contents of this folder electronically.**
  - The third folder is labeled "EDD" and it contains the instructions and forms for the EDD Manager to complete. **Please complete this spreadsheet electronically.**

Once you have reviewed the forms, please call us with any questions you may have.

Once all the data-collection forms have been filled out, **please keep a copy of everything** and send the originals, including the flash drive containing electronic information, in the enclosed self-addressed stamped envelope to:

Richard Moore
Center for Management and Organization Development
California State University, Northridge
18111 Nordhoff St.
Northridge, CA
91330-8376

If you have questions, please call Andrew Wilson, the Research Assistant for this study, at 818-677-6400.

**I want to remind you that all the data you provide will be confidential. We will not identify you or any of your partners in our reports or analysis.**

Once again, thanks for your willingness to participate in this important project and we look forward to returning your analyzed data to you. If you have any questions about the project please contact either Andrew or me at 818-677-6400 or via email at andrew.wilson.68@csun.edu or richard.moore@csun.edu.

Sincerely,


Richard W. Moore, Ph.D.
Professor and Project Director

# Figure D-2: Expenditure Instrument for Subject One-Stop Center

## Expenditure Instrument for One-Stop
### Program Year July 1, 2005 to June 30, 2006

| Expense Line Item Object Description | 2005/2006 Expenditures (Note 6 below) | Responsibility Centers (Note 7 below) | | | | | | | External Contracts (Note 8 below) |
|---|---|---|---|---|---|---|---|---|---|
| | | Responsibility Centers | Responsibility Center | Responsibility Center | Responsibility Center | Responsibility Center | Responsibility Center | Responsibility Center | External Contracts |
| Salaries and Wages (Note 1 below) | | | | | | | | | |
| Employment Taxes and Fringe Benefits | | | | | | | | | |
| Space Cost (Note 2 below) | | | | | | | | | |
| Contracts for Services (Note 3 below) | | | | | | | | | |
| Communications | | | | | | | | | |
| Operating Expenses and Supplies | | | | | | | | | |
| Equipment and Associated Costs (Note 4 below) | | | | | | | | | |
| Home Office or Agency Cost (Note 5 below) | | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |
| **Total** | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - | $ - |

On this spread sheet we have listed the Responsibility Centers that you told us your organization is divided into. It is important to this study that your 05 / 06 Expenditures (column B) be allocated into these Responsibility Centers. If you decide that the above Responsibility Centers are not correct, please feel free to change them. However, should you change the Responsibility Centers on this spreadsheet, please remember that you still need to complete an Effort Allocation Worksheet (included with the original Survey package) for all Responsibility Centers.

**Note 1:**
Salaries and Wages include full-time and part-time salaries and wages, including overtime and all other forms of employee remuneration for work performed.

**Note 2:**
Space Costs include the cost of rent, utilities (water, sewer, electric, telephone and the like), liability insurances, security, maintenance of the building and the like.

**Note 3:**
Contracts for Services costs include contracts for services performed by non-employees, such as equipment maintenance or security. In workforce agencies, it includes the amounts paid to subcontractors for training and support as well as the cost of services for consultants.

**Note 4:**
Equipment and Associated Costs include any equipment purchases, together with its installation, maintenance and ongoing operations (paid by contract to outside agencies)

**Note 5:**
Some Agencies are supported by a parent organizations (a.k.a. Home Office or Headquarters) and the cost of that organization may or may not show up in the local Agency cost structure. If your agency receives charges from a parent or HQ agency, and that cost is not booked in your records, please include it in this line. This cost will need to be traced to the various line item objects listed above in a manner that reflects what the cost benefits.

**Note 6:**
The total expenditure column numbers should be obtained from your fiscal officer or they can be taken from your year end close out report. The expenditure column numbers are exclusive to the resources used to operate this subject One-Stop except for cost added in line 13 which is indirect cost attributable to the One-Stop.

**Note 7:**
Responsibility Centers are units that are managed by a unique supervisor, have a unique organizational structure and budget, and accomplishes certain tasks for part of the organization's overall mission. The arraying of Responsibility Centers will parallel an organizational chart. Each Unit in an organizational chart will typically be its own Responsibility Center. Our Study isolates cost to Responsibility Centers and then obtains production and effort information from each so the cost can be matched (attributed to) the various service lines that each Responsibility Center participates in producing.

**Note 8:**
Contracts for Services can be for "under the roof" activities or external activities. All contracts that are under the roof must be traced (associatd) to the responsibility centers that supports the functions the contract was for. (e.g., a contract for assessment analysis used in registered services should be included in the registered services responsibility center.). The most typical contract costs that occure away from the One-Stop (not under the roof) are Individual Training Account payments. These costs need to be traced to the final column in the worksheet labeled "Contracts"

## Figure D-3: EDD Financial and Effort Worksheet

# STEP ONE

Field Office: [_____]

STAFFING REQUIREMENTS:

| STAFFING LEVEL | ANNUAL SALARY * | P.Y.'s | PERSONNEL SERVICES COSTS |
|---|---|---|---|
| Employment Program Mgr. III | $69,804 | 0.00 | $0 |
| Employment Program Mgr. II | $65,040 | 0.00 | $0 |
| Employment Program Mgr. I | $58,128 | 0.00 | $0 |
| Employment Program Sup. I | $54,960 | 0.00 | $0 |
| Employment Program Rep. | $47,724 | 0.00 | $0 |
| Employment Development Sup. I. | $54,960 | 0.00 | $0 |
| Job Agent | $52,956 | 0.00 | $0 |
| Business Services Officer I | $49,860 | 0.00 | $0 |
| Office Technician (Typing) | $35,688 | 0.00 | $0 |
| Office Technician (General) | $36,576 | 0.00 | $0 |
| Office Assistant | $31,296 | 0.00 | $0 |
| Janitor | $27,300 | 0.00 | $0 |
| Student Assistant | $6,504 | 0.00 | $0 |
| Youth Aide | $4,020 | 0.00 | $0 |
| Bilingual Pay | $1,200 | 0.00 | $0 |

SUB-TOTAL    (A)   0.00     $0 (B)

JS Branch CO and management (7.02% of B)     $0
    includes: Dep Dir, Div Chief, EDA, JSDCO direct charge staff

Administrative Staff and Technical ( 7.26% of B)    (Excluding Benefits)     $0

SUB - TOTAL     $0 (C)

Personnel Benefits (48.09% of C)    (Includes Admin.Staff & Tech.)     $0

Total Personal Services and Benefits     $0

OPERATING EXPENSES & EQUIPMENT (OE&E)

Allocated OE&E (13.25% of C)     $0
    includes: utilities, postage, consultant contracts, printing and
     binding, DP and non-DP equipment purchase and maintenance,
     software purchase and maintenance, pro rata, and SWCAP

Direct OE&E per position ($639 X A)     $0
    includes: supplies, training, and travel

Cost Center Specific OE&E

| | | | | |
|---|---|---|---|---|
| Rent/Leases | (mo. cost per sq. foot) | $0.00 | (# of sq. feet) | 0 | $0 |
| Telephones | (mo. cost per line) | $0.00 | (# of lines) | 0 | $0 |
| HHSDC/CalJOBs | (cost per computer) | $1,022 | (# of computers) | 0 | $0 |

Total OE&E     $0

**TOTAL COST**     **$0**

[ Move to Effort Sheet ]

| | | Total FTE | 0 | | | | |

|   | STEP TWO | | Automatic Calculation | STEP THREE | | STEP FOUR | |
|---|---|---|---|---|---|---|---|
|   | First Name of Staff | 2005-06 P.Y.'s | FTE to Hour Conversion | Hours at Subject One-Stop | Hours at Other Locations | Allocable Hours "Not On Direct Service" | Service Line Hours "Hours On Direct Service" |
| 1 | | | 0 | | | | |
| 2 | | | 0 | | | | |
| 3 | | | 0 | | | | |
| 4 | | | 0 | | | | |
| 5 | | | 0 | | | | |
| 6 | | | 0 | | | | |
| 7 | | | 0 | | | | |
| 8 | | | 0 | | | | |
| 9 | | | 0 | | | | |
| 10 | | | 0 | | | | |
| 11 | | | 0 | | | | |
| 12 | | | 0 | | | | |
| 13 | | | 0 | | | | |
| 14 | | | 0 | | | | |
| 15 | | | 0 | | | | |
| 16 | | | 0 | | | | |
| 17 | | | 0 | | | | |
| 18 | | | 0 | | | | |
| 19 | | | 0 | | | | |
| 20 | | | 0 | | | | |
| | TOTALS | 0.00 | 0 | 0 | 0 | 0 | 0 |

Staff FTE's Detail Reconciles to FTE from Financial tab, Please Proceed to Step Two

Distribution of Staff Hours is Complete, Please Proceed to Step Three

Assignment of Staff Hours is Complete, Press Button to move to Step FIVE

Move to Step FIVE

## STEP FIVE

(Distribution of Service Line Hours from the "EFFORT" worksheet to common roles and then to "Service Lines")

| Total "Service Line" Hours | 0 | ⟵ | Control Total from "Effort" tab | | | | | | | | | |

Spread hours shown above across Common Staff Roles Highlighted in Blue. (The totals must equal the "Control Total in cell B2 above.)

| | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| Proceed to Spread Hours to Service Lines | Common Staff Roles and Programs | | | | | | | | | | | |
| ⬇ Service Lines ⬇ | Resource Room Activities | IAW & JS for UI | Workshops | Job Development | Rapid Response | Mass Hires | Vets | Parolees | MSFW | Other (Specify ) | Other (Specify ) | Other (Specify ) | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Self Service- Job Search Information and Support | | | | | | | | | | | | | 0 |
| Coaching: for job search information and support | | | | | | | | | | | | | 0 |
| Orientation to One-Stop | | | | | | | | | | | | | 0 |
| Workshops: Job search and support | | | | | | | | | | | | | 0 |
| Job seeking networks | | | | | | | | | | | | | 0 |
| Assessment | | | | | | | | | | | | | 0 |
| Individual Service Plan, such as IEP | | | | | | | | | | | | | 0 |
| Case management | | | | | | | | | | | | | 0 |
| Counseling | | | | | | | | | | | | | 0 |
| ITA/ OJT | | | | | | | | | | | | | 0 |
| Training and Education | | | | | | | | | | | | | 0 |
| Support Services | | | | | | | | | | | | | 0 |
| Placement Assistance | | | | | | | | | | | | | 0 |
| Rapid Response Assistance | | | | | | | | | | | | | 0 |
| Mass Hires/ Job Fairs | | | | | | | | | | | | | 0 |
| Business Workshops | | | | | | | | | | | | | 0 |
| Business Consulting | | | | | | | | | | | | | 0 |
| Business Center Service | | | | | | | | | | | | | 0 |
| Job Development | | | | | | | | | | | | | 0 |
| Employment Services | | | | | | | | | | | | | 0 |
| Counseling, Case Management Supportive Services | | | | | | | | | | | | | 0 |
| College Preparation | | | | | | | | | | | | | 0 |
| Academic Support | | | | | | | | | | | | | 0 |
| Follow-up | | | | | | | | | | | | | 0 |
| **Total Hours per Functional Role** | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Congratulations, Your Distribution is Complete

**Figure D-4: Services Lines Data Collection Instrument**

# California State University
# Northridge

# Service-Lines Data Collection Instrument

**Instructions**

One-Stops provide a wide array of services. Here we define a list of services commonly found in One-Stops and some measures of those services. In the matrix below complete the following steps:

1.  Review the services and their definitions. If your One-Stop provides this service simply check the Yes box under the service name or if you did not provide this service in 2005-06 check the No box.

2.  For the services where you checked "Yes", in the "Quantity" column on the far right, indicate the amount of the service you produced in the **2005-06** program year. If you do not track a particular measure simply put NA in that field. **Important:** All services reported should be for your One-Stop only and <u>not</u> include data for other One-Stops in you local area. You will want to make sure that you consult with your partners to get the full count of various services, we are <u>not</u> just interested in WIA participants, we want information on all the people served by your One-Stop. At the same time we want to avoid duplicate counts.

The services are divided into four groups based on the client group: Universal Services, Enrolled Services (services to clients enrolled in programs, these may be WIA programs, or other programs which require formal enrollment like CalWorks), Business Services and Youth Services.

To the degree you have "hard data" (i.e. printed or electronic records) please use them. For example, if you have a count of universal access visits please use it. To the degree that you can estimate from records please feel free to estimate. For example you may not have a complete record for workshops given, but if you have a regular schedule of workshops each month you can estimate the number of workshops by reviewing records for a typical month and multiplying by twelve.

**Questions: Call Andrew Wilson at 818-677-6400 or email andrew.wilson.68@csun.edu.**

| Process | Service | Definition/ Notes | Measure | Quantity |
|---------|---------|-------------------|---------|----------|
| Universal | Self Service- Job Search Information and Support<br><br>Yes ☐ No ☐ | This is what goes on in the resource room; people seek jobs and related information and use resources to support the job search such as faxing resumes, completing self administered assessments, self referral to other services, using word processing etc. One-on-one assistance is <u>not</u> included in this service line. | Number Universal Access visits | |
| | | | Number Universal Access clients | |
| | | | Number Universal Access Service Events (e.g. faxed a resume, accessed career information on internet) | |
| Universal | Coaching: for job search information and support<br><br>Yes ☐ No ☐ | In the resource room clients get one-on-one help with a variety of activities, accessing information, quick informal coaching on resumes, help filing a UI claim etc. It may also include informal referral to other resources inside or outside the One-stop. | Number of times one-on-one coaching events occur | |
| Universal | Orientation to One-Stop<br><br>Yes ☐ No ☐ | Introducing new clients to the resources in the One-stop on their first visit; includes initial needs assessment. | Number of new universal access clients. | |
| Universal | Workshops: Job search and support<br><br>Yes ☐ No ☐ | These are workshops that build skills or give support for job search. Workshops may serve universal clients, enrolled clients or both. | # of Workshops | |
| | | | # of People attending | |
| Universal | Job seeking Networks<br><br>Yes ☐ No ☐ | This would include traditional job clubs of any type, whether they are staff facilitated or peer facilitated. They must be open to universal clients | # Job club or network members | |
| | | | Total Job club or network | |

| Process | Service | Definition/ Notes | Measure | Quantity |
|---|---|---|---|---|
| | | | attendance | |
| Enrolled | Assessment<br><br>Yes ☐    No ☐ | A comprehensive assessment of skills, background and interests for registered or potentially registered clients, interpreted by a professional | # of comprehensive assessments | |
| Enrolled | Individual Service Plan, such as IEP<br><br>Yes ☐    No ☐ | A service plan for an individual that involves one or more formal services leading to employment, that will be tracked by a staff member | # of IEPs or other formal plans | |
| Enrolled | Case management<br><br>Yes ☐    No ☐ | Meetings, phone calls and other activities where a staff member helps a client complete their plan.  It may involve problems solving, securing support services, or brief counseling. This includes follow-up after placement or exit. | # of clients getting case management | |
| | | | # of meetings with case manager (staff/ client ratio may be a meaning full measure as well) | |
| Enrolled | Counseling<br><br>Yes ☐    No ☐ | Counseling for specific personal problems in scheduled sessions – individual or group. For example drug and alcohol counseling. | # of client session | |
| Enrolled | ITA/ OJT<br><br>Yes ☐    No ☐ | Trainees receive an ITA or an OJT experience as part of training plan. | # of clients with ITA or OJT | |
| Enrolled | Training and Education<br><br>Yes ☐    No ☐ | Formal training or education which is part of a service plan.  For example GED or ESL classes provided in the One-Stop. | # of clients receiving training/education | |
| | | | # of hours of training/ education | |
| Enrolled | Support Services | This is restricted to support services such as drop in child care which are | # of clients receiving support | |

| Process | Service | Definition/ Notes | Measure | Quantity |
|---------|---------|-------------------|---------|----------|
| | Yes ☐     No ☐ | delivered under the roof. | services | |
| Enrolled | Placement Assistance <br><br> Yes ☐     No ☐ | Defined as staff provided assistance to locate and secure a job. | # of clients placed (entered employment) | |
| Business Services | Rapid Response Assistance <br><br> Yes ☐     No ☐ | Meeting at the company site with employers or employees of companies considering a lay-off or closure. | # of employees assisted <br><br> # Employers assisted | |
| Business Services | Mass Hires/ Job Fairs <br><br> Yes ☐     No ☐ | One-stop staff arrange logistics, screen applicants for employer hiring a number of employees or Job Fairs where employers come and meet a number of potential applicants. | # of mass hire events <br><br> # of applicants interviewed at mass hire events <br><br> # of applicants hired from mass hires events <br><br> # of Job Fairs <br><br> # of companies participating <br><br> # of Job seekers participating in job fair | |
| Business Services | Workshops <br><br> Yes ☐     No ☐ | Workshops to provide skills or information for businesses. | # of workshops <br><br> # of businesses attending | |

| Process | Service | Definition/ Notes | Measure | Quantity |
|---|---|---|---|---|
| Business Services | Business Consulting<br><br>Yes ☐    No ☐ | One-on-one assistance to business to provide help with : taxes, marketing, loan applications etc. | # of companies serviced<br><br>---<br><br># of hours of consulting | |
| Business Services | Business Center Service<br><br>Yes ☐   No ☐ | Essentially office support for small businesses, faxing, internet access, office space etc. | Number of businesses served | |
| Business Services | Job Development<br><br>Yes ☐   No ☐ | Contacting businesses to identify open positions and posting those positions in the One-Stop and elsewhere. | Number of jobs developed | |
| Youth | Employment Services<br><br>Yes ☐   No ☐ | Youth placed in work experience, summer jobs or regular employment. | Number of youth placed in any employment | |
| Youth | Counseling, Case Management Supportive Services<br><br>Yes ☐   No ☐ | Services to counsel and support youth while they are enrolled in program. | Number of youth receiving services<br><br>---<br><br>Number of meetings or appointments | |
| Youth | College Preparation<br><br>Yes ☐   No ☐ | Activities to prepare youth for college, campus visits, SAT Prep, information session etc. | Number of youth participating in college preparation events | |
| Youth | Academic Support<br><br>Yes ☐   No ☐ | Services such as GED preparation, home work clubs, or tutoring to help improve academic achievement. | Number of youth participating<br><br>---<br><br>Number of participants attaining credential | |
| Youth | Follow-up<br><br>Yes ☐   No ☐ | Follow-up services to see if youth have completed activities. | Number of youth followed up. | |

**Figure D-5: Effort Allocation Data Collection Instrument**

# Effort Allocation
# Data Collection Instrument

Personnel at One-Stops spend their working hours on a variety of activities. The purpose of this form is for you to estimate how people spent their time in program year **2005-06** in different units within your one-stop. In the matrix below complete the following steps:

1. In our first call to your One-Stop you identified the basic organizational units in your One-Stop. We have prepared a form for each unit. Check the list below and make sure that it is correct and that all your staff can be put into one of these units. If not please call us.

   *List of Responsibility Centers:*
   a. Subject One-Stop Center – Responsibility Center #1
   b. Subject One-Stop Center – Responsibility Center #2
   c. Subject One-Stop Center – Responsibility Center #3

   We need to account for 100% of the staff who work in your One-Stop with these groups.

2. Review the activities and their definitions before you begin, so you have a sense of all the activities included in our model.
3. Please distribute a copy of this form to the manager of each organizational unit defined in (1) above.
4. In the far right column, have each unit manager indicate the percentage of effort his or her staff spent on each activity during the **2005-06** Program Year. Remember, each manager must distribute 100% of their unit's effort across these activities.

**Instructions:** Think about all the time staff in your unit spent working in the One-Stop in 2005-06, think of all this effort as 100%. Then using your best judgment, distribute that 100% across all the activities that went on in the One-Stop using the form below. Please fill in the grey cells with percentages that indicate the relative amount of staff time that went into the various activities listed in the left-hand column. It is quite likely that your staff will have spent no time on some activities, in that case simply enter a 0. When you are done, all the percentages you reported must add to 100%.

**Note:** You will have some activities, such as reception, which are not listed. These activities are likely to be activities which support other activities. For example, reception supports the resource room, services for enrolled clients, and so forth. When estimating effort, allocate this time to the activities it supports. So, some of the time that goes into reception should be distributed to "coaching" in the universal area, or "case management" in the enrolled area and so forth.

**Subject One-Stop Center –**
**Universal Services Staff**

_____

**Person Completing Form_____**

**Date Completed _____**

**Number of FTE staff in your unit:_____**

| Activities | Allocation of effort (%) |
|---|---|
| **Universal Activities** | |
| **Support and maintenance of "self-service" activities,** maintaining resource room, staffing information / referral kiosks etc. | _____% |
| **Coaching:** Informal one-on-one assistance, may include drop in appointments, NOT case management. | _____% |
| **Orientation to One-Stop:** providing new clients information about One-Stop services, how to use the resource room, etc. | _____% |
| **Workshops / Seminars** supporting job search; resume writing, interviewing, etc**.** | _____% |
| **Support of Job Club or Other Networking Activities** | _____% |
| **Enrolled Services ; Services for Adult participants formally in enrolled in any program** | |
| **Conducting Comprehensive Assessments of Applicants** | _____% |
| **Development of Client Plans such as IEP/ ISS** | _____% |
| **Case Management, Referrals:** (time spent conferring with clients or not enrolled aimed primarily at referring them to outside services) | _____% |
| **Case Management, Support:** monitoring progress, solving problems, arranging support services for enrolled clients. | _____% |
| **Case Management**, **Training:** setting up ITA, or other classroom training | _____% |
| **Counseling:** One-on-one or group counseling with scheduled appointments for specific problems (alcohol and drug counseling). NOT case management. | _____% |
| **OJT or ITA:** Developing OJT positions and placing clients in them. | _____% |
| **Training and Education;** General Education (GED, ESL) / occupational skills training – includes only training conducted in the One-Stop | _____% |
| **Providing Support Services:** only support services such as drop in child care that occur in the One-Stop | _____% |
| **Providing Placement Assistance** | _____% |

| | |
|---|---|
| **Business Services** | |
| **Developing Jobs:** Identifying open jobs and listing them for One-Stop customers and others. | _____% |
| **Rapid Response:** Providing assistance to companies and or workers regarding layoffs or closures | _____% |
| **Arranging and Managing Mass Hire Events and Job Fairs** | _____% |
| **Training and Workshops for Business:** planning and delivering training and workshops for business. | _____% |
| **Business Consulting:** one-on-one assistance for businesses | _____% |
| **Business Center Services:** temporary office space, computer access, faxing , etc. | _____% |
| **Youth Services** | |
| **Provide Employment Services:** Arranging work experience, job placement, summer employment. | _____% |
| **Counseling, Case Management, Supportive Services** | _____% |
| **College Preparation Services** | _____% |
| **Academic Support**, (GED preparation, home work club, etc.) | _____% |
| **Follow-up of Participants** | _____% |
| TOTAL (must add to 100%) | 100% |

**Figure D-6: Partners Short Survey Form**

# Partner's Short Survey Form
# Partner:

This questionnaire is for partners who are involved in only a few activities <u>under the roof</u> of your One-Stop **2005-06** program year.  For example, an adult education program that offers GED and ESL classes in your One-Stop, or a community college which stations a counselor at your One-Stop should use this short form.

To complete this form work with your partner to get the data you need.  Here are the simple steps involved:

1. Identify the agency.

2. List the services they provide (please use the list of services attached at the end of this document)

3. Provide the best measure you have or can estimate about the amount of service provided during the 2005-06 program year (see the "Service Line Data Collection Instrument" for ways to measure service).  Please also include this service count in the comprehensive "Service Lind Data Collection Instrument" which covers all activities in your center.

4. Estimate the "fully loaded" cost of these services.  By fully loaded cost we mean the salaries of staff plus fringe benefits, any other direct or indirect costs such as assessment instruments or instructional materials provided by the agency, and appropriate agency over head.  The attached matrix provides and example of calculating fully loaded cost.

As you can see in the example below the local community colleges participates in two activities, counseling about opportunities at the community college two afternoons a week, and workshops for small businesses on finance and HR practices.

**Questions?   Call Andrew Wilson at 818-677-6400 or email** andrew.wilson.68@csun.edu.

Subject One-Stop Center

| Agency /Activity | Measure of Annual Activity | Annual Cost PY 2005-06 |
|---|---|---|
| *Sample* **Agency : Community College** | | **Total Cost:** $56,510 |
| Activity 1: Coaching about training and education | 350 one-on-one appointments | $ 46,700 ( Hourly rate with fringes and overhead $45 x 20 hours a week x 50 weeks= $45,000, 200 assessment instruments @ $8.50= $1,700) |
| Activity 2: Business workshops | 21 Workshops 225 participants | $9,810 (Each workshop 8 hours of labor at $45 per hour X 21 workshops= $7,560 $10 of materials for each participant $2,250) |
| **Agency Name:** | | **Total Cost:** |
| Activity 1: | | |
| Activity 2: | | |
| Activity 3: | | |
| Activity 4: | | |
| Activity 5: | | |

**List of One Stop Services**

| Universal Activities |
|---|
| **Support and maintenance of "self-service" activities,** maintaining resource room, staffing information / referral kiosks etc. |
| **Coaching:** Informal one-on-one assistance, may include drop in appointments, NOT case management. |
| **Orientation to One-Stop:** providing new clients information about One-Stop services, how to use the resource room, etc. |
| **Workshops / Seminars** supporting job search; resume writing, interviewing, etc**.** |
| **Support of Job Club or Other Networking Activities** |
| **Enrolled Services ;  Services for Adult  participants formally in enrolled in any program** |
| **Conducting Comprehensive Assessments of Applicants** |
| **Development of Client Plans such as IEP/ ISS** |
| **Case Management, Referrals:** (time spent conferring with clients or not enrolled aimed primarily at referring them to outside services) |
| **Case Management, Support:** monitoring progress, solving problems, arranging support services for enrolled clients. |
| **Case Management**, **Training:** setting up ITA, or other classroom  training |
| **Counseling:** One-on-one or group counseling with scheduled appointments for specific problems (alcohol and drug counseling).  NOT case management. |
| **OJT or ITA:**  Developing OJT positions and placing clients in them. |
| **Training and Education;** General Education (GED, ESL) / occupational skills training – includes only training conducted in the One-Stop |
| **Providing Support Services:**  only support services such as drop in child care that occur in the One-Stop |
| **Providing Placement Assistance** |
| **Business Services** |
| **Rapid Response:** Assistance to companies and or workers regarding layoffs or closures |
| **Arranging and Managing Mass Hire Events and Job Fairs** |
| **Training and Workshops for Business:** planning and delivering training and workshops for business. |
| **Business Consulting:**  one-on-one assistance for businesses |
| **Business Center Services:** temporary office space, computer access, faxing , etc. |
| **Youth Services** |
| **Provide Employment Services:** work experience, job placement, summer employment. |
| **Counseling, Case Management, Supportive Services** |
| **College Preparation Services** |
| **Academic Support**, (GED preparation, home work club, etc.) |
| **Follow-up of Participants** |