

**Staff Interview Questions**

Q. What is your role in the center?

Q. Describe the typical path a customer takes through the Job Center when accessing services.

Q. Describe how customers are provided an orientation to Job Center services?

Q. What is the center's process to assess and determine whether a customer is eligible for training services?

Q. Are you aware of the services available through each WIOA partner agency? Please provide an example.

Q. How do you access information regarding partner agency services?

Q. Does the center have written procedures or protocols for making referrals to partner agencies?

Q. Explain what a direct linkage is. What does it look like, what does it not look like?

Q. What are the region's in-demand industries?

Q. Please explain what Sector Strategies the region has in place.

Q. How do the center partners collaborate to deliver seamless business services?

Q. How do you use Labor Market Information to assist business customers?

Q. What is the customer complaint and grievance process?

Q. What is the process to access language line and other interpreter services?

Q. What assistive technologies are available in the center?

Q. Have you received training and do you feel adequately trained on all assistive technology resources available in the center?

Q. What is Veterans Priority of Service?

Q. Have your been provided with information on regional performance goals and outcomes?

Q. What are the region's performance goals?

Q. How do you contribute to achieving your region's performance outcomes?

Q. Are all customers asked to take a satisfaction survey?

Q. How are surveys disseminated to customers?

Q. Is training/information provided within the center on topics such as, local policies, program changes, customer service, center specific protocols, etc.

**Additional Questions for Center Leadership**

Q. How is customer survey data utilized?

Q. Are customer survey results disseminated to staff?

Q. Is there a staff development plan or protocols in place to ensure center training needs are met?

Q. Are staff cross trained in WIOA and Wagner-Peyser so all staff have knowledge and are able to explain services to customers?

Q. How are confidential customer files kept secure?