

ETA-9150\_\_\_\_\_

OMB Control No. 1205-ONEW

Exp. xx/xx/xxxx

#### ACCESS POINT POC SURVEY

This survey is part of an evaluation of the Access Point Initiative being conducted for the U.S. Department of Labor, Employment and Training Administration, by the Social Science Research Group. The survey data will be used for statistical analysis, and neither you nor your organization will be linked with the results in the evaluation report.

Your participation is important and appreciated but is voluntary.

#### Paperwork Burden Statement

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid Office of Management and Budget (OMB) control number. The valid OMB control number for this collection is xxx-xxxx. The time required to complete this information collection is estimated to average 20 minutes per response, including the time to review instructions, search existing data sources, gather the data needed, and complete and review the information collection.

To take the survey, click on NEXT.

## About This Access Point

1. In what month and year did this Access Point start providing job-search services?

Month	Year
<input style="width: 80%; height: 20px;" type="text"/>	<input style="width: 80%; height: 20px;" type="text"/>

2. How many hours per week is this Access Point open to the public for job searches?

1 to 8 hours

8 to 16 hours

16 to 24 hours

24 to 32 hours

32 to 40 hours

More than 40 hours

IF MORE THAN 40, HOW MANY?

3. About how many months has this Access Point been open for business in each of the following years?

	1 to 3 months	3 to 6 months	6 to 9 months	9 to 11 months	12 months - the full year
2005	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2006	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2007	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2008	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2009	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Is this Access Point regularly open to job seekers...

	Open to job seekers?	How many hours per week?
at least one EVENING during week?	<input style="width: 80%; height: 20px;" type="text"/>	<input style="width: 80%; height: 20px;" type="text"/>
at some time on WEEKENDS?	<input style="width: 80%; height: 20px;" type="text"/>	<input style="width: 80%; height: 20px;" type="text"/>

5. How many computers in good working condition are available for use by job seekers in this Access Point?

Number of computers

6. What goods or services other than job search does this Access Point provide? Were they provided before this Access Point was set up?

	Provided here now?	Provided here before this Access Point was set up?
Groceries or meals	<input type="checkbox"/>	<input type="checkbox"/>
Clothing	<input type="checkbox"/>	<input type="checkbox"/>
Computer or keyboard instruction	<input type="checkbox"/>	<input type="checkbox"/>
Help with resumes	<input type="checkbox"/>	<input type="checkbox"/>
Interview training	<input type="checkbox"/>	<input type="checkbox"/>
Literacy training or GED	<input type="checkbox"/>	<input type="checkbox"/>
Referrals	<input type="checkbox"/>	<input type="checkbox"/>
Counseling	<input type="checkbox"/>	<input type="checkbox"/>
Transportation	<input type="checkbox"/>	<input type="checkbox"/>
Help with housing, utilities	<input type="checkbox"/>	<input type="checkbox"/>
Help with immigration issues	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify)

7. Which of the following measures does this Access Point use to attract job seekers? How effective are these measures? (If not used, go next measure.)

	Is this measure used?	If used, how effective is this measure?
Street outreach (staff on the street)	<input type="checkbox"/>	<input type="checkbox"/>
Signs	<input type="checkbox"/>	<input type="checkbox"/>
Fliers	<input type="checkbox"/>	<input type="checkbox"/>
Announcements, bulletins	<input type="checkbox"/>	<input type="checkbox"/>
Letters	<input type="checkbox"/>	<input type="checkbox"/>
Newsletter	<input type="checkbox"/>	<input type="checkbox"/>
Website or other internet	<input type="checkbox"/>	<input type="checkbox"/>
E-mail	<input type="checkbox"/>	<input type="checkbox"/>
Media (newspaper, radio, TV, press releases)	<input type="checkbox"/>	<input type="checkbox"/>
Word-of-mouth	<input type="checkbox"/>	<input type="checkbox"/>
Presentations	<input type="checkbox"/>	<input type="checkbox"/>

Other steps taken to attract job seekers

8. How big a problem is each of the following at this Access Point?

	Not a problem	A small problem	A medium problem	A big problem
Finding resources to support this Access Point	jn	jn	jn	jn
Too few staff members to handle the number of job seekers	jn	jn	jn	jn
Staff lacking basic workplace skills (attendance, task completion, etc.)	jn	jn	jn	jn
Staff lacking computer or internet skills	jn	jn	jn	jn
Staff lacking interpersonal skills	jn	jn	jn	jn
The amount of space available	jn	jn	jn	jn
Number of computers	jn	jn	jn	jn
The condition of computers	jn	jn	jn	jn
Accessibility of location to disadvantaged job seekers	jn	jn	jn	jn
Transportation for job seekers	jn	jn	jn	jn
Security	jn	jn	jn	jn

Other problem(s)

9. Which of these organizations provides the SHARE Network Coordinator (the lead point-of-contact) for this Access Point?

The One-Stop in this service area

The WIB in this service area

Don't know

Other (please specify)

10. How would you rate the quality of the training and support this Access Point has received?

	Poor	Fair	Good	Excellent
Initial training to set up this Access Point	jn	jn	jn	jn
Additional training to facilitate operations	jn	jn	jn	jn
Other supporting activities	jn	jn	jn	jn

11. What kinds of support has the SHARE Network Coordinator (your point-of-contact at the WIB or One-Stop) provided to help run this Access Point? How helpful is each type of support? (If one kind of support has not been provided, go to the next.)

	Has this kind of support been provided?	How helpful has this kind of support been?
Keeping in touch with you	<input type="text"/>	<input type="text"/>
Providing contacts with other people and organizations in the workforce development system	<input type="text"/>	<input type="text"/>
Identifying sources of funding	<input type="text"/>	<input type="text"/>
Identifying or providing other resources/materials	<input type="text"/>	<input type="text"/>
Scheduling, setting up meetings & appointments	<input type="text"/>	<input type="text"/>
Answering your questions	<input type="text"/>	<input type="text"/>
Helping with your clients	<input type="text"/>	<input type="text"/>
Bringing in partner agencies	<input type="text"/>	<input type="text"/>
Updating you with new information, job postings, etc.	<input type="text"/>	<input type="text"/>
Arranging for help with computers, internet	<input type="text"/>	<input type="text"/>
Referring you to people who are helpful in other ways	<input type="text"/>	<input type="text"/>

Other (please specify)

12. How close is your working relationship with your SHARE Network Coordinator?

- Very close
- Somewhat close
- Not very close
- Not close at all

13. How many other staff members have worked on Access Point responsibilities in each of these years? (If none, enter zero.)

Number of staff in 2005

Number of staff in 2006

Number of staff in 2006

Number of staff in 2008

Number of staff in 2009

## Customers

14. About how many different job seekers used the computers here to access online job postings in the last 30 days?

1-9

10-19

20-29

30-39

40-49

50-74

75-99

100 or more

IF MORE THAN 100, APPROXIMATELY HOW MANY?

15. How many job seekers who use this Access Point are...

	Almost none	Few	Some	Many	Almost all	Don't know
Homeless veterans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other homeless people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
High school dropouts under 21?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other youth under 21?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ex-offenders who are veterans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other ex-offenders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disabled (physical, psychological)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. In general, how good are the computer skills of these job seekers?

	Poor	Fair	Good	Excellent
18-24 years old	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24-30 years old	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30-40 years old	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
40-55 years old	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
55 or older	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



17. Approximately what percentage of the job seekers in the last 30 days were referred to a One-Stop by this Access Point?

- 0% to 19%
- 20% to 39%
- 40% to 59%
- 60% to 79%
- 80% to 100%
- Don't know

18. Approximately what percentage of the job seekers in the last 30 days were referred to SOME OTHER SERVICE PROVIDER?

- 0% to 19%
- 20% to 39%
- 40% to 59%
- 60% to 79%
- 80% to 100%
- Don't know

19. How often do you get feedback from customers about their job searches?

- Very often
- Often
- Sometimes
- Seldom
- Almost never

20. If you have any other comments about the process of setting up and running this Access Point, please note them below.

## Name and Address

The following information will be used only for survey response or contact purposes. It will not be used to identify you or your organization in the evaluation report.

### 21. Please provide the following information.

Name:	<input type="text"/>
Organization	<input type="text"/>
Address:	<input type="text"/>
City/Town:	<input type="text"/>
State:	<input type="text"/>
ZIP:	<input type="text"/>
Email Address:	<input type="text"/>