OMB Control No.: xxxx-xxxx

WIA Gold Standard Evaluation
Front Line Staff Activity Log

Instructions

Please complete the attached activity log each day for one week, Monday through Friday.

In column 1 (Time Start), note the approximate time that you started working on an activity, and in column 2 (Time End) indicate the approximate time that you finished. Select from the nine Activity Codes that are listed below to complete column 3 (Activity). If you have any doubts about how to code something, please write a brief description of what you were doing in column 4 (Explanation).

You do not need to account for every customer you see, as long as you are working on the same activity. For instance, if you met with three customers from 9:00 until 10:30, that could be captured in one entry in the activity log.

Please account for all the time you are at work, including breaks.

Activity Codes

1. **(MTG) Meetings with Customers:** This activity code pertains to the time that you spend with customers, usually in one-on-one meetings. This could include providing career counseling or case management, discussing job search strategies or job leads, developing an IEP, discussing training, reviewing assessment scores, providing supportive services, and providing referrals to other service providers.

2. **(PF-MTG) Preparation and Follow-Up For Meetings with Customers:** This code pertains to the time you spend preparing for or following-up after meetings with customers. Preparing for a meeting includes gathering paperwork, looking up customer information, and any other duties you would perform before meeting with a customer. Following up after a meeting includes follow-up phone calls to customers or employers, paperwork, MIS data entry, and other activities performed as a result of a customer meeting. *Note, this does not include time spent preparing for or following up after a workshop; that time is tracked separately.*

Public reporting burden for this collection of information is estimated to average 75 minutes per respondent, including the time for reviewing instructions, recording the data requested, and completing and reviewing the collection of information. Send comments concerning this burden estimate or any other aspect of this collection of information to the Department of Labor, Employment and Training Administration, WIA Evaluation Room N-5641, 200 Constitution Ave. NW, Washington, DC, 20210. According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a

3. **(WRK) Delivered a Workshop:** includes time spent delivering a workshop to customers.

4. **(PF-WRK) Workshop Preparation/Follow-up:** prepared for a workshop, such as by assembling materials, or followed up after a workshop. Follow-up activities could include meeting informally with customers after a workshop, shutting down computers, and tidying the workspace.

5. **(OR) Delivered an Orientation:** introduced a customer or group of customers to the services available. This could be either a general introduction to all services or specifically WIA services.

6. **(RR) Staffed the Resource Room:** Monitored resource room and assisted customers when necessary.

7. **(JC) Job Club:** Moderated or lead a job club meeting (may also be known as a peer support group or networking club).

8. **(BREAK) Break:** This includes any breaks taken throughout the day, including lunch.

9. **(OTHER) All Other Activities:** When possible, limit your entries to those activities one through seven above. If an activity does not align with those outlined, note "OTHER" in column 3 and use the final column (Explanation) to briefly describe what you were doing.

Example

Julie is a case manager at the Springfield American Job Center. Her Monday begins at 9:00 when she gathers paperwork for her first two meetings of the day. From 9:30 to 11:00 she meets with customers. From 11:00-12:00 she calls a couple of training providers and enters information in the MIS for the customers from her morning meetings. She takes lunch from 12:00-1:00. In the afternoon, she spends from 1:00-1:30 preparing for a workshop, then the next two hours delivering it. Some workshop attendees want to speak to her afterward, so she spends an additional 30 minutes with them, until 4:00. The last hour of her day is spent at a staff meeting that includes a special training session to learn about a change in the way staff enter information into their management information system.

Julie's completed activity log for Monday looks like this:

Time Start	Time End	Activity	Explanation (Optional except for "OTHER" Activities)
9:00	9:30	PF-MTG	Prepared for meetings with customers.
9:30	11:00	MTG	Meetings with customers.
11:00	12:00	PF-MTG	Post-meeting follow-up
12:00	1:00	BREAK	Lunch
1:00	1:30	PF-WRK	Prepared for workshop

1:30	3:30	WRK	Delivered workshop
3:30	4:00	PF-WRK	Followed-up with customers after a workshop.
4:00	5:00	OTHER	Staff meeting/training on change to the MIS.

Job Title: _____
Start Date: _____
End Date: _____

Monday

Time Start	Time End	Activity	Explanation (Optional except for “OTHER” Activities)

Tuesday

Time Start	Time End	Activity	Explanation (Optional except for “OTHER” Activities)

Wednesday

Time Start	Time End	Activity	Explanation (Optional except for “OTHER” Activities)

Thursday

Time Start	Time End	Activity	Explanation (Optional except for “OTHER” Activities)

Friday

Time Start	Time End	Activity	Explanation (Optional except for “OTHER” Activities)