

INSTRUMENT 6

PARTNER NETWORK SURVEY

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C.1. INSTITUTIONAL ANALYSIS OF AMERICAN JOB CENTERS PARTNER NETWORK SURVEY

OMB NO. <XXXX-XXXX>
Expiration Date <DAY, MONTH, 201X>

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AMERICAN JOB CENTER PARTNER NETWORK SURVEY

This brief survey is designed to help us understand the type and extent of interaction you have with other organizations or entities that also provide services to customers of the American Job Center in your region.

These organizations' names have been prefilled in the survey. Please answer each question for each of the organizations listed to the best of your ability.

Completion of the survey should take no more than 10 minutes. Your responses will be kept private to the extent of the law. Findings from the survey will be reported in aggregate form only so that no person can be identified.

DEFINITIONS:

AJC – American Job Center is a general term given to locations where workforce services are delivered. Such locations could have a different and specific name in your area, such as One-Stop Career Centers or Job or Career Link Centers.

Customers – individual job-seekers, employers, or any person or entity you consider a customer of services connected with the AJC.



Job Title:

Organization:

City, State:

DIRECTIONS:
 For each row, please place an X
 in the column that best
 answers the question.

QUESTION 1

Within the past year, about how frequently did your organization have direct contact (such as meetings, telephone calls, or emails) with each of the following organizations about management and delivery of services to American Job Center (AJC) customers?

[AJC Partner 1]
[AJC Partner 2]
[AJC Partner 3]
[AJC Partner 4]
[AJC Partner 5]
[AJC Partner 6]
[AJC Partner 7]
[Fill additional AJC Partners]

a	b	c	d	e	f
Never	Once or twice a year	Every month or two	Every week or two	More than once a week	Don't know

DIRECTIONS:
 For each row, please place an X in the column that best answers the question.

QUESTION 2

Which category best describes the current relationship between your organization and each of the following organizations with regard to management and delivery of services to AJC customers?

- Not Linked = We do not work together at all and have independent goals.
- Communication = We share information only when it is advantageous to either or both programs (independent goals; aware of organization; undefined roles; infrequent, intermittent communication; or decisions made independently).
- Cooperation = We share information and work together when any opportunity arises (independent goals; temporary, loosely defined roles; periodic, formal communication; or decisions made independently).
- Coordination = We coordinate efforts to prevent overlap, but perform tasks as separate organizations (limited shared goals; defined roles; regular communication; some shared decision making).
- Collaboration = We actively pursue opportunities to work together as an informal team (specific common goals; shared ideas and resources; defined roles; frequent, prioritized communication; joint input on strategic decisions).
- Fully linked = We work together as a formal team with specified responsibilities to achieve common goals (broad shared mission; sharing of staff and/or funding resources; formal roles; ongoing communication based on mutual trust; consensus on strategic decisions).

[AJC Partner 1]
[AJC Partner 2]
[AJC Partner 3]
[AJC Partner 4]

a	b	c	d	e	f
Not Linked	Communication	Cooperation	Coordination	Collaboration	Fully Linked

DIRECTIONS:

For each row, please place an X in the column that best answers the question.

QUESTION 3

Does your organization send or receive referrals with the following organizations?

[AJC Partner 1]
[AJC Partner 2]
[AJC Partner 3]
[AJC Partner 4]
[AJC Partner 5]
[AJC Partner 6]
[AJC Partner 7, and so on]

a	b	c	d	e
Sends referrals to	Receives referrals from	Both sends and receives referrals	Neither sends nor receives referrals	Don't know

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