



**ONEWORKSOURCE**  
BUSINESS & EMPLOYMENT CENTER  
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**Clinton, Essex, Franklin and Hamilton Counties  
OneWorkSource Center Business Services Survey Policy  
ADOPTED JANUARY 18, 2019**

The North Country Workforce Development Board (NCWDB) is committed to continuously improve service delivery to its customers and work with the North Country OneWorkSource Centers (Clinton, Essex, Franklin and Hamilton counties) to provide excellent business services to the business community. The following policy highlights the electronic business service survey system delivery to meet Workforce Innovation and Opportunity Act (WIOA) requirements.

OneWorkSource Center partners are responsible for forwarding the electronic Business Services Survey (Appendix A) to businesses they have worked with. A link to the Business Services Survey will be posted on the [www.ncworkforce.com](http://www.ncworkforce.com) website.

Survey results will be used to improve the OneWorkSource Centers' business service delivery and evaluate whether the centers meet OneWorkSource Center certification requirements as well as monitor performance, address issues, and develop corrective action plans if needed. The surveys will be forwarded to the OneWorkSource Center Operators who will share them with partners.

Should issues arise, they can be reported to the OneWorkSource Center Operator(s) for immediate action.



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**Clinton, Essex, Franklin and Hamilton Counties  
ONEWORKSOURCE CENTER BUSINESS SERVICES SURVEY POLICY  
(APPENDIX A)**

1. Which of the following OneWorkSource Center did you receive services from?
  - a. Clinton County – Plattsburgh
  - b. Franklin County – Malone
  - c. Essex County – Elizabethtown
  - d. Hamilton County – Indian Lake
  
2. What Partner Program(s) at OneWorkSource did you work with?
  - a. Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR)
  - b. Champlain Valley Technical Education Center (CV-TEC)
  - c. Clinton County Employment and Training Administration (CCETA)
  - d. Department of Labor (DOL)
  - e. Partners in Transition (PIT)
  - f. FEH BOCES
  - g. Other (please specify)
  
3. How did you hear about OneWorkSource?
  - a. Social media
  - b. Newspaper
  - c. Colleague
  - d. Other (Please Specify)
  
4. What services were you provided?

a. On-the-job Training	f. Job Shadow
Reimbursement	g. Internships
b. Work Experience	h. Apprenticeships
c. Recruitment Assistance	i. Work Study
d. Training (AIME, CNA, Welding, etc.)	j. Job Posting
e. Job Placement Assistance	k. Shared Work
  
5. Did our programs successfully meet your needs?

6. How would you rate the services you received?
7. Would you use OneWorkSource again?
8. What other types of assistance could we provide your business?
9. Additional comments (optional).