How to Use the Customer Sign-In Sheet

By training your SHARE Network Access Points to use the Customer Sign-In Sheet for every jobseeker that receives services, you will accomplish several important goals.

1) Every Access Point customer will:
    a. receive notification of how the sign-in information will be used;
    b. be assured of non-discrimination; and
    c. hear and read the assurance that their participation in any activity (especially an activity of a religious nature) is purely voluntary and will not affect the quality of the job search services the customer receives from the Access Point.

2) The customer's signature acknowledges his/her understanding of these points and ensures that the customer has heard and/or read the points in case a volunteer forgets to reiterate the points once the services begin.

3) You will learn whether this Access Point is increasing access to your One-Stop system.

Access Points should be trained early and often to use the Customer Sign-In Sheet. Remind them often and be patient as they incorporate it into their daily activities. Tracking indicators is a new practice for many FBCOs. Encourage them that this is a first step towards measuring outcomes, which is required by public and many private funders.

Train Access Points to report results monthly. After each quarter in which they do this accurately and timely, give them a letter acknowledging their partnership in the One-Stop system and their success at tracking and reporting timely data. They can share this with supporters as evidence of their community impact.

To measure Access Points' impact on increasing access to One-Stop systems, have the Access Points tally the check marks in each column as follows:
    a. The number of new Access Point customers (***First*** *Visit Here*)
    b. The number of returning customers (***Return*** *Visit Here*)
    c. The number of Access Point customers who have been to the One-Stop (*Ever been…?* ***Yes***)
    d. The number of Access Point customers who have never been to the One-Stop (*Ever been…?****No***)
    e. The number of new Access Point customers who have never been to the One-Stop (***First*** *Visit Here* **_and_** *Ever been…****No***).

If you are reporting results for the U.S. Department of Labor's SHARE Network, forward each Access Point's tallies to your SHARE Network contact person:

☐ by the 10th of the following month for the first quarter and

☐ quarterly thereafter, by the 10th day following the end of the quarter.

You do not need to keep or send the actual Customer Sign-In Sheets.