Attachment F: Central MA Customer Flow – Unemployment Insurance Recipients

Defined Shared Customers: Job seekers collecting benefits through the MA Dept. of Unemployment Assistance served by two or more Partners.

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| WIOA Partner - Program | Recruitment & referral sources (i.e., word of mouth, partner staff, out-stationed staff locations, online referrals, etc.) | Intake & Orientation | Assessment Process(s) | Career Planning | Career Readiness/Training/ Education | Job Search Assistance | Case-management | Online / e- Tool(s) | Data Tracking Tool(s) |
| MCRWB – Industry Pathway projects | Community partners | Project-based | -- | -- | * Industry Pathway Projects * Worcester Job Fund * Job1 Partnership | Project placement assistance | Project based | * Talent Neuron (Job Board analytics) * LEHD | MOSES database |
| MassHire Central Career Center – WIOA Low-income Adults and Dislocated Workers | MA DUA Referrals, word of mouth, WIOA partners | Career Center Seminar (CCS) | * TABE locator * ACT Workkeys * Meyers Briggs\ * Career Directions workshop | Create Individual Plan of Employment (AKA Career Action Plan) | * Workkeys online modules (context.) * ITA’s (DW/Low income only) * Readiness Workshops: * Resume * Interview prep * Linked-In * New Leaf * Using Age to Your Advant. * Bounce Readiness Class * Professor Teaches * Referral to partners (ABE/ESOL/ Higher Ed.) * OJT | * Online tools/job board (job Quest) * Resource room (computers) * Counselor referrals * I-Teams * Volunteer Connections Program * Bounce to Employment | * Assigned primary counselor – 60 –day contact through 1 year following job placement | * Job Quest * WCCC CareerHub Portal * Unemployment Services * TORQ * ACT Workkeys | MOSES database |
| MassHire Central Career Center – general public (Wagner-Peyser program) | word of mouth, WIOA partners | Career Center Seminar (CCS) | * TABE locator * ACT Workkeys * Meyers Briggs\ * Career Directions workshop | Create Individual Plan of Employment (AKA Career Action Plan) | * Workkeys online modules (context.) * Readiness Workshops: * Resume * Interview prep * Linked-In * New Leaf * Using Age to Your Advant. * Bounce Readiness Class * Professor Teaches * Referral to partners (ABE/ESOL/ Higher Ed.) * OJT | * Online tools/job board (job Quest) * Resource room (computers) * Counselor referrals * I-Teams * Volunteer Connections Program * Bounce to Employment | * Assigned primary counselor – 60 –day contact until they do not have a service for 90 days (auto exit from our system) | * Job Quest * WCCC CareerHub Portal * TORQ * ACT Workkeys | MOSES database |
| Webster Adult Basic Education | Another ABE Program, CBO’s, WIOA Partners, Media, etc. Another Student Community Organization | * In-house process | * TABE Locator * TABE Clas-E Locator * In-house ESOL Locator * MAPT Reading * MAPT Math * TABE Clas-E Reading * BEST Plus Oral * Career Ready 101 | * Creation of an Individual Education and Career Plan | * Pathways to Healthcare Careers * Introduction to Machining/ Manufacturing Technology * Individual work readiness skills administered through Advisors and using Career Ready 101 | * Full time Advisor assistance | * Full time Advisor assistance | * HiSET Academy * IXL * Career Ready 101 * Khan Academy * Northstar Digital Literacy * USA Learns * Duo Lingo | * SMARTT database |
| SNAP Client | Word of mouth, Community partners, online referrals | **Apply for SNAP benefits at local DTA office, via the virtual gateway, via fax or by mail.**  No Orientation is provided for SNAP consumers | Client learns about the SNAP Path to Work Program through DTA staff, SNAP Path to Work brochures, the SNAP Path to Work website, or from contracted providers and other stakeholders.  **Client contacts DTA SNAP Path to Work Specialist to request a referral.**  **Assessment Conducted.**  **Referral made.** | **Client visits or contacts Local One Stop Career Center.**  **Assessment Conducted. Reverse referral process initiated** | **Client is ABAWD Work Program Required:**  Referred to **Qualifying** SNAP Path to Work Activity:  Vocational/Skills Training  Adult Basic Education  English as a Second Language  WIOA Training  WIOA Job Search  **Client is ABAWD Work Program Exempt:**  Can be referred to any SNAP Path to Work Activity:  Job Readiness Training  Job Search  Vocational/Skills Training  Adult Basic Education  English as a Second Language  WIOA Training | Local One Stop Career Center | First Available Worker | JobQuest | BEACON Database |
| Catholic Charities  HiSET Program | ABE Programs,  WIOA Partners,  CBO’s, Publicity,  Word of Mouth  On-line | * Project based | * TABE Locator * TABE Class E * TABE E, M, D, A * MAPT Reading * MAPT Math | * Individual College and Career Plans | * Computer Career Class * Workshops for job search, resumes, cover letters, on line applications * Job readiness instruction and counseling | * Half time Advisor | * Half time Advisor | * HiSET Academy * Khan Academy * IXL * MassCIS * Career Rocketeer * New Job Starter * Healthcare jobs | * SMARTT database |

Central MA Customer Flow – Low-income Adults (including TANF & SNAP recipients)

Defined Shared Customers: WIOA Low-Income Adult eligible job seekers served by two or more Partners.

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| WIOA Partner - Program | Recruitment & referral sources (i.e., word of mouth, partner staff, out-stationed staff locations, online referrals, etc.) | Intake & Orientation | Assessment Process(s) | Career Planning | Career Readiness/Training/ Education | Job Search Assistance | Case-management | Online / e- Tool(s) | Data Tracking Tool(s) |
| MCRWB – Industry Pathway projects | Community partners | Project-based | -- | -- | * Industry Pathway Projects * Worcester Job Fund * Job1 Partnership | Project placement assistance | Project based | * Talent Neuron (Job Board analytics) * LEHD | MOSES database |
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| Webster Adult Basic Education | Another ABE Program, CBO’s, WIOA Partners, Media, etc. Another Student Community Organization | * In-house process | * TABE Locator * TABE Clas-E Locator * In-house ESOL Locator * MAPT Reading * MAPT Math * TABE Clas-E Reading * BEST Plus Oral * Career Ready 101 | * Creation of an Individual Education and Career Plan | * Pathways to Healthcare Careers * Introduction to Machining/ Manufacturing Technology * Individual work readiness skills administered through Advisors and using Career Ready 101 | * Full time Advisor assistance | * Full time Advisor assistance | * HiSET Academy * IXL * Career Ready 101 * Khan Academy * Northstar Digital Literacy * USA Learns * Duo Lingo | * SMARTT database |
| DTA: SNAP Client | Word of mouth, Community partners, online referrals | **Apply for SNAP benefits at local DTA office, via the virtual gateway, via fax or by mail.**  No Orientation is provided for SNAP consumers | Client learns about the SNAP Path to Work Program through DTA staff, SNAP Path to Work brochures, the SNAP Path to Work website, or from contracted providers and other stakeholders.  **Client contacts DTA SNAP Path to Work Specialist to request a referral.**  **Assessment Conducted.**  **Referral made.** | **Client visits or contacts Local One Stop Career Center.**  **Assessment Conducted. Reverse referral process initiated** | **Client is ABAWD Work Program Required:**  Referred to **Qualifying** SNAP Path to Work Activity:  Vocational/Skills Training  Adult Basic Education  English as a Second Language  WIOA Training  WIOA Job Search  **Client is ABAWD Work Program Exempt:**  Can be referred to any SNAP Path to Work Activity:  Job Readiness Training  Job Search  Vocational/Skills Training  Adult Basic Education  English as a Second Language  WIOA Training | Local One Stop Career Center | First Available Worker | JobQuest | BEACON Database |
| DTA: TAFDC/TANF Client | Community partners, word of mouth, various outside state and non-profit agencies | **Apply for TAFDC benefits at local DTA office**  Begin pre-benefit job search (PBJS), including orientation attendance | **TAFDC case established**  Pathways to Self Sufficiency (PSS) assessment is scheduled  Referrals Made | **If Work Program Exempt, referrals made to the following agencies:** MRC,  MCB, ABE/ESL  **If Work Program Required, referrals are made to the following programs:**  CIES/YPP/MORI  WIOA Training(ITA)  ABE/ESL, Work Ready/Job Search (Local One Stop Career Center) | Various outside education and training agencies | Job Quest  Various Contracted Vendors (CIES, MORI, YPP)  Local One Stop Career Center | Assigned primary case manager while TAFDC case is active | JobQuest | BEACON Database  Virtual Gateway (EIM/ESM) |
| Quinsigamond Community College Adult Community Learning Center (ACLC):  English for Speakers of Other Languages (ESOL),  Adult Secondary Education,  and Adult Career Pathways (ACP) | Word of mouth, advisory board members, WIOA partners, Outstation staff @ MassHire Central Career Center, Worcester County Community Connections mailings, community agency resource guides, Walk-ins, ACLS directory | To enroll in a program, prospective students must complete the following steps:   * Information Session and Placement Test (TABE CLAS-E Reading Locator, TABE Locator, in-house locator) * Interview and Intake Form * Orientation   Program Enrollment occurs approximately 3x/year depending upon class availability | For ASE/GED/HiSET:   * Massachusetts Adult Proficiency Test (MAPT)   For ESOL and ACP:   * BEST Plus Oral * TABE CLAS-E Reading * TABE CLAS-E Writing | * Creation of individual education and career plan with Education and Career Advisors * Information sessions with College and Career Navigator | * Referrals to College & Career Navigator * Adult Career Pathways – PCA program * Adult Career Pathways – CNA program * Referrals to Future Focus Program @ QCC (ABE Transitions to Community College) * Referrals to non-credit training @ QCC’s Workforce Development & Continuing Education Center * Referrals to QCC’s postsecondary certificate and degree programs | * Referral to MassHire Central Career Center | * Education & Career Advisors, with referrals to support services, if needed | * KET Distance Learning * Khan Academy * Ventures Arcade (online learning/practice) * Readtheory.org (online reading & writing) * Grammar bytes (chompchomp.com) * Readworks.org * YouTube and TeacherTube videos * Kahoot.com * Quizzizz.com * Quizzlet.com * Google | * SMARTT * Jenzabar CX * Jenzabar Higher Reach |
| Training Resources of America, Inc. – ABE Career Pathways | Community Partners, Word of Mouth, Flyers and Marketing Materials | Application | TABE | Work Keys 101, Job Readiness Training, | Certification | Local One Stop Career Center | Weekly Case Meetings with Instructor/Case Manager | Work Keys 101 | SMAART |
| Catholic Charities  HiSET Program | ABE Programs,  WIOA Partners,  CBO’s, Publicity,  Word of Mouth  On-line | * Project based | * TABE Locator * TABE Class E * TABE E, M, D, A * MAPT Reading * MAPT Math | * Individual College and Career Plans | * Computer Career Class * Workshops for job search, resumes, cover letters, on line applications * Job readiness instruction and counseling | * Half time Advisor | * Half time Advisor | * HiSET Academy * Khan Academy * IXL * MassCIS * Career Rocketeer * New Job Starter * Healthcare jobs | * SMARTT database |

Central MA Customer Flow – Homeless

Defined Shared Customers: Job seekers lacking a fixed address served by two or more Partners.

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| WIOA Partner - Program | Recruitment & referral sources (i.e., word of mouth, partner staff, out-stationed staff locations, online referrals, etc.) | Intake & Orientation | Assessment Process(s) | Career Planning | Career Readiness/Training/ Education | Job Search Assistance | Case-management | Online / e- Tool(s) | Data Tracking Tool(s) |
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Central MA Customer Flow – Adult Ed. Participants

**Defined Shared Customers:** Customers served by ACLS providers and at least one other WIOA Partner; ACLS Guidelines indicate student eligibility in the following manner –

“In order to be eligible for services, students must:

1. be at least 16 years of age; and
2. not be enrolled or required to be enrolled in secondary school under state law, and:
   * be basic skills deficient,
   * not have a secondary school diploma or its recognized equivalent,
   * have a high school diploma or its recognized equivalent but have not achieved an equivalent level of education (lack the level of reading, writing, and/or computation skills expected of a high school graduate as shown on an NRS approved assessment). Students who possess a high school credential must assess at or below 10.9 grade level equivalent (GLE) in reading, writing, or math in order to be eligible for services and seek to maintain work certification and/or pursue postsecondary education or training. Priority of services must be given to adults without a high school credential.; or
   * be English language learners. Shared customers include: unemployement insurance recipients, low-income adults, homeless, vocational rehabilitation”

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| Training Resources of America, Inc. – Adult Basic Education and English for Speakers of other Languages | Community Partners, Word of Mouth, Flyers and Marketing Materials | Application | MAPT testing | College and Career Advising, Work Keys 101 | Work Keys 101 | College and Career Advising, Work Keys 101 |  | Work Keys 101 | SMAART |
| Catholic Charities  HiSET Program | ABE Programs,  WIOA Partners,  CBO’s, Publicity,  Word of Mouth  On-line | * Project based | * TABE Locator * TABE Class E * TABE E, M, D, A * MAPT Reading * MAPT Math | * Individual College and Career Plans | * Computer Career Class * Workshops for job search, resumes, cover letters, on line applications * Job readiness instruction and counseling | * Half time Advisor | * Half time Advisor | * HiSET Academy * Khan Academy * IXL * MassCIS * Career Rocketeer * New Job Starter * Healthcare jobs | * SMARTT database |

Central MA Customer Flow – Vocational Rehab (Title IV) participants

Defined Shared Customers: Job seekers served by the MA Commission for the Blind or MassRehab and another Partner.

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| WIOA Partner - Program | Recruitment & referral sources (i.e., word of mouth, partner staff, out-stationed staff locations, online referrals, etc.) | Intake & Orientation | Assessment Process(s) | Career Planning | Career Readiness/Training/ Education | Job Search Assistance | Case-management | Online / e- Tool(s) | Data Tracking Tool(s) |
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| Webster Adult Basic Education | Another ABE Program, CBO’s, WIOA Partners, Media, etc. Another Student Community Organization | * In-house process | * TABE Locator * TABE Clas-E Locator * In-house ESOL Locator * MAPT Reading * MAPT Math * TABE Clas-E Reading * BEST Plus Oral * Career Ready 101 | * Creation of an Individual Education and Career Plan | * Pathways to Healthcare Careers * Introduction to Machining/ Manufacturing Technology * Individual work readiness skills administered through Advisors and using Career Ready 101 | * Full time Advisor assistance | * Full time Advisor assistance | * HiSET Academy * IXL * Career Ready 101 * Khan Academy * Northstar Digital Literacy * USA Learns * Duo Lingo | * SMARTT database |
| SNAP Client | Word of mouth, Community partners, online referrals | **Apply for SNAP benefits at local DTA office, via the virtual gateway, via fax or by mail.**  No Orientation is provided for SNAP consumers | Client learns about the SNAP Path to Work Program through DTA staff, SNAP Path to Work brochures, the SNAP Path to Work website, or from contracted providers and other stakeholders.  **Client contacts DTA SNAP Path to Work Specialist to request a referral.**  **Assessment Conducted.**  **Referral made.** | **Client visits or contacts Local One Stop Career Center.**  **Assessment Conducted. Reverse referral process initiated** | **Client is ABAWD Work Program Required:**  Referred to **Qualifying** SNAP Path to Work Activity:  Vocational/Skills Training  Adult Basic Education  English as a Second Language  WIOA Training  WIOA Job Search  **Client is ABAWD Work Program Exempt:**  Can be referred to any SNAP Path to Work Activity:  Job Readiness Training  Job Search  Vocational/Skills Training  Adult Basic Education  English as a Second Language  WIOA Training | Local One Stop Career Center | First Available Worker | JobQuest | BEACON Database |
| TAFDC/TANF Client | Community partners, word of mouth, various outside state and non-profit agencies | **Apply for TAFDC benefits at local DTA office**  Begin pre-benefit job search (PBJS), including orientation attendance | **TAFDC case established**  Pathways to Self Sufficiency (PSS) assessment is scheduled  Referrals Made | **If Work Program Exempt, referrals made to the following agencies:** MRC,  MCB, ABE/ESL  **If Work Program Required, referrals are made to the following programs:**  CIES/YPP/MORI  WIOA Training(ITA)  ABE/ESL, Work Ready/Job Search (Local One Stop Career Center) | Various outside education and training agencies | Job Quest  Various Contracted Vendors (CIES, MORI, YPP)  Local One Stop Career Center | Assigned primary case manager while TAFDC case is active | JobQuest | BEACON Database  Virtual Gateway (EIM/ESM) |

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| WIOA Partner - Program | Recruitment & referral sources (i.e., word of mouth, partner staff, out-stationed staff locations, online referrals, etc.) | Intake & Orientation | Assessment Process(s) | Career Planning | Career Readiness/Training/ Education | Job Search Assistance | Case-management | Online / e- Tool(s) | Data Tracking Tool(s) |
| MA Commission for the Blind - Transition Vocational Rehabilitation  Services provided to ages 14 - 22 if on an IEP |  | Through Transition Counselor,  determine needed services such as Orientation and Mobility, Rehab Teaching and Assistive Technology | Set goals based on interests  Use Turning 14 assessment grid | Through creation of an Individual plan for employment(IPE) | * Guidance and financial support around education * Internship program * Blindness skills training * Soft Skills * Resume building * Career Connect * Peer Mentors | * Resume building * Internship program * Soft skills * Assist with placement through job fairs, business partners, employment networks, * Worksite evaluations * Career Center | Ongoing through closure of case | Accessible sites for job search  Indeed.com  Snagajob.com  JobQuest | System 7 client records management program |
| MA Commission for the Blind - Vocational Rehabilitation Adult Services, no upper age limit |  | Vocational Rehabilitation Counselor. Determine needed services such as Orientation and Mobility, Rehab Teaching and Assistive Technology | Set goals based on interest, educational and employment goals | Through creation of an Individual plan for employment(IPE) | * Provide guidance and financial support around education * Internship program * Blindness skills training * Soft Skills * Resume building * Career Connect * Peer Mentors | * Resume building * Internship program * Soft skills * Assist with placement through job fairs, business partners, employment networks * Worksite evaluations * Career Center | Ongoing through closure of case | Accessible sites for job search  Indeed.com  Snagajob.com  JobQuest | System 7 client records management program |
| Massachusetts  Rehabilitation Commission | Word of mouth  WIOA Partners  Community Agencies; schools  Hospitals; Mental Health Agencies; Prosthetic device vendors | Orientation Weekly  1 – 1 Intake meeting; discuss work history and disability information to determine eligibility for services; | * Psychological Evaluation: WAIS, WRAT, Woodcock Johnson * COPS – Career Occupational Preference Survey * CAI – Career Assessment Inventory * Medical evaluations for prosthetic devices and equipment * Vehicle and home modification * Assistive Technology Assessment | Create an Individual Plan for Employment with Master’s Level  Voc. Rehab. Counselor to take interests and abilities as well as disability into account; determine any accommodation needs | * Job Readiness Workshops * 1-1 Resume Writing session * Mock Interviews * 1 -1 Assistance with online Job Applications * College and Certificate trainings * On-The –Job training funds * Travel; tools; uniforms needed for job | * Referral to in-house Job Placement Specialist and Employment Specialist * Referral to Community Rehab. Provider for job placement services; job coaching on site & follow up | * Assigned VR Counselor to be primary contact to document progress; follow up as needed through 90 days of employment; will provide extended follow up if needed (8-9 months) through contracts | * INFOR * Resumate * Careerscope * Resumate * ONET | MRCIS database |
| Quinsigamond Community College Adult Community Learning Center (ACLC):  English for Speakers of Other Languages (ESOL),  Adult Secondary Education,  and Adult Career Pathways (ACP) | Word of mouth, advisory board members, WIOA partners, Outstation staff @ MassHire Central Career Center, Worcester County Community Connections mailings, community agency resource guides, Walk-ins, ACLS directory | To enroll in a program, prospective students must complete the following steps:   * Information Session and Placement Test (TABE CLAS-E Reading Locator, TABE Locator, in-house locator) * Interview and Intake Form * Orientation   Program Enrollment occurs approximately 3x/year depending upon class availability | For ASE/GED/HiSET:   * Massachusetts Adult Proficiency Test (MAPT)   For ESOL and ACP:   * BEST Plus Oral * TABE CLAS-E Reading * TABE CLAS-E Writing | * Creation of individual education and career plan with Education and Career Advisors * Information sessions with College and Career Navigator | * Referrals to College & Career Navigator * Adult Career Pathways – PCA program * Adult Career Pathways – CNA program * Referrals to Future Focus Program @ QCC (ABE Transitions to Community College) * Referrals to non-credit training @ QCC’s Workforce Development & Continuing Education Center * Referrals to QCC’s postsecondary certificate and degree programs | * Referral to MassHire Central Career Center | * Education & Career Advisors, with referrals to support services, if needed | * KET Distance Learning * Khan Academy * Ventures Arcade (online learning/practice) * Readtheory.org (online reading & writing) * Grammar bytes (chompchomp.com) * Readworks.org * YouTube and TeacherTube videos * Kahoot.com * Quizzizz.com * Quizzlet.com * Google | * SMARTT * Jenzabar CX * Jenzabar Higher Reach |
| Catholic Charities  HiSET Program | ABE Programs,  WIOA Partners,  CBO’s, Publicity,  Word of Mouth  On-line | * Project based | * TABE Locator * TABE Class E * TABE E, M, D, A * MAPT Reading * MAPT Math | * Individual College and Career Plans | * Computer Career Class * Workshops for job search, resumes, cover letters, on line applications * Job readiness instruction and counseling | * Half time Advisor | * Half time Advisor | * HiSET Academy * Khan Academy * IXL * MassCIS * Career Rocketeer * New Job Starter * Healthcare jobs | * SMARTT database |

Central MA Customer Flow – Veterans

Defined Shared Customers: Qualified military veterans seeking employment that are served by two or more Partners.

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| WIOA Partner - Program | Recruitment & referral sources (i.e., word of mouth, partner staff, out-stationed staff locations, online referrals, etc.) | Intake & Orientation | Assessment Process(s) | Career Planning | Career Readiness/Training/ Education | Job Search Assistance | Case-management | Online / e- Tool(s) | Data Tracking Tool(s) |
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Central MA Customer Flow – Older Workers

Defined Shared Customers: Adults aged 55+ seeking employment served by two or more Partners.

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| SCSEP – Catholic Charities |  |  |  |  |  |  |  |  |  |
| SCSEP – Operation A.B.L.E. | word of mouth,  career center seminar,  Using Age to Your Advantage  workshop | One-on-one with  SCSEP Employment Specialist,  Eligibility requirements:  Unemployed  55 and older  Income < 125% Federal Poverty level | Self  Employment Specialist | Create Individual  Employment Plan (IEP) | Stipended  Training Assignment  with Host Agency,  Referral to career  center workshops | Online,  Distribution emails of  current job openings | Assigned  Employment  Specialist | Referral to:  Job Quest,  Numerous  job listing sites | SPARQ-SCSEP  database |
| Quinsigamond Community College Adult Community Learning Center (ACLC):  English for Speakers of Other Languages (ESOL),  Adult Secondary Education,  and Adult Career Pathways (ACP) | Word of mouth, advisory board members, WIOA partners, Outstation staff @ MassHire Central Career Center, Worcester County Community Connections mailings, community agency resource guides, Walk-ins, ACLS directory | To enroll in a program, prospective students must complete the following steps:   * Information Session and Placement Test (TABE CLAS-E Reading Locator, TABE Locator, in-house locator) * Interview and Intake Form * Orientation   Program Enrollment occurs approximately 3x/year depending upon class availability | For ASE/GED/HiSET:   * Massachusetts Adult Proficiency Test (MAPT)   For ESOL and ACP:   * BEST Plus Oral * TABE CLAS-E Reading * TABE CLAS-E Writing | * Creation of individual education and career plan with Education and Career Advisors * Information sessions with College and Career Navigator | * Referrals to College & Career Navigator * Adult Career Pathways – PCA program * Adult Career Pathways – CNA program * Referrals to Future Focus Program @ QCC (ABE Transitions to Community College) * Referrals to non-credit training @ QCC’s Workforce Development & Continuing Education Center * Referrals to QCC’s postsecondary certificate and degree programs | * Referral to MassHire Central Career Center | * Education & Career Advisors, with referrals to support services, if needed | * KET Distance Learning * Khan Academy * Ventures Arcade (online learning/practice) * Readtheory.org (online reading & writing) * Grammar bytes (chompchomp.com) * Readworks.org * YouTube and TeacherTube videos * Kahoot.com * Quizzizz.com * Quizzlet.com * Google | * SMARTT * Jenzabar CX * Jenzabar Higher Reach |
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Central MA Customer Flow – Re-entry populations

Defined Shared Customers: Formerly incarcerated job seekers served by two or more Partners.

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| Worcester County Sheriff | **no recruitment**  **classes = good time** | **in house** | **TABE** | **done on an individual**  **basis and student**  **request** | **MWCC IRT Mfg**  **MassHire Central**  **New Leaf**  **Orientation**  **Resume/Interview**  **OSHA**  **ServSafe Mgr Cert.** | **N/A** | **Education Advisor**  **Reentry/HSC** | * **Career Ready** * **Khan Academy** * **Duo Lingo** * **Quizlet** * **CommonLit** * **Newela** * **Starfall** * **Ixl** * **Microsoft** | **SMARTT**  **in house statistician** |
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Central MA Customer Flow – Youth (and youth with barriers to employment)

Defined Shared Customers: Youth ages 14-24 seeking employment or career readiness services served by two or more Partners.

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| WIOA Partner - Program | Recruitment & referral sources (i.e., word of mouth, partner staff, out-stationed staff locations, online referrals, etc.) | Intake & Orientation | Assessment Process(s) | Career Planning | Career Readiness/Training/ Education | Job Search Assistance | Case-management | Online / e- Tool(s) | Data Tracking Tool(s) |
| MCRWB – Industry Pathway projects | Community partners | Project-based | -- | -- | * Industry Pathway Projects * Worcester Job Fund * Job1 Partnership | Project placement assistance | Project based | * Talent Neuron (Job Board analytics) * LEHD | MOSES database |
| MCRWB – WIOA Youth Programs | Community partners | Eligibility forms gathered by vendors (program operators) | TABE test | Career pathway plans | * Career pathway technical training * HiSET * Career Readiness | * Placement assistance | * Staff follow up (monthly for up to a year after graduation) | * ACT Workkeys | Partners’ internal database; MOSES |
| MCRWB YouthWorks youth employment program | Community partners, Worcester Public Schools | Application process (led by vendor); Eligibility review | -- | Basic participant plans created | * Pre-job readiness (15 hours) * Subsidized work exerience | -- | Weekly check-ins during program | -- | Use of State (Commonwealth Corp.) Apricot system |
| MassHire Central Career Center – Youth services | word of mouth, WIOA partners | Career Center Seminar (CCS) | * TABE locator * ACT Workkeys * Meyers Briggs\ * Career Directions workshop | Create Individual Plan of Employment (AKA Career Action Plan) | * Workkeys online modules (context.) * Readiness Workshops: * Resume * Interview prep * Linked-In * New Leaf * Using Age to Your Advant. * Bounce Readiness Class * Professor Teaches * Referral to partners (ABE/ESOL/ Higher Ed.) * OJT | * Online tools/job board (job Quest) * Resource room (computers) * Counselor referrals * I-Teams * Volunteer Connections Program * Bounce to Employment | * Assigned primary counselor – 60 –day contact until they do not have a service for 90 days (auto exit from our system) | * Job Quest * WCCC CareerHub Portal * TORQ * ACT Workkeys | MOSES database |
| Webster Adult Basic Education | Another ABE Program, CBO’s, WIOA Partners, Media, etc. Another Student Community Organization | * In-house process | * TABE Locator * TABE Clas-E Locator * In-house ESOL Locator * MAPT Reading * MAPT Math * TABE Clas-E Reading * BEST Plus Oral * Career Ready 101 | * Creation of an Individual Education and Career Plan | * Pathways to Healthcare Careers * Introduction to Machining/ Manufacturing Technology * Individual work readiness skills administered through Advisors and using Career Ready 101 | * Full time Advisor assistance | * Full time Advisor assistance | * HiSET Academy * IXL * Career Ready 101 * Khan Academy * Northstar Digital Literacy * USA Learns * Duo Lingo | * SMARTT database |
| SNAP Client | Word of mouth, Community partners, online referrals | **Apply for SNAP benefits at local DTA office, via the virtual gateway, via fax or by mail.**  No Orientation is provided for SNAP consumers | Client learns about the SNAP Path to Work Program through DTA staff, SNAP Path to Work brochures, the SNAP Path to Work website, or from contracted providers and other stakeholders.  **Client contacts DTA SNAP Path to Work Specialist to request a referral.**  **Assessment Conducted.**  **Referral made.** | **Client visits or contacts Local One Stop Career Center.**  **Assessment Conducted. Reverse referral process initiated** | **Client is ABAWD Work Program Required:**  Referred to **Qualifying** SNAP Path to Work Activity:  Vocational/Skills Training  Adult Basic Education  English as a Second Language  WIOA Training  WIOA Job Search  **Client is ABAWD Work Program Exempt:**  Can be referred to any SNAP Path to Work Activity:  Job Readiness Training  Job Search  Vocational/Skills Training  Adult Basic Education  English as a Second Language  WIOA Training | Local One Stop Career Center | First Available Worker | JobQuest | BEACON Database |
| TAFDC/TANF Client | Community partners, word of mouth, various outside state and non-profit agencies | **Apply for TAFDC benefits at local DTA office**  Begin pre-benefit job search (PBJS), including orientation attendance | **TAFDC case established**  Pathways to Self Sufficiency (PSS) assessment is scheduled  Referrals Made | **All pregnant and parenting teens have a high school or equivalent requirement. If not in high school, the client will be referred to a YPP funded provider.**  **If client does have their high school equivalency a referral would be made to the following programs:**  CIES/ MORI  WIOA Training(ITA)  ABE/ESL, Work Ready/Job Search (Local One Stop Career Center) | Various outside education and training agencies | Job Quest  Various Contracted Vendors (CIES, MORI, YPP)  Local One Stop Career Center | Assigned primary case manager (SSS Worker) while TAFDC case is active | JobQuest | BEACON Database  Virtual Gateway (EIM/ESM) |
| Worcester Community Action Council, Inc. (WCAC) | Worcester Public Schools, DTA, court, community partners, youth word of mouth, Worcester Police Department, Central MA Housing Alliance | Application completed in-person or submitted online | Individual conversation to determine initial eligibility, TABE testing | Career interest inventory, career pathway exploration | Work readiness (resume writing, job applications, soft skills, such as communication, interviewing skills); training offered individually and in cohorts; referrals to QCC certificate programs; CNA and culinary pipeline trainings in partnership with QCC; financial literacy; civic engagement | Individualized; online job search assistance; subsidized short-term work experiences; in-house internships | Weekly; ongoing; follow-up provided for 1 year; subsidized work experiences include weekly reflection activities; individual service plans with goals; wrap-around supports | ACT Work Keys,  Kahn Academy, MACIS | Apricot, agency-wide database, internal Excel spreadsheets |
| Quinsigamond Community College Adult Community Learning Center (ACLC):  English for Speakers of Other Languages (ESOL),  Adult Secondary Education,  and Adult Career Pathways (ACP) | Word of mouth, advisory board members, WIOA partners, Outstation staff @ MassHire Central Career Center, Worcester County Community Connections mailings, community agency resource guides, Walk-ins, ACLS directory | To enroll in a program, prospective students must complete the following steps:   * Information Session and Placement Test (TABE CLAS-E Reading Locator, TABE Locator, in-house locator) * Interview and Intake Form * Orientation   Program Enrollment occurs approximately 3x/year depending upon class availability | For ASE/GED/HiSET:   * Massachusetts Adult Proficiency Test (MAPT)   For ESOL and ACP:   * BEST Plus Oral * TABE CLAS-E Reading * TABE CLAS-E Writing | * Creation of individual education and career plan with Education and Career Advisors * Information sessions with College and Career Navigator | * Referrals to College & Career Navigator * Adult Career Pathways – PCA program * Adult Career Pathways – CNA program * Referrals to Future Focus Program @ QCC (ABE Transitions to Community College) * Referrals to non-credit training @ QCC’s Workforce Development & Continuing Education Center * Referrals to QCC’s postsecondary certificate and degree programs | * Referral to MassHire Central Career Center | * Education & Career Advisors, with referrals to support services, if needed | * KET Distance Learning * Khan Academy * Ventures Arcade (online learning/practice) * Readtheory.org (online reading & writing) * Grammar bytes (chompchomp.com) * Readworks.org * YouTube and TeacherTube videos * Kahoot.com * Quizzizz.com * Quizzlet.com * Google | * SMARTT * Jenzabar CX * Jenzabar Higher Reach |

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| Training Resources of America, Inc. | Community Partners, Word of Mouth, DTA, Probation Dept, DYS, Worcester Public Schools | Application, Interview, Mental Toughness Orientation | TABE | Work Keys 101, Job Readiness Training | YouthBuild Carpentry and Nurse Aid Training with PACT and CNA Certification , Focus Retail and Customer Service Certification | Placements, Internships | Weekly Case Meetings with Case Manager | Work Keys 101, IXL | YouthBuild MIS, YouthBuild Data |
| Catholic Charities  HiSET Program | ABE Programs,  WIOA Partners,  CBO’s, Publicity,  Word of Mouth  On-line | * Project based | * TABE Locator * TABE Class E * TABE E, M, D, A * MAPT Reading * MAPT Math | * Individual College and Career Plans | * Computer Career Class * Workshops for job search, resumes, cover letters, on line applications * Job readiness instruction and counseling | * Half time Advisor | * Half time Advisor | * HiSET Academy * Khan Academy * IXL * MassCIS * Career Rocketeer * New Job Starter * Healthcare jobs | * SMARTT database |