

HANDOUT #6A

ValleyWork Reemployment Services Program

The ValleyWorks Career Center Re-Employment Services Program model was developed by all partners of the career center.

The functional alignment of Career Center staff Career has, and continues to transition toward seamless service delivery through the redesign and implementation of the newly developed VWCC customer flow process. The new flow process provides well defined services orientation, employment, and training direction for customers. Supporting processes including the newly developed *Overview to Training* and the ES and CSA desk guides to service delivery have clearly defined staff roles and function. Additionally, the resulting definition in staff function and role incorporates the elimination of duplication of service delivery and improved service efficiency. The benefits of this system change more clearly identifies the available and needed services for our customers, as well as more clearly defining our customer's service expectations and with regard to employment and occupational skills training service strategies. Through these system modifications and enhancements, Career Center staff are more effectively aligned in service focus and the necessary steps toward reaching our common training and employment goal.

Customers that attend the CCS will complete the *Job Search Readiness Inventory*. Upon the completion of the CCS each customer will receive a triage assessment that will direct them to the needed services identified through the inventory.

The VWCC has increased the capacity of CCS seminars by 50% and still has the ability to increase the CCS offered an additional 30% if necessary. In addition, an increase in the number of Spanish CCSs offered has also increased by 50%.

All VWCC facilitators currently delivering the CCS seminar have received formal training in Presentation Skills and CCS Facilitator training. The CCS facilitator training also included a component in mock facilitation delivery and mentoring. Any newly hired staff will be involved in the same training methodology.

All customers that complete the *Job Search Readiness Inventory* will then receive an initial triage that will be conducted by RES staff prior to the conclusion of the CCS. The triage will direct and link these customers to their next step in the delivery of services and incorporate a follow-up appointment with an RES team member. All customers will be offered an appointment with an RES staff person prior to leaving the CCS. Customers that have completed the triage will be directed to three different service path according to their needs identified through the triage process. First, customers without resumes will be referred to an appropriate resume development workshop. Second, customers may be directed to other Career Center workshop offerings. Third, customers requiring special services will be referred to internal Career Center programs and staff providing direct services in specialized programs, or to external, adjunct services through community partners.

During the appointment with the RES team member the customer will be enrolled in case management with a career action plan developed to establish goals and tasks and will be registered for the Workforce Readiness Workshop (WRW). A job match will be completed on the customer and a high quality job referral and job development will be issued. Prior to the completion of the meeting, a follow-up meeting will be scheduled to determine job search track or training track.

All RES staff will be trained in MOSES and Case Management, and the VWCC will be using the Career Action Plan built into the Moses System as the CAP tool.

The Career Center will utilize Crystal Reports to monitor the program enrollment of RES participants as well as to ensure that RES customers are also enrolled and recorded in the MOSES CAP tool. Monitoring in this way will ensure that RES enrollees are being provided CAP services.

One- on-one career guidance and counseling to include examination or whether an individual is likely to return to previous occupation or industry and if not use of skill assessment and testing techniques, labor market information data, workforce information and other tools to identify the claimant's transferable skills and other occupations and industries in which these skills can be used. Resources to be used include but are not limited to ONET, SDS, TABE, MACIS, Bureau of Labor Statistics. Customers requiring in-depth assessments will be referred to intensive services and meet with a Career Services Advisor (CSA).

During the assessment with the Re-Employment Service Representative a determination will be made to schedule appropriate workshops and/or other services for customers. The Re-Employment Service Representative will thoroughly review employment barriers, job readiness skills and job search activities to determine necessary workshops.

Currently, the Career Center is evaluating scheduling software tools that will improve the efficiency in use of facility resources between the Haverhill and Lawrence locations. Additional workshops will be offered during extended evening hours and/or through the utilization of partner facility resources.

Customers will learn about training opportunities through the CCS and through the hosting of training vendor fairs, career center marketing strategies which includes material information and media advertising.

The career center will continue to follow the local process in referring customers to training opportunities. Connections to training are currently being made in the CCS and in An Overview to Training Workshop. In addition, a well defined approach has been developed in working with customers to refer them to WIA Intensive Services/Training.

RES Staff will receive formal training on VWCC Customer Flow, An Overview to Training Workshop and instructions of Desk Side Guides to develop justification for intensive services/training referrals. All newly hired staff will receive Delivering Outstanding Customer

Service Training, Back to Basics Interview and Assessment Training and Internal Job Development/Job Referral Training.

VWCC will add 5 additional RES Staff members to support the increased number of claimants being served.

All appropriate staff are capable of providing job development services. The Business Service Unit will target employers for specific jobs for customers and will market job seekers and occupations needed by the regions employers.

RES customers will be enrolled in case management and follow up will be conducted at 30 day intervals. Crystal Reports will be developed to monitor 30 day follow up activity. RES Connect Group Session will occur weekly to connect customers to center and to act as a follow up meeting. In addition, hard to reach customers will be sent email blasts and/or career center mailings to re-engage customers and market career center services.

Appropriate Crystal Reports will be created to capture all services that are provided within the RES program. Management will run reports on a weekly basis to monitor program activity and performance.