

## HANDOUT #6B

### DESK SIDE GUIDE

#### Justification Notes for Referral to CSA

Use this guide to assist you in writing a justification note in MOSES to refer customers to CSA's for Training and/or Intensive Services. Justification note must include information from each category. Note must tell a story and be clear as to why the customer is being referred.

#### **CATEGORY 1**

##### **WHO IS THE CUSTOMER?**

- Age?
- Male or Female?
- Married or Single?
- Children?
- Any disabilities that may inhibit customer from obtaining employment?
- Collecting UI?
- Last job title and length at job
- Other job titles
- How was customer referred to you?
- Did customer attend Training Overview Workshop?

David is a 39 year old male, married with 3 children. Spouse does not work. David is a General Laborer in the construction field, laid off from his last position due to lack of work and is currently on his 4<sup>th</sup> week of UI benefits. Attended the "An Overview to Training" workshop last week and was referred to RR for assessment.

#### **CATEGORY 2**

##### **IS JOB SEARCH COMPREHENSIVE?**

- Job Search Logs submitted?
- Job Ads submitted (reflect customer's skills and abilities?)
- What are the results of job search?
- Resume (good, bad, needs improvement)?
- Is the customer getting interviews?
- What feedback is customer receiving from employers?
- Were job referrals and/or job developments done for customer?

David submitted job search logs and printouts from online positions. He's been searching for warehouse, shipping, & other positions. He stated that he is looking for any type of work because there are no construction jobs available. Ran MOSES match, searched indeed.com, Craigslist and other websites yielding only 3 positions that were seeking construction laborers. Good resume, no changes required. We discussed interview skills and he said he was comfortable interviewing.

\* Schedule workshops if appropriate

### **CATEGORY 3**

#### **WHY DOES THE CUSTOMER THINK THEY NEED TRAINING?**

- What type of training is the customer interested in attending?
- Has customer researched training programs?
- What skills does the customer have to be successful in the field they are pursuing?
- Is the current field in a decline?
- Is the proposed field in growth and/or offer better pay?
- Has the customer researched LMI (Mass CIS or OOH)?

David is interested in getting certified as an Emergency Medical Technician. There is no advancement opportunity as a General Laborer, and as an unskilled worker, he is consistently victim to seasonal layoffs. He is interested in the growth opportunity in the medical field and can start as an EMT, which is in high demand. He has researched schools in the area such as Northeastern and North Shore CC. He does not have the funding to pay for them. Unable to obtain a loan due to bad credit rating.

LMI from BLS and Mass CIS shows that Construction Laborers are in -.07 to -1% decline in Mass with median wages of \$13.13 – 19.88

### **CATEGORY 4**

#### **IDENTIFY BARRIERS TO OBTAINING EMPLOYMENT?**

- |   |                          |
|---|--------------------------|
| - Health  | - lack of transportation |
| - Housing                                       | - self sufficiency       |
| - Lack of childcare                             | - educational barriers   |
| - Lack of credentials, certification, licensing | - language barriers      |
| - Lack of marketable skills                     |                          |

Check off applicable Barriers  
in the Barriers Tab

### **CATEGORY 5**

#### **BASED ON YOUR ASSESSMENT, WRAP IT UP**

- Will customer benefit from training and/or intensive services?
- Why does the customer need training? (lacks credentials and/or essential skills)
- Does LMI indicate growth in the field?

David would benefit greatly from training. He has researched the field. Career change should prove to be a more stable employment for this customer which should not be affected by seasonal layoffs.

LMI from BLS and Mass CIS shows EMT's to be in 15.8 - 16% growth with median wages of \$13.66 - \$16.95

### **CATEGORY 6**

#### **NEXT STEP**

- Make an appointment with CSA
- Provide customer with next step information

Scheduled for TABE on 4/11  
& appointment for CSA on 4/21

