

# Mass Workforce Issuance

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**100 DCS 08.105**

☐ Policy

☒ Information

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**To:** Chief Elected Officials  
Workforce Board Chairs  
Workforce Board Directors  
Title I Administrators  
Career Center Directors  
Title I Fiscal Officers  
DCS Operations Managers

**cc:** WIOA State Partners

**From:** Alice Sweeney, Director  
Department of Career Services

**Date:** March 30, 2016

**Subject:** **Integration of Career Ready 101 into OSCC Service Delivery**

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**Purpose:** To notify Local Workforce Boards, One-Stop Career Center Operators (OSCC) and other local workforce partners of the use of ACT Career Ready 101 as an integrated service delivery approach to assess and enhance OSCC job seekers' skill levels and work readiness preparedness.

**Background:** The Workforce Innovation and Opportunity Act (WIOA) was signed into law on July 22, 2014. WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy.

Job seekers who master the work readiness skills they need to be successful in the changing workplace are better positioned to secure or advance into sustainable careers. ACT Career Ready 101 is an effective tool to assess and enhance job seekers' skill levels and workforce preparedness in order to make them more marketable to employers.

ACT Career Ready 101 is an internet-based career training system that enables instructors and training programs to empower learners to design and travel self-paced pathways to career opportunities. This comprehensive learning system promotes

sustained success by encouraging career exploration, positive work behaviors, and greater capacity to develop resumes, conduct job searches, and succeed in interviews.

Full integration with ACT KeyTrain® curriculum and ACT occupational profiles helps learners achieve the precise levels of the skills they need to succeed in the careers they choose.

ACT Career Ready 101 offers flexible delivery options including self-paced online learning, instructor-led classroom experiences, a resume builder, career exploration by category and skill level, interest survey, calendar to view assignments and a portfolio of all a student's work on Career Ready 101.

In addition, ACT Career Ready 101 offers flipped curriculum strategies and instructional materials generated directly from the system for no additional cost. Its powerful learning management system generates robust reporting capabilities for individual classes, schools and districts, or statewide initiatives.

The learning modules are separated into three categories:

- (1) Finding Your Career,
- (2) KeyTrain Workplace Skills, and
- (3) ACT Soft Skills Suite

The three learning modules are described below:

**Finding Your Career** is a self-assessment designed to assist individuals in finding career interests and search for occupational information and skills requirements within 16 career clusters. Individuals can also participate in lessons on the job search process, job applications, writing resumes, interviewing skills, financial awareness and real world career experience.

**KeyTrain Workplace Skills** is a high-stakes, job skills assessment system that measures “real-world” skills which employers believe are critical for success. The National Career Readiness Certificate (NCRC) is attained by taking the three separate WorkKeys assessments in Reading for Information, Applied Math, and Locating Information. The assessment is scored against an established standard and not measured against the performance of other individuals who took the same exam.

**ACT Soft Skills Suite** is a set of five online, self-paced training courses, built to help individuals gain knowledge and skills important to their on-the-job success. The ACT Soft Skills Suite focuses on behaviors and attitudes that affect job performance. Its courses reflect the skills gaps hiring managers most frequently report.

The ACT National Career Readiness Certificate (NCRC) is a portable, research-based credential that certifies essential skills needed for workplace success.

To learn more about Career Ready 101, visit [Career Ready 101](#).

### **Highly-Suggested Career Ready 101 Service Delivery Strategies:**

- Use Career Ready 101 as part of the individual service strategy to identify appropriate career pathways;
- Incorporate Career Ready 101 into the assessment process to identify training referrals, barriers, a Career Action Plan, and validate competency-based educational attainment;
- Use Career Ready 101 to set measurable goals based on the individual service strategy or Career Action Plan;
- Assign job seekers to Career Ready 101 learning modules through self-paced online learning, instructor-led workshops, and flipped curriculum strategies;
- Utilize Career Ready 101 tools to evaluate and make adjustments to improve an individual's job readiness;
- Communicate to the individual the value of using Career Ready 101 to assess skill levels that are matched to an occupation and employer need.

### **Examples of areas that are successfully integrating Career Ready 101 into their service delivery:**

#### **Hampden County Sheriff's Department**

The Hampden County Sheriff's Department offers internet-based Career Ready 101 to inmates, custodial students, and ex-offenders to academically prepare them for the workplace.

Career Ready 101 is used with students in the summer program to build math, reading and problem solving skills as well as to learn information about career paths. Students are required to complete at least 40 hours of Career Ready 101 training during the program. Students who move quickly through the learning modules are then assigned lessons from the Soft Skills Suite which focuses on work place behaviors such as interpersonal communication, working in a team, and developing good work habits.

Staff at the Hampden County Sheriff's Department enjoys working with Career Ready 101 because it builds computer skills, helps students find a job through the career exploration tool, builds confidence, and aids in training for the Accuplacer Test.

#### **North Shore Career Center**

Career Ready 101 is utilized to pre-screen career center customers for referrals to pathway initiatives for Healthcare at North Shore Community College and the Manufacturing at North Shore Community Action Program.

The North Shore Career Center also uses Career Ready 101 in workshops for Department of Transitional Assistance (DTA) customers. North Shore Career Center reports that integrating Career Ready 101 into the DTA workshops allow facilitators to be available for face-to-face learning; provide staff with tools to track , identify, and assist customers who are not progressing through the program; and create cohorts of customers who learn together, validate each other's work, and increase customer self-esteem.

*Bristol County Career Centers*

The Career Centers of Bristol County and the Department of Transitional Assistance integrate Career Ready 101 into an intensive 12 week program designed to promote economic independency for recipients of public assistance. Career Ready 101 is used to assess participant skill level and workforce preparedness. The major Career Ready 101 components offered to participants include testing, career exploration, customer service, job readiness, financial literacy, academic skills upgrading, and soft skills. Participants use a combination of Career Ready 101 self-paced online and instructor-led learning to master the work readiness skills that are required in the labor market.

**References:** Vision for the One-Stop Delivery System under the Workforce Innovation and Opportunity Act (WIOA)

**Inquiries:** Questions regarding ACT Career Ready 101 should be directed to Donna Gambon at [dgambon@detma.org](mailto:dgambon@detma.org).