

## Career Center Success Videos and Brief Series

The Career Center Success Videos focus on enhancing the capacity of One-Stop Career Centers (American Job Centers) to meet the needs of individuals with disabilities. The eight videos highlight best practices and provide insight from the perspectives of workforce staff, their community partners, and the individuals who received services. The Career Center Success Videos profile experiences resulting from the Disability Employment Initiative (DEI) in Massachusetts, funded by the US Department of Labor. Each video has an accompanying brief that provides additional information.

The Career Center Success videos can be used by a wide range of audiences:

- workforce development system professionals to increase their knowledge in best practices in meeting the needs of job seekers with disabilities
- as a useful guide for disability service providers and systems on how to work in partnership with One-Stop Career Centers and other components of the general workforce development system.
- by individuals with disabilities on how to best utilize One-Stop Career Centers for career success.

<p><b><u>Jeff:</u></b> <b><u>Job Success</u></b> <b><u>Thorough</u></b> <b><u>Case</u></b> <b><u>Management</u></b></p>	<p>Meet Jeff a job seeker who came to the Career Center of Lowell, in Lowell, MA with his own unique set of circumstances. The One-Stop Career Center staff worked 1:1 with Jeff to help him successfully prepare for re-entry into the workforce. The Disability Career Advisor worked collaboratively with the One-Stop partners to help maximize available resources that would meet his needs. Jeff took advantage of all the resources available to him and was able to secure a new part-time job and set goals for his future.</p> <ul style="list-style-type: none"> <li>• <u>Topics:</u> Ticket to Work, Pass Plan, CWIC, Career Center Partners.</li> <li>• <u>Link to video:</u> <a href="https://icimedia.wistia.com/medias/ly2mq8011a">https://icimedia.wistia.com/medias/ly2mq8011a</a></li> </ul> <p>For further information see Tools for Inclusion brief <a href="http://www.communityinclusion.org/careercentersuccess/TO27_F.pdf">Career Center Success: Effective Case Management for Job Seekers</a> - <a href="http://www.communityinclusion.org/careercentersuccess/TO27_F.pdf">www.communityinclusion.org/careercentersuccess/TO27_F.pdf</a></p>
<p><b><u>Sharon:</u></b> <b><u>Dog Trainer</u></b></p>	<p>This video highlights how a job seeker was able to land her dream job with the assistance of the FutureWorks Career Center in Springfield, MA. The Disability Resource Coordinator helped Sharon develop an employment plan, research the industry she wanted to work in, and secure training money so she could get certified in her field of choice. Sharon had the motivation to make her dream come true and with the help of the career center it became a reality.</p> <ul style="list-style-type: none"> <li>• <u>Topics:</u> Disability, Ticket to Work, Training Grants</li> <li>• <u>Link to video:</u> <a href="https://icimedia.wistia.com/medias/dfnenky62w">https://icimedia.wistia.com/medias/dfnenky62w</a></li> </ul>

	<p>For further information see Tools for Inclusion brief <a href="http://www.communityinclusion.org/careercentersuccess/TO29_F.pdf">Career Center Success: Services and Practices Made Possible by the DEI Grant</a> - <a href="http://www.communityinclusion.org/careercentersuccess/TO29_F.pdf">http://www.communityinclusion.org/careercentersuccess/TO29_F.pdf</a></p>
<p><a href="#"><u>Wanda's Story</u></a></p>	<p>Job seekers can find themselves being unsuccessful securing work in a competitive job market, lacking the skills and experience needed to be attractive candidates for employers. In this video, you will see how a Career Counselor at Career Source in Cambridge, MA was able to connect with a job seeker and lead her on a path to maximize her potential.</p> <ul style="list-style-type: none"> <li>• <u>Topics:</u> Career Exploration, Training Programs, The Career Counseling Relationship</li> <li>• <u>Link to video:</u> <a href="https://icimedia.wistia.com/medias/6mv77xbrxi">https://icimedia.wistia.com/medias/6mv77xbrxi</a></li> </ul> <p>For further information see Tools for Inclusion brief <a href="http://www.communityinclusion.org/careercentersuccess/TO28_F.pdf">Career Center Success: Collaboration and Partnerships for Improved Employment Outcomes</a> - <a href="http://www.communityinclusion.org/careercentersuccess/TO28_F.pdf">http://www.communityinclusion.org/careercentersuccess/TO28_F.pdf</a></p>
<p><a href="#"><u>Nancy Gagnon: Successful Strategies for Customers with Disabilities</u></a></p>	<p>In this video, you will hear Nancy Gagnon of the Career Center of Lowell in Lowell MA, describe the array of services available She walks you through their process of working with diverse job seekers. She illustrates how services can be seamless and turn hopelessness into hope for the customers and the importance of meeting the needs of all job seekers.</p> <ul style="list-style-type: none"> <li>• <u>Topics:</u> Organizational Structure, Service Delivery, Customer Base, Disabilities</li> <li>• <u>Link to video:</u> <a href="https://icimedia.wistia.com/medias/kkeg8k60m7">https://icimedia.wistia.com/medias/kkeg8k60m7</a></li> </ul> <p>For further information see Tools for Inclusion brief <a href="http://www.communityinclusion.org/careercentersuccess/TO27_F.pdf">Career Center Success: Effective Case Management for Job Seekers</a> - <a href="http://www.communityinclusion.org/careercentersuccess/TO27_F.pdf">www.communityinclusion.org/careercentersuccess/TO27_F.pdf</a></p>
<p><a href="#"><u>Sandra Efstratiou: The Disability Resource Coordinator Role</u></a></p>	<p>Sandra Efstratiou of the North Shore Career Center in Salem, MA, talks about her work as a Disability Resource Coordinator and how career center services and tools have evolved to help customers with disabilities. She shares examples of how team approaches have been effective and the importance of bringing partners to the table.</p> <ul style="list-style-type: none"> <li>• <u>Topics:</u> Service Delivery, Community Partners, Collaboration</li> <li>• <u>Link to video:</u> <a href="https://icimedia.wistia.com/medias/z0822q3j4y">https://icimedia.wistia.com/medias/z0822q3j4y</a></li> </ul> <p>For further information see Tools for Inclusion brief <a href="http://www.communityinclusion.org/careercentersuccess/TO29_F.pdf">Career Center Success: Services and Practices Made Possible by the DEI Grant</a> - <a href="http://www.communityinclusion.org/careercentersuccess/TO29_F.pdf">http://www.communityinclusion.org/careercentersuccess/TO29_F.pdf</a></p>
<p><a href="#"><u>Marjorie Longo: Integrating Benefits Counseling</u></a></p>	<p>Marjorie Longo a Community Work Incentives Coordinator (CWIC) at BenePLAN comments about her experiences assisting Social Security beneficiaries with making informed choices about their benefits and how they can return to work successfully. Hear her perspective on how CWICs make a positive impact and what her work entails.</p> <ul style="list-style-type: none"> <li>• <u>Topics:</u> Work Incentives, Social Security, Community Work Incentives Coordinator</li> <li>• <u>Link to video:</u> <a href="https://icimedia.wistia.com/medias/2yvmifpfy8">https://icimedia.wistia.com/medias/2yvmifpfy8</a></li> </ul>

<a href="#"><u>into Career Centers</u></a>	<p>For further information see Tools for Inclusion brief <a href="http://www.communityinclusion.org/careercentersuccess/TO26_F.pdf">Career Center Success: The Critical Roles of Benefit Counseling</a> - <a href="http://www.communityinclusion.org/careercentersuccess/TO26_F.pdf">www.communityinclusion.org/careercentersuccess/TO26_F.pdf</a></p>
<a href="#"><u>David Gadaire: Career Point and Ticket to Work</u></a>	<p>David Gadaire, the President and CEO of Career Point in Holyoke, MA, talks about how the Ticket to Work can enrich services provided to customers with disabilities. The Ticket to Work is a flexible program that generates revenue and allows career centers to build capacity. Hear from his perspective how this program can be implemented to improve the lives of the customers and the advantages of having this program at One-Stop Career Centers, while serving as a revenue source for enhanced services to individuals with disabilities.</p> <ul style="list-style-type: none"> <li>• <u>Topics:</u> Ticket to Work, Service Delivery, Program Advantages</li> <li>• <u>Link to video:</u> <a href="https://icimedia.wistia.com/medias/37y1spoil1">https://icimedia.wistia.com/medias/37y1spoil1</a></li> </ul> <p>For further information see Tools for Inclusion brief <a href="http://www.communityinclusion.org/careercentersuccess/TO30_F.pdf">Career Center Success: Using the Power of the Ticket to Work Program</a> - <a href="http://www.communityinclusion.org/careercentersuccess/TO30_F.pdf">http://www.communityinclusion.org/careercentersuccess/TO30_F.pdf</a></p>
<a href="#"><u>Richard Berrena: FutureWorks and Ticket to Work</u></a>	<p>Richard Berrena of FutureWorks in Springfield, MA describes the importance of the 1:1 relationship between customers and staff when becoming an Employment Network for the Ticket to Work. Hear him speak about the necessity of enhanced service delivery and in-depth job development to make the Ticket a successful program.</p> <ul style="list-style-type: none"> <li>• <u>Topics:</u> Ticket to Work, Employment Network, Program Implementation</li> <li>• <u>Link to video:</u> <a href="https://icimedia.wistia.com/medias/fivne2udr9">https://icimedia.wistia.com/medias/fivne2udr9</a></li> </ul> <p>For further information see Tools for Inclusion brief <a href="http://www.communityinclusion.org/careercentersuccess/TO30_F.pdf">Career Center Success: Using the Power of the Ticket to Work Program</a> - <a href="http://www.communityinclusion.org/careercentersuccess/TO30_F.pdf">http://www.communityinclusion.org/careercentersuccess/TO30_F.pdf</a></p>

All videos can be accessed at: <https://icimedia.wistia.com/projects/bsmvvppuw8>

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