

Understanding the Needs of Targeted Populations and Tailoring Service Strategies

Introductions



Workshop Overview

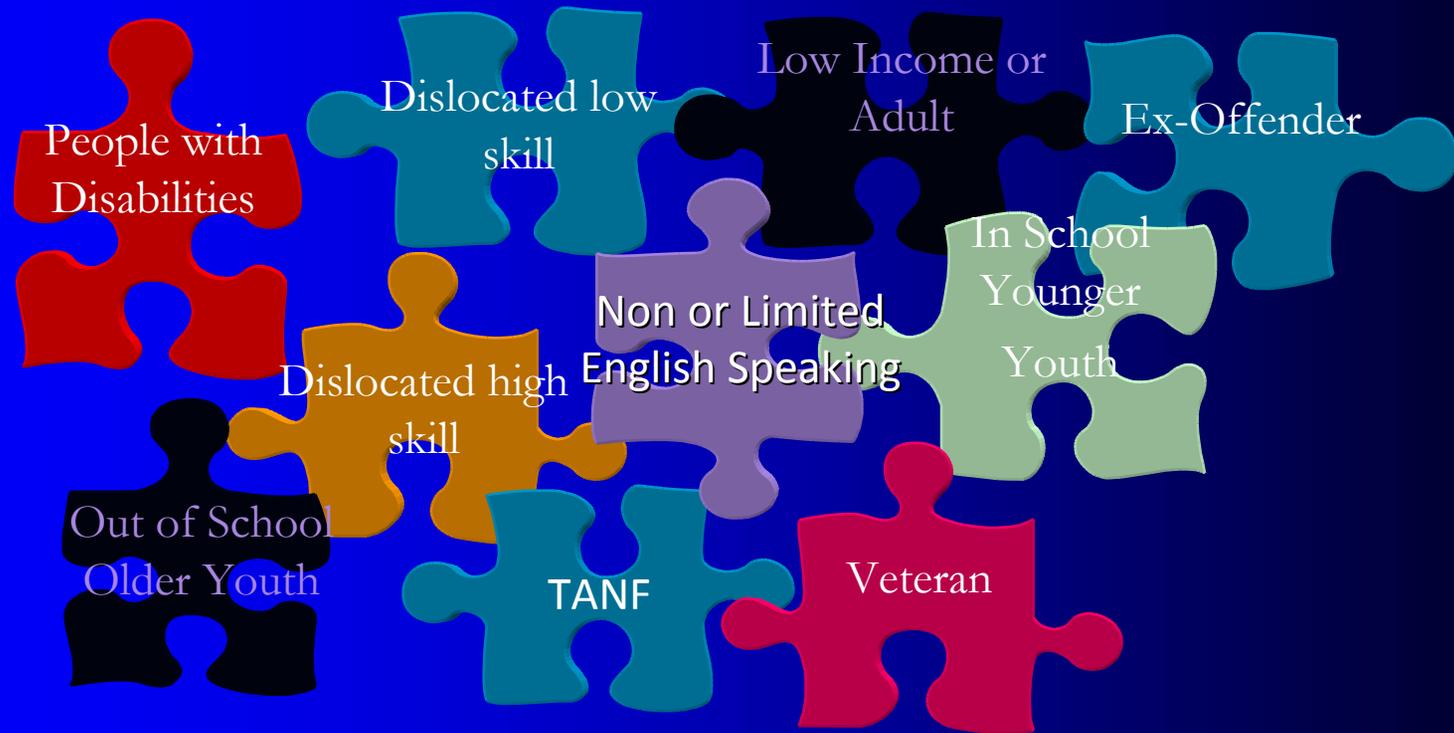
At the end of the session, participants will be able to:

- ✓ Recognize the skill mix, age structure, degree of mobility and expectations of those who comprise the labor force.
- ✓ Equip case managers with resources and strategies to meet the unique needs of these varying populations entering the workforce system.
- ✓ Develop and train staff to utilize case management tools effectively.

Agenda

- Introduction of facilitators and staff as needed.
- Form groups who will work together in each of the 4 training activities. Size will depend on number of staff in training.
- Name a facilitator and reporter for the group.
- Review Process for all 4 Activities.
 1. Topic discussion.
 - ❖ Report out by groups.
 - ❖ Recorded by facilitators.
- Summary.

Target Groups



Activity 1

Target Groups Strengths & Vulnerabilities

Activity 1 - Tasks

- List targeted groups served at the One-Stop Career Centers.
- List strengths and vulnerabilities of populations served.
- List potential services to be provided to each group.

Activity 1: Targeted Group_____

Strength	Vulnerability	One Stop Services/ Provider

Activity 2

Intake Process

Activity 2 - Tasks

- Each group identifies standard intake or registration activities.
- Record results on a chart.
 - ❖ Core Intake Requirements.
 - ❖ Referrals to specific One-Stop partners or other agencies based on strengths, vulnerabilities, interests, availability and jobs potential.
 - ❖ Identify referral form/partner communication process for referral and follow-up.
- Report out to workshop.

Activity 2: Target Group_____

Core Intake Stages	Specialized Activities or Partner Referrals	Follow-Up Communications
1		
2		
3		
4		
5		

Activity 3

Assessment & Advising Tools

Activity 3 - Tasks

- Identify assessment/advising resources.
- List Results:
 - ❖ Common core.
 - ❖ Specific requirements.
- Report out to workshop.

Activity 3: Target Group_____

List Possible Assessment Tools/Resources

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.

Activity 4

Training & Education (Skills Building)

Activity 4 – Tasks

- Identify education/training resources according to assessment and job potential.
 - ❖ Common approaches.
 - ❖ Specific requirements.
- Report out to workshop.

Activity 4: Target Group_____

List Potential Training and Education Providers

Education Resources

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.

Requirements to Enter

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.

Facilitator Reviews

Roles of Case Manager

- ✓ Change Agents.
- Career Counselors.
- ✓ Innovation.
- Provide assistance with job placement & career development.
- ✓ Strong ISS/IEP Development.
- Works within locally defined One-Stop System.
- ✓ Goal driven assessments.
- Continuously update career pathway strategies.
- ✓ Benchmark against best practices.
- Use effective follow-up.
- ✓ Share tools and resources.

Any
Questions?