

CHAPTER 1 RESOURCES

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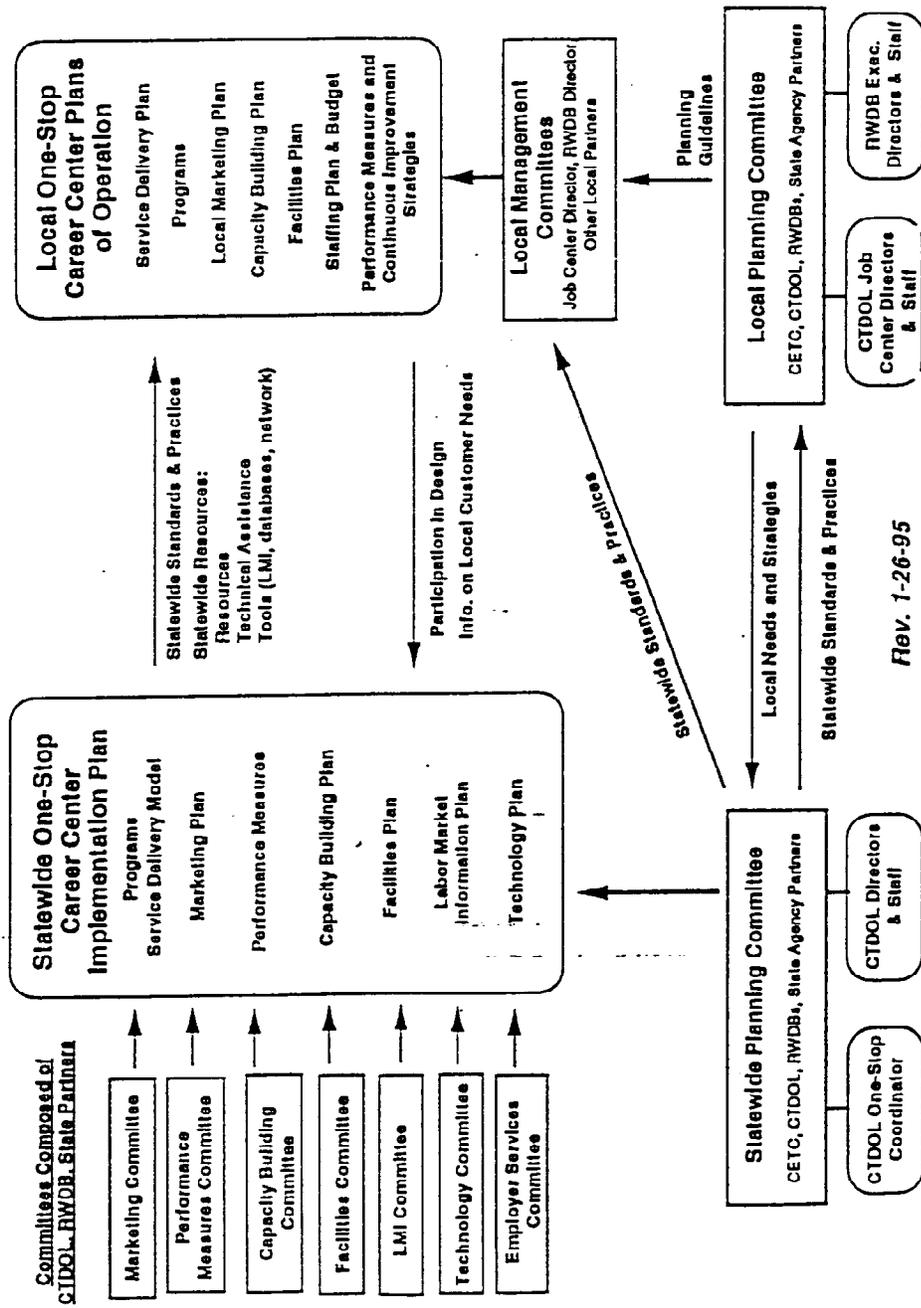
**ATTACHMENT 1-A
CONNECTICUT'S FRAMEWORK FOR PREPARATION
OF ITS ONE-STOP CAREER CENTER
IMPLEMENTATION PLAN**

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Preparation of One-Stop Career Center Implementation Plan

A Partnership between the CT Department of Labor, the nine Regional Workforce Development Boards, and the State Agency Partners



REV. 1-26-95

Figure I-1

I. Overview of Implementation Planning and Charges to Committees

Development of a detailed statewide Implementation Plan for the One-Stop Career Center System has been spearheaded by a Statewide Planning Committee with representation from CTDOL, the Regional Workforce Development Boards, and the four primary State partner agencies (DSS, DED, SDE, and DHE). The Implementation Plan is being presented at the CETC Executive Committee Meeting on February 23, but it will remain a working document which will serve as a tracking and management tool throughout the implementation process.

Fourteen of the 19 planned One-Stop Career Centers are proposed to open in 1995 (see Attachment II). Up to three of these are slated for a June opening, the date which is driving much of the work on the implementation plan. Local Plans of Operation are in preparation by Management Committees in each Service Delivery Area which are headed by the Regional Workforce Development Board Executive Director and the regional Job Center Director.

The work of preparing the implementation plan has been undertaken through nine committees as detailed below. Each committee was charged with identifying the discrete tasks that must be accomplished in their area of work in order for One-Stops to roll out on schedule as well as the tasks that must be accomplished for the full development of the One-Stop over the three year grant period. The Statewide Planning Committee is overseeing the integration of all these committee plans into a master implementation plan which has been loaded onto project management software and will serve as a tool for tracking progress and identifying issues that must be resolved (See Attachment V).

The Statewide Planning Committee has also developed minimum requirements for the availability and integration of core USDOL-funded services to be offered through the One-Stop (See Attachment IV). The committee is also working with each State partner agency to develop specific plans for their participation in the One-Stop Career Centers.

The final product of these initial committee and central office efforts will be a clear road map to a fully implemented One-Stop Career Center System with milestones and checkpoints and processes for midcourse adjustment.

Committees & Their Charges

Statewide Planning Committee

Charge: To guide the overall development of the One-Stop Career Center System and the work of all committees and examine policy or technical issues as they arise. The Committee has developed minimum criteria for the designation of a center as a One-Stop as well as the core programs that must be offered.

Performance Measures Committee

Charge: To guide the development of a comprehensive system for measuring performance of the One-Stop Career Center System and its component programs and players. This is an opportunity to pilot use of the measures recently adopted by the CETC. Includes development of a "consumer report card" for One-Stop Center services and all training providers

Marketing Committee

Charge: To develop and oversee the execution of a plan for marketing the One Stop Career Center system that is integrated with related aspects of the program (such as facility design).

Labor Market Information Committee

Charge: To facilitate the design, development, and full implementation of Labor Market Information products and services that will support the mission of the One-Stop Career Center System.

Network/Technology Committee

Charge: To develop and oversee the implementation of a plan to develop the computer-related information network, and other technology that is at the cornerstone of the One-Stop Career Center System together with the applications and databases, utilities, and technical support and training required to make the network useful. All 18 Job Centers and the New Haven RWDB are already connected to the Wide area Network (WAN). The local RWDB offices will have dial-in access to the network.

Capacity Building Committee

Charge: To develop and oversee the implementation of a plan to meet the capacity-building needs of the One-Stop Career Center System. Although this Committee will only be responsible for developing and conducting certain categories of training, it will maintain an overview of all training processes from staff point of view to ensure coordinated execution of all training.

Facilities Committee

Charge: To prepare and execute an implementation plan for developing 14 One-Stop Career Centers in Year 1 and 5 in Year 2 based on standards for facility layout and design that are articulated with other aspects of the program (such as the service delivery model and marketing plan).

Employer Services Committee

Charge: To determine employer services that will be offered through the One-Stop Career Centers; to develop a plan for their design, development, and/or enhancement; and to ensure integration of the efforts in this area of the RWDBs, CTDOL, CT DED, and other entities interacting with employers (e.g. ConnSTEP, CT SBDCs).

Local Area Planning Committee (time-limited)

Charge: To establish processes and guidelines for local planning of One-Stop Career Center implementation. The Committee will specify the format and content of local plans which must be submitted in order for a Center to be designated a One-Stop and to receive One-Stop implementation funds

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ATTACHMENT 1-B
MARYLAND'S PLAN FOR SECOND YEAR ONE-STOP
IMPLEMENTATION WORK GROUPS

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CareerNet Second Year Work Groups

In order to effectively develop key second year system features, we need to assemble work groups of State and local system experts. The steering committee will help nominate members, review intermediate progress, and review and approve final recommendations and products.

workgroup	lead staff	chair/member suggestions	work group objective
<p><u>employer access protocols</u></p> <p><i>start: immediately</i></p> <p><i>completion target: six months</i></p>	<p>Roger Hub</p>	<p>chair: Sharon Mike</p> <p>other members should include local ESRs and job developers from each of the partners, plus individuals with a detailed working knowledge of current or anticipated systems or software - AJB, ALEX/XELA, talent bank, O*NET</p>	<p>This workgroup would coordinate policy direction and other support for the implementation of the employer access recommendations. It would be especially appropriate for this group to use a business process analysis to examine current and optimal employer services. In addition, this group would address detailed issues on and provide recommendations for:</p> <ul style="list-style-type: none"> • IVR systems • occupational skills database • applicant retrieval system • automated job posting - and employer followup and servicing arrangements • job seeker services (coordinating with job seeker system work group) • resume talent bank (reconciling with applicant retrieval system) • employer profiles • information on employee development and training • LMI for employers • employer workforce resource information
<p><u>consumer reports</u></p> <p><i>start: immediately</i></p>	<p>Hugh Davies</p>	<p>chair: an education person</p> <p>Members should</p>	<p>The consumer reports group will explore the development of enhanced consumer information for CareerNet.</p> <ul style="list-style-type: none"> • Analyze Maryland education and training data and performance management systems for possible sources of

<p><i>completion target: July 1996</i></p>		<p>include a cross section of education and training institutions - both public and private - plus individuals familiar with State information and databases</p>	<p>consumer information</p> <ul style="list-style-type: none"> • Load the Texas demonstration beta version, using best available data, and critique its application • Examine other issues involved with the development and application of consumer information in one-stop systems. Report to the national consortium. • Participate in national consortium meetings • Recommend appropriate consumer information for Maryland, identifying sources and systems for the collection of the information,
<p><u>performance measures</u></p> <p><i>start Immediately:</i></p> <p><i>completion target: will depend on the corresponding schedule of the national project</i></p>	<p>?</p>	<p>?</p> <p>membership should include local and state staff familiar with program reporting, MIS, and evaluation. John Zeller has been identified as one of the people to attend the national workgroup next week</p>	<p>Performance measurement for one-stop involves the development of systems to assist management at the local site, local area, statewide one-stop, and national levels. Some work has proceeded with performance measurement. Overall system measures are included in State's one-stop grant, and local area CareerNet plans include goals for those measures. Small group meetings have been held to begin exploring appropriate site management data. This group needs to:</p> <ul style="list-style-type: none"> • Review existing measures as included in local plans. Explore potential data sources to measure performance against plans, especially the potential for using existing program data collection. Recommend data collection for current measures. • Review the current workstation application as a source of information for site management, including customer satisfaction information. Recommend a site MIS. • Review current statewide CareerNet measures and recommend revisions, taking into consideration statewide accountability interests, data collection efficiency, management utility, the possible impact of block grant legislation, waiver authority and its potential use, and appropriate public representation of systemwide performance.

<p><u>common intake/case management</u> <i>start: immediately</i> <i>completion target: July</i></p>	<p>?</p>	<p>chair: ? members should include state and local staff from the programs we expect will be a part of the case management system who are familiar with client data systems</p>	<ul style="list-style-type: none"> • Participate in national one-stop performance measurement workgroups. <p>Both our state and the national vision for one-stop centers anticipates that clients will be able to:</p> <ul style="list-style-type: none"> • Determine their eligibility for and initiate enrollment in a full range of training and education programs and corresponding financial and other support resources • Enter data about themselves only once in the system - either for utilization of the one-stop center core resources or the respective programs for which they are applying • Use any workstation at any site across the State and be able to access their file - both to avoid entering data or information already in the system as well as having a record of their participation - or even a career development plan <p>We have only been able to make very limited progress toward that vision in our initial workstation software. The objective of this group will be:</p> <ul style="list-style-type: none"> • Determine what type of case management system would be most appropriate for CareerNet • Explore the possible sources - either systems developed by other states or off-the-shelf products • Collaborate with the national one-stop workgroup working on this area • Recommend a comprehensive approach for case management in CareerNet
<p><u>Job seeker dial-in</u> <i>start: immediately</i> <i>completion target: 2-3 months</i></p>		<p>chair: ? This group needs to include Job Service state and local staff who can take into account current</p>	<p>These are the key parts of the system, in addition to employer access, which will be accessible through PC modem dial-in or InterNet by jobseekers and institutions other than one-stop centers. These could be discreet work groups, but it seems to make sense to proceed initially with jobseeker access, since that will be a core part of the career information center system anyway.</p>

<p><i>followed by:</i> <u>Career information center</u> <i>start: May</i> <i>completion target: July</i></p>		<p>jobseeker services and adapting that to a remote self-service mode. It will also be critical to include the other potential CIC users - voc rehab, CBOs, libraries, secondary schools (especially Career Connections) and MOICC representatives, since CIC will likely include CIDS information</p>	<p>The workgroup will need to consider: For Jobseeker access:</p> <ul style="list-style-type: none"> • Adapting current national jobseeker access available through AJB • What we need to know about the client which should be included in the registration • Data collection - what we need locally and statewide to manage and represent who is using the system, and the outcomes • How to include skills based matching. Need to coordinate with employer access workgroup. • Developing and submitting to the steering committee a comprehensive recommendation for remote jobseeker access for the career information system: <p>For the career information system:</p> <ul style="list-style-type: none"> • In general, what should be on the system - taking into consideration potential system users - e.g. voc rehab centers, secondary schools, community based organizations, libraries, etc. • If this is an InterNet application, what systems already on the net should the CIC point to? • How to incorporate LMI into the system • Client records/client case management within the system • Career development guidance within the system
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ATTACHMENT 1-C
CONNECTICUT WORKS STATE AGENCY PARTNER
SUMMARY (MARCH 1996)

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CONNECTICUT WORKS State Agency Partner Summary - Revised March 15, 1996

	DIIE	SDE	DSS	DECD	State Library	DMV
Statewide	<p>AGREEMENT SIGNED; EIC conducting on site workshops, assisting resource library, exploring kiosk link.</p> <p>Charter Oak presentations on one-stop sites; brochures.</p>	<p>AGREEMENT SIGNED; Career Paths and info. brochures on site, CEO on site through RWDBs; seeking adult ed. \$ for more coordination, Project BUILD helping one stop staff to assist with special learning needs, working for one stop designation for GED registration.</p>	<p>General Agency agreement; need to look at BRS, Older Worker programs.</p>	<p>One Stop Business Registry (OSBR), working with Business Services; conducting regional entrepreneurial seminars.</p>	<p>Discussed draft language; need cost specifics regarding State Library Information Network.</p>	<p>AGREEMENT SIGNED.</p>
Bridgeport						
Bristol New Britain						
Danielson/ Willimantic	<p>Quinnebaug CTC partner in Career Transition Center;</p>	<p>Eastconn assisting in Career Center services.</p>				

CONNECTICUT WORKS State Agency Partner Summary - Revised March 15, 1996

	DHE	SDE	DSS	DECD	State Library	DMV
Hartford	Workshops in Enfield, financial aide, study skills course offerings, study skills & materials.	Adult Ed. Dir. working with Hartford & Enfield.	Exploring DSS outstation to one-stop. Workshops on one-stop sites.			
Meriden/Middlesex	Middlesex CTC B & I collocated in Meriden Center.		One Stop Staff at DSS/Meriden.			
New Haven	Gateway recruitment 3 days/week		DOL staff at DSS; DSS at DOL. FT connectivity.			License renewal available on site.
New London	CTC conducting monthly workshops	Linkages with adult ed. - VT recruitment.	DSS staff outstation to Center 3 days/wk			
Waterbury	Charter Oak/CTC meeting scheduled to discuss "presence"		DOL staff out stationed, offices collocated	Partner station offer pending		

ATTACHMENT 1-D
COOPERATIVE AGREEMENT BETWEEN THE INDIANA
DIVISION OF DISABILITY, AGING, AND
REHABILITATION AND THE INDIANA DEPARTMENT
OF WORKFORCE DEVELOPMENT (FY 1996)

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Cooperative Agreement
Between the
Division of Disability, Aging & Rehabilitative Services
and
Department of Workforce Development

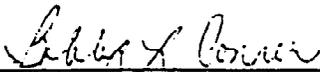
Effective Date: July 1, 1995 to June 30, 1996

The Division of Disability, Aging & Rehabilitative Services, Family and Social Services Administration, and the Department of Workforce Development encourage local coordination, cooperation, and collaboration in the operation of the older individual employment and training programs administered by both state agencies. The Department of Workforce Development is the lead agency in the development of the one-stop career center system in Indiana. The two agencies agree, however, to cooperate in the development of a one-stop career center system in Indiana pursuant to the Department of Labor's guidelines.

Both state agencies are entering into a formal non-financial agreement in order to promote coordination and cooperation at both the state and local levels. The two state agencies are requiring local administrators of JTPA and Title V to enter into the same or similar type agreement at the local level. The purpose of this agreement is to ensure the training and placement of older individuals in employment opportunities with private business concerns.

Joint activities conducted by state level staff of both state agencies include, but are not limited to:

- ◆ Training local level staff.
- ◆ Visiting local joint initiatives.
- ◆ Evaluating joint local initiatives
- ◆ Coordinating resources through joint initiatives
- ◆ Developing the one stop career center system in Indiana
- ◆ Exploring the potential for common intake and single intake for all DOL programs.



Bobby L. Conner, Director
Division of Disability, Aging and
Rehabilitative Services



Ralph Komasiński, Director
Employment and Training Services
Department of Workforce Development

5/23/95
Date

5-21-95
Date

This cooperative agreement becomes effective upon signature by representatives of both parties and will remain in effect until terminated by either party, providing ten (10) working day notice is given to the other party prior to termination.

ATTACHMENT 1-E
DESCRIPTION OF MINNESOTA'S INTRA-AGENCY
AGREEMENT FOR THE DELIVERY OF VOCATIONAL
REHABILITATION SERVICES AT ONE-STOP CENTERS
(1995)

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Regional commissioner approves of rehab services in Workforce Centers

The how-to's of a successful and seamless integration of vocational rehabilitation



Norena Hale

services into the Minnesota Workforce Center System are clear cut, according to Norena Hale, Rehabilitation Services assistant commissioner.

And in all cases the customers' needs

"without presumption or prejudice" -- from Workforce System Project Director Howard Glad -- will come first. The feds concur.

Over a recent four-day period, Rehabilitation Services Administration (RSA) Regional Commissioner Douglas Burleigh visited two Workforce Centers and spoke with numerous staff members. Of his findings, Burleigh wrote: "I believe that within the parameters of the Rehabilitation Act and the State Plan, there is an excellent opportunity in Minnesota to demonstrate an effective partnership between vocational rehabilitation programs and sister agencies which help persons become employed."

"Commissioner Burleigh felt the Dakota County Workforce Center, one highlight of his visit, was a particularly good model for the VR program's involvement in the Workforce Center initiative," Hale said.

"He noted that office signage lists Rehabilitation Services as available. Private interview rooms are available for confidential meetings, and a single page sign-in sheet allows customers to check off the services they want more

information on or wish to apply for. VR is one of those services listed," Hale said.

Time and again, Commissioner R. Jane Brown and Deputy Commissioner Earl Wilson have reiterated their commitment to:

1. **Strict confidentiality** of client information through electronic "firewalls" in the computer system.
2. **Customer choice** in vendors for placement and other services.
3. **Direct line of authority** for VR.
4. **Adherence** to the Vocational Rehabilitation Act.
5. **VR funds** for VR customers.
6. **Cross-training**, not

total assimilation. This means, for example, Job Service staff will not be held responsible for performing VR tasks, and vice versa.

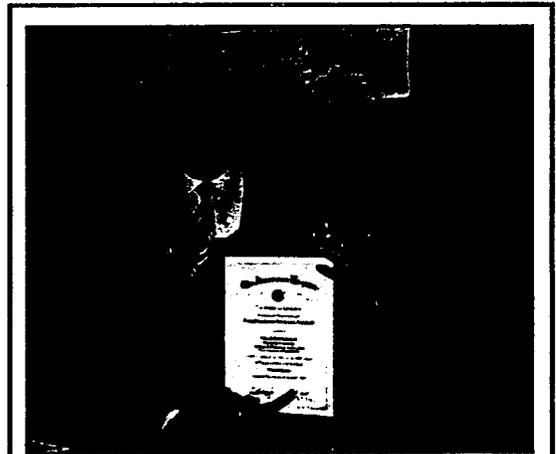
7. **Integrated services**, not consolidated services. Workforce Center System staff will become familiar with the responsibilities and tasks of their colleagues, and they'll team up as needed to serve customers in the best way possible.

8. **Job maintenance.** No one will lose their position as a result of the Workforce Center System initiative.

Hale is adamant that everyone -- and this includes Minnesotans with disabilities -- will have access to services in the Workforce Centers. "Through our commitment to implement the spirit and intent of the Americans with Disabilities Act, Minnesotans who have disabilities but who do not need VR services will have access to employment information and services available to the general public," Hale said.

"Reasonable accommodations include accessible center locations and offices and communications in accessible formats. The Centers will provide interpreters for people who are deaf as well as interpreters for people who do not speak English," she said.

Carol Walsh, CommTeam



LEGION -- Dave Heidebrink (right) won the American Legion National Employment Service Award for 1995. Heidebrink, a Disabled Veterans Outreach Program representative in Hutchinson, received the award for his efforts to ensure the economic well-being of Minnesota veterans. Dan Ludwig, national American Legion commander, presented Heidebrink with the award. Photo submitted.

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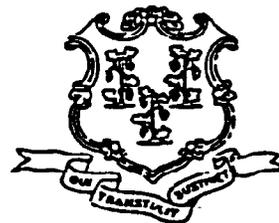
ATTACHMENT 1-F
MATERIALS DESCRIBING CONNECTICUT'S VISION
FOR REORGANIZING THE CONNECTICUT LABOR
DEPARTMENT: "WORKING WITH YOU FOR A
BETTER FUTURE" (1994)

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The NEW
Connecticut Labor Department

*Working with you
for a
better future*



July 18, 1994

*Ronald F. Petronella,
Connecticut Labor Commissioner*

Reinventing Government:

The Reorganizing
of the
Connecticut
Department of Labor

WHY WE HAD TO CHANGE

- * Needs of our major customers (workers and employers) have changed, and our old organizational structure was an obstacle to meeting those needs.

Problems of the old structure:

- * It prevented integrated service delivery.
- * It was very hierarchical and inflexible.
- * The scope of responsibility of the jobs was much too narrow.
- * It allowed no empowerment at levels close to the customer.
- * It had no commitment to staff development.

THE PROBLEM

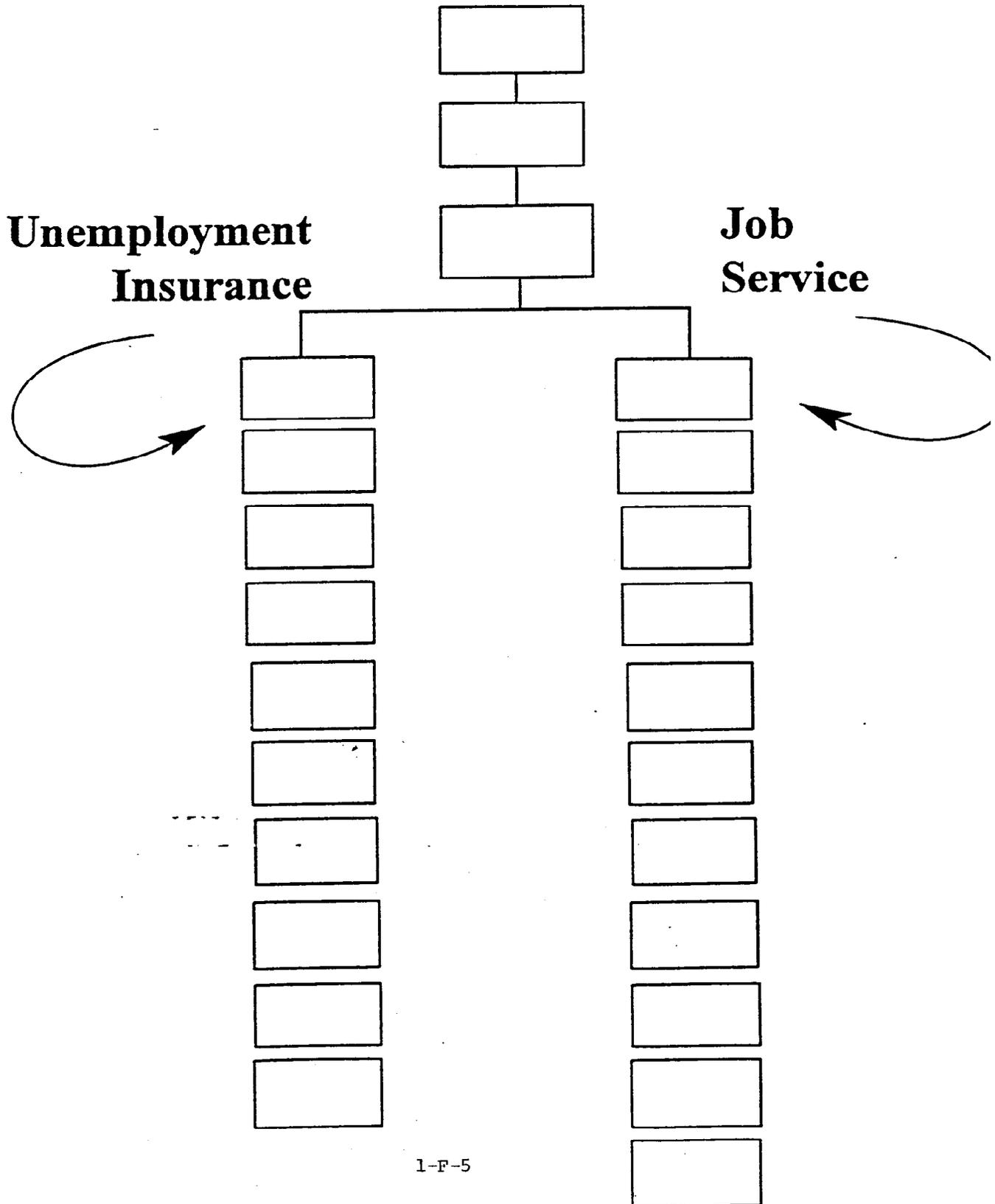
**Government was built for stability and control,
not for flexibility and innovation.**

THE CHALLENGE

**To transform government into a customer-driven,
continuous-improvement, high-performance work
organization.**

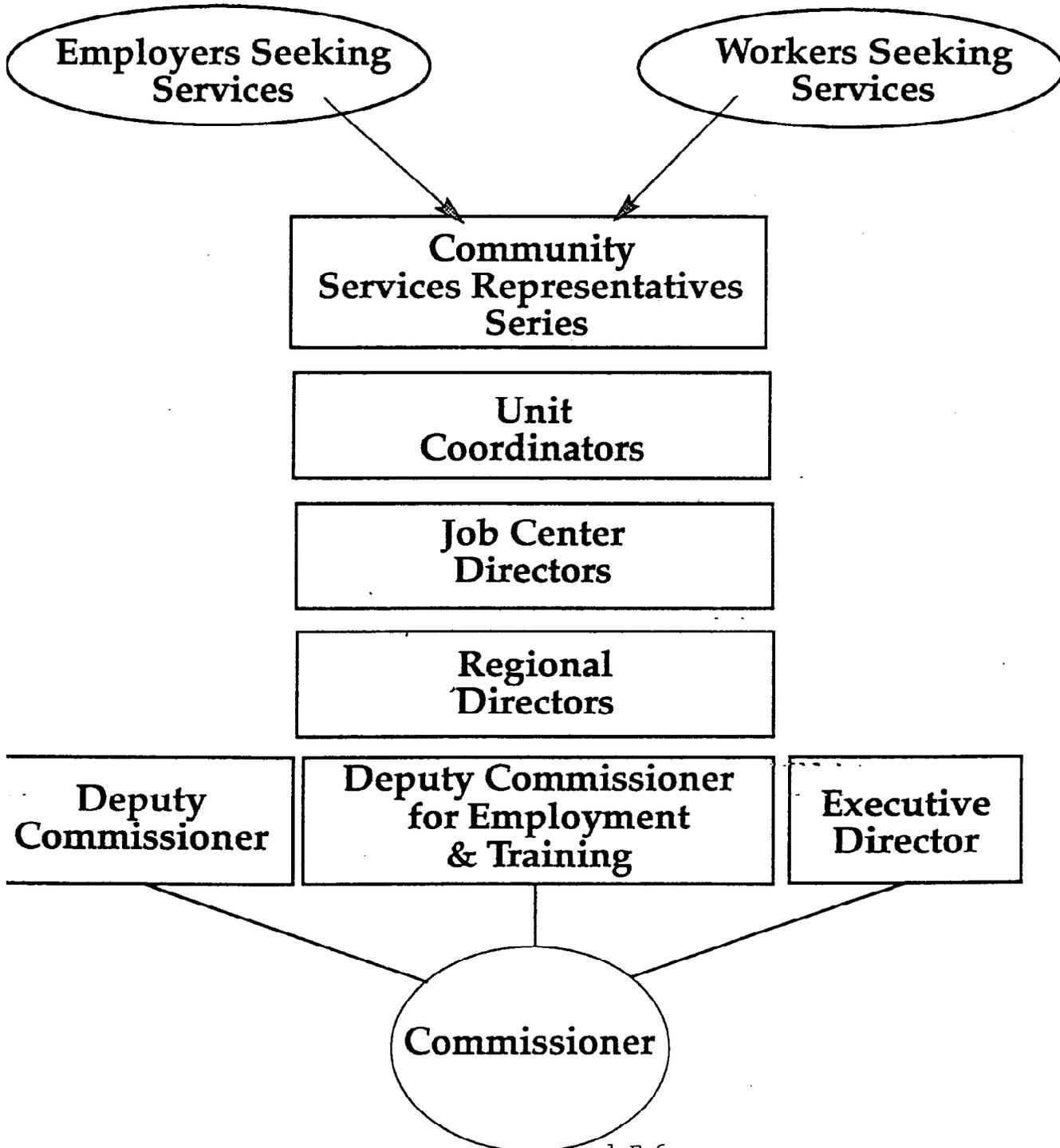
The OLD Connecticut Labor Department

*From Commissioner to Trainee,
including nine layers of management*



The NEW Connecticut Labor Department

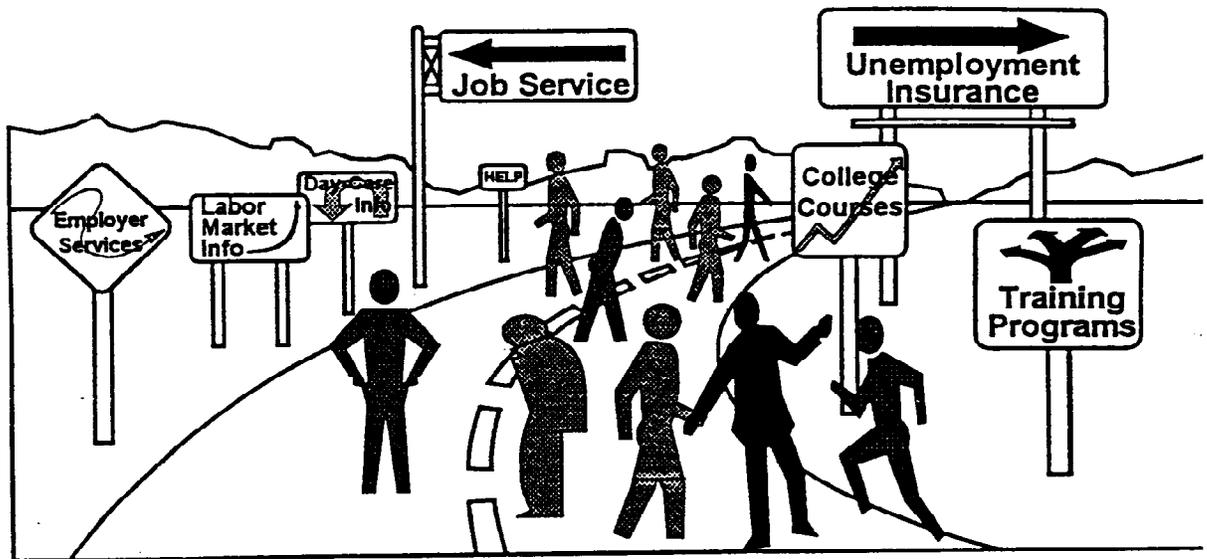
*From Customers to Commissioner,
including a maximum five layers of management*



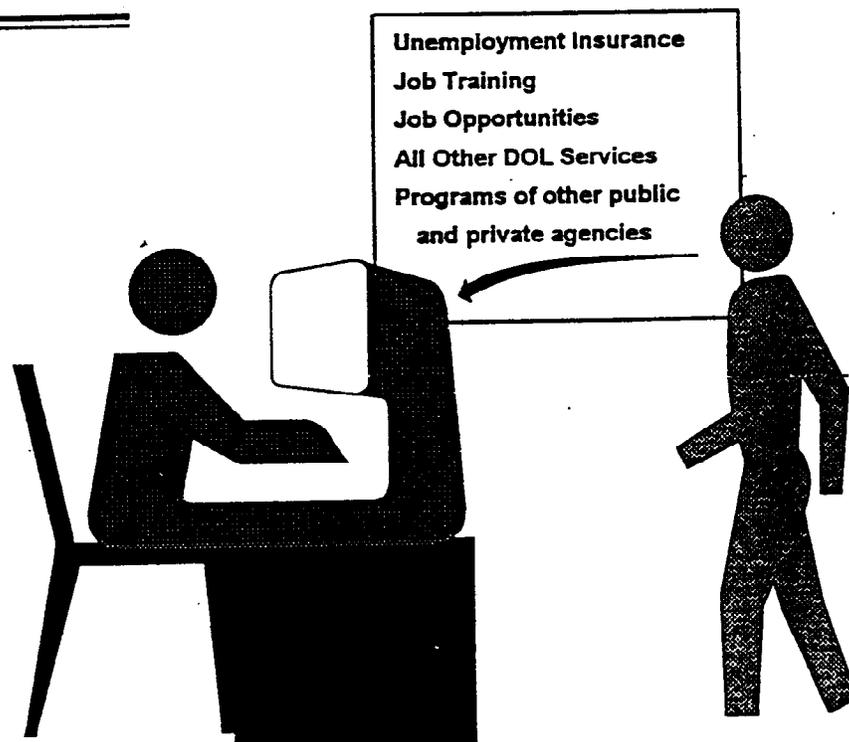
DEPARTMENT OF LABOR GOALS

- ① To deliver services of the highest quality as quickly as possible in a one-stop environment.
- ② To invest in the skills of our staff and expand the scope of their jobs thereby reducing the number of handoffs in serving our customers' needs.
- ③ To empower the staff closest to the customer to make decisions.
- ④ To reorganize and reorient all DOL support services to focus on meeting internal customer needs.
- ⑤ To become a continuous improvement, learning organization.
- ⑥ To become a model employer.

Old
Organization Intake



Current
Integrated Intake



COMMITMENTS
MANAGEMENT MADE TO DOL EMPLOYEES
REGARDING REORGANIZATION

- ① There would be no layoffs as a result of reorganization and no cuts in pay. We would redeploy people and other resources for unmet customer needs.
- ② We would expand the scope of jobs to deliver better services and develop a classification system with upward mobility that compensates increased knowledge and the resulting fewer handoffs and higher productivity.
- ③ The Labor Department would model labor relations in which both workers and management win.

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ATTACHMENT 1-G
MINNESOTA'S FRAMEWORK FOR JOB-SEEKER AND
EMPLOYER SERVICES

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JOB: EKER SERVICES AT WORKFORCE CENTE

Service	Definition	Local Provider	Standard
Minnesota Career Information System CORE	Computer-based, annually updated encyclopedias on education and training programs available nationwide. Information on size of campus, admission requirements, financial aid, student body demographics, areas of specialization. 'Quest' preference testing to help determine best occupational fields suited to individual choice.	Responsible: LEO/WC (PIC) This Workforce Center Provider/s: ACJTC and DRS Staff have direct access via personal computers. Customers have direct access in career resource area.	II
Career Information Library CORE	A collection of information about career areas, future outlooks for employment opportunities in each career and job category, videos on typical job duties, periodicals on recent developments in business, information on local, state and national business cultures, other material as available.	Responsible: LEO/WC (PIC) This Workforce Center Provider/s: ACJTC will have primary responsibility. Existing information and materials to be merged to create a common career resource area.	II
Local, Statewide and National Labor Market Information CORE	Basic data on the types of employment enumerated by region, with wage and trend details organized and analyzed by labor market areas.	Responsible: MDES Regional Analyst This Workforce Center Provider/s: ACJTC will have primary responsibility to update the LMI materials in career resource area as they are provided by regional analyst.	II

*Alternative formats and languages available LEO/WC (PIC): Local area representatives may provide for service directly or contracting or learning.
 Job Service: Job Service has major responsibility but may coordinate with other entities Joint: Services should be offered through a team whenever feasible, with shared responsibility.
 STANDARD KEY: I - STATE STANDARDIZED II - STATE CORE, LOCAL CUSTOMIZATION III - LOCALLY FLEXIBLE

JOBSEEKER SERVICES AT WORKFORCE CENTER (continued)

Service	Definition	Local Provider	Standard
Detailed Information on Job Required Knowledge, Skills and Abilities CORE	Specific knowledge, skills and abilities as communicated by hiring sources; generally accepted skill standards as established on local, state, regional, national or international basis.	Responsible: LEO/WC (PIC) This Workforce Center Provider/s: ACJTC, JS, and DRS or SSB	II
Initial Assessment/Intake CORE	Gathering of core data elements describing individuals and their needs and/or interests in seeking services from the employment and training system. Exposure to the broad menu of services available, as well as choices in where and how services can be delivered. Initial plan for meeting those needs available.	Responsible: Joint, Vocational Rehabilitation (VR) or State Services for the Blind (SSB) as appropriate This Workforce Center Provider/s: ACJTC, JS, and DRS or SSB	II
In-Depth Testing and Assessment RESTRICTED	More extensive tools applied in resolving appropriate plan of action in achieving customer goals. Proficiency testing to establish skill levels, aptitude testing, preference testing, hands-on vocational exploration, temperament, personality and other testing available as needed.	Responsible: LEO/WC (PIC), VR or SSB as appropriate This Workforce Center Provider/s: ACJTC and DRS or SSB JS (specific employer requested testing)	II
Personal Profiling for Labor Market Viability (YEAR ONE) RESTRICTED	Analysis of an individual's skills, education and work history in context with their employment, goals and the labor market conditions. Objective data concerning the likelihood of finding employment within targeted geographic areas. First year restricted to likelihood to exhaust reemployment insurance.	Responsible: Joint This Workforce Center Provider/s: JS, ACJTC, and DRS or SSB	I

*Alternative formats and languages available
 Job Service: Job Service has major responsibility but may coordinate with other entities. Joint: Services should be offered through a team whenever feasible, with shared responsibility.
 LEO/WC (PIC): Local area representatives may provide for service directly or contracting or teaming.
 STANDARD KEY: I - STATE STANDARDIZED II - STATE CORE, LOCAL CUSTOMIZATION III - LOCALLY FLEXIBLE

JOBSEI :R SERVICES AT WORKFORCE CENTER (continued)

Service	Definition	Local Provider	Standard
Income Support RESTRICTED	Income support, such as Reemployment Insurance, Extended Benefits, Trade Readjustment Assistance, Disaster Unemployment Assistance, etc., for qualifying workers.	Responsible: Reemployment Insurance This Workforce Center Provider/s: JS	I
Career Decisionmaking Skills RESTRICTED	Instructional materials concerning the logical process of making informed choices about occupational training, job search, and acceptance of employment. May be conducted in groups or individually.	Responsible: LEOWC (PIC), VR or SSB as appropriate This Workforce Center Provider/s: ACJTC and DRS or SSB	III
Career Counseling RESTRICTED	Guidance in interpreting and using available resources to make informed career choices. May include individual or group activities, such as separation grief groups for dislocated workers, and any other activity that would improve employability, other than occupational training.	Responsible: LEOWC (PIC), VR or SSB as appropriate This Workforce Center Provider/s: ACJTC and DRS or SSB	III
Case Management RESTRICTED	Long-term guidance and support through the process of finding and using a variety of services leading to economic self sufficiency. Program unique case management will be coordinated and offered in compliance with the law as required.	Responsible: LEOWC (PIC), VR or SSB as appropriate This Workforce Center Provider/s: ACJTC and DRS or SSB JS (Veterans)	III

*Alternative formats and languages available
 Job Service: Job Service has major responsibility but may coordinate with other entities
 LEOWC (PIC): Local area representatives may provide for service directly or contracting or learning.
 Joint: Services should be offered through a team whenever feasible, with shared responsibility.
 STANDARD KEY: I - STATE STANDARDIZED II - STATE CORE, LOCAL CUSTOMIZATION III - LOCALLY FLEXIBLE

JOBSEEKER SERVICES AT WORKFORCE CENTER (continued)

Service	Definition	Local Provider	Standard
Availability and Quality of Education and Training Programs CORE	Information on options for long- and short-term education and training, detailing the locations, methods of instruction, schedules, application process and requirements. Qualitative information concerning the employment status of specific course or major graduates, wages, and completion rates.	Responsible: LEOWC (PIC) This Workforce Center Provider/s: ACJTC and DRS or SSB	II
Training Assistance RESTRICTED	Financial assistance in payment of tuition, books and fees for institutional training. Reimbursement for on-the-job training or payment of work training at public or private non-profit agency. May include entrepreneurial training in the development of marketing, business and financial plans.	Responsible: LEOWC (PIC), VR or SSB as appropriate This Workforce Center Provider/s: ACJTC and DRS or SSB	III
Classroom Training RESTRICTED	Basic skills to update and prepare for further training or complete high school or General Education Degree (GED). Some occupational training under certain circumstances.	Responsible: LEOWC (PIC) This Workforce Center Provider/s: ACJTC and DRS or SSB Classroom training coordinated with Metro North Learning Lab -- occupational training purchased by ACJTC and DRS or SSB.	III
Supportive Services RESTRICTED	Direct payments to eligible individuals and referrals to alternate resources for those needs not covered or those individuals not eligible. Support services can include transportation, childcare, clothing, testing fees, etc. On-site childcare is available in selected locations.	Responsible: LEOWC (PIC), VR or SSB as appropriate This Workforce Center Provider/s: ACJTC and DRS or SSB JS (Veterans)	III

*Alternative formats and languages available
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JOBSE' ER SERVICES AT WORKFORCE CENTER (continued)

Service	Definition	Local Provider	Standard
Job Development CORE	Outreach into the employer community to encourage the listing of job openings for general applicant pool. Marketing of available services to exert a significant presence. Types of marketing techniques may include video, press releases, brochures, telemarketing, newsletters, direct mailings, etc.	Responsible: Job Service This Workforce Center Provider/s: JS	II
Special Job Development RESTRICTED	Specific individual job development as in the case of on-the-job training or the design of adapted job duties to allow the employment of individuals with special needs (as described in the local plan).	Responsible: LEO/MC (PIC), VR or SSB as appropriate This Workforce Center Provider/s: ACJTC, JS, and DRS or SSB	III
Job Listings CORE	Information on current job vacancies, including required skills, knowledge and abilities, wage and hours, benefits, location of work. Available on a local, state and national level.	Responsible: Job Service, VR or SSB as appropriate This Workforce Center Provider/s: JS	I
Hiring Requirements CORE	General information on how to gain access to other job openings such as hiring done through union halls or internal system listings, such as civil service exams.	Responsible: Job Service, VR or SSB as appropriate This Workforce Center Provider/s: JS and DRS or SSB	I

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JOBSETER SERVICES AT WORKFORCE CENTER (continued)

Service	Definition	Local Provider	Standard
Job Search Skills (Various components) CJS: CORE OTHER: RESTRICTED	The preparation of individuals or groups of individuals to plan and execute an efficient investigation of employment opportunities and the effective marketing of their skills and abilities. A variety of components and methods of instruction can be used. Covers areas of skills identification, understanding where potential jobs can be found, organizing your job search, interviewing, applications and resumes.	Responsible: Joint, VR or SSB as appropriate This Workforce Center Provider/s: ACJTC, DRS, and JS	III
Employer Videos/Employer Profiles CORE	Annual reports, reference books and employer-generated documents and videos to help jobseekers determine whether employer opportunities should be pursued, and to prepare for successful interviewing and employment through a better understanding of the work environment.	Responsible: Job Service This Workforce Center Provider/s: JS	II
Screening and Referral to Jobs (Job Match) CORE	Specific employer information on job openings, often including an interviewing appointment, for which an individual has been matched as suited to employer requirements.	Responsible: Job Service, VR or SSB as appropriate This Workforce Center Provider/s: JS has primary responsibility and will coordinate referrals with ACJTC and DRS or SSB as appropriate.	III

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JOBSE R SERVICES AT WORKFORCE CENTER (continued)

Service	Definition	Local Provider	Standard
Earned Income Tax Credit RESTRICTED	Monthly reimbursement to workers eligible for tax credit	Responsible: LEOWC (PIC) This Workforce Center Provider/s: ACJTC, JS, and DRS or SSB Staff will inform and encourage access to the Earned Income Tax Credit.	III
Comprehensive Referral Network CORE	Electronically linked and maintained data bank on all services and organizations, as well as basic eligibility information on those services; names, addresses and hours of operation. Ability to transfer basic data as requested to linked agencies.	Responsible: Joint This Workforce Center Provider/s: First Call For Help computerized referral data base is accessible on-site for staff and customers. If additional federal dollars are received, an internal data bank of all E&T services would be developed. In addition, we would anticipate the State will develop a data bank system to be used by Workforce Centers.	II
Follow-Up Services RESTRICTED	Counseling and supportive services to eliminate barriers targeted at allowing employed individuals to continue employment.	Responsible: LEOWC (PIC), VR or SSB as appropriate This Workforce Center Provider/s: ACJTC and DRS or SSB	III

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EMPLOYER SERVICES AT WORKFORCE CENTER

Service	Definition	Local Provider	Standard
Employer Library and Seminars CORE	A collection of information of interest to employers concerning opportunities and requirements for business. Seminars may bring in experts on areas such as Americans with Disabilities Act, Workers' Compensation, Family Leave Act, Reemployment Insurance Tax, etc.	Responsible: Job Service This Workforce Center Provider/s: JS and DRS	II
Skill-Based Jobseeker Pool (both individual & aggregate) CORE	Easily accessible lists of individuals catalogued based on skills rather than general job titles or categories. This list can give aggregate data such as numbers of individuals with certain specific skills for labor force planning.	Responsible: Job Service This Workforce Center Provider/s: JS	II
Account Representative Service -Assistance with Describing Job Requirements -Listing Job Openings -Screening Jobseekers for Referral RESTRICTED	Customized service pairing an account representative with a particular company in an ongoing relationship. Designed to enhance the full comprehension of unique employer preferences and needs.	Responsible: Job Service, VR or SSB as appropriate This Workforce Center Provider/s: JS will have primary responsibility and will coordinate efforts with ACJTC and DRS or SSB staff who have employer contacts.	I

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EMPLOYER SERVICES AT WORKFORCE CENTER (continued)

Service	Definition	Local Provider	Standard
Employer Requested Testing (i.e. proficiency testing) RESTRICTED	Administration of specialized testing as requested by employers to help identify preferred candidates. May include achievement, proficiency, or any other validated measurement.	Responsible: Job Service, VR or SSB as appropriate This Workforce Center Provider/s: JS Specific employer requested testing may also be coordinated with DRS or SSB.	I
Americans with Disabilities Act (ADA) Compliance Information CORE	Information on the requirements of the ADA so that employers are able to understand and make provisions for compliance with this legislation. Training for individuals and groups.	Responsible: Job Service, VR and SSB This Workforce Center Provider: JS, DRS, and SSB will be responsible and will coordinate as needed.	I
Business Planning Data -Census Data for Marketing, etc. -Labor Standards Information -New Employer Information RESTRICTED	Facts that are generated on a local, state and national level that will help with the creation of a business and/or marketing plan. Basic laws and regulation information employers need when starting or expanding a business, or making other significant business decisions.	Responsible: Joint This Workforce Center Provider/s: JS will have primary responsibility. ACJTC and DRS will coordinate with issues relating to training and economic development in the county.	I

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EMPLOY SERVICES AT WORKFORCE CENTER (contin. j)

Service	Definition	Local Provider	Standard
Local, Statewide and National Labor Market Information DATA: CORE ANALYSIS: RESTRICTED	Basic data on the types of employment enumerated by region, with wage and trend details organized and analyzed by labor market experts. Aggregate and component analysis available, and customized analysis performed on cost reimbursement basis.	Responsible: MDES Regional Analyst THIS WORKFORCE CENTER PROVIDER/S: JS in cooperation with metro LMI staff.	I
Economic Linkages INFORMATION AND REFERRAL: CORE ADVOCACY: RESTRICTED	Connection for employers to existing resources to assist them in continuing, expanding or creating new businesses	Responsible: Joint This Workforce Center Provider/s: JS will have primary responsibility. ACJTC and DRS or SSB will have ancillary role.	III
Rapid Response to Layoffs of Employees RESTRICTED	Assistance with planning for the orderly transition of employees who are in jeopardy of imminent layoff or have already received notice of layoff.	Responsible: Joint This Workforce Center Provider/s: JS and ACJTC	II
Employer Tax and Registration Services (future) CORE	The registration of new businesses. This service will be available after the implementation of the new Uniform Business Identifier, a single code number that will be applicable throughout 10 different state agencies.	Responsible: Job Service This Workforce Center Provider/s: JS	I

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EMPLOYER SERVICES AT WORKFORCE CENTER (contin d)

Service	Definition	Local Provider	Standard
Linkage to Customized Training INFORMATION AND REFERRAL: CORE ADVOCACY: RESTRICTED	Identification of skill shortages and the connection with training resources most suited to providing training based on experience and success. May pool multiple employer shortages or work with a single employer.	Responsible: Joint This Workforce Center Provider/s: JS will have primary responsibility and will have direct involvement with DRS, SSB, ACJTC, technical and community colleges, and universities.	III
Employer Subsidy Information INFORMATION AND REFERRAL: CORE SUBSIDIES: RESTRICTED	A review of available subsidies for the hiring and/or training of employees. May include contracting for specific subsidies as appropriate.	Responsible: Joint This Workforce Center Provider/s: JS will promote subsidies to employers. ACJTC and DRS or SSB will orient employers to specific subsidies as appropriate.	III
Current Workforce Skills Assessment RESTRICTED	A study of current employees based on a skill-based assessment tool to identify shortages in planning for training or future labor force needs. This service is predicated on the establishment of an automated skill assessment system.	Responsible: Job Service This Workforce Center Provider/s: Will use the skill based assessment tool developed by the State.	I

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