

Job Center Product Box Draft

Appendix C for SW MO WIOA Plan 6/5/2018

Customer Demand	Solution/Product	Description/Delivery
DIY resources for job search, career navigation, and general information	Internet based resources	Job search and other online resources available through local and state job center websites
	Job Center Skill Labs	Computers and office equipment for job search, career and education research, resume development, communications, etc.; reference materials such as newspapers, periodicals, guidebooks, directories, brochures, etc.; staff to assist with services upon request
	Labor Market Information	Labor market information relating to employment opportunities within a local area, regionally or nationally; this may include job vacancy listings, information on job skills necessary to obtain specific jobs and information relating to local occupations in demand and the earnings and skill requirements for such occupations
	Training Provider Information	Provision of performance information and program cost information on eligible providers of training services, eligible providers of youth activities, providers of adult education, postsecondary vocational education activities, AARP, Veterans Services, Adult Education, and Vocational Rehabilitation programs
	Unemployment Compensation Information	Internet and call center contact information regarding the filing of claims for unemployment insurance compensation
	Internet-based learning	Self-directed study using internet tutorials such as ACT WorkKeys Curriculum to boost basic literacy skills for improved outcomes in the WorkKeys® National Career Readiness Certificate

Job Center Product Box Draft

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Testing services to measure skills in need for specific career opportunities	Comprehensive staff-assisted assessment	Specialized evaluation of the skill levels and service needs of customers, which may include diagnostic testing and use of other assessment tools, and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals
	WorkKeys Assessments and National Career Readiness Certificate (NCRC)	Basic skill and soft skill assessments leading to a portable credential that demonstrate workplace readiness; implementation of Personality assessments from ACT/WorkKeys™ for employer demand in demonstrating soft skills within work readiness
	Occupation and task specific assessments	Testing for competencies in computer proficiency and occupationally-specific assessments requested by employers; examples include WorkKeys and typing tests assessments
	Soft- skill training	Bring Your A Game
Counseling and other staff-assisted services to set and achieve career goals	Assistance with job search, referrals, and placement	Services to the customer that lead to the identification of job openings, completion of job applications, scheduling of job interviews and other value-added services resulting into placement in identified jobs
	Full development of an Individual Employment Plan	Creation of a documented strategy, which uses information gathered through self-assessment, initial assessment and comprehensive assessment, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the customer to achieve the employment goals.
	Career (Case) Management	A customer centered approach to the delivery of services designed to prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and to provide job and career counseling during program participation and after job placement.

Job Center Product Box Draft

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Counseling and other staff-assisted services to set and achieve career goals (Continued)	Follow-Up	Regularly scheduled informational and workplace counseling contact with customers and/or their employer for customers who are placed into unsubsidized employment. Follow-up should be for not less than 12 months after the first day of employment.
	ETT Employment Transition Team	Early intervention providing orientation, basic information and per-layoff services (when feasible) to customers affected by mass lay-off or closure.
	Referrals to Supportive Services	Direction provided to job seeker toward supportive services designed to assist in achieving physical, mental, social or economic well being and reduce or eliminate barriers to employment; these include health and medical services, childcare, emergency financial services, relocation assistance (for Trade programs only), residential support, nutritional and legal services.
	Partner Referral	Referral to WIOA partner network to address barriers to employments, to leverage resources and providing expertise for services not found at the Job Center.
	Veterans Services	Navigation of workforce system products and services for Veteran customer segments, job placement, GI Bill training assistance, OJT, etc.
	Counseling	In-depth assistance for individuals with extraordinary barriers such as legal, educational, social, or other categories of long-term barriers.

Job Center Product Box Draft

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Counseling and other staff-assisted services to set and achieve career goals (continued)	Re-Employment Services	Orientation for the Worker Profiling and Reemployment Service (WPRS) System; orientation includes ensuring the selection criteria is properly applied, explanation of the WPRS program requirements, completion of a work registration, explanation of available services, and referral to appropriate service provider for the development of a reemployment plan
	Resume Assistance	One-on-one and small group instruction on the content and format of resumes and cover letters; assistance in the development and production of resumes
	Interview Assistance	Orientation and interview workshop to prepare a job seeker to be interviewed by potential employers
Training on demand that is easily accessible and quickly accessed	Job Success workshops	Training customers in job seeking and job holding techniques through interactive and engaging presentations, which may be combined with support group interaction and activities designed to reinforce the customers' resolve in their job search efforts
	Internet-based basic skills training	Internet tutorials in job center's computer lab
	Digital Literacy workshops	Introduction to basic computer usage for job seekers; basic training provided in hardware usage, office applications, internet usage and email communication
	Work Readiness Training	Soft-skill training to include but not limited to: Financial literacy, basic computer, NCRC, and employer expectations

Job Center Product Box Draft

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Training on demand that is easily accessible and quickly accessed (Continued)	Adult Education and Literacy Linkages to local HSE classes offered in Job Center or nearby as well as National Association of Literacy (NALA) chapters	Instruction normally conducted in an institutional setting designed to upgrade basic educational skills in preparation for future training, future employment or retention in present employment; training may include such curriculum as remedial reading, writing, mathematics, literacy training, study skills, English for non-English speakers, bilingual training, and HSE preparation
	Additional instructor-led workshops	Live, instructor-led workshop events on high-demand topics such as personal finance, interview skills, resume development, EXCEL Spreadsheet usage, etc.
	Internet-based learning (Also referenced earlier)	Self-directed study using internet tutorials such as ACT WorkKeys Curriculum to boost basic literacy skills, the self-study version of Digital Literacy system, and other tools
Specialized counseling for post-secondary education	The Educational Opportunity Center (operated by Crowder College with referrals to all regional schools)	Guidance on local educational opportunities tied to career goals; assistance in preparing applications for financial aid and entry into training institutions
Preparation and training for specific occupations	Work Experience Programs	This short-term pre-vocational service is designed to instill work habits and work ethics; Work Experience positions are fully subsidized short term placements with public or private not-for-profit employers or limited internships with private for-profit employers; unsubsidized short-term internships and community service placements are also available
	Internships	Similar to WEP; fully subsidized short-term placements as employees of the worksites
	Certified Occupational Skills Training	Occupation specific training provided by a public or private vendor with demonstrated training capability and funded through individual training allocations

Job Center Product Box Draft

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Preparation and training for specific Occupations (Continued)	On-the-Job Training	Training by an employer that is provided to a paid participant while engaged in productive work in a job that provides knowledge or skills essential to the full and adequate performance of the job; provides reimbursement to the employer of up to 50 % of the wage rate of the participant, for the extraordinary costs of providing the training and additional supervision related to the training; and is limited in duration as appropriate to the occupation for which the participant is being trained, taking into account the content of the training, the prior work experience of the participant, and the service strategy of the participant
	Entrepreneurial Training	Training designed to provide customers with the skills to start businesses of their own; Small Business Development Center at Missouri Southern State University and other regional colleges offer a wide array of credit and non-credit coursework in entrepreneurship
	Pre-Apprenticeship	Program or set of strategies designed to prepare individuals to enter and succeed in a Registered Apprenticeship program and has a documented partnership with at least one, if not more, Registered Apprenticeship program(s)."
Financial assistance and/or services to help overcome obstacles	Job Development	The location and recruitment of job openings on behalf of specific customers with barriers to employment
	Out-of-Area Job Search Expenses (Trade program only)	Reimbursement for expenses incurred by a program-eligible customer seeking suitable employment or re-employment; customers must be seeking employment within the United States and cannot be reasonably expected to find satisfactory employment within the commuting area;
	Relocation Expense (Trade program only)	Reimbursement (up to a specified limit) of customers' reasonable and necessary expenses incurred in moving to another locality to accept employment; certification is required that demonstrates the customer was unable to find satisfactory employment within commuting area

Job Center Product Box Draft

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Financial assistance and/or services to help overcome obstacles (Continued)	Supportive Services	Services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under and consistent with Title I of WIA
	Temporary Assistance for Needy Families (TANF); branded as the Missouri Work Assistance Program	Self-sufficiency program for families in need; eligibility is determined by the Missouri Department of Social Services Family Support Division; employment and training components of TANF are managed through the one-stop system to help TANF recipients meet program requirements and outcomes for training and employment in family-supporting careers
	Skillup Training Program	Provisions for individuals and families in need; eligibility is determined by the Missouri Department of Social Services Family Support Division; employment and training components of the Skillup program are managed through the Job Center system to help recipients meet program requirements and outcomes for training and employment in family-supporting careers
	Trade Adjustment Assistance (TAA)	Financial assistance and case management for individuals dislocated from jobs impacted by foreign trade; TRA participants may now qualify for On-the-Job wage subsidies with eligible employers
	Healthcare coverage assistance for eligible individuals	Referral from the Job Center to the Family Support Division (FSD) for healthcare assistance; individuals not eligible through FSD may potentially obtain services from Community Clinics in towns such as Joplin and Carthage or through local county health departments
	Unemployment Insurance Compensation for eligible individuals	Referrals made to the Division of Employment Security accessible only by phone or internet-based contacts