

SERVICES TO BE PROVIDED BY THE SAN JOAQUIN COUNTY WORKNET SYSTEM

Core Services For Job Seekers:

One of the fundamental goals of the WorkNet System, is to provide “universal access” to core services for all job seekers. Core services are available to job seekers: who are looking for their *first jobs*; those who have lost their jobs and are looking for *new jobs*; and those who are employed and are looking for *better jobs*. All individuals who use the San Joaquin County WorkNet System will be able to access the core services described below at no cost to the individual.

1. Outreach and Intake:

Outreach is the action taken to inform job seekers of the services and benefits available to them through the WorkNet System. Intake is the collection of information about a job seeker when he or she registers with a WorkNet Center to become eligible to receive specified core services and intensive services.

2. Orientation to the WorkNet System:

The “system orientation” helps job seekers to understand and use the broad array of resources available from the entire WorkNet System. The system orientation also includes a listing of all WorkNet employment and education opportunities.

3. Center Orientation:

The “center orientation” is a hands-on training regarding the use of computerized and non-computerized information and self-service resources that are available in each WorkNet Center.

4. Self-service initial assessment for job readiness:

The self-service computerized initial assessment is designed to help job seekers to inventory their skills and compare them to those skills required by employers. Job seekers are encouraged to find employment opportunities through job matching and compare their skills to those required by the job opportunities found during the job matching process. The initial assessment should provide job seekers with information regarding their skill levels, aptitudes, abilities, and supportive service needs.

Once the job seeker has matched his or her skills to the required skills of an employment opportunity (found during the job match process) the job seeker then uses the skills learned in job club and job search to obtain the job.

Self-service assessment may also be used by job seekers to determine if they have the skills needed for the employment of their choice, and if not, plan to obtain vocational training or education to obtain the skills and then apply for employment.

5. Self-service eligibility determination for services offered by all Workforce Investment System Partners:

The self-service eligibility determination process includes a computerized list of questions to be answered by job seekers. The answers to the questions will provide a preliminary determination of eligibility for a variety of programs administered by the Workforce Investment System Partners. It is envisioned that the computerized eligibility processes will be used for only a few programs in the beginning, and more will be added as time goes on. For those programs not included in the self-service eligibility process, information regarding eligibility will be available to all job seekers.

6. Information regarding access to all programs carried out by all WorkNet Partners.

Access to programs includes three distinct types of information or processes. First, a description of all partners programs must be available to job seekers. Second, a process to determine preliminary eligibility for these programs must be available in all WorkNet Centers (See #5 above). Third, a process to assist participants to schedule an appointment with service providers for additional information, and/or to directly register for one or more services available through the partner's program.

7. Eligibility Determination:

Eligibility determination is the formal processes of determining if a job seeker is eligible to receive services under WIA, Title I, subtitle B. Also, to assist participants to establish eligibility for Welfare-to-Work, Enterprise Zone Vouchers, and financial aide programs for training and education programs not funded under WIA but available in the area.

8. Information regarding the labor market:

Labor Market Information (LMI) Report includes a list of most of the jobs available in San Joaquin County. The LMI report includes wage levels, skill requirements, needed educational background, and much more. Job seekers may use the LMI to help select the employment they would like to pursue.

9. Information regarding available training:

The Training Directory (TD) lists most of the education and training available in San Joaquin County. Job seekers who have decided that they wish to obtain training, can use the training directory to help find the training necessary to qualify them for the employment they seek.

10. Information regarding available community services:

Job Seekers may need assistance with and/or information about child care, transportation, housing, crime prevention or legal services, domestic violence, and other subjects to help them obtain or retain employment, and/or enter and complete education or training. This information is available in the Community Resources Directory. This core service also includes a system to refer job seekers to such services.

11. Ability to file for unemployment compensation.

Unfortunately, some job seekers will have recently lost their jobs. These individuals may apply by telephone for unemployment compensation from any WorkNet Center.

12. Job Search Training and Job Matching:

Job search training teaches individuals the skills necessary to find and obtain employment. Job matching is a self initiated process where job seekers use a computer (and other resources) to find employment. Job seekers use the skills learned in job search training to apply for employment opportunities found during their job matching sessions.

13. Career Counseling:

Career counseling enables a job seeker to develop self-understanding so that he or she can determine what work situation would be satisfying and suit his or her personality and preferred style of life.

14. Information Regarding Costs and Program Performance:

Performance information relating to specific training providers including but not limited to public and private post-secondary education and training institutions, adult schools and providers of vocational rehabilitation services and activities. The performance indicators for adults, dislocated workers and older youth (19-21) include placement numbers and rates, retention numbers and rates, wage levels at placement and follow-up, and the attainment of an education or training certificate(s) for those who have obtained unsubsidized employment. Performance indicators for younger youth (14-18) are attainment of basic, work readiness, or occupational skills; high school diploma or equivalent; or placement and retention in post-secondary education, advanced training, military service; employment and qualified apprenticeships.

15. Information regarding Local Area Performance

Information that is provided to job seekers regarding the performance of the WorkNet Center, WorkNet System.

16. Follow-Up Services:

Follow-up services are available to all registered participants who have been placed into unsubsidized employment. These services will be available a minimum of 12 months following first day of unsubsidized employment.

Core Services For Employers:

Core services includes both: personnel information and services; and information on business and economic development resources. Access to information on available business resources and services are for employers and/or business operators who use the San Joaquin County WorkNet System will be available at no cost to the business or individual. As with “Core Services for Job Seekers,” it is also a fundamental goal to provide universal access to core services for all employers.

1. Orientation to the WorkNet System:

The “system orientation” helps employers to understand and use the broad array of resources available from the entire WorkNet System. The system orientation also includes a listing of all WorkNet business and economic development services. This listing is called WorkNet Opportunities.

2. Job Applicants:

Employers will have access to CalJobs and/or America’s Job Bank to post job orders and review job seeker resumes on the Internet.

3. Information regarding Economic Development and Business Services:

Employers may use this information to find and speak to an individual regarding a concern or governmental barrier involving their businesses. Assistance in coordinating appointments with local government will be provided. Hard copy information will be provided at all sites.

4. Information regarding Business Team San Joaquin:

Employers and business operators may use this information to assist with permitting, workforce resources, information on workshops and seminars, financing, business counseling and/or business advocacy to companies located in the County of San Joaquin.

5. Information regarding business financing:

Individuals or businesses in need of financing may access basic criteria for obtaining business financing and elements of a business plan. They will also be able to use e-mail to request additional information and ask for an appointment to discuss business planning and/or financing.

6. Information regarding the Tax Credits and Financial Incentives

Current and/or potential employers may use this information to access tax incentives through locating their business in the Enterprise Zone, and/or hiring workers who qualify for tax incentives. Enterprise pre-vouchers will be available at each full service WorkNet Center.

7. Information regarding Small Business Counseling and Technical Assistance.

Business will access information regarding the availability of small business counseling and technical assistance available through several agencies including the Small Business Development Center.

8. Information regarding downsizing assistance:

Employers may use this information to help employees who are about to be laid-off or have been laid-off to find new employment. Employers may also use this information to assure that they do not inadvertently violate state or federal law while in the process of downsizing or closing business operations.

9. Information regarding the labor market:

Labor Market Information (LMI) is available for most of the jobs in San Joaquin County. The information includes wage levels, skill requirements, needed educational background, and much more. Employers may use the information to assure that their wages and benefits are competitive. Economic developers may use the information to compare wage and benefit information with other communities.

10. Information regarding available training:

The Training Directory (TD) lists most of the education and training available in San Joaquin County. Employers may use the information to locate and access employee training opportunities.

11. Information regarding available community services:

Employers may wish to assist employees who may need assistance with, and/or information about, child care, transportation, housing, crime prevention or legal services, domestic violence, and other subjects to help them obtain or retain employment, and/or enter and complete education or training. This information is available in the Community Resources Directory.

Intensive Services For Job Seekers

1. Assessment:

Job seekers eligible for intensive services will be provided with computerized assessments, paper and pencil assessments or both. The assessment will identify, at a minimum, the job seeker's vocational aptitudes and interests, educational level, reading and math levels, transferable skills, and barriers to employment.

2. Career Plan:

WorkNet Center staff will help job seekers to develop a Career Plan that addresses the job seekers' aptitudes and interests, and eliminates or reduces barriers to employment.

3. Service and Training Referral:

WorkNet Center staff will refer job seekers to the education and/or training necessary to obtain the skills identified in the job seekers' Career Plan. This training may be provided through classroom training, worksite training, or both. Job seekers will also be referred to services needed to overcome the barriers to employment identified in the job seekers' Career Plan.

4. Individual and Group Career Counseling:

WorkNet Center staff will help eligible job seekers to pursue and complete their Career Plans.

5. Case Management:

WorkNet Center staff will provide case management services to participants who are enrolled in a training program or work experience.

6. Work Maturity Skill Training:

Short term classroom training to assist participants to find, obtain and retain employment.

7. Work Experience:

Work experience is a structured learning experience that takes place in a workplace for a limited period of time.

Training And Other Services For Job Seekers

1. Classroom Training:

WorkNet Centers will have the capacity to present job seekers with access to funded occupational skills training and/or basic education provided by approved training and education providers.

2. Worksite Training:

WorkNet Centers will have the capacity to present job seekers with access to funded Worksite skills and/or work maturity training provided by approved employers.

3. Supportive Services:

WorkNet Centers will have the capacity to present job seekers with access to funded supportive services provided by approved supportive service providers.

4. Needs Based Payments:

WorkNet Centers will have the capacity to provide job seekers with access to needs based payments to assist with living costs during and for 12 months after training.

Attachment #1

Comparison of Required and Recommended Services

<i>Required by the Workforce Investment Act</i>	<i>Recommended for Inclusion in the San Joaquin County Workforce Investment System</i>
Core Services for Job Seekers	Core Services for Job Seekers
Eligibility Determination	Automated, Web-based preliminary eligibility for all partner programs, and final eligibility determination WIA and WtW.
Outreach and Intake	Outreach and Intake
Initial Assessment	Self-service initial assessment
Job Search, Placement Assistance, and Career Counseling	Job Search Training ,Job Matching, and Career Counseling
Labor Market Information	Automated, Web-based Labor Market Information
Performance Information on training providers	Information regarding Costs and Program Performance for training providers (Will be included as soon as the information is available)
Performance Information on one-stop system	Information regarding Costs and Program Performance on WorkNet System (Will be included as soon as the information is available)
Information on supportive services	Automated, Web-based information Community Resources Directory
Information regarding filing unemployment compensation claims	Telephone claim availability
Assistance regarding eligibility determination for Welfare-to-Work and other financial assistance	Automated, Web-based preliminary eligibility for all partner programs, and final eligibility determination WIA and WtW.
Twelve month follow-up services for participants who have been placed in	Twelve month follow-up services for participants who have been placed in

employment.	employment.
	Orientation to the WorkNet System
	Orientation to the tools and resources of a WorkNet Center
	Automated, Web-based Training Directory
Core Service for Employers	Core Service for Employers
None	Orientation to the WorkNet System
	Automated, Web-based Job applicant recruiting. Job applicant screening and interviewing
	Automated, Web-based information about government assistance with business and economic development needs
	Automated, Web-based information about permitting, workforce resources, financing, business counseling and/or business advocacy.
	Automated, Web-based information regarding business plans and basic business financing applications
	Automated, Web-based information about tax credits and financial incentives
	Automated, Web-based information regarding small business counseling and technical assistance
	Automated, Web-based information regarding downsizing assistance.
	Automated, Web-based Labor Market Information (LMI)
	Automated, Web-based Training Directory
	Automated, Web-based Community Service

	Directory
Intensive Services for Job Seekers	Intensive Services for Job Seekers
Comprehensive Assessment	Assessment
Employability Planning	Career Planning
Group Counseling	Group Counseling
Individual Counseling and Career Planning	Individual and Group Career Counseling
Case Management	Case Management
Work Maturity Skill Training	Work Maturity Skill Training
Work Experience	Work Experience
Referral to Training	Service and Training Referral