

## **SERVICES – JOB SEEKERS**

### **Job Seekers – Core Services**

- Outreach, intake (which may include Worker Profiling and Reemployment Services), and orientation to the *CareerLink* system.
- Initial assessment.
- Determination of eligibility for services for all partner employment and training programs.
- Job search assistance (i.e. workshops), career information, and counseling.
- Job matching and referral.
- Local, regional and statewide labor market information.
- Information on financial aid, including Unemployment Compensation.
- Information on:
  - Certified education and training providers,
  - Local performance outcomes of service providers,
  - *CareerLink* activities, such as job fairs, and
  - Supportive services.
- Orientation to personal computers for access to self-directed services, such as Internet access and resume software.
- Coordination of information and services with school-to-careers activities.
- Follow-up activities, including reassessment services, where needed.

### **Job Seekers – Intensive Services**

- Comprehensive assessment of knowledge, skills, abilities and interests by use of various assessment tools, such as testing.
- Development of an individual employment plan.
- Group counseling.
- Individual career planning.
- Case management.
- Short-term pre-vocational and stand-alone services, such as adult basic education, English as a second language, GED, basic computer literacy, interviewing skills, and soft skills.

### **Job Seekers – Training Services**

- Occupational skills training, including training for nontraditional employment will be provided through ITA(s) for adults and dislocated workers.
- On-the-job training.
- Programs that combine workplace training with related instructions, which include cooperative education programs.
- Private sector training programs.
- Skill upgrading and retraining.
- Entrepreneurial training.
- Job readiness training.
- Adult education and literacy activities, where they are integrated with other training services.
- Customized training conducted with the commitment to employ the individuals upon successful completion of the training.
- Registered apprenticeship and training programs.

## SERVICES – EMPLOYERS

### Employers – Core Services

- Orientation to *CareerLink* system and services.
- Self-enrollment and common application for services with validation criteria.
- Multiple methods to list job openings i.e. telephone, fax, Internet, with employer choice regarding the information on the job listing available to the public and the method of referral.
- Access to resumes listed on *CareerLink*
- Access to America's Career Kit that integrates America's Job Bank system, America's Talent Bank, America's Learning Exchange, and the Career Info Net.
- Automated job matching.
- Screening and referral of qualified candidates.
- Training programs, providers, and consumer reports on effectiveness of specific providers.
- Labor market information to bridge economic and workforce development.
- Human resource information; e.g., tax credits, UC, and access to labor law and compliance information.
- Initial skills assessment/occupational profile of positions.
- Access to computerized training to upgrade incumbent basic skills.
- Rapid Response, initial contacts.

### Employers – Intensive Services

- Account executive services, including brokering with other service providers/resources.
- Job profiling.
- Rapid response services, including outplacement.
- Seminars and informational workshops.
- Customized assessment for new hires/existing staff.
- Linkages with other employers that have similar needs.
- Individualized recruitment plans.
- Access to federal procurement assistance.
- Access to entrepreneurial assistance.
- Access to economic development programs and services.
- Assistance to foster labor-management cooperation.

### Employers – Training Services

- Incumbent worker training.
- On-the-job training.
- Customized Job Training funded under WIA.
- Advanced skills training.
- Guaranteed Fee Training.