MENU OF JOB SEEKER SERVICES PROCEDURE

EFFECTIVE DATE: January 30, 2012

REFERENCE: State Policy #1015 and Local One Stop Guidance 10-05

PURPOSE: To ensure that a minimum set of comprehensive, quality services that accommodates the needs of diverse populations is available to jobseeker customers of WorkSource Central Basin. Center staff will be knowledgeable about Center menu of services for job seekers and be able to direct customers to the appropriate service.

PROCEDURE:

• WorkSource customers receive information regarding services for job seekers at first point of entry (weekly orientation and/or front desk). Customers are provided a Menu of Job Seeker Services flyer/Community Resource Guide.

• Customers will view the North Central One Stop Partner video at orientation, or directed to Resource Library computers and/or informational kiosks. The video gives a comprehensive overview of all services available throughout the local One Stop system.

• Center staff direct customers to the appropriate service for help in achieving their goals of employment, training, job retention or increased earnings.

TRAINING:

WorkSource Central Basin center staff will be trained on the Menu of Job Seeker Services Procedure by managers and/or supervisors using the following:

• Menu of Job Seeker Services State Policy #1015
• Local One Stop Guidance LOG #10-05
• Menu of Job Seekers Services Procedure, Menu of Center Services, Community Resources, and Area One Stop Video.

SkillSource Center Manager and/or supervisor(s) will document staff trainings with meeting agenda and minutes indicating staff members present at training.
MENU OF CENTER SERVICES

Skills Assessment  Financial Aid Assistance  On-the-Job Training
Basic Skills  Unemployment Information  Internships
Computer Skills  Job Listings  Work Experience
Career Counseling  Job Referrals  Vocational Training
Career Planning  Job Search Assistance  Support Services

EMPLOYMENT PREPARATION SKILLS

ACE (Assessment for Career Employment)
Identify your skills and strengths while learning about the job market

Career Development
Learn how to match your interests and abilities with job opportunities

Career Planning
Understanding the labor market in planning your career path and setting goals

Excellence In Service
Discover the fundamentals of good customer service

Job Hunter
Orientation, Skills and Abilities Analysis, Job Search Strategies, Labor Market, Applications, Resumes, Cover Letters, Interviewing, Labor Market information, Career goal setting

LIFE SKILLS TRAINING

Budgeting  Credit Counseling  Financial Education
Home Buyer Education  Home Owner Counseling  Income Tax Preparation

COMPUTER SKILLS TRAINING

Digital Literacy  Keyboarding  Microsoft Office Certification
Word  Excel  Access
Power Point  Quick Books  Microsoft Publisher

CENTER PARTNERS

SkillSource  Employment Security
Division of Vocational Rehabilitation  Big Bend Community College
Grant Mental Healthcare  Job Corp Recruiting- DESI
OIC (Opportunities Industrialization Center)  OIC - Prosperity Center

Various partners provide specific services for Adults, Dislocated Workers, Youth, Ex-Offenders, Work-First Recipients, Veterans, Migrant & Seasonal Workers and Dependents, Individuals with Disabilities.

WorkSource Central Basin is an equal opportunity partnership of organizations that provide Employment and Training services. Auxiliary aids and Services are available upon request to persons with disabilities.
Examples of Community Services:

- Transportation
- Child Care
- Health
- Domestic Violence
- Alcohol & Drug Intervention – Treatment
- Child Abuse Intervention
- Child Care Services
- Clothing Banks
- Food Banks
- Early Childcare Education Options
- Health Insurance – Low Income
- Health Insurance – Medicare
- Hospitals
- Family Planning
- Legal Assistance
- School Districts
- Senior Centers
- Education (Adults/Youth)
- Veterans – Military Services
- Unemployment

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