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# EMPLOY Prince George's Workforce Development



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# Our Company

## Introduction

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### Welcome Letter

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Welcome:

We are pleased to have you as an employee of Employ Prince George's, Inc and hope that you find your new career with the company to be an enriching and engaging work experience.

This manual is your guide to our procedures. Of course, this manual cannot cover every scenario that may arise. Its purpose is to summarize or highlight current procedures for our staff members. All procedures are subject to change. If you have questions or would like more information, contact your supervisor or Program Manager for clarification.

We invite you to share with us your questions and thoughts about the training process. We value the opinions and ideas of our employees and encourage you to bring your ideas to your supervisor.

## Background

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Founded in June 2018, Employ Prince George's, Inc. is a 501(c)(3) nonprofit organization based in Largo, Maryland. Employ Prince George's is an economic driver Prince George's County and the DC Metropolitan Region, providing nationally recognized community and workforce development programming. Employ Prince George's serves as the principal workforce development entity for Prince George's County, with a mission to improve the local economy by creating a demand-driven workforce system with workforce development programs that deliver qualified workers to businesses, improves the productivity of businesses, and provides job seekers with opportunities for careers in high demand/high growth industries.

## Mission Statement

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Our mission is to improve the local economy by creating a demand driven workforce system in Prince George's County, and workforce development programs that deliver qualified workers to businesses, improves the productivity of businesses, and provides jobseekers with opportunities for careers in high demand/high growth industries. #WeAreEPG

## Innovation and Opportunity

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As the administrative and fiscal agent of the Prince George's County Workforce Development Board, Employ Prince George's is responsible for operating the Prince George's County Public Workforce System, branded, and modeled as the Prince George's County American Job Center Community Network, regulating policy development and the administration of workforce activities related to services and programs funded by the Workforce Innovation & Opportunity Act (WIOA).

## JOB DESCRIPTION: CAREER CONSULTANT

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### **Basic Function and Scope of Responsibilities:**

The Career Consultant is the primary point of contact with participants during all phases of the WIOA Program. The Career Consultant is responsible for recruiting participants for the program and assisting each assigned recruit through the enrollment and follow up process. The Career Consultant will help each participant develop educational and employment goals and will provide assistance based on the individual needs of each participant.

The Career Consultant must display initiative, exercise judgment, and make decisions that are consistent with the program goals. Major responsibilities include: Outreach/Recruitment, Assessment/Eligibility, Case Management, Career Readiness Assistance, Job Development, and data and paperwork management. The Career Consultant is responsible for documenting each participant's progress throughout the program and maintaining accurate case records.

The Career Consultant must possess excellent communication skills in order to motivate participants to achieve their goals within the program.

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### **Principal Responsibilities:**

- Outreach, Recruitment and Determining Eligibility
- Assist Program Participant's in Achieving the Goals Established in their IEP
- Meet Contractual Obligations Regarding Defined Positive Outcomes and Retention Measures and Follow-Up
- Maintain Case Records which detail the service needs of each participant and Facilitate additional training in computer labs and/or workshops

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### **Related Experience & Requirements:**

- Must be drug free and possess a clear background
- Experience with at-risk Job Seeker, particularly in the workforce, employment or training is preferred.
- Demonstrates proficiency in Microsoft Office Applications and can learn multiple case management systems
- Possess a valid driver's license and the ability to travel throughout the assigned area.

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### **Qualifications:**

- Must maintain a large participant case load of both active and follow-up participants
- Must have the ability to work independently with minimal direct supervision
- Must possess leadership qualities which will motivate and influence positive behaviors from participants
- Must have the ability to identify and recruit the target population of the program

- Must input and record data in all case management systems in a real time timely and in an accurate manner

## Program Description

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The WIOA Job Seeker Program provides participants with a broad range of services that include:

- Opportunities for both academic and occupational learning
- Developing leadership skills
- Preparing for further education
- Occupational training
- Employment

The services provided under the WIOA Job Seeker Program include the 14 WIOA Job Seeker program elements, objective assessment and developing the individualized service strategy.

## 14 WIOA Job Seeker Program Elements

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The 14 program elements of the WIOA Job Seekers Program address a full spectrum of needs that Job Seekers require to make a successful transition into the workforce. The 14 program elements may be provided to Job Seeker alone or in combination with each other based on the participant's individual needs. The 14 program elements are described in detail below.

### 1. Tutoring, Study Skills Training, Instruction, and Dropout Prevention

Tutoring and remediation services are offered to improve a participant's math and reading skills. Increased proficiency in these basic skills will prepare the individual for further training opportunities and employment.

Remediation is required for participants who are basic skills deficient (BSD) at the time of enrollment. Tutoring and remediation programs offer individualized instruction to participants who need to improve these basic skills. The standards of Employ Prince George's, Inc state that a participant cannot be BSD when they enter occupational skills training. However, exceptions can be made for participants with special circumstances. All exceptions must be approved by the Program Manager.

### 2. Alternative Secondary School and Dropout Recovery Services

Alternative Secondary Schools are designed to provide education and instruction to Job Seeker that were not successful in traditional education programs. An Alternative School must have a structured curriculum that is clearly an alternative to the regular curriculum offered in a traditional school environment. Examples of Alternative Education Opportunities include GED classes, WorkKeys preparatory classes, and Basic Skills Remediation classes.

### **3. Paid/Unpaid Work Experience**

A structured Work Experience enables participants to experience short term employment in an occupation of interest. Participants will gain general knowledge and develop the skills required to become successful in the occupation.

The Program Manager of Employ Prince George's, Inc and the employer must sign a worksite contract. The contract will outline the expectations and general duties that the participant will be responsible for during the Work Experience.

Work experiences last no more than 90 calendar days and can be paid or unpaid. The Career Consultant must maintain communication with the worksite supervisor to ensure that the participant is meeting the expectations outlined in the worksite contract.

### **4. Occupational Skills Training**

Occupational Skills Training provides participants with vocational training for careers that are in-demand. Occupational skills training prepares participants to become competitive skilled candidates in today's labor market.

Participants must meet all program pre-requisites before entering occupational skills training.

### **5. Education Offered Concurrently with Workforce Preparation**

Concurrent education is an integrated education and training model combining workforce preparation, basic academic skills, and occupational skills. Educational opportunities offered concurrently with basic workforce preparation allow participants to prepare for entry into a specific occupation, career cluster, or career pathway. This also allows participants to maximize their time in the program. It also provides information to participants about specific occupations, career clusters, or career pathways that will help them make a decision regarding occupational skills training.

### **6. Leadership Development Opportunities**

Leadership development is encouraged to promote responsibility, improve employability skills and to create positive social interactions among participants and their network of peers, potential employers, teachers and other adults.

Examples of Leadership Development Activities include:

- Community and Service-Learning Projects
- Peer Mentoring
- Exposure to Post-Secondary Education Opportunities
- Developing life skills such as budgeting, work maturity skills and parenting. -

## 7. Supportive Services

Supportive Services are available to participants who need assistance in order to successfully complete their goals. All Job Seekers are assessed to determine their need for supportive services. Supportive services available to participants include:

- Assistance with childcare payments
- Transportation assistance
- Assistance with exam fees, books, and uniforms
- Assistance with Background Checks and Urinalysis Screening
- Emergency Assistance

The assigned Career Consultant must search for other agencies in the community who may provide assistance to the participant before agreeing to provide supportive services. This strategy is used to prevent participants from receiving similar services from multiple government agencies at one time.

Supportive services are provided on a case-by-case basis and are only available after all other resources have been exhausted.

## 8. Adult Mentoring

Adult Mentoring is a supportive relationship developed between an adult and a Job Seeker over a 3-to-12-month period (see local Statement of Work for specific area guidelines). Mentors are encouraged to develop a relationship with the Job Seeker which is based on trust and will continue to promote positive life skills in the Job Seeker. Participants are encouraged to develop a relationship with a mentor in programs such as Big Brothers Big Sisters, Father to Father or through consistent communication with a positive adult role model.

## 9. Follow-up Services

Participants will transition to the follow-up phase of the program after they complete the goals outlined in their ISS. Follow-up services are designed to monitor a Job Seeker's success as they transition into employment, the military or post-secondary education. Follow-up services are provided for the twelve month period following active participation in the program.

Some of the follow-up services provided include:

- Tracking Progress on the Job
- Assistance Securing a Better Paying Job
- Career Development/Further Education Planning
- Assistance with Work Related Problems
- Supportive Services (as applicable)



The services available during follow-up are not intended for all participants, however, every participant must be monitored during the follow-up phase.

#### **10. Comprehensive Guidance and Counseling**

Comprehensive guidance and counseling provides individualized counseling to participants, including drug/alcohol and mental health counseling. Individual counseling is aimed to help remove any additional situational barriers that participants may be experiencing and that may be keeping them from reaching their education and employment goals. Employ Prince George's, Inc is proud to offer Job Seeker participants access to a counselor on a weekly basis to help meet their needs in a holistic approach to case management services.

#### **11. Financial Literacy Education**

Financial literacy provides Job Seeker with the knowledge and skills they need to achieve long-term financial stability. Employ Prince George's, Inc incorporates a financial literacy discussion into the Career Smart curriculum and has local area banks present information for basic financial skills.

#### **12. Entrepreneurial Skills**

Entrepreneurial skills provide the basics of starting and operating a small business and develops entrepreneurial skills. Participants are encouraged to attend the Entrepreneurial course with the Employ Prince George's, Inc Vocational Instructor if they are interested in becoming an entrepreneur or even if they want to develop additional skills that will lead to employment success.

#### **13. Services that Provide Labor Market Information**

Career Consultants offer employment and labor market information about in-demand industry sectors or occupations. Participants are required to complete labor market research for their chosen occupation, career cluster, or career pathway prior to attending an occupational skills training. Such research includes information about the local area, state and national occupational outlook, wage data, and employment data.

#### **14. Postsecondary Preparation and Training Activities**

Postsecondary preparation and training activities help Job Seeker prepare for and transition to postsecondary education and training. Not every participant in Employ Prince George's, Inc will be interested in completing a short-term occupational training. Some participants may already have an occupational skills credential and are interested in pursuing additional educational opportunities to be successful in the workplace. Career Consultants assist participants in completing school research and financial aid forms, registering for classes, and navigating the postsecondary system.

## Objective Assessment

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Objective assessment is used to identify the participant's goals, interests, and needs at the time of enrollment. The assessment identifies the participant's service needs, academic levels, goals, interests, skill levels, abilities, aptitudes, and supportive service needs.

Documentation of all objective assessments conducted at enrollment must be maintained in the participants file.

## Individual Employment Plan

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The IEP is a comprehensive evaluation that identifies the participant's goals for the program. This comprehensive evaluation considers the participant's employment barriers, family situation, financial resources, work history, and motivation to complete their goals moving forward. The IEP becomes the participant's "plan of action" and will be reviewed and updated as the participant progresses through the program.

Each participant will develop goals which include:

- An employment goal for a career that is in demand
- Basic Skills Goals
- Academic Goals
- Goals identified as a result of the participant's objective assessment.

The participant must sign an updated copy of the IEP as goals are added or changed.

## Recruitment

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Recruitment is the first phase of the WIOA Job Seeker program. Recruitment is designed to target Job Seeker who are eligible for the program and who can benefit from the services and activities available. The recruitment process consists of orientation, determining eligibility and assessing suitability.

### Orientation

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Orientation is conducted at each Workforce Area in accordance with WIOA regulations. Orientation is designed to familiarize Job Seeker with the services provided by Employ Prince George's, Inc.

Each site is required to use the same PowerPoint Presentation to ensure consistency among projects. The Orientation PPT may be adjusted to add local project information but should not eliminate existing data or formatting. Local Program Manager's should review and approve any edits made to the existing Orientation PowerPoint.

The standard orientation PowerPoint will provide an overview of the WIOA Program and must include the following:

- Eligibility Requirements
- Information on all 14 required program elements
- Supportive Service Information
- Follow-up Information (customer must be willing to participate in follow-up for a minimum of 12 months after exit)

Every recruit must attend orientation before being enrolled in Employ Prince George's, Inc.

### Eligibility

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Applicants must meet specific eligibility requirements before they are enrolled in the program. Employ Prince George's, Inc serves residents of the local workforce area (as defined in the Statement of Work).

Applicants must meet the eligibility requirements listed below and provide documentation to verify eligibility (listed beside the bullets) in order to be considered for the program.

- 1) An out of school Job Seeker between the ages of 16 and 24\* at the time of registration (\*please refer to local workforce guidelines for specific age requirements for the local WIOA Job Seeker Program)
  - Any unexpired document listed on the list of acceptable I-9 documents
- 2) A low-income individual:
  - Pay-stubs (for immediate family who have worked at any time during the past 6 months). For a complete definition of family and how to compute income, refer to the family size worksheet included in the appendix.
  - Military family allotments (award letter)
  - Pensions (including military retirement pay)
  - Public Assistance/TANF/Food Stamps (DSS Household Case Summary)
  - Regular insurance or annuity payments (includes Social Security Disability Insurance and Long-Term Disability)
  - Alimony

**and;**

- 3) Is an individual with at least one of the following barriers?
  - Deficient in basic literacy skills (BSD)
    - TABE test in Reading, Math Computation and Math Applications
  - A school dropout
    - Withdrawal Form **and** high school transcript\*  
(\* not required in all areas)
  - Homeless, runaway or foster child

- Court documents or letter from case worker
- Pregnant or Parenting Individual
  - Copy of children(s) birth certificate(s)
- An Offender
  - Letter from probation officer stating pending or previous legal charges
  - Online court records search for an arrest record
- Lacking work readiness skills
  - Work Readiness test will be administered by the Career Consultant during the application process or at the time of enrollment

### **Suitability**

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Applicants should be assessed on an individual basis to determine suitability. Applicants can meet eligibility requirements but may not be suitable to receive WIOA services. Applicants may not be suitable for the following reasons:

- Poor classroom attendance
- Missing scheduled appointments without notice
- Inappropriate behavior towards educators, staff or peers
- Goals established during the eligibility process cannot be met by the activities and programs offered under the WIOA Job Seeker program.
- Inability to accept full-time employment

Applicants who are not suitable at the time of enrollment may re-apply for the program at any time and will be re-assessed based on their most recent circumstances.

### **Assessment**

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Initial assessment during the eligibility process is conducted to determine the recruit's academic levels, interests, abilities and aptitudes. These assessments are administered to ensure that the recruit has the basic skills needed to meet the goals set forth in the program.

#### **TABE**

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Participants are assessed using the Test for Adult Basic Education (TABE) during the recruitment process. The TABE test measures the participants reading and math levels. Minimum TABE scores must be met to qualify for the program.

TABE test results must be kept in the participant's hard file and must be uploaded to our system.

## Case Management

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Employ Prince George's, Inc uses the **Maryland Workforce Exchange** management system to document the activities and services provided to WIOA Job Seeker participants. It is essential that this case management system is kept up to date to ensure that performance measures are being captured in an accurate and efficient manner.

### Enrollment


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The enrollment program area is where program activities and services are tracked while the participant is active in the program.


The enrollment phase of the program is used to:


- Track activities and services
- Create vouchers for activities, supportive services and incentives
- Upload Post-TABE assessments
- Document participants contact in monthly case notes. The primary case note is documented in **Maryland Workforce Exchange**.


Check out the following videos for enrolling and documenting job seekers in the **Maryland Workforce Exchange**.


[How to Use This Site](#) - Learn how to identify and use valuable system resources. This video will help you navigate the system with confidence and ease. [Transcript](#) 


[Creating an Individual Account](#) - Learn how to create an individual account to complete system registration. This will enable you to take full advantage of system resources, such as building a resume and finding a job. [Transcript](#) 

[Build Background though Paths](#) - Detailed background information provides the foundation for most resumes and helps employers find a résumé. Learn how to record details of education, employment history and other résumé components. Complete assessments to help define work interests and values and see job postings that match your results. [Transcript](#) 

[Creating your Résumé by the Comprehensive Method](#) - Learn the basics to create a professional résumé to advertise skills and experience to employers. This video shows you how to use the Résumé Template feature to organize and format all your information and make your résumé available to employers online. [Transcript](#) 

[Finding a Job](#) - Learn how to conduct a job search to find employment opportunities. The video will demonstrate the various search options available and how to apply for desired job openings. [Transcript](#) 

[The Virtual Recruiter for Individuals](#) - Learn how the system automatically searches for jobs based on your desired criteria. When it finds a match, the system will create a notification alert using your preferred method(s) of contact. [Transcript](#) 

[My Individual Workspace](#) - This interface provides individuals with quick access to workforce development information and common labor exchange tasks. The Virtual OneStop dashboard is interactive, visually presenting information in a way that is easy to read and interpret – through the use of graphics and other standard means. Job Seekers may customize the actual widgets in operation to more precisely display desired options. [Transcript](#) 

## Follow Up

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### General Background

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All Job Seeker participants must receive some form of follow up services for a minimum duration of 12 months. The types of services provided during the 12-month period of follow up are determined based on the needs of each individual participant. The case manager should continue to make monthly contact with each participant during the follow up phase of the program. All monthly contact is documented by entering case notes in **Maryland Workforce Exchange**. The purpose of consistent contact with Job Seeker participants is to:

- Encourage Job Seeker to stay on track in moving toward their long-term employment goals
- Help Job Seeker to identify barriers or problems that are keeping them from achieving their goals
- Document when academic and employment goals are achieved
- Assist Job Seeker in developing new goals that will lead to a successful future

### Contact

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Follow up services are offered during the 12-month period after the participant exits the program. Follow up services must be recorded a minimum of one time per quarter in **Maryland Workforce Exchange**.

Maintaining contact with Job Seeker participants after they exit the program can be the most challenging part of the Follow Up phase of the program. Job Seeker participants often change cell phone numbers frequently, relocate or are unwilling to return contact attempts made by their case manager. Strategies to maintain contact with a Job Seeker participant include:

- Requesting updated contact information each time you speak with the participant
- Sending a survey or contact letter to the participant's last known address
- Contacting the 5 alternate contacts the participant provided during enrollment
- Emailing the participant using the email address provided at enrollment

### Follow Up Services Offered

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Case managers must follow local area policies in determining eligibility for receipt of follow-up services. In general, the only services that are funded during the follow up phase are for incentives for positive 1<sup>st</sup> quarter placement and credential attainment by the 3<sup>rd</sup> quarter of follow up. Additional Follow-up services funded by

WIOA should only be provided to remove a barrier to participation in education or employment after other resources have been exhausted and where area policies allow funding to occur.