

The Product Box:

What Is Your Service Menu?

- An Integrated and Partnered
System/Center Service Menu

- Why Partner to
Expand the Menu?

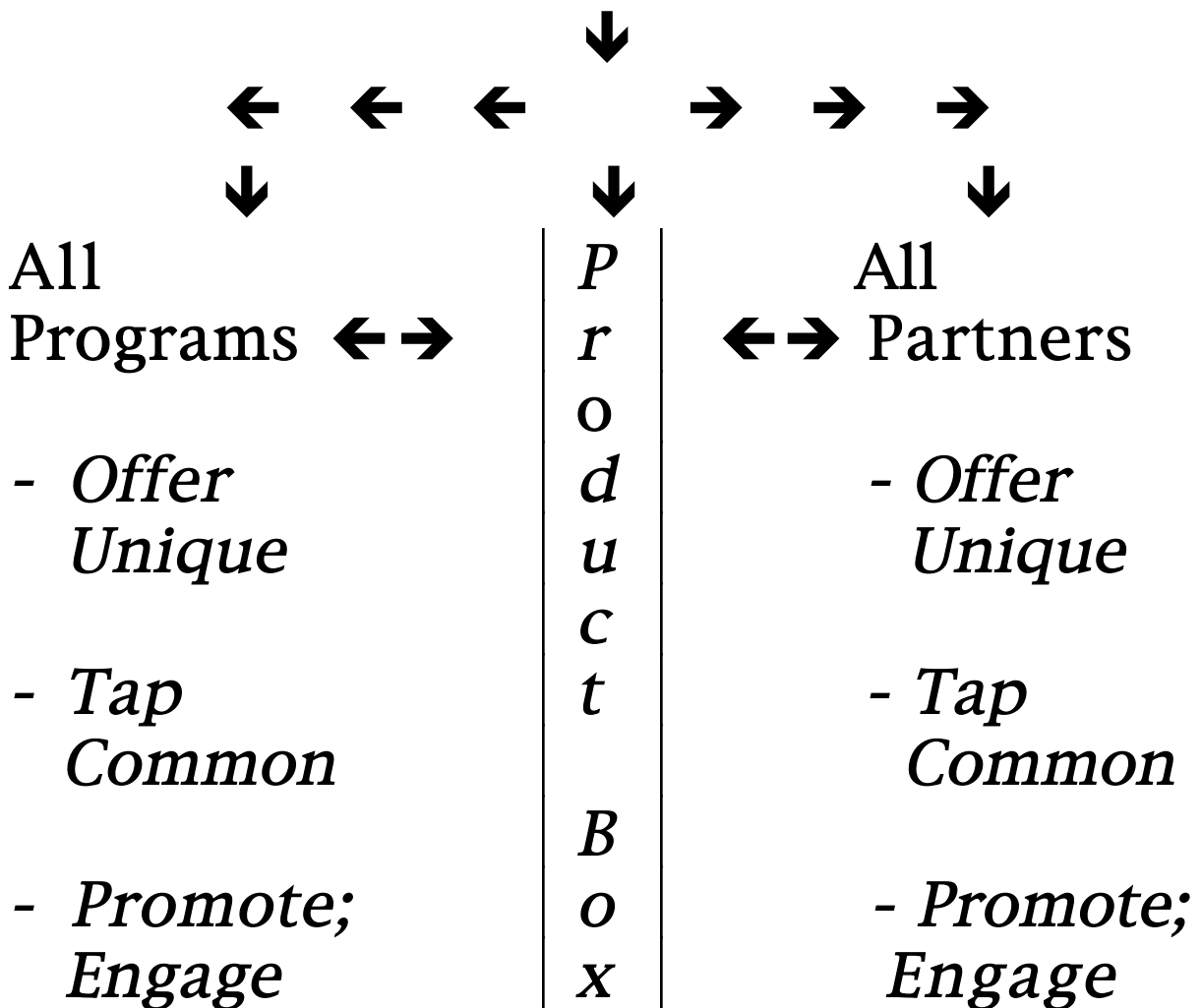
- What Services Are
Most Needed Right Now?

- Service Delivery Variety

- Exchange Ideas

Partnering to Build A Shared and Integrated Service Menu

All WorkSource System and Center Customers



All Customers



The Product Box

- Job Search/Readiness Products
- Talent Improvement Products
- Occupational Training Products
- Employer-Sponsored/Based Products



All Partners

All Customers



The Product Box

Job Search and Readiness

- Job Seeking Skills
- Job Keeping Skills
- Life Management and Job Loss Skills

Talent Improvement

- Basic Skills and Skill Brush-Up
- Short-Term, Pre-Vocational
 - Soft Skills
- Computer/Internet Skills (Basic/Applications)
 - Words-for-Work
 - Customer Service Skills
- Credentialing Opportunities

Occupational Training

Employer-Sponsored/Based

- OJT and Customized Training Opportunities
- Skill-Based Internships/Work Experience
- Customized Recruitment Events
- Responsive Job Orders



All Partners

Why Expand the Product Box?

- Trends:
 - Demand for Skills (“Talent”)
 - Employer Hiring Processes
 - Serve More; Less Money
 - Staff-Assisted Service:
“Intensive/Training”
 - Beyond Kinko’s & Scholarships
 - Know Skills; Improve Skills;
Best Job with Skills
 - USDOL/HHS Rules, Emphases
 - Technology-Based Learning

Why Expand the Product Box?

- Performance:
 - Prevent Exit through Service:
“Staff-Assisted Enter Employ”
 - Ninety-Day Rule
 - UI; Worker Profiling:
Early...Then Clock Starts
 - Engage, Not Case Manage
 - Quantity in “Self-Service”
 - Structured Capture of Data
 - “Log-In” Participation
 - Meet TANF “Participation”

Why Expand the Product Box?

- Potential Efficiencies:
 - Not Just WIA “Training”
 - Redirect Staff to Common
 - Program-Specific?
 - All Programs Tap the Box
 - Some Customer Commonalities
 - Center-Specific? (Access Equity)
 - Potential “System” Efficiencies
 - Product Team?
 - Tracker and Promoter

The Product Box...

- Responsibility assigned?
- Clearly defined?
- Demand-driven?
- Validated?
- Tied to assessment results?
- Comprehensive menu?
- Integrated?
- Partnered?
- Continuously replenished?
- Continuously improved?

The Product Box...

- Customized?
- Just-enough, just-in-time?
- Bundled and unbundled?
- Concurrent and stand-alone?
- Multiple delivery methods?
- Offered everywhere?
- Frequent?
- Popular and utilized?
- Promoted and cross-promoted?
- Efficient and effective?

What Is “Training”?

USDOL and Law Definition?
Occupational and Job-Specific!

Employer Definition?
Skill Development!

Just Ask Employers
If These Are “Training”:

- Problem Solving?
- Work Readiness?
- Customer Service?
- Computer Skills?

WIA Intensive Services...

Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare for employment or training

WIA Training Services...

- Occupational skills training
 - On-the-job training
- Workplace training with instruction
 - Private-sector training programs
 - Skill upgrading and retraining;
 - Entrepreneurial training
 - Job readiness training
- Adult ed and literacy w/job training
 - Customized training

Lower Rio Grande WorkForce Solutions

Talent for Business

Businesses demand qualified job candidates.

Job seekers are transformed into better job candidates by:

- Knowing their skills (Customer Solutions)
- Developing their skills (Skill Solutions)
- Having their skills verified (Staffing Solutions)

Talent Development and Improvement is:

The enhancement of existing skills and development of new skills to make all job seekers more qualified to be hired and more competent on the job after hired.

Examples of Talent Development Services:

- Basic Skills and Skill Brush-Up
- Literacy and Numeracy Gains
- Soft Skills
- Computer/Internet Skills (Basic/Applications)
- Words-for-Work
- Customer Service Skills
- Apprenticeship
- Credentialing Opportunities
- Work Readiness Credentials
- Occupational Training
- On-the-Job Training
- Customized Training
- Skill-Based Internships/Work Experience
- GED Attainment
- Job and/or Industry-Specific Skills

(Note: Talent Development Services do not include job search workshops, resume development, job interviewing skills, and other such services to find jobs. It also does not include job seeker case management and coaching. While these services are important and expected, they do not enhance the skills employers need in employees and are, therefore, not talent development services.)

**Talent Development Delivery Methods
May Include:**

- Classroom Training
- Workshops
- E-Learning
- Employer-Sponsored/Based
- Partner Referrals Offering
Talent Development Services
- Tutoring

Talent Development services can be delivered in the Center, in the Job Seeker's home, at other community locations, at the workplace, and/or in local educational institutions.

Who is Responsible for The Product Box?

Skills Development Methods

- Online/Computer-Based Learning
 - Partner Referrals
 - Workshops
- Concurrent and Stand-Alone

Training Methods

- Pre-Employment; Post-Employment
 - Employer-; Program-Sponsored
 - Classroom; Online (ITA)
 - Financial Aid

Delivery...

- **E-Learning**
 - Self-Study
 - Home or Center
 - Facilitated
 - Blended

- **Workshops**
 - Staff
 - Contract
 - Partner
 - Center, Non-Center Locations

- **Classroom**
 - Referral
 - Financial-Aid
 - Credential, Non-Credential

Making E-Learning Happen!

- Online Comfort
- Value Perception
- Learning Goals
- Structure
- Frequency
- Reporting
- Support
- Blended
- Progress Milestones
- Celebration of Completion

Best Bets!