

Original: Mod.: X Date: **9/22/17** **New Relationship # 2017-202. *Employment Transitions Activities for Adults and Dislocated Workers for PY 17. Effective July 1, 2017. Note: updates to classes & workshop topics/descriptions.***

Since January 2011 *Employment Transitions* activities have been funded under a line-item reimbursement contract; therefore, you do not write vouchers for *Employment Transitions* activities.

Any *Employment Transitions* activity may be taken independently of the other *Employment Transitions* activities, i.e. participants may attend a workshop or receive job placement assistance whether or not they have first attended the 5-day *Employment Transitions* course.

Your participants must be associated in IWDS with the 2017-202 Provider Code. Use *Short Term Prevocational Skills Training* when you record activity in IWDS.



**RECRUITMENT AND REFERRAL FORM**  
**WIOA Individual Career Services**

**Courses: *EMPLOYMENT TRANSITIONS ACTIVITIES:***

- **Technical Skills for Job Search – 15 hour class**
- **Employment Transitions course – 15 hour class**
- **Soft Skills for the Workplace – 15 hour class**
- **WorkKeys for those completing Employment Transitions class**
- **Job Search Related Workshops and Roundtables**
- **Individual Job Search Assistance**

**Program Provider: Rock Valley College** **FEIN: 36-2557781**  
**Continuing Professional Education**

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**Activity Name:** Intensive Services

**Provider Code:** **2017-202**

**CIP Code:** **OES:** Varies. Look up appropriate code.

**Session Dates or Open Entry-Open Exit:** Schedule will vary. Schedule will be on table by DW mailboxes.

**Average Time to Complete a Course:** Course: 15 hours (1 week); Workshops and Individual Job Search Assistance are ongoing.

**Description of Activities:** See pages 3-7.

Note: Job placement activities will be coordinated with the Program's (DW or Adult) Business Services Rep.

**Program Schedule:** Employment Transitions Course classes will all be held in Room 101, The Workforce Connection. Classes will be scheduled when needed.

When scheduled, each course class is 15 to 20 hours/week: 4 hours each day, Monday-Friday: 9:00 a.m. – noon. (If an afternoon class is held, it will meet from 1:00-5:00 p.m.)

The times and locations of workshops and roundtables will be announced.

Individual job search assistance is by appointment.

**No. of Participants Per Class:** Course content, workshops, and job placement assistance are geared to both Adults and Dislocated Workers. Instruction is adjusted to the needs of the individuals in each activity.

### **Registration Procedures.**

The course class sign-up sheet is in a white notebook labeled *Employment Transitions* on the table by DW mailboxes.

Write the participant's name and your name in the appropriate columns on the appropriate sign-up sheet.

**Authorization:** The Workforce Connection, Inc.

R&R prepared by Val Johnson, TWC Planning & Quality Assurance Manager.

Rock River Training Corporation (RRTC) is the fiscal agent for NIWA programming approved by TWC.

### **WIOA INDIVIDUAL CAREER SERVICES**

Provider: Rock Valley College Continuing Professional Education:

**Employment Transitions Activities are approved until June 30, 2018:**

**Activity and Activity Code/Description: (Be sure to associate these activities with Provider Code 2017-202.)**

- 15 to 20 hour class Employment Transitions course: Activity— *Short Term Prevocational Skills Training*
- 15 to 20 hour class Technical Skills for the Job Search: Activity - *Short Term Prevocational Skills Training*
- 15 to 20 hour class Soft Skills for the Workplace: Activity - *Short Term Prevocational Skills Training*
- Job-Search Related Workshops (including Career Support Roundtables): — *Short Term Prevocational Skills Training*
- Individual Job-Search Assistance (coaching, resume development, etc. in coordination with Business Services Coordinator for DW or Adult I B): — *Short Term Prevocational Skills Training*

**Career Planners are responsible for referring participants to *Employment Transitions* activities.**

**A Description of *Employment Transitions* Activities Provided follows on pages 3-6.**

**DESCRIPTION OF EMPLOYMENT TRANSITIONS ACTIVITIES PROVIDED**

In PY 2017 Rock Valley College Continuing Education *Employment Transition* staff will continue to provide: 1) an *Employment Transitions* course, 2) job-search related workshops, and 3) resume writing and individualized job search coaching. These services will be provided by one full-time *Career Management Specialist*. As needed, the Career Management Specialist may assist the Dislocated Worker or Adult Program Business Services Coordinator write On-the-Job Training Agreement training plans for individual participants.

- **Technical Skills for the Job Search** is a 15 hour class focusing on the necessary digital literacy skills for a successful job search. Participants will complete several computer skill assessments to determine where the gaps are in their digital knowledge. Once that is determined each person will begin independent online training modules to improve their skills. Participants sometimes have rudimentary digital literacy awareness; they may have to begin with keyboard and mouse tutorials. The majority of participants will identify to having “intermediate” computer skills; the assessment results will help them recognize that there are gaps. The participant will be directed to an independent learning plan of online training that will close those gaps. Participants who have advanced computer skills will benefit from choosing from targeting resumes to the particular job, creating cover letters, researching potential employers and establishing an online professional presence. Another plan they might choose is to dedicate that time to online training in order to update skills in Microsoft Office programs.
- **Employment Transitions** is a 15 - 20 hour class designed to help participants recognize the skills important in today’s workforce. Participants are encouraged to discuss their feelings and concerns about their job loss or lack of a job. Financial anxieties are examined and available resources that offer solutions identified. The class covers the importance of determining a job focus, local labor market information, transferable skills, career assessments, training options, creating resumes, online job applications, networking, and interview preparation. Classroom hands-on computer activities focus on websites that present information about occupations, labor markets, job readiness, and free online computer instruction. Also in class the participants are introduced to the importance of improving soft skills. There is class discussion to identify how soft skills impact every part of a successful job search and continued employment in the workplace.
- **Soft Skills for the Workplace** is a 15 hour class. The focus is on identifying what soft skills are and why they are important to employers. Soft skills are weak for many job seekers. The training employs classroom discussions, video examples, workshop presentations, group activities and individual assignments the instructional methods. Emphasis is on four soft skill categories: **Professionalism:** Employers value employees who carry out their duties in a professional manner. **Communication:** To an employer, good communication skills are essential. These skills are ranked FIRST among a job candidate’s “must have” skills and qualities. **Teamwork:** Teamwork is an essential part of workplace success. Employers look for people who know how to work well with others. **Time Management:** Employers want time management skills which foster working efficiently in order to save time and money.
- **Coordinate** WorkKeys Testing for those who complete *Employment Transitions* course; perform test administrator’s duties for Work Keys assessments.
- **Counsel** participants regarding career selection and vocational and career decision-making (as part of *Employment Transitions* course activities or in individual help sessions—coordinated with The Workforce Connection Career Planners).
- **Maintain** on-going contact with The Workforce Connection Career Planners, as appropriate, in order to keep Career Planners informed of the job search status of participants.
- **As requested** by The Workforce Connection program directors, participate in “staffings” or staff meetings when topics related to above enumerated duties are to be discussed.

**A. EMPLOYMENT TRANSITIONS COURSE** (15 hours during one week; course will be conducted as needed)

The *Employment Transitions* course will provide participants with the soft skills and resources necessary to secure full time employment. The course will allow participants time to address their feelings regarding their job loss (and/or their lack of a job) and their concerns over their immediate financial needs. Information covered during the course includes labor market information, job search techniques, skills and abilities identification, realistic training options determination, resume preparation, job applications completion, interviewing techniques, and hands-on basic computer instruction needed to prepare a resume, and use of the Internet as a resource during job search and career exploration.

**Topics Covered in *Employment Transitions* Course**

- Overview
- Dealing with dislocation, emotional impact, stress indicators
- Identifying interests and skills of the worker (self-assessment of adaptive, transferrable and job-specific skills)
- Financial impact - handling finances after job loss-getting your finances in order
- Identifying the importance of basic reading, writing and math skills
- Identify needs of employers, generating job leads, establishing focus
- Effective job search methods--hands-on experience using internet, networking, and experience exploring [www.illinoisworknet.com](http://www.illinoisworknet.com), [www.careercruising.com](http://www.careercruising.com), [www.O'Netonline.org](http://www.O'Netonline.org), [www.careerready101.com](http://www.careerready101.com), and [www.ides.illinois.gov](http://www.ides.illinois.gov).
- General discussion of potential training options-specific educational skills required for training programs, affordability of training, what help can WIOA through The Workforce Connection provide?
- Basic computer literacy-hands-on instruction for the job search.
- Resume preparation and online / paper job applications
- Survival while searching for a job-appearance, attitude, work ethics
- Practice interviewing skills and techniques
- Discussions on accepting a new job -- and keeping the job
- Expectations of job placement assistance component
- KeyTrain, WorkKeys Testing and resource materials for test preparation
- Benefit of the National Career Readiness Certificate for the job seeker and employer

**List of potential *Employment Transitions* course material:**

- Workbook – “Job Hunting”
- WinWay Resume Software
- Career Assessment Software
- Internet free computer skills tutorials
- Websites with free typing and math practice i.e., [www.getlearnfree.org](http://www.getlearnfree.org) [www.khanacademy.org](http://www.khanacademy.org)
- [www.illinoisworknet.com](http://www.illinoisworknet.com) – Optimal Resume
- Youtube videos and TED talks
- PowerPoint presentation
- Current industry information on resumes, follow-up tips and interview preparation

**Expected Outcomes of Course**

- Participants will be better able to prepare a basic resume.
- Participants will have more tools to help them decide whether or not they want to explore training options (basic educational skills upgrading/High School Diploma Equivalency (HSE) preparation, pre-

vocational skills-related *Basic Career Services* courses, and/or ITA occupational training) with their WIOA counselors.

- Participants will have the skills necessary to undertake an effective job search.

### **Description of the Course Instructional Methods**

Course will be presented through a combination of hands-on activities, topic focused talks followed by Q & A, lecture and PowerPoint presentations, large and small group discussions, one-on-one interaction between instructor and participant, and interaction among participants.

## **B. JOB SEARCH ASSISTANCE**

Program participants seeking employment may receive on-going assistance from the *Employment Transitions Career Management Specialist*.

- Give individual assistance to participants to help them develop job search strategies.
- Assist the job seekers to identify specific employers to target.
- Enhance the job seekers' resumes and help them create a cover letter.
- Practice interview skills with the job seekers.
- Provide at least one workshop per month on topics such as resume writing, interviewing skills, communications, networking, and more. The list of potential workshops is on the next page.
- Conduct one or more Career Support Roundtables each month to encourage participants to network and exchange job search information.
- Arrange for employer speakers from companies in Northern Illinois/Southern Wisconsin.
- Have on-going contact with Dislocated Worker and Adult counselors in order to keep counselors informed of the job search status of participants.

*Job Club and List of Potential Job-Search Related Workshops:*

- **Career Support Roundtable (Job Club)**  
Roundtables will be held at least once per month. Unemployed participants gather together to help one another find mutual support and encouragement during their job search. By attending Roundtable, participants meet new people who are all connected by a common link: the need to find a new job. The exchange of job leads, personal business cards, resumes, ideas and information that occurs at Roundtable sessions helps stimulate and energize you, not to mention it may even help you overcome mental blocks or stave off depression. Studies have concluded people tend to procrastinate when job searching alone, while group interaction provides incentives and rewards.
- **Workshops** One or more workshops will be offered each month. Potential workshops include:  
**Resume Preparation:**
  - **Components of a Resume:** A discussion of putting together the "basic components of a resume for someone who has never prepared one
  - **Focus on Achievements for Your Resume:** A session "focused on discussing achievements to put on a resume; the workshop would help people identify what they've done in past positions.
  - **Targeted Resumes and Work Search,** Learn how to recognize and work with Applicant tracking System software.**Interviewing Skills :**
  - **Phone Interviews:** A discussion of how to prepare and practice for this screening interview.
  - **Get Ready, Get Set, Interview:** A discussion of all the tasks and activities to consider related to preparing for an interview

- **Interview Questions:** Learn to read between the lines. Preparation to answer questions from professional not personal experiences.
- **Mock Interview Practice:** Interviewing practice in pairs as participants conduct mock interviews and critique one another
- **Preparing for Interview Questions:** An open forum engaging all attendees about appropriate answers to questions
- **Illegal Interview Questions:** A discussion of illegal questions sometimes asked on an interview and how to handle them
- **Behavioral Interview Questions:** Introduce STAR method for preparation.

**Writing Cover Letters:**

- **Cover Letters! They're Not That Hard to Write:** A discussion of a business letter followed by a presentation of the components of a cover letter, and then attendees write a draft cover letter.

**Job Fair Preparation:** [These workshops would be offered before or near the time of scheduled job fairs.]

- **Preparing for A Job Fair:** A discussion of all things related to fairs: what to do and not do at a job fair; what to do to prepare for a job fair; build confidence in order to meet recruiters

**References**

- **What Are Your References Saying About You?** A discussion of how to select and prepare references for assisting a person in the job search

**30-Second Summary:**

- **Sell Yourself in 30 Seconds:** What is a 30-second summary and how to put it together so that it becomes the answer to "Why should I hire you?" or "Tell me about yourself."

**Thank you notes**

- **Why Write a Thank You Note?:** A discussion of the importance of a thank you note, what to say, and whether to handwrite or email; attendees write a short note of thanks

**Finances**

- **"Managing Your Money when You're Not Working":** FCM provides literature and helpful hints on how to save money and even make money when unemployed. (Family Credit Management (in Rockford) guest presenter.)

**Networking**

- **The Importance of Networking:** A discussion of the "how's and why's of connecting with people you don't know; attendees get involved and talk to one another about their accomplishments

**Soft Skills**

- **How You Look Does Matter:** You're always "on" and why should you care.... Companies are looking for people who "fit" with their team, their vision, etc.

**Workshops Using Computer Skills**

- **Cybersafe 101:** Hands on examples and handouts focus on the **how to:** Modify resume content to create a Cyber-SAFE resume; Detect deceptive job ads; Practice basic computer security practices with: firewall, antivirus, anti-spam software; Recognize spoofing, phishing, and misleading web addresses

**Facebook**

- **Social Media:** as a tool to research employers and build a professional network.

**C. COMBINED ACTIVITIES AND SERVICES OUTCOMES**

**The activities and services provided under *Employment Transitions* will:**

- Perform a frequent review of materials to insure that information is timely and relevant to participants securing full-time employment.
- Provide interactive and participatory training that enhances each job seeker's success.
- Furnish participants with a basic knowledge of resources to help them in their job search or give them training options to aid them in obtaining employment.
- Help participants become familiar with basic computer applications by preparing a basic resume and by searching the Internet for job-related information.
- Break the job search process down into a series of tasks that will lead to employment.
- Develop a plan for employment that is driven by the job seeker.
- Include the job seeker's personal and professional support networks in the job search process.