Customer Flow Scenarios

A Novel Approach to Staff Training
AJC Customer Flow Scenarios

A NOVEL APPROACH TO STAFF TRAINING

Introduction

An important goal of the American Job Center (AJC) network is to assist individuals with complex stories. Front-line staff are better prepared to serve these customers efficiently and effectively when they are familiar with the programs, job opportunities, online training programs, and support services in their communities.

What is this resource?

Many states and local areas have expressed a need for tools that help AJCs coordinate staff and partners to work collaboratively across programs. This booklet features five illustrated stories that represent scenarios of customer experiences, and the guidance an AJC staff member might provide.

These stories demonstrate the characteristics of a high-quality one-stop center, as described in TEGL 04-15 (https://wdr.doleta.gov/directives/attach/TEGL/TEGL_04-15.pdf):

High-quality AJC’s:

❖ Provide career services that motivate customers of all ability levels to make informed decisions based on local and regional economic demand.

❖ Support and empower customers to achieve their employment and educational goals.

❖ Staffed by individuals that are courteous, polite, responsive, and helpful to visitors, businesses, and job seekers.

❖ Use an integrated and expert intake process for all customers. Frontline staff are highly familiar with the functions and basic eligibility requirements of each program. They can appropriately assist customers and make knowledgeable referrals to partner programs.

❖ Cross-train to increase staff capacity, expertise and efficiency. This grants a universal understanding of all programs, and enables better service through shared demographic expertise.
This booklet includes five completed scenarios that illustrate a diverse set of customers and situations:

- **Sam** has an undisclosed disability and needs guidance on reasonable accommodations and other rights under the Americans with Disabilities Act while returning to the labor force.

- **Charles** is an employer seeking guidance to hire and accommodate workers with disabilities and is seeking resources on employee retention.

- **Juana** is a farmworker who needs to lodge a pay complaint, and additionally requires housing and education assistance.

- **Jim** wants to get back to work after being incarcerated.

- **Adele** is a single mother transitioning from public assistance to sustainable employment.

These stories introduce a variety of solutions and resources to assist the protagonist. It is not a comprehensive guide of all available programs, nor is it intended to set a precedent or limit the manner in which assistance is provided. The character scenarios are representations of individuals, just as each visitor to an AJC has their own path and personal needs.

This resource has the potential to achieve the intended goals, as is indicated by feedback received when early drafts were shared with Regional Office staff and AJCs.

“I’m a firm believer in arming our Workforce Staff with as much information as possible about services available to customers. In a lot of cases the Staff is left to find resources on their own, and they do not always have the time to sit and research.”

“Scripts and informational animations such as this one are a good tool for illustrating the real life situations where outreach workers and the like interact and offer assistance to those in need.”

“I think this is a great way to transmit the concepts and the links available to help staff understand the issues and, in turn, help our customers.”
How the Stories were Developed

A seventeen-person workgroup was established. It comprised subject matter experts from ETA national and regional offices, many of whom had previously worked in local one-stop centers as front-line staff and case managers. Staff from U.S. Department of Health and Human Services (HHS) Administration for Children and Families were also active participants.

The work group chose five stories to represent diverse situations that are encountered at AJCs across the country. Individual members then drafted scripts, reviewed drafts, provided feedback, and identified the relevant resources.

Completed story boards were reviewed by local AJCs for validation through regional offices. Much of their feedback was incorporated into the final scenarios.

How to Use these Scenarios

This booklet is a training tool for AJC staff and partners. It is advised to dedicate parts of an AJC staff meeting to reviewing a scenario and discussing questions such as:

❖ Would you have handled this customer differently?
❖ How would you help a customer with a language barrier?
❖ What if this customer did not have a government-issued ID?
❖ What available resources have not been included?

This booklet can be shared with a customer who is reluctant to discuss their own story, as a potential client-side utility.

The booklet is available for download on the Services to Adults Focus area page of ION. As a staff desk aid, it can be printed in its entirety or as individual stories, and can be posted in the resource room for customers to use. It can be uploaded to the AJC shared drive for easy access.

More feedback from AJC preliminary review:

"The story/script is very useful to both new and less-than-new staff and would be excellent tools for training and development."

"I would consider sharing this and other scripts with the right customer(s) to ask for his/her/their input. It would be an effective conversation starter as the images and situations presented in this story/script are relatable in topic as well as environment."

"The Staff in the comic provided some good ways to start a conversation and ideas on getting more information from the customer."
Capture your own stories

Throughout the scenario development process, suggestions for additional stories were eagerly suggested (listed below). Time and resources limited this set to the five contained herein.

These storyboards were developed using Adobe Illustrator and licensed stock art purchased through Shutterstock. As noted above, the scripts and stories were drafted and shared. Feedback was incorporated to form the final narrative. A graphic designer generated these storyboards, but a partner, local business or even an apprenticeship or On the Job Training (OJT) program might have graphic design services or training that could support storyboard development for your local area or AJC.

Establishing a process for capturing and documenting your own stories is not difficult. Scripts written without graphical support can be just as useful as a resource, training tool, or record of processes and practices.

We encourage you to share your scripts, stories, and storyboards by emailing them to: Amerjobctrs@dol.gov

Additional scenario topics

- Military spouse looking to continue education toward professional certification
- Older Adult, recently laid off from long-time job now seeking work
- TANF during benefits, lost benefits, ended benefits
- Homeless adult needs job, housing, support services
- Apprentice, job abruptly ended or person was severed
- Seeking college credit for past work experience
- Immigrant with legal status
- Trade Adjustment Assistance Act customer recently laid off
- Veteran

In the future, additional booklets can be completed for the topics above, or using scripts developed in your own office using this novel approach.
Sam was injured on the job resulting in an undisclosed disability. He is ready to return to work. He visits the AJC to prepare for an upcoming interview.

What should I say at Friday’s interview...?

Hi. I’m Mark. Do you need help looking for construction jobs?

I’m Sam. I was recently injured at work and I’m preparing for an interview. I don’t know what I should say about my injury to the hiring manager.

Gee...I’m sorry to hear about that. Let’s go to a room where we have privacy.

OK.

I know I can do the work even if I’m not at 100%. But I’m afraid I won’t get hired.

Good question Sam. Reasonable accommodations are adjustments that allow people with disabilities to perform the essential functions of a job.

REASONABLE ACCOMMODATIONS

• Accommodation information A to Z is a directory of information on impairments, accommodation ideas and organizations you can contact.
• The ADA and other laws have requirements for reasonable workplace accommodations for people with disabilities. Check out the Job Accommodation Network (JAN) for information on job accommodations and help understanding your rights and responsibilities.

WORK-RELATED INJURIES, ILLNESSES, AND FATAL INJURIES STATISTICS

Within DOL Bureau of Labor Statistics (BLS), the injuries, illnesses and fatalities (IF) program provides annual information on the rate and number of work-related injuries.

For example, according to estimates from the BLS Survey of Occupational Injuries and Illnesses (SOII), the incidence rate of injuries and illnesses in the private industry construction sector in 2015 was higher than rates in the majority of other private industry sectors.

Work-related injuries, illnesses, and fatal injuries statistics.

You don't have to mention your injury unless you need some accommodations.

ADA

• ADA.gov and ADA National Network offer information and technical assistance on the ADA. The ADA National Network provides information, guidance, and training on how to implement the ADA.
• List of facts about the ADA.
• http://askjan.org/bulletins/ADAAAwithRegs.pdf provides guidance on interpreting how the ADAAA defines who can be identified as having a disability.
How does the employer find out that I have a disability? Do you tell them?

No! And an employer cannot ask you directly about your disability. After hire, they can ask for a medical exam if required of all new employees.

Are you feeling better about your interview now?

Yes, a little, but I am still not sure how or when to let them know about my accident and how it has affected me.

Sure, I’ll be back on Thursday.

Thanks for all your help.

You’re welcome. I’ll see you on Thursday.

One of the AJC services we offer is practice interviews. Can you come back Thursday so you are prepared for your Friday interview?

Sure. I’ll be back on Thursday.

Are you feeling better about your interview now?

Yes, a little, but I am still not sure how or when to let them know about my accident and how it has affected me.

Thanks for all your help.

You’re welcome. I’ll see you on Thursday.

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DISABILITY DISCLOSURE
Get more ideas on disclosing a disability from the Job Accommodation Network, or see PACER’s workbook on disability disclosure, (PACER’s is written principally for youth but an excellent resource for all ages).

https://askjan.org/topics/discl.htm

ADDITIONAL RESOURCES:
Social Security Benefits for individuals with disabilities
www.ssa.gov/disability/

Return to Work Toolkit: Resources for Employees
https://www.dol.gov/odep/return-to-work/employee-resources.htm#resources

South Dakota Disability Employment Initiative disclosure video.
https://www.youtube.com/watch?v=oOuczENU_dU&feature=youtu.be
Sam: a customer returning to work with an undisclosed disability


- Americans with Disabilities Act National Network: https://adata.org/


- Social Security Benefits for Individuals with Disabilities: www.ssa.gov/disability/

- Return to Work Toolkit- Resources for Employees: https://www.dol.gov/odep/return-to-work/employee-resources.htm#resources


All links working as of March 20, 2017
Mark, there is an employer here to see you.

Mark at the AJC is waiting to meet the HR Director at an HVAC company that recently hired Sam, a customer from the AJC. The employer now wants to hire more workers, including individuals with disabilities.

From the WIOA vision, Mark wants to offer quality talent development services to his business customers.

Let me pull together my notes to meet this employer.

RESOURCES TO ASSIST EMPLOYERS

Employer Assistance and Resource Network on Disability Inclusion (EARN):
http://www.askearn.org/topics/recruitment-hiring/

Business Strategies that Work: A Framework for Disability Inclusion – Guide offers three sections on recruitment and hiring:

Hiring Adults with Disabilities:
https://strategies.workforcegps.org/announcements/2017/02/27/14/23/Hiring-Adults-with-Disabilities

We recently hired Sam through your agency. We want to hire more qualified workers like Sam. We are pleased it worked out for both you and Sam. Let’s explore your options for expanding your workforce.

A few minutes later...

Charles is on his way to your room now. I guess construction in our town is really booming.

When a sector like construction is strong, it benefits not only individuals with disabilities but all customers.

Please set him up in the conference room and I’ll go introduce myself.

TAX INCENTIVES FOR EMPLOYERS

https://www.dol.gov/odep/topics/TaxIncentivesForEmployers.htm

Work Opportunity Tax Credit

The Work Opportunity Tax Credit (WOTC) offers tax incentives for employers who hire individuals facing significant barriers to employment.

What are some options?

You could get tax breaks, or consider a contract for on-the-job training, or establish a registered apprenticeship.

And what about the on-the-job training contracts?

Employers could receive reimbursements for 50% or more of the wages paid to cover the cost of training.

Let me get a sample of the contract, skills analysis and training plan.

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Charles
You mentioned registered apprenticeship. How does that work?

A registered apprenticeship lets workers earn while they learn. My colleague can show you samples of a work process schedule to design an apprenticeship.

I want to also mention reasonable accommodations. They are generally low cost and easy to implement. They help people with disabilities perform their job.

Does this include resources I can share with my workers on the changes we should make?

Yes, check out the JAN Workplace Accommodation toolkit.

I may pursue all three ideas. My other challenge is staff turnover. How do I retain good workers?

ACCOMMODATIONS
LEAD Center Info:
http://www.leadcenter.org/wioa-workforce-development/
retention-and-return-to-work

JAN Workplace Accommodation Toolkit: http://prod.askjan.org/toolkit/

DISABILITY ETIQUETTE RESOURCES: https://askjan.org/topics/disetiq.htm

COMMUNICATIONS
How to communicate with and about people with disabilities:

Thanks for all this great information. Can you join me at my next business roundtable meeting? Other companies should know about these services.

Thanks for all this great information. Can you join me at my next business roundtable meeting? Other companies should know about these services.

Certainly, we want employers to recognize that a skilled workforce includes individuals with disabilities.

A registered apprenticeship lets workers earn while they learn. My colleague can show you samples of a work process schedule to design an apprenticeship.
**Story Resource Links**

**Charles:** an employer interested in hiring more individuals with disabilities

- Tax Incentives for Employers: [https://www.dol.gov/odep/topics/TaxIncentivesForEmployers.htm](https://www.dol.gov/odep/topics/TaxIncentivesForEmployers.htm)

**On the Job Training (OJT)**

- Toolkit: [https://ojttoolkit.workforce3one.org](https://ojttoolkit.workforce3one.org)
- Webinar on How to Implement OJT Effectively: [https://www.workforcegps.org/events/2016/05/02/13/26/Strategies_for_Implementing_OJT_SIMply_and_Effectively](https://www.workforcegps.org/events/2016/05/02/13/26/Strategies_for_Implementing_OJT_SIMply_and_Effectively)

**Registered Apprenticeship**

- Work Process Schedule for Construction Craft Laborer: [https://www.doleta.gov/OA/pdf/Appendix_A_13_05.pdf](https://www.doleta.gov/OA/pdf/Appendix_A_13_05.pdf)
- “How Apprenticeship Works” Video: [https://www.youtube.com/watch?v=X_N039Dhzzs](https://www.youtube.com/watch?v=X_N039Dhzzs)

**Accommodations**

- JAN Workplace Accommodation Toolkit: [http://prod.askjan.org/toolkit/](http://prod.askjan.org/toolkit/)
- Disability Etiquette Resources: [https://askjan.org/topics/disetiq.htm](https://askjan.org/topics/disetiq.htm)
- Communications: How to communicate with and about people with disabilities: [https://dol.gov/odep/pubs/fact/communicating.htm](https://dol.gov/odep/pubs/fact/communicating.htm)

*All links working as of March 20, 2017*
Juana is a 23 year old, bi-lingual migrant farmworker who is a U.S. citizen.

Hello, I'm Susan. I'm an outreach representative with the American Job Center. Remember when I visited last week? Are you interested in any of the services I mentioned? Housing, food, job training, or the Complaint System?

Yes, I remember. I can talk with you now. It's time for my lunch break.

I have a complaint. I was picking strawberries in Watsonville. The boss said he pays $1.50 per box, but he paid me only $1.25 per box. He owes me over $600. I have a copy of the job order that promised $1.50 per box.

I can definitely help you. I can take the complaint right now.

I have a complaint. I was picking strawberries in Watsonville. The boss said he pays $1.50 per box, but he paid me only $1.25 per box. He owes me over $600. I have a copy of the job order that promised $1.50 per box.

Here's the complaint form we need to complete. I will give this to the Complaint Representative at the Center. He will try to get an answer for you.

Thank you. I really need the money they owe me.

We're happy to help. Can you come to the center? We can update you on your complaint and discuss other services you might need. Do you have a way to get there?

Yes, I can get a ride. Is next Tuesday at 3pm after my shift okay?

Wonderful! The address is 123 Main St. Springfield, CA. I'll see you then!

Gracias! Hasta luego.

It's nice to see you again. Let's start by talking about your complaint. The complaint system representative called your previous employer. He said he was not going to pay $1.50 per box. It's good you have documentation that says he would pay $1.50.

So, our Complaint System Representative has logged the complaint. After 5 days, if not resolved, he will take it to the next step and check in monthly.

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Juana
When I saw you at the farm you said you wanted to talk about housing. Where are you living now?

I am living in a garage with my 4 year old daughter and another family. It’s cramped and uncomfortable. I would really like to get us out.

Possible housing assistance:

- Rental Accessibility
- Modification Program (Disabilities)
- Homelessness Prevention and Rent Relief
- Eviction Storage
- Home Repair Services
- Energy Assistance
- Local Shelters
- Relocation Assistance
- Affordable Rental Units
- Section 8 Housing

Now that we have a possible solution for a better place to live for you and your daughter, can I ask you another question?

Juana, that is wonderfull! I think we can get you on a career path to fulfill that dream. The first step is to find out about your previous education.

I know you are currently doing farm work. If you could have a different job, what would you like to do?

I would love to go to school to become a nurse. My Tia is a nurse, and I always admired her. But it’s so hard and I don’t know where to start...

I never finished high school after Esperanza was born.

Well, let’s get you signed up for your GED and let’s talk about a career pathway in nursing.

Thank you so much for these opportunities. I've never had a team of people helping me like this. I'll be sure to tell my sister and friends about the American Job Center and the services you offer!

State Monitor Advocate Directory:

Additional Resources:

The National Farmworker Jobs Program:
https://www.doleta.gov/Farmworker/html/NFJP.cfm

WorkforceGPS Agricultural Connection Information for Migrant and Seasonal Farmworkers:
https://farmworker.workforcegps.org/

Resource Directory and Monitor Advocate Contacts:

Career Pathways Toolkit:
Juana: a seasonal farmworker

- Information on Outreach Workers, 20 CRF 653.107:
  [Link](http://www.ecfr.gov/cgi-bin/text-idx?SID=d9c4c7052d04d274d88b97e341b0d9a7&mc=true&node=pt20.3.653&rgn=div5#se20.3.653_1107)

- Complaint System 20 CFR Subpart E:
  [Link](http://www.ecfr.gov/cgi-bin/text-idx?SID=e3cd607d8a82e9cffd98c9c1507ce3b3&mc=true&node=pt20.4.658&rgn=div5#sp20.4.658.e)

- Complaint System Form:
  [Link](https://www.doleta.gov/programs/pdf/eta_form_8429.pdf)

- National Farmworker Jobs Program information:
  [Link](https://farmworker.workforcegps.org/resources/2015/04/24/14/48/NFJP_NMA_Resource_Directory)

- Subpart E—Employment Service and Employment-Related Law Complaint System (Complaint System):
  [Link](http://www.ecfr.gov/cgi-bin/text-idx?SID=3c2cd03fae8e6841593c5bffd64ff30c&mc=true&node=pt20.4.658&rgn=div5#sp20.4.658.e)

- Farmworker Monitor Advocate National Directory:

- The National Farmworker Jobs Program:
  [Link](https://www.doleta.gov/Farmworker/html/NFJP.cfm)

WorkforceGPS Agricultural Connection

- Information for Migrant and Seasonal Farmworkers:
  [Link](https://farmworker.workforcegps.org/)

*All links working as of March 20, 2017*
Jim is 26 years old and has recently returned to the community after being incarcerated at a nearby county jail. He has a few credits at a community college. He brought along paperwork, a transcript and an old resume. At the job fair, he learned to dress up and bring documentation.

I met your co-worker at a job fair for Reentry workers. I would like help getting a job.

As part of the intake and enrollment process, AJC staff should conduct a needs assessment. Consider the various needs that are included in this example for Virginia:


Customers who are returning to the community after incarceration can take advantage of these resources designed for their situation.

https://www.careerwise.mnscu.edu/exoffenders/find-job/interview-tips-ex-offenders.html
https://www.careerwise.mnscu.edu/exoffenders/find-job/resume-tips.html

Okay. Let’s now work on your resume, interviewing skills, and find a school to continue your welding training and get you certified.

Two weeks later...

Great. That lady in the resource room, Mrs. Singh, told me about a special web site for guys with my background.

Jim, it’s great that you’re about to start the welding classes at the Career Technical College nearby. Today, let’s talk about ways you can help promote yourself to employers.
Federal Bonding Program.
http://bonds4jobs.com/
A state bonding coordinator can help facilitate the process. Job seekers can bring the bond letter to their interviews:
http://bonds4jobs.com/our-services/directory

Legal Services Corporation is among the nation-wide organizations that help the job seeker get a Certificate of Rehabilitation. Here are some legal aid resources.
http://www.americanbar.org/content/dam/aba/administrative/probono_public_service/lsc_reentry_projects.authcheckdam.pdf

The Work Opportunity Tax Credit (WOTC) is a Federal tax credit available to employers for hiring individuals from certain target groups who have consistently faced significant barriers to employment.
Tax Credit: https://www.doleta.gov/business/incentives/opttax/
Target groups: https://www.doleta.gov/business/incentives/opttax/eligible.cfm

Other resources, Reentry Toolkit.
https://www2.ed.gov/about/offices/list/ovae/AdultEd/reentry-education-model-implementation-study.pdf

Okay, I read about a federal bonding program. How does that work?
It's a program that reduces the risk for employers when they hire someone with a criminal background. You can take a bond letter to your interviews.

I heard from another job seeker that employers may also get tax credits. This could help me get hired, right?

I read about that. But not every state offers this. Where can we find out if I am eligible?

I'm glad we could help, Jim. Think about your long-term goals, lifelong learning and how to advance along your career pathway. Good luck! Return to our center anytime you need us.
story resource links

Jim: a customer who is transitioning to work after incarceration

- Sample Intake Form Used When Meeting a New Customer

Career Exploration Links

- My Next Move:
  https://www.mynextmove.org/

- Career One Stop:

Resume & Interview tips for Reentry Customers

- https://www.careerwise.mnscu.edu/exoffenders/find-job/interview-tips-ex-offenders.html
- https://www.careerwise.mnscu.edu/exoffenders/find-job/resume-tips.html

- Step Ahead Career Planning:
  https://www.careerwise.mnscu.edu/exoffenders/index.html

- Federal Bonding Program:
  http://bonds4jobs.com/

- State Bonding Coordinator Directory:
  http://bonds4jobs.com/our-services/directory

- Legal Service Corporation:
  http://www.americanbar.org/content/dam/aba/administrative/probono_public_service/lsc_reentry_projects.authcheckdam.pdf

- Work Opportunity Tax Credit (WOTC):
  https://www.doleta.gov/business/incentives/opptax/

- Target Groups for Work Opportunity Tax Credit:
  https://www.doleta.gov/business/incentives/opptax/eligible.cfm

Reentry Toolkit

- https://www2.ed.gov/about/offices/list/ovae/pi/AdultEd/reentry-education-model-implementation-study.pdf

All links working as of March 20, 2017
Adele is a 28-year-old mother visiting an American Job Center again. She has previously received services at her local TANF agency office and the AJC, but when her cash benefits “timed-out,” Adele’s TANF case worker referred her to the AJC to take part in additional training and workshops.

She is meeting with Susan, an AJC Case Counselor.

I’ve been at this center before. When I began receiving TANF benefits, I also enrolled here. While here, I was able to get training, access to the Dress for Success clothing for interviews, and was placed into job search and job readiness workshops...

You know that our center and the TANF office work together; our systems are connected. I am able to pull up the IEP, which is your Individual Employment Plan, as well as your initial intake assessment information.

The kids can continue on the children’s health insurance program. We can look into possibly continuing child care services. We can also refer your nephew to youth employment services to get work experience. And, we have other programs and services available for your children, as well as for your ex-husband, who is looking for new employment.

What about others in my family? I have a 4-year-old daughter and am raising my 16-year-old nephew. Perhaps they can also receive some assistance.

The Supplemental Nutritional Assistance Program (SNAP) Employment and Training Program provides job search and other supportive services for individuals receiving basic food public assistance.

https://www.fns.usda.gov/ET-policy-guidance

TANF funds can be used to provide certain supports after a client receives a job.


For more information, see the client re-entry scenario: Jim

But what if we choose the wrong program? Will I lose some of my benefits?

No, don’t worry about that. You can be in many programs at the same time.

To start with, sure. Do you think that I could do better with some training?

Adele already had a comprehensive assessment of her interests, abilities, and experience while she received TANF benefits. Now that Adele is enrolled in SNAP E&T, Susan updates and adapts Adele’s IEP to include the additional training, education, and support services that will help Adele continue and progress along an administrative career pathway.

Adele, if you combine work and training, I bet you can be on a path that will help you move from a clerk, to an administrative assistant, and one day, to an office manager role.

Adele

Career Pathways Toolkit:

A few weeks later…

Adele’s made great progress. She finished the Employability Training and earned a Work Readiness Certificate. She’s ready to participate in some job fairs.

6755358

My resume is up to date and I did some mock interviews this week.

Work Readiness Certificate: Many states sponsor training and testing that leads to these certificates. It helps to reassure employers about a job seeker’s competence. Examples are from the National Work Readiness Council and from ACT.

http://www.workreadiness.com/nwrcred.html

Great progress, Adele. You finished the Employability Training and earned a Work Readiness Certificate. How is your 4-year-old doing in child care?

I updated my resume based on tips from the job search seminar. I have also done some mock interviews this week. She’s doing great in child care, thanks for asking! It gives me peace of mind to know she’s in a good program, and it lets me focus on getting a good job.

You’re ready to participate in some job fairs, and our Business Services Team can also reach out to employers on your behalf. You know, there may be a couple of employers interested in hiring you through our On-the-Job Training. Our employer tax credits can also be an incentive for them to hire you.

You don’t have to. Our Business Services Team can explain all that to the employer directly. I think the employers will like the tax benefits and the wage reimbursements that lower their costs.

Well, thanks, I appreciate all the help I can get.

Work Opportunity Tax Credit

https://www.doleta.gov/business/incentives/opptax/

On the Job Training


After a few interviews, Adele was able to find a salaried job with benefits as an Administrative Assistant. With the support of her supervisor, she plans to enroll in a course at a community college that will continue to strengthen her skills.

The AJC also helped her nephew find an after-school job, and her ex-husband is optimistically pursuing a couple promising job leads while their daughter prepares for Kindergarten.

OTHER RESOURCES:

Webinar on TANF and WIOA Partnership: Promoting Economic Self-Sufficiency through TANF and WIOA 2gen Partnerships
https://www.workforcegps.org/events/2017/01/12/07/53/WIOA-Wednesday-on-Thursday-Promoting-Economic-Self-Sufficiency-through-TANF-and-WIOA-2gen-Partner

Office of Child Care: Resources for Parents
https://www.acf.hhs.gov/occ/parents

Career Exploration
https://www.traffitify.com/work/education-workforce/
https://www.mynextmove.org/
http://www.myskillsmyfuture.org/

Adele
Adele: a recent TANF recipient transitioning to sustainable employment

- Webinar on TANF and WIOA Partnership:
  https://www.workforcegps.org/events/2017/01/12/07/53/WIOA-Wednesday-on-Thursday-Promoting-Economic-Self-Sufficiency-through-TANF-and-WIOA-2gen-Partner

- Supplemental Nutritional Assistance Program (SNAP):
  https://www.fns.usda.gov/ET-policy-guidance

- SNAP Employment & Training Toolkit:

- Career Pathways Toolkit:

- Work Readiness Certificate:
  http://www.workreadiness.com/nwrcred.html

- TANF-WIOA Integration Webinar by HHS-Administration for Family and Children:
  https://www.youtube.com/watch?v=Tzc6chHpJu0

Work Opportunity Tax Credit (WOTC)


On the Job Training (OJT)


Career Exploration Tools

- https://www.traitify.com/work/education-workforce/
- https://www.mynextmove.org/
- http://www.myskillsmyfuture.org/

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