



U.S. Department of Labor



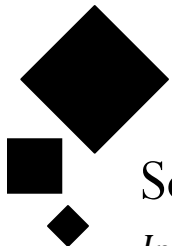
Newark One-Stop Career Center

Mayor's Office of Employment & Training (MOET)

Client Referral Partnership Training

for

Faith-based & Community Organizations (FBCOs)



Seedco

Innovations in Community Development

February 2, 2007

Agenda

- Introductions
- Partnership Goals
- Overview of One-Stop service offering
- Identifying a One-Stop Career Center liaison
- Referrals to the One-Stop
- Referrals to FBCO partners
- Next steps

Newark One-Stop / FBCO Partnership: Goals

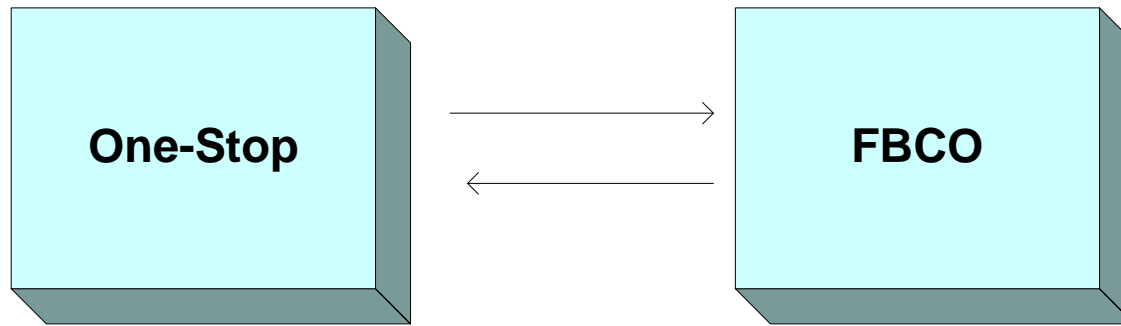
Through support from the **United States Department of Labor**, Newark's One-Stop is developing formal partnerships with FBCOs to better meet the needs of community residents.

- One-Stop to provide training and employment assistance to FBCO clients
- FBCO partners to provide supportive services to One-Stop customers

Overview of One-Stop Services

- One-on-one **career counseling** for job seekers, veterans, youth, and disabled individuals
- Phones, fax machines, free internet and **computer resource rooms**, and computerized job matching
- Linkages to employers and direct referrals to **job opportunities**
- Job readiness training and job search **workshops**
- Assistance **writing resumes**
- **Basic education training** in reading, math, language, and computer skills
- Assistance and funding for various **trainings to improve skills**
- **Links to community resources** and other supportive services
- Information on unemployment insurance
- Post-placement **retention services**

Client Flow for Mutual Referrals



- ✓ One-Stop refers TANF, GA, and ex-offender customers to FBCOs for counseling, case management, and access to other supportive social services
- ✓ FBCOs refer *job-ready individuals* to One-Stop for employment services and job placement

Identifying a Staff Liaison

- One-Stop liaison
- FBCO liaison

Newark One-Stop / FBCO Partnership: FBCO Responsibilities

- Pre-screening for WIA eligibility
- Screening against job readiness criteria
- Refer screened candidates to the One-Stop
- Receive referrals from One-Stop
- Provide needed services to referred One-Stop customers
- Track referred customers and service outcomes

FBCO Referrals to One-Stop: Assessment

Assessment includes both:

1. Workforce Investment Act (WIA) eligibility

and

2. Screening for Job Readiness

Referrals to One-Stop: WIA Eligibility

Eligible Adults:

- Reside in Newark
- 18 year of age, or older
- Able to legally work in the United States (US citizens or legal permanent residents)
- Registered with Selective Service (for males)
- Have a Social Security Number
- Low-income (defined as in receipt of TANF, General Assistance, Food Stamps, SSI, Homeless, OR meets 100% Lower Living Standard Income Level standard)

Referrals to One-Stop: Documenting WIA Eligibility

Eligibility requirement	Acceptable documentation examples <i>(See packet for additional acceptable documentation)</i>
<ul style="list-style-type: none"> • Reside in Newark 	<ul style="list-style-type: none"> • Driver's License with current address
<ul style="list-style-type: none"> • 18 year of age or older 	<ul style="list-style-type: none"> • Birth certificate, baptismal record • Driver's License • Federal, state, local government ID card • Passport
<ul style="list-style-type: none"> • Able to legally work in the United States (US citizens or legal permanent residents) 	<ul style="list-style-type: none"> • Birth certificate, baptismal record • Alien registration card • Social Security Card (work eligible w/ ID) • US Passport/Foreign passport stamped eligible to work

Referrals to One Stop: WIA Eligibility Documentation (. . . continued)

Eligibility requirement	Acceptable documentation examples <i>(See packet for additional acceptable documentation)</i>
<ul style="list-style-type: none"> Registered with Selective Service (for males) 	<ul style="list-style-type: none"> Selective service letter/registration letter Internet verification/registration
<ul style="list-style-type: none"> Have a Social Security Number 	<ul style="list-style-type: none"> Social Security card Pay stubs W2 Form
<ul style="list-style-type: none"> Low-income (defined as in receipt of TANF, General Assistance, Food Stamps, SSI, Homeless, OR meets 100% LLSIL standard) 	<ul style="list-style-type: none"> Current government benefit card or statements (for Food Stamps, TANF, General Assistance, social security) Pay stubs (for income from employment) Letter from shelter, social service agency, or individual providing temporary residence (for homeless client)



Referrals to One-Stop: Job Readiness

What does it mean to be “Job Ready”?



One-Stop Definition of Job Readiness

- ✓ Good Attitude
- ✓ Sense of Time Management
- ✓ Problem Solving Skills
- ✓ Conflict Resolution Skills
- ✓ Developed Resume and Can Speak to Experience
- ✓ Barriers Resolved (e.g. childcare, transportation)
- ✓ Can Speak to Criminal Record/ Substance Abuse Issues
- ✓ Stable Housing

(See packet for Client Job Readiness Checklist)

One-Stop Referrals to FBCOs: Target Population

- TANF
- GA
- Formerly Incarcerated

Referrals to One-Stop: Referral Process

- ✓ FBCO identifies *WIA-eligible and job ready* candidates for referral to the One-Stop (including scheduling appointment with One-Stop liaison, if necessary)
- ✓ FBCO completes Referral Card for all participants sent to One-Stop
- ✓ Referred participants first meet with intake staff at One-Stop to review eligibility, and then meet with a Career Counselor
- ✓ FBCO uses tracking sheet to record all referred clients and dates that they are referred
- ✓ Rose Doctor will provide monthly updates on employment and training status of referred customers

(See packet for Referral Card, Referral Tracking forms)

One-Stop Referrals to FBCOs: Customer Needs & Employment Barriers

- Case management and family counseling
- Support services specifically aimed at ex-offenders, TANF and GA populations
- Substance abuse assistance
- Access to childcare
- Access to food and clothing
- Job readiness preparation and specialized work-related services
- Shelter and housing assistance
- Mental health services
- Domestic violence services



Referrals to FBCOs: Inventory of FBCO Partner Services

FBCO Name	Service offered	Currently Accepts Referrals?	Who's Eligible?	Contact Information
FBCO X	<input type="checkbox"/> Childcare	<input type="checkbox"/> YES <input type="checkbox"/> NO		
	<input type="checkbox"/> Ex-offender supportive services	<input type="checkbox"/> YES <input type="checkbox"/> NO		
	<input type="checkbox"/> Case management and family counseling	<input type="checkbox"/> YES <input type="checkbox"/> NO		
	<input type="checkbox"/> Clothing	<input type="checkbox"/> YES <input type="checkbox"/> NO		
	<input type="checkbox"/> Education / ESL	<input type="checkbox"/> YES <input type="checkbox"/> NO		
	<input type="checkbox"/> Other: _____	<input type="checkbox"/> YES <input type="checkbox"/> NO		

One-Stop Referrals to FBCO Partners: Referral Process

If the client agrees to the referral, One-Stop staff will:

- ✓ Set up appointment(s), if necessary, for the client to meet with a specific FBCO staff person
 - Ensure that the client understands where to go and who to meet with.
- ✓ Complete the Referral Card and give it to the client
 - When the client arrives at the FBCO, they will present the referral card to the appropriate contact person.
 - The FBCO contact will detach the appropriate tab as a record that the client has arrived, and give the card back to the client.
- ✓ Follow-up with the FBCO about services client received and progress made (FBCO documents client services in Tracking Sheet)
- ✓ Fill out the Referral Tracking Sheet on a monthly basis on clients' employment status, for clients that are simultaneously receiving services and looking for a job

One-Stop Referrals to FBCO Partners: Referral Process

If the client has received services and is ready to be referred back to the One-Stop:

- ✓ The FBCO contact will complete the “return tab” on the referral card for the client to come back to the One Stop (and give that back to the client).
- ✓ Fill out the Referral Tracking Sheet on a monthly basis

One-Stop / FBCO Partnership: Tracking Client Outcomes

Complete two monthly tracking sheets, submit to One-Stop by the 15th of the following month:

- 1. Sheet 1: FBCO Referrals to One-Stop Career Center**
 - Tracks candidates sent to One-Stop for job placement
- 2. Sheet 2: Referrals to FBCO & Work Supports**
 - Tracks supportive services provided to referred One-Stop participants

FBCO Referrals to One Stop: Tracking Forms

- Tracking clients sent to One-Stop
- Tracking clients sent to FBCO
- Referral Card

Q&A and Next Steps

- Determine next Partner Meeting date
- Develop regular meeting schedule
- Begin making referrals!