

The background is a deep blue gradient. On the left side, there is a 3D puzzle piece, with one piece being a darker shade of blue and the others a lighter shade. Wavy, white, smoke-like or liquid-like lines flow upwards from the puzzle pieces. A bright, horizontal light streak or lens flare cuts across the upper right portion of the image.

How to Make Career Connections

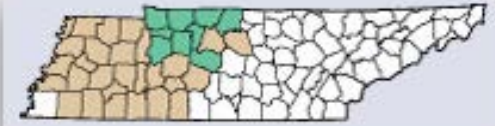
Business Services = Customer Services

History of Workforce Essentials



- Organized in 1992
- 501 (c) (3) Non-profit
- Private Industry Council
- DHS Partner-AFDC since early 1990s
- Business Services Division
- Vision-To provide customers with innovative workforce solutions which promote economic growth.
- Mission-To maximize human resource capital by using solid business principles, professional staff, effective partnerships and a commitment to continuous improvement and customer satisfaction.

Local Area Alignment



WIA

13 Local Workforce Areas

- 4 Non-Profits
- 2 Local Governments
- 2 Community Colleges
- 1 Development District
- 3 Human Resource Agency
- 1 Community Action Agency

AE

- 44 Regional Providers in 95 counties
- 2 Counties (WEI partnership with local K12)

TANF

- 5 Contractors
 - 1 University
 - 2 Non-Profits
 - 2 Private-For Profit

DOL

- 23 Comprehensive Career Centers for 95 counties

Contracting Process

WIA

- Formula Funds
- County Mayors named Workforce Essentials administrative entity for Workforce Investment Act
- Funds flow through formula based upon economic factors and demographics

TANF

- Block Grant to DHS
 - DHS Procures Services
 - Prior to 2007
 - Bid on Cost Reimbursement Contract with Placement Incentives to workforce areas
 - Tennessee operated on TANF Wavier
 - 2007-2012
 - Federal Wavier expired
 - DHS restructured program and delivery design
 - 2012 –Present
 - Contract extensions, no incentives, continuous re-structure



Eligibility and Requirements

WIA

- Certification and verification required by Career Center Staff
 - • Must document and validate eligibility factors
- Services Limited to two years or less
- Provide Services to:
 - Customers
 - Adults
 - Youth
 - Dislocated Workers
 - Employers

TANF

- DHS refers to Contractor
- Eligibility already verified
- Sentenced to Contractor
- 60 Month life-time limit
- Provide Services to:
 - Customers
 - TANF Recipients
 - TANF Children
 - Employers

Delivery of Services

WIA

- Job Readiness
 - Resume
 - Job Search skills
 - Assessment
 - Career Counseling
- Training
 - GED
 - Skilled Trades
 - Occupational Training

TANF

- Core-Minimum 20 Hours
 - Employment
 - Work Experience
 - Community Service
 - Job Search Readiness
 - Vocational Education
- Non-Core Maximum 10 hours
 - Job Skills Training
 - Education Related to Training
 - Adult Education



WIA/TANF

What Works...

- Co-located in 25 Local Career Centers
- Savings to WIA and TANF with shared Career Center Rent
- Career Centers/WIA assist TANF Customers
 - Workshops
 - Assessments
 - Resource Rooms
 - Career Readiness Certificates (CRC)
 - Co-Enrollments - (Only makes up approx. 3% of TANF/WIA)
 - ITA Training Reimbursement
 - Travel
 - Co Development of Job Orders and Placements





WIA/TANF

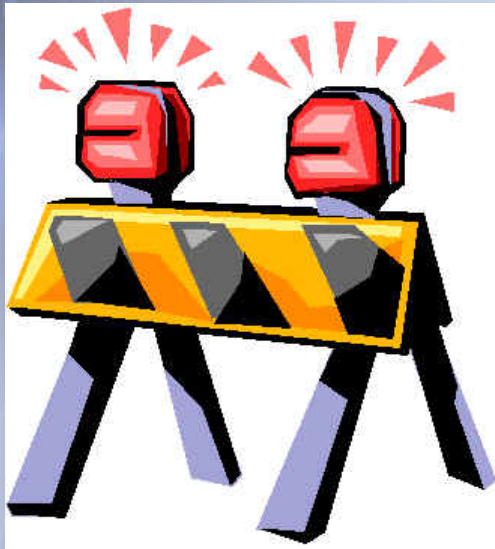
What Doesn't Work...

- TANF Hour Requirement Conflicts with WIA
- Job Retention for TANF Customers is Lower
 - Hinders WIA performance (retention) results
- TANF Customers Require More Attention than WIA
- Data Tracking Systems Not Compatible
- TANF Data Systems-Labor Intensive
- TANF Entitlement vs. WIA Non-Entitlement
- TANF Contractors and WIA Contractors

Road Blocks To Success

WIA

- Unemployed
- Financial limitations
- Unskilled



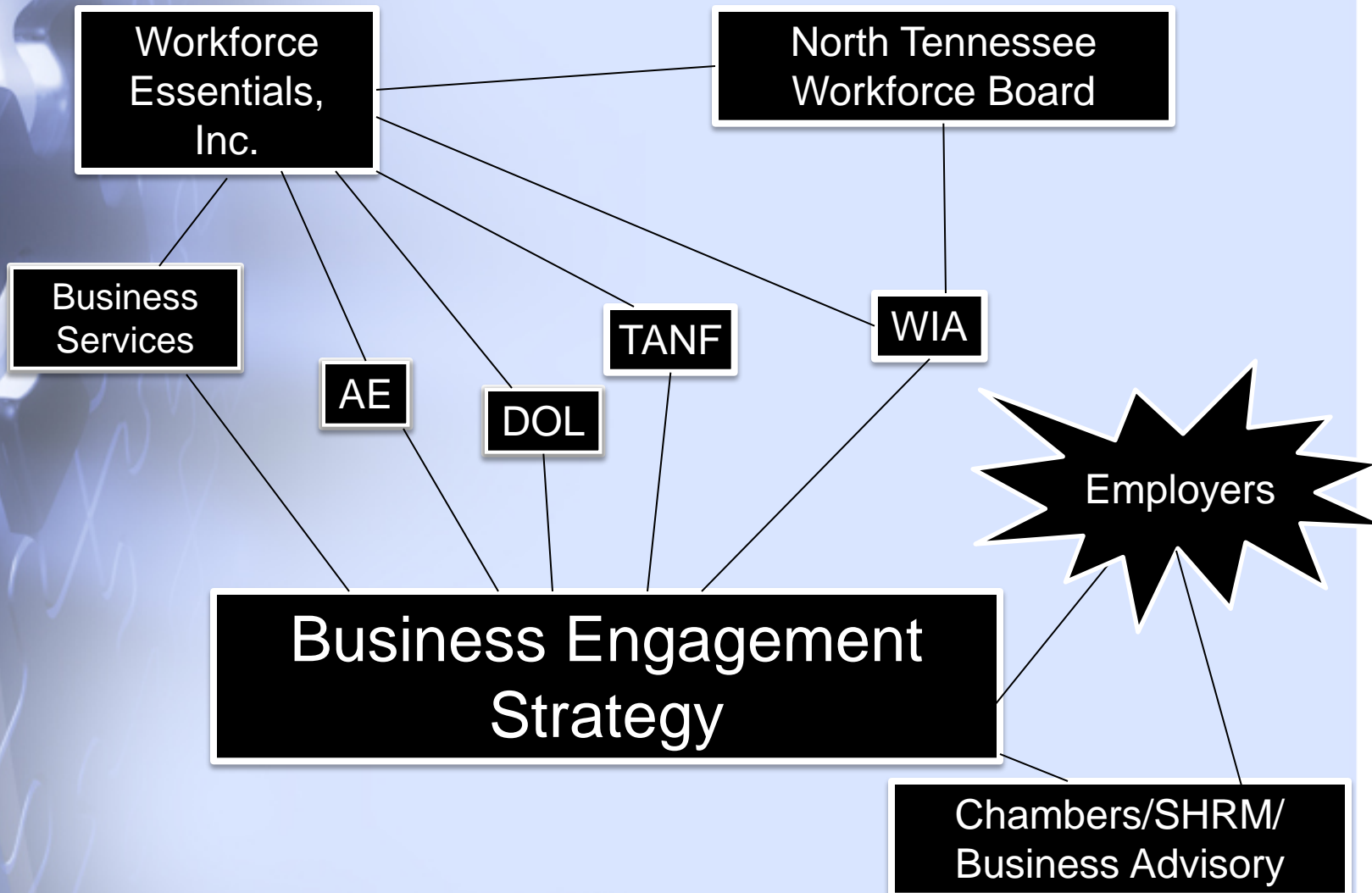
TANF

- Basic skills deficient
- Transportation
 - Rural areas
 - Reimbursement
 - Van Service
- Lack of Childcare
- Professionalism
- Work Ethics

All of this is an example of working together, which is great.....but how do you get Employer buy-in to connect the dots?



Partnership Structure



Take what we know and..

Take Strategic



Then let's

get real!

Career Coaching 101 – Know yourself and your Customer!

- Staff Mind Set Change – Title change
- Work to your staff's talents
- Make the hard decisions
- Don't just send anyone out to a employer!
- TANF / WIA – Customer Service
- Assessments – Not just filling it out
- What are the needs
- What is the Outcome

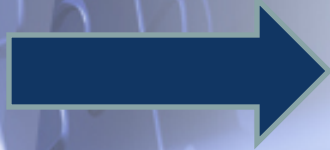


Career Connections = Employer Partnerships

- First thing to do is...Get out of the office!
- Provide Chamber of Commerce Memberships to Staff - Why
- Sponsor Community Job Fairs - When
- Local and Regional Job Development - How

This is just the beginning!

How to Make
it Work for
YOU



Make the Right Connections

- Tailoring Marketing Strategies
- Do you have an Elevator Speech
- Networking
- High Tech/Low Tech
- Apply the “1:50 Principle”
- Develop your brand and theirs



Benefits for Employers

- FREE
- Prescreen & Assess Potential Employees
- Utilize potential employees thru work experience
- Community Service Volunteers / Work Experience opportunities
- Tax Breaks for hiring Eligible workers
- Access to Career Coaches & Human Resources Specialists



The True Community Connection

- Resolving employer concerns about hiring people with employment barriers.
- Provocative questions for carrying out an in-depth employer assessment.
- Developing effective partnerships with employers
- Creating new work opportunities through the employment proposal.



Bring the employer to the YOU



Employers from our counties come to US to conduct workshops with ALL customers and the TN Department of Labor and Development

**Employer Guest Speakers =
Career Connections**

Bring your Customer TO the employer



Take your Customer to the employers

Once a relationship is established you would be surprised how many are willing to conduct an onsite tour of their company!

CAREER CONNECTION



People like to Help People

Strengths
and
Opportunities



Accomplishment
Acknowledgement
Pride

Montgomery County

- Population 180,404
- TANF Caseload 835
- 155 Employer Connections
- 27 Community Connections

Houston County


- Population 8,603
- TANF Caseload 20
- 34 Employer Connections
- 5 Community Service connections



Size does NOT matter!

Challenges = Possibilities

- Work performance
 - Work History
 - Behavior issues
 - Understanding job duties
 - Listening skills
 - Honesty
 - Communication
 - Interpersonal skills
 - Computer skills
 - Background issues
 - Education
 - This list could go on and on...
- No matter what the barrier is, there is always that certain job that will click with that certain person.
 - It is our job as Career Coaches and stewards of our programs to make sure we figure out how that individual thinks, works, and processes information.
 - Once we do that, we can start assisting them with setting goals and realizing their full potential.



If you don't like something, change it.
If you can't change it, change your attitude.
Maya Angelou

Questions

Natalie McLimore

nmclimore@workforceessentials.com

931.551.9110