Virtual Employment Readiness Assistant

Increase program accessibility to clients while increasing the capacity of the workforce system.

Public Consulting Group (PCG) has developed the Virtual Employment Readiness Assistant (VERA), an innovative solution that expands reach and automates communication services using artificial intelligence. This approach empowers customers to access an online environment and receive a virtual job readiness experience that mirrors the services available in America's Job Centers (AJCs). We have applied gamification principles, pre- and post-assessments, and badging incentives to our line-up of workshops to test for content absorption and real-world application. VERA is an essential tool that attracts customers less likely to seek services in a physical location and provides 24/7 accessibility. VERA's fluid design gives users access to content any time, anywhere, and from any smart device.

Each VERA module incorporates best practices and has an interactive design that can be adapted to create custom-built packages. Our team has worked diligently to ensure that VERA is affordable as well. Our hub-and-spoke approach allows you to purchase services as you need them, developing a robust platform over time. Many modules offer multi-service delivery options, so VERA can meet your current system needs and budget while allowing for scalability to ensure the platform is prepared to adapt to your future needs.

Through the VERA platform, you can also develop a custom application programming interface (API) to connect applications, facilitating interoperability with existing resources and providing users and staff with a single access point to technologies already in your inventory. Our dedicated web development team can configure and customize VERA and implement advanced security measures. We provide white-glove service to clients, in-depth consulting, and full technical support for each branded platform. VERA also allows you to expand your reach and increase staff capacity while providing tailored services to customers of all backgrounds and skill levels. This accessibility and functionality allows you to preserve valuable resources while decreasing job seeker barriers to employment.

To see a live demonstration of VERA, visit
pcgverademo.com

Workforce Consulting and Technology Services

VERA offers organizations the option to use the full platform or any of its parts. Its data warehouse component manages client interactions, optimizes and systematizes relationships, and allows easy access to client activity reports.

Portal Site: Each VERA comes with a customized, branded portal site allowing organizations to easily connect customers and staff with all of the virtual options in your package. The portal also includes tools such as an event calendar, video library and links to valuable online resources.

Learn: The Learn module provides customers with remote workshop opportunities designed to meet the specialized needs of job seekers. This module allows increased access for customers who are utilizing services at partner agencies and other organizations while promoting accessibility of workforce system services to all users.

Courses are designed to increase engagement and interactivity. Also, ongoing assessments ensure that learners are absorbing the information presented, and differentiated instruction ensures that it reaches all learners. VERA offers multi-lingual support and closed captioning, and content is Section 508-compliant to support the needs of individuals with disabilities. You can also motivate your learners with certificates and badges, course-related discussions and gamified content.

VERA's Learning Management System (LMS) provides insight into client interactions, including the amount of time spent in coursework—for reporting and program compliance purposes.

Network: You can build online communities and increase engagement with your customers utilizing our Network module. This companion tool of the LMS supports the needs of customers more effectively by providing a space where customers can ask questions, interact with peers, engage in critical discourse, and reflect on past interactions. Network also enables you to increase reach by engaging customers using community space dedicated to job seekers.

Developed with convenience in mind, the community spaces include language filters, anti-spam tools, advanced security, and a customizable registration process. Other features include user group development, the ability to set permissions, a powerful search system, and the ability to control the look, feel, and operation of your board.

Work: The Work module includes the Work-Based Learning Web Application (WBL App)—a platform that enables organizations to manage employers who welcome participants to work using their sites designated for various workforce development programs. On this platform, staff can upload custom-made forms for each program such as applications to be accepted into programs, job descriptions, salary reimbursement invoices for on-the-job training (OJT) contracts, etc. Additionally, the Work module has customizable workflows (for each program)—to track and manage communications and document hand-offs between various staff members and employer worksite staff. It provides a platform for employers/sponsors and program staff to communicate detailed steps for document processing and to facilitate the approval of documents related to various types of participant activities, e.g. paid or unpaid internships, on-the-job-training positions, apprenticeships and other types of work experience. Employer worksite supervisors, program staff (business services representatives and case managers) and other administrator-defined roles can process documents (such as training plans) that help in the hiring or supervising of participants (paid and unpaid). The platform also displays a status bar to employers, showing the progression of their documents, as they move through the system.

Employers can also track the funding they have been awarded and have expended as well as how many participants are positioned in their worksites and have been served. Workforce boards can also track program progress and discuss their participant successes or challenges with local businesses. This creates a community of support for both employers and experiential work-based learners. The one-stop WBL App also assists staff with programmatic monitoring and compliance.

Navigate: The Navigate module provides insight into American Job Centers (AJC) service providers and local organizations that interact with the workforce system in one easy-to-use, web-based Services Navigator directory tool. It allows staff and customers to identify local services quickly by searching for their need, location, and/or other keywords. Once established, your organization will be provided with administrative rights to ensure that the information and listings stay up to date.

PCG can also populate your Services Navigator directory using our proven asset mapping and environmental scanning processes. Our mapping allows agencies to identify opportunities for increased alignment and resource leveraging across local systems, and provides visual assets including a multi-layered GIS map that allows organizations to analyze and plan data-driven service provisions.

Screen: Paired with the Services Navigator, the Screen module is a fast, easy referral tool that triages customers. This resource is a custom screening tool developed to incorporate the organizations you wish to include and their eligibility requirements. Users can input basic personal information to find partner agencies and health and human service programs where users may be eligible to receive services. The user is then provided with a printable list of programs with contact information for each provider.

Explore: The Explore module is a career exploration tool that includes a suite of assessments designed for career counseling, career planning and exploration. The assessments are designed to help job seekers gain personal insight into occupations they might find satisfying. Once customers complete the assessments, they will be provided with a list of jobs that most accurately match their skills and interests along with a printable results report. The content is derived from O*NET career exploration tools.

Manage: The Manage module provides your organization with a customized Business Services platform for employers. The module is a compilation of tools designed to support your team, initiating and engaging new businesses to conducting virtual job fairs, and providing information and best practices for businesses that need preliminary human resource screenings and other services. Platform capabilities include:

Baseline support and tutorials - Providing area employers with an easy-access, online space to promote and connect businesses with your services. You can also use this space to support employers by providing guidance on best human resources practices, including the ability to charge for content through an on-demand payment portal.

Training space – VERA's Business Services platform provides support for workforce development systems by providing tutorials and information for small business owners and incumbent workers through courses and document libraries. VERA has the capability to support course tutorials in the Learn module and video content in a customized video library. Content can also be shared through third party partnering or links.

Virtual job fairs, meeting and training platform capabilities - VERA provides a platform to facilitate job fairs, one-on-one and group meetings and interviews. The same feature can be used to arrange and schedule virtual training, lectures, and other learning opportunities. PCG can also work with you to develop custom course content, store existing course content and multimedia, and link or embed content, providing a single platform that links information and resources from outside organizations.

Community space – You can use VERA to develop an online community for small businesses and entrepreneurs to discuss and receive guidance on relevant topics.

Accessible employer intake process - VERA's accessible employer intake process allows you to store data for Business Service teams to use, including job orders. You can drive business clients to your system by providing them with a convenient, interactive job board to conduct their talent search. This platform can be used to provide employers with online information and data that your Business Services staff typically provide in person. VERA's screening capabilities also allow employers to quickly and easily connect with services and providers by offering a brief survey to identify their needs and provide practical follow-up steps.

Contact us today at https://pcgverademo.com/contact/ to learn more about PCG's virtual products and services available to meet your needs!

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