



WORKFORCE SOLUTIONS of the Coastal Bend

POLICY

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| CATEGORY: | Program Operations | No: 4.0.104.02 |
| TITLE: | Workforce Professional Development and Continuous Improvement | |
| SUPERSEDES: | Policy # 4.0.104.01 Workforce Professional Development and Continuous Improvement | |
| EFFECTIVE: | August 29, 2014 | |
| BOARD APPROVAL: | August 28, 2014 | |
| DATE OF LAST REVIEW: | August 28, 2014 | |

I. PURPOSE:

To ensure all Workforce Solutions of the Coastal Bend (WFSCB) Career Center Staff receive consistent and continuous training in areas that directly impact service delivery and quality service to workforce customers.

II. DEFINITIONS:

Assessment- In-depth evaluation of employability, educational history, vocational and educational needs, work experience, family circumstances, and support service needs

Case Management- A customer centered approach designed to provide and coordinate comprehensive employment and training services. An individual employment plan or service strategy shall be used to ensure access to necessary grant funded activities and support services to achieve the customer's goals and ultimately self-sufficiency; and to provide job and career counseling during program participation and after employment placement to ensure retention.

Customer Information Systems- all TWC, Board, and Service Provider computer systems used to track customer's services and activities; includes but not limited to, TWIST, WorkinTexas.com, COLTS and Gazelle.

Eligibility- Determination of an individual's qualification to participate in funded programs, based on specific criteria stipulated in the rules and regulations governing the administration of the program.

Professional Development: a dynamic process defined as learning undertaken by employees to maintain and advance their skills, knowledge, and competencies, specifically as they relate and add value to the job and workplace. Meetings and technical assistance are not considered professional development.

III. POLICY STATEMENT:

Contracted Service Providers will establish and maintain an individual Staff Development Plan (SDP) for all employees to ensure adequate initial/continuing training and education. WFSCB Career Center Staff whose areas of responsibility include assessment, case management, eligibility,

and/or data entry into any customer information system must receive relevant training prior to providing the services.

The requirements outlined in this policy should be incorporated into any existing employee training outline or program which currently includes all federal and state mandated trainings i.e. family violence training and serving customers with disabilities, and Service Provider Standard Operating Procedures. Informational guides and training content can be accessed through the TWC website at www.twc.state.tx.us/boards/guides. Additionally training content is available through TWC's Training and Development Department by accessing the TWC Intranet site.

Assessment

Career Center Staff shall receive at least twelve (12) hours of training in conducting and interpreting relevant employment and skills assessments prior to providing assessment services and a minimum of eight (8) hours annually thereafter.

Career Center Staff shall receive at least eight (8) hours of training in labor market information annually and how it relates to the Workforce Development Area.

The assessment training shall provide instruction regarding at a minimum:

- Administration of specific assessment tools and methods, interpreting results of specific assessment tools and methods
- Interviewing
- Determining suitability
- Recommending services that will lead to optimum employment outcomes for persons receiving employment services that relate to Board administered programs
- How to complete a thorough Individual Employment Plan or Service Strategy

The Labor Market Information (LMI) training shall provide instruction regarding at a minimum:

- Accessing Electronic Labor Market Information
- Current Labor Market trends
- Demand occupations
- Skill Requirements

Case Management

WFSCB Career Center Staff whose responsibilities include case management shall receive at least forty (40) hours of training regarding effective case management.

The case management training shall provide instruction regarding:

- Using the information obtained during eligibility and assessment to best serve the customer.
- Customer Service to include Assertiveness & Sensitivity Training
- Maintaining regular and ongoing contact with customers
- Support Services available
- Performance Measures
- Program Specific Rules and Regulations
- Interviewing Techniques
- Follow Up Procedures and Techniques
- Data entry into TWC or other customer information automated systems

WFSCB Career Center Staff whose responsibilities include case management shall receive training prior to assuming case management duties and annually throughout the professional's employment or association with the Career Center.

Eligibility

WFSCB Career Center Staff whose responsibilities include determining eligibility shall receive at least thirty (30) hours of training regarding eligibility process and procedures.

The eligibility training shall provide instruction regarding:

- Obtaining relevant information about clients, including information about finances, prior work history, educational attainment, family circumstances, and support services needs
- Explaining, orally and in writing, the person's rights as they relate to Equal Employment Opportunity
- Explaining, orally and in writing, the Workforce Center services as they relate to client needs;
- Explaining, orally and in writing, the existence, purpose, telephone number, and address of the EO officer
- Suitability for program services
- Program eligibility guidelines
- Interviewing Techniques
- Data entry into TWC automated systems

Up to eight (8) hours of the training described in the following references may be used toward training required by this section:

- Training in Identifying, Reporting, and Preventing Fraud and Abuse
- Equal Employment Opportunity

Data Entry

WFSCB Career Center Staff whose responsibilities include data entry for TWC or any other customer information system shall receive at least eight (8) hours of training annually regarding system security, IT procedures, and relevant data entry procedures based on information system used and duties assigned.

- Review and completion of all necessary forms to gain access to customer information systems.
- Specific Customer Information System Training

WFSCB Contracted Service Providers shall document that each Career Center Staff has successfully completed the training described in this policy, including:

- The date of the training
- The length of the training session
- The name of the instructor
- The topics covered during training

IV. PROCEDURES:

Contracted Service Providers will develop a Training Development Plan that will include all requirements of this policy.

V. RELATED POLICY INFORMATION:

TWC WD Letter 13-07, Dated 4/12/2007 and entitled "Use of Commercially Developed Tests to Refer Job Seekers to Employment Opportunities"
TWC Comprehensive Guides

VI. RESPONSIBILITIES:

It is the responsibility of Board Staff to ensure that Contracted Service Providers are apprised of and comply with this policy.

Contracted Service Providers will ensure Board Staff are aware of all scheduled trainings.

VII. FORMS AND INSTRUCTIONS:

N/A

VIII. DISTRIBUTION:

Board of Directors Board Staff Contracted Service Provider Staff

IX. SIGNATURES:

Reviewed by EO Officer

Date

President/CEO

Date