



DWD Issuance 27-2009, Change 3

Issued: October 7, 2011  
Effective: October 7, 2011

**Subject: Next Generation Career Center Products and Services**

1. Purpose: The purpose of this Issuance is to update the menu of Next Generation Career Centers Product Box of Skill Development and Training Services (**Attachment**).
2. Background: The current DWD Issuance regarding Minimum Standards for Missouri's Next Generation of Career Centers (NGCC) outlines minimum standards that NGCCs must adhere to, and stipulates that, "All centers must make available all of the items on the statewide Products and Services List, plus any additional products and services identified and developed locally. The statewide mandatory products and services will be listed in a DWD Issuance and information regarding all products and services will be available on the new web portal.

A product is something provided by the Career Center that has three basic core qualities: 1) some level of staff assistance, 2) has a value added result, and 3) is entered in Toolbox.

In addition to the benefit of fostering consistency in the availability of six key products, this guidance focuses our system on promoting the primary value of our NGCCs, the products available.

3. Substance: As of the effective date of this Issuance, all Missouri Career Centers must:
  1. Fully provide and promote the six key products; Staff Assisted Job Search Services, National Career Readiness Certificate, Assessments, Workshops, Resume Development Assistance, and Training as outlined in the Attachment, NGCCs Product Box of Skill Development and Training Services.
  2. Have in place a list of locally-developed products and services that:
    - a. Have been approved by the Director of the local Workforce Investment Board (WIB).

- b. Have been selected based on local criteria that reflect significant benefit to the career development of Career Center job seeker and employer customers; are an effective complement to statewide products and services; and are of the highest available quality and appropriateness.

As indicated, information regarding all products and services will be available on the first iteration of the new web portal. This will be an effective innovation in publicizing and marketing valuable resources available at the local NGCCs. Plans are in place for each Career Center to have a dedicated page within the Portal and provide a 'content maintenance' mechanism for local designees to post and maintain a list of local products and services in a future release of the Portal.

As indicated in the current DWD Issuance regarding Local Area Incentives and Sanctions Policy for Program Year 2010/Fiscal Year 2011 for the Workforce Investment System, these standards are among those that must be met, at a minimum, for the region to be eligible for performance incentives.

- 4. Action: This Issuance is effective October 7, 2011, and is to be distributed to appropriate staff. DWD will monitor for compliance with these standards.
- 5. Contact: For compliance issues, contact Steve Reznicek, Manager, Quality Assurance, at [Steve.Reznicek@ded.mo.gov](mailto:Steve.Reznicek@ded.mo.gov). For technical training and implementation issues, contact Lisa K. Johnson, Manager, Skill Development, at [Lisa.Johnson@ded.mo.gov](mailto:Lisa.Johnson@ded.mo.gov).
- 6. Reference: None.
- 7. Rescissions: This Issuance supersedes and replaces DWD Issuance 27-2009, Change 2, issued and effective February 17, 2011.
- 8. Attachments: (1) Next Generation Career Centers Product Box of Skill Development and Training Services.



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Julie Gibson  
Director



## **NEXT GENERATION CAREER CENTERS PRODUCT BOX OF SKILL DEVELOPMENT AND TRAINING SERVICES**

**This New Next Generation Career Center (NGCC) Product Box identifies six key products which will be the system's primary focus for delivery, marketing, and reporting.**

### **1. Staff Assisted Job Search Services**

Missouri Career Centers provide job search assistance to all job seekers looking for employment opportunities. Staff assisted job search services is the process by which staff actively work with a customer to identify a job or career goal, identify skill sets, develop an effective Missouri Career Source (MCS) registration, provide job matching assistance through *MissouriCareerSource*, help navigate through other government and commercial job search websites, provide on-line application assistance, and a connection to other products.

**Missouri Career Source:** <http://www.missouricareersource.com> Missouri's One-Stop source for job listings. MCS allows job seekers to search for open positions and provides access to career resources.

### **2. National Career Readiness Certificate**

**The National Career Readiness Certificate (NCRC) verifies to employers anywhere in the United States that applicants have the essential core employability skills in Reading, Math, and Locating Information; skills that are highly important to the majority of jobs in the workplace.**

To help prepare to earn a NCRC, customers can choose to utilize the Worldwide Interactive Network (WIN) courseware or the KeyTrain-Career Ready 101 courseware. Both remediation courseware systems are available to provide job seekers with a way to build the basic workplace skills that all jobs require and prepare them for a NCRC. Both coursewares are Internet based and available for our customers to use 24-hours per day, seven days a week, from any location with Internet access. It is

strongly recommended that customers wanting to obtain a NCRC utilize one of the remediation coursewares offered to refresh and build their skills. Customers may receive a NCRC through any Missouri Career Center.

### **3. Assessments**

**Assessments provide a means to measure a job seeker's skills, knowledge, abilities, strengths, and interests. Assessments are utilized to determine job seeker career goals and areas for skill development.**

**Missouri Connections:** Missouri Connections is a career information system for customers to take assessments; find career information; determine how much money they will need to earn for their lifestyle; research educational institutions in both Missouri and throughout the United States that offer the training they are looking for; and other job and career search features. The site allows a customer to build a portfolio to store their information, and a resume application. Missouri Connections can be accessed at <http://www.missouriconnections.org>. User name and passwords must be obtained through the Career Center.

**KeyTrain:** The KeyTrain® Quick Guide provides an initial assessment that identifies strengths and areas for improvement in the most common skills required for success in the workplace – Reading for Information, Applied Mathematics, and Locating Information. The KeyTrain® assessment provides a foundation for building workplace skills and preparing for success on the job.

**WIN Initial Assessment (WIN):** The WIN initial assessment individually measures cognitive abilities such as applied mathematics, reading for information, and locating information. WIN initial assessments help identify strengths, abilities, and areas for skill development and workplace readiness.

**O\*Net:** <http://www.onetcenter.org/guides.html> O\*Net provides multiple self assessment tools. Staff at the Missouri Career Center can assist customers with accessing O\*Net assessment tools. O\*Net assessments include:

- **O\*Net Ability Profiler (AP):** O\*NET AP is a career exploration tool that helps customers plan their work lives. The O\*NET AP identifies users their strengths and areas for which they might want to receive more training and education. It also identifies occupations that best fit their strengths.
- **O\*Net Interest Profiler (IP):** O\*NET IP is a self-assessment career exploration tool that help users discover the type of work activities and occupations that they might like and find exciting. Users identify and learn about broad interest areas most relevant to them. Users can also use their interest results to explore the world of work via the 800+ occupations within O\*Net on-line. The O\*Net IP is available a paper and pencil version and a computerized version.
- **O\*Net Work Importance Locator (WIL):** O\*NET WIL is a self-assessment career exploration tool that allows customers to pinpoint what is important to them in a job. It helps people identify occupations that they may find satisfying based on the similarity between their work values and the characteristics of the occupation, measuring six types of work values: Achievement, Independence, Recognition, Relationships, Support and Working Conditions. The O\*Net WIL is a paper and pencil instrument. The **O\*Net Work Importance Profiler (WIP)** provides a computerized version.

## 4. Workshops

### **Workshops for Laid off Workers**

**Missouri Career Centers offer specialized workshops to assist laid off workers at the time of layoff, and are made available through the Rapid Response planning process. Workshops are offered in conjunction with other workshops available at Missouri Career Centers. These workshops are offered through a contract with the University of Missouri Extension.**

- **Take Control of Your Finances:** These workshops to help Dislocated Workers prepare and manage family finances while laid off are available through the Missouri Career Centers. Managing bills until a new job opportunity appears is less stressful when there is a plan. Training topics include how to track spending and how to develop a budget; how to cut expenses; HOPE NOW mortgage service; how to prioritize debts and maintain good relationships with creditors; understanding COBRA Continuation Health insurance coverage; how to avoid debt and credit scams; and how to identify resources in the community that can help customers save money.
- **FastTrac New Venture:** FastTrac New Venture workshops, offered through Missouri Career Centers, are available to Dislocated Workers with an interest in starting their own business. FastTrac New Venture workshops help customers research their business idea and decide whether starting a business is right for them.

### **On-Site Workshops**

Every comprehensive Missouri Career Center offers five workshops to help Job Seekers prepare for and conduct an effective job search and maximize their ability to secure employment.

- **Career Exploration:** It's all about you! This workshop gives customers the tools to assess their knowledge, skills, personal interests, and priorities on the journey to finding the job that is best for them; and identify resources that are available to find a rewarding career.
- **Career Networking:** Everyone recommends it, but not everyone does it well. Learn the benefits of effective and strategic networking and how these interpersonal resources and contacts could lead to a new job. This workshop applies what the customer learns, so they will develop a plan to present themselves to networking groups, a networking source list, and a list of the types of networking groups.
- **Resume Preparation:** Wonder what employers are looking for when they read a resume and cover letter? Find out in this workshop! Identify and optimize all the basic components of a resume (skills and abilities, work history, and education) so that the customer stands out above the others. Use some of the same strategies in completing excellent online applications.

- **Interview Process:** With this workshop customers get practical advice on how to best showcase their skills and experience through research, practice, and preparation; get helpful tips on how to dress and groom for an interview; address gaps in employment; how to answer difficult questions; and learn the different types of interviews and strategies for each.
- **Basic Computer Skills:** Computer usage is essential for today's job seeker. Learn the basic computer skills necessary to search and apply for jobs. This workshop includes everything from using the keyboard to accessing the Internet to creating and saving files. In addition, learn to use MissouriCareerSource.com to search for your next job.

## **5. Resume Development Assistance**

**Resume Development Assistance is the process by which staff help customers understand the importance of a high quality resume, know what comprises an effective resume and connect with the tools and resources necessary to develop a professional resume.**

- **Optimal Resume:** Optimal Resume is available to all Missouri Career Center members through MissouriCareerSource.com. Optimal Resume provides a comprehensive tool that helps customers to create professional, high quality resumes. In addition, Optimal Resume provides tools to create cover letters, on-line portfolios, video resumes, and prepare for interviews.

## **6. Training**

**Multiple training programs are available to assist eligible job seekers with gaining the skills needed to obtain employment in today's economy.**

### **Classroom Occupational Skill Training**

- **Trade Adjustment Assistance (TAA)/Trade Readjustment Assistance (TRA):** <http://www.doleta.gov/tradeact> Offered in the Missouri Career Centers, the TAA and TRA programs assists workers, with occupational skill training, who become totally or partially unemployed as a result of increased imports or movement of business operations to a foreign country.
- **Workforce Investment Act (WIA):** Offered in the Missouri Career Centers, the WIA and Dislocated Worker programs help eligible individuals prepare for employment through classroom occupational skill training.

### **On-the-Job Training (OJT)**

OJT is training provided at a worksite by an employer. The trainee is an employee of the participating business and trainees receive wages and/or benefits while learning a new skill. OJT is available for eligible job seekers through WIA and the TRA.

**Work Ready Missouri Program**

The Work Ready Missouri Program, [workreadymo@ded.mo.gov](mailto:workreadymo@ded.mo.gov), provides an opportunity for individuals receiving Unemployment Insurance (UI) Compensation to receive occupational worksite training on a part-time basis for up to six weeks. Program trainees continue to receive UI and receive a training allowance.