



CHICAGO COOK  
WORKFORCE PARTNERSHIP

A proud partner of the  network

February 25, 2021

# Career Coaching Overview

# Tech Check

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Please confirm that you can hear and see screen by introducing yourself in the Chat Box.

Your lines are muted please enter questions in the Chat Box and we will answer.

# Presenters


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Amy Santacaterina  
Director of Programs

Dora Randle  
Regional Manager

Zaida Chaidez  
Project Coordinator

Michael Balcsik  
Monitoring Director



# Agenda

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- A. Welcome
- B. Purpose of Training Webinars
- C. Participant Service Flow
  - A. Intake
  - B. Assessment
  - C. Career Exploration
  - D. Skills Inventory
  - E. IEP/ISS
- D. Eligibility and Other Intake Documents
- E. Training Modules Overview
- F. Training Schedule and Links
- G. Training Survey

# Purpose of Training Webinars

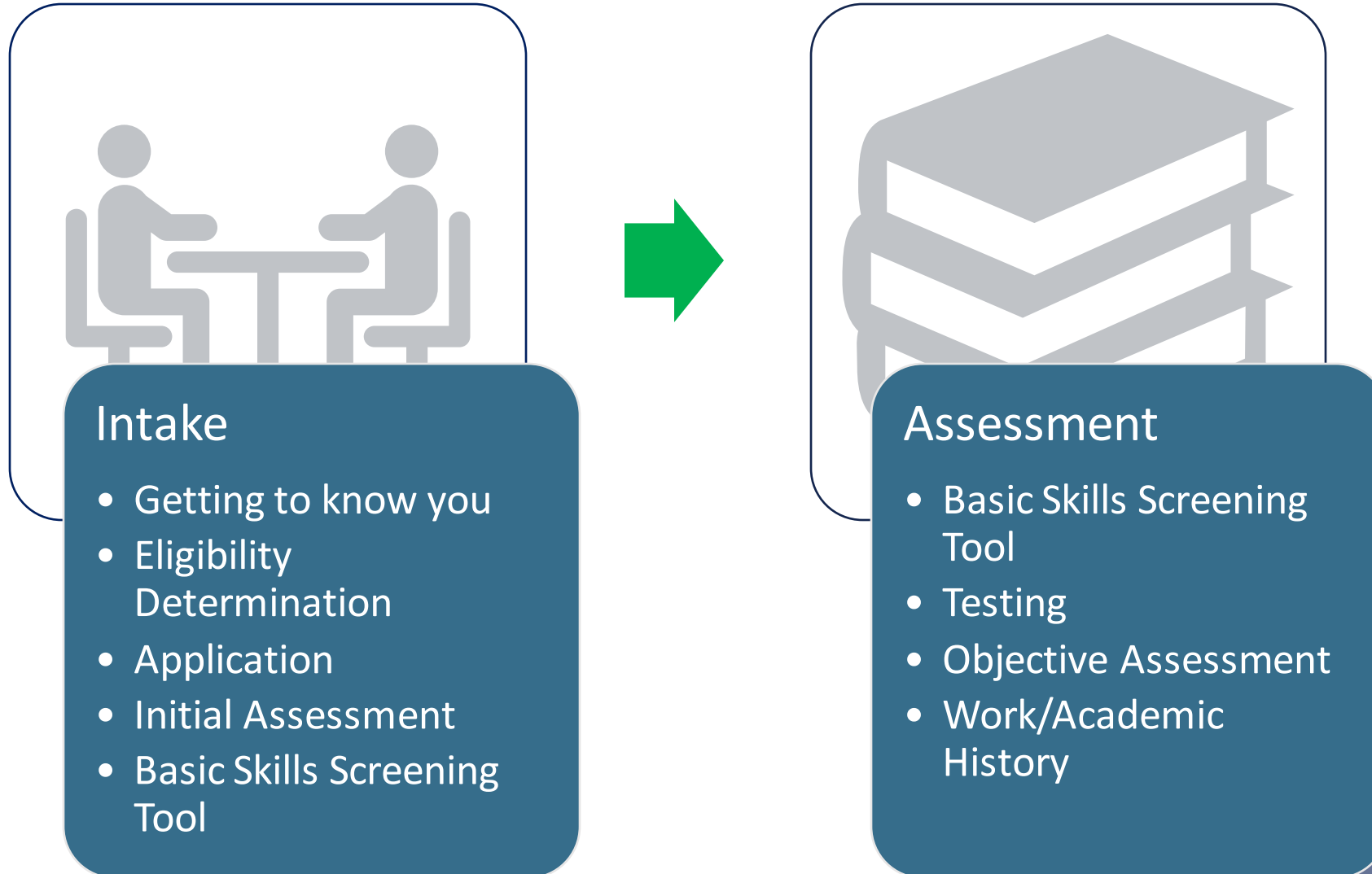
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- Increased focus by DOL and DCEO on the content of case notes
- Increased focus from DOL and DCEO on the development of the IEP
- Increased focus from DOL and DCEO on how assessments inform the content of the IEP
- To ensure that the career coaches have the tools and guidance to provide high quality case management
- To ensure our job seekers receive the highest quality career coaching

# Continuum of Career Coaching



# Participant Service Flow

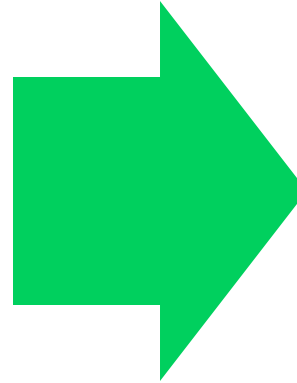


# Participant Service Flow



## Career Exploration

- Interest Inventory
- Search and identify occupations to meet career goals
- Refer to job descriptions, Targeted Occupational Profiles (TOP), Road Trip Nation (Youth)



## IEP/ISS

- Identify Skills Gap (SIW)
- Develop objectives or action steps needed to achieve goal
- Address skills gaps and support service needs



# Eligibility and Other Intake Documents

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## Eligibility Determination Resources

### ➤ Eligibility Checklist & Webinars

<https://workforceboard.zendesk.com/hc/en-us/search?utf8=%E2%9C%93&category=115001022927&query=eligibility+checklist>

<https://workforceboard.zendesk.com/hc/en-us/sections/115000745751-Webinars-Recorded->

### ➤ Remote Eligibility Staff Resources

<https://workforceboard.zendesk.com/hc/en-us/articles/360042420211-Remote-Eligibility-WIOA-Staff-Resources>

### ➤ Basic Skills Assessment Procedure

<https://workforceboard.zendesk.com/hc/en-us/articles/360050548732-Basic-Skills-Assessment-Procedure-October-14-2020>

# Training Modules Overview

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- **OBJECTIVE ASSESSMENT SUMMARY (OAS) TRAINING**
- **CAREER EXPLORATION TRAINING**
- **INDIVIDUAL EMPLOYMENT PLAN / INDIVIDUAL SERVICE STRATEGY (IEP/ISS) TRAINING**
- **CASE NOTE GUIDE TRAINING**

# Objective Assessment Module

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- Purpose of the Objective Assessment
  - Collecting data and observation on the participant's skills, interest and aptitudes
  - Identification of strengths, barriers and program suitability
  - Should be used to tell a story by gathering appropriate information
- Must be completed before the IEP/ISS is developed
- Discussion of Assessment Case Note
- Career Connect Navigation-Demo

# Career Exploration Module

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- Career Exploration Resources
  - Match Your Skills
  - Match Your Work Interest
  - Match Your Work Values
  - Match Your Knowledge of Tools and Technology
  - Match Your Occupation
  - Career Ladder
- Review Procedure
  
- Career Connect Navigation-Demo

# IEP/ISS Skills Inventory Worksheet (SIW)



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- Tool used to assist career coach and participant identify actions needed to access barriers to employment:
  - Employment Skills Gap
  - Basic Skills Assessment
  - Barriers Assessment
  - Supportive Service Needs
  
- Actions identified will be recorded in the IEP/ISS in the Objectives Tab

# IEP/ISS Module

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- Purpose of the IEP/ISS
  - A plan that outlines the objectives and services needed to accomplish the overall goal
  - Jointly developed by the Career Coach and the participant
  - A living document reviewed on a regular basis and updated whenever a change is made to the participants plan
  - Completed after full assessment of participant's barriers to employment
  
- How to use the SIW to help develop the IEP/ISS
  
- Introduction of SIW Case Note Template
  
- Key Elements of the IEP/ISS
  
- Additional Resources
  
- Career Connect Demo-Demo

# Case Note Guide Module

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- Demonstrate how case records are used to provide program accountability, as well as documenting a customer's achievement
- Stress the importance of timely, concise, accurate, standardized case notes
- Explain the standards of a good case note
- Identify how to organize a case note
- Identify steps for entering case notes in Career Connect
- Introduction of Case Note Guide

The registration links are available on the Helpdesk:

<https://workforceboard.zendesk.com/hc/en-us/articles/360056398132-WIOA-Case-Management-Training-Series-Registrations>

- **Objective Assessment Training on March 2, 2021**
- **Career Exploration Training on March 4, 2021**
- **IEP / ISS Training on March 9, 2021**
- **Case Note Guide Training on March 11, 2021**

**Note: All Training Webinars are from 2:00 to 3:30 pm**



# Training Survey

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1. Did the Overview provide you a clear understanding of the Purpose of the upcoming Webinar series?
2. Did the Overview provide you a clear understanding of the customer flow?
3. Within the topics highlighted are there any additional items you would like covered?
4. What other training series would you like in the future?
5. Any other feedback on the Overview you would like to share?



Thank  
you!