

## Service Delivery Resources: Job Seeker

Now more than ever, the public workforce system can deliver critical support to job seekers across the country. These resources may help workforce development professionals design and deliver job seeker services, including virtual services; information, tools, and supports for assisting job seekers; and gain a better understanding of the challenges facing individuals that are unemployed and underemployed.

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### Virtual Job Seeker Service Delivery Resources

- ▶ [Service Delivery – Virtual Tools](#): A WorkforceGPS resource collection of tools that provide job seekers with access to virtual services, resources, and support.
- ▶ [Virtual Services Toolkit – The Basics](#): This toolkit from the Heldrich Center for Workforce Development at Rutgers University assists service providers in communicating with job seeker customers and with one another. It discusses a range of services and products to support virtual communication and service delivery.
- ▶ [Suddenly Virtual: A Practical Guide for Frontline Service Providers During the COVID-19 Pandemic](#): This guide from the Heldrich Center for Workforce Development at Rutgers University includes tools and tips for operating in a virtual workforce service delivery environment.
- ▶ Articles for recommended reading include: [Record Job Loss Heightens Need for Job Centers to Go Virtual](#) (Jobs for the Future); [How Texting Can Enhance Public Workforce Service Delivery](#) (Heldrich Center for Workforce Development at Rutgers University); and [COVID-19: How American States Can Manage the Surge in Unemployment Services](#) (McKinsey & Company).
- ▶ Webinars on virtual workforce service delivery for job seekers include [Virtual Case Management and Coaching](#) on WorkforceGPS and [The New Landscape of Digital Literacy: What Policymakers and Workforce Advocates Need to Know](#) from the National Skills Coalition.

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### Career Exploration and Counseling Resources

- ▶ [Roadmap for Navigating the CareerOneStop Suite of Career Tools](#): This resource collection explores the range of virtual tools available to job seekers, employers/industry, and workforce professionals through the U.S. Department of Labor-funded [CareerOneStop](#) portal.
- ▶ [Worker ReEmployment Portal](#): Online set of resources that assists unemployed individuals with accessing unemployment benefits, job search tools, and connections to other assistance and benefits.
- ▶ [mySkills myFuture](#): Online skills transferability tool to help job seekers assess careers to which they may transition based on their previous jobs and the skills they have.
- ▶ [Career Advisor](#): Resources and tools for career counselors and academic advisors and their customers.
- ▶ [Job Search during the Coronavirus Outbreak](#): [CareerOneStop](#) blog post with tips to help job seekers focus their job search efforts during the coronavirus pandemic.

- ▶ [Effective Case Management and Counseling – the Role of Triage and Documentation](#): This set of resources from WorkforceGPS provides tools and strategies for supportive, integrated, customer-centered, and effective case management.
- ▶ [SkillsCommons](#): Created under the U.S. Department of Labor’s [Trade Adjustment Assistance Community College and Career Training \(TAACCCT\) program](#), SkillsCommons is a library that contains free and open learning and program support materials for job-driven workforce development.
- ▶ [National Alliance on Mental Illness \(NAMI\) COVID-19 Resource and Information Guide](#): This guide provides information and strategies for managing mental health needs in the coronavirus pandemic.
- ▶ [Thriving Through Chaos: How to Manage Your Mental and Emotional Well-Being and Help Your Clients Do the Same](#): This free webinar series from Advancing Career Development in Canada (CERIC) provides career counselors with strategies for managing their mental health during the coronavirus pandemic, and helping their customers do the same.

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## Reemployment Resources

- ▶ [Meet the Out-of-Work: Local profiles of jobless adults and strategies to connect them to employment](#): This resource from the Brookings Institution profiles seven different major types of out-of-work populations and provides targeted reemployment and related strategies for helping each.
- ▶ [Pathway to Reemployment Framework](#): This WorkforceGPS toolkit includes several resources to assist state and local stakeholders design and implement a re-envisioned approach to reemployment strategies and services for unemployment insurance claimants. It includes the [My Reemployment Plan](#) tool to assist individuals in their reemployment efforts.
- ▶ [Reemployment Services and Eligibility Assessments \(RESEA\)](#): This resource page on WorkforceGPS includes a range of RESEA topical resources, from RESEA operations to promising practices in RESEA.
- ▶ [Helping the Long-Term Unemployed Subject Matter Expert Series](#): This resource page on WorkforceGPS contains a series of webinars and related resources that can help workforce professionals address the barriers faced by the long-term unemployed.
- ▶ [Utah’s Reemployment Innovations: Speeding Laid-Off Workers Back to Work](#): This brief from the American Institute for Full Employment discusses the innovations and strategies Utah pursued to improve its reemployment efforts and outcomes.
- ▶ [Reemployment and Eligibility Assessments Innovations in Maine and Rhode Island](#): This WorkforceGPS webinar explores promising approaches pursued by Maine and Rhode Island in conducting reemployment and eligibility assessments, maximizing job seekers’ time in American Job Centers, and developing individualized reemployment plans.
- ▶ [Ready to Work Partnership Grant Program Summaries](#): The U.S. Department of Labor’s Ready to Work grant program provided individuals experiencing long-term unemployment with a range of training and supportive and specialized services to support rapid employment in middle- and high-skilled jobs.



- ▶ [Evaluation of the Ready to Work Partnership Grant Program: Findings from the Implementation Study of Four Training Programs for Long-Term Unemployed Workers](#): This report discusses findings and promising practices from the evaluation of the U.S. Department of Labor’s Ready to Work grant program for long-term unemployed individuals.

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## Customer-Centered Service Delivery

- ▶ [The Global Case for Customer Experience in Government](#): This brief from McKinsey & Company explores the importance of the customer’s experience in public sector interactions and describes strategies and approaches for improving customer experience in service delivery.
- ▶ [American Job Centers Customer Flow Scenarios](#): These customer flow scenarios from WorkforceGPS can assist American Job Center partner staff work across programs and agencies to implement collaborative service strategies for customers in a changing economic environment.
- ▶ [The Future of American Job Centers](#): In 2018, eight state and local workforce systems participated in a cohort-based technical assistance project around the future of American Job Centers. Participants explored accessibility and mobility of services, technology advancements and opportunities, and service agility and flexibility in response to a variety of workforce and economic trends. These insights may help other state and local partners who are now looking to adapt to virtual service delivery strategies.
- ▶ [Customer-Centered Design: A Playbook for Workforce Service Delivery](#): Workforce development system partners can use this guide, to lead them through the process of designing and implementing customer-focused service and service delivery processes.

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## Apprenticeship, Work-Based Learning (WBL), and On-the-Job Training (OJT)

- ▶ [Supporting the Apprenticeship Ecosystem in an Economic Downturn: Apprentices and Sponsors](#): Promising practices from the Employment and Training Administration’s Apprenticeship State Expansion and State Apprenticeship Expansion grantees in responding to economic downturns.
- ▶ [Digital Skilling in the Time of Covid-19: Innovations and Outreach](#): This thought piece and webinar from the Global Apprenticeship Network explore digital skilling solutions to tackle the various challenges facing WBL programs.
- ▶ Jobs for the Future Inc. provided two articles including: [7 Things Apprenticeship Programs Can Do During the COVID-19 Crisis](#) and [We Must Sustain Apprenticeship in a Post-Pandemic Downturn](#).
- ▶ [A Quick-Start Toolkit: Building Registered Apprenticeship Programs](#): This toolkit provides resources to start and register an apprenticeship program, from exploring the apprenticeship model as a workforce strategy to launching a new program.



- ▶ [Self-Assessment and Planning Tool for Youth Apprenticeship Programs](#): This tool from Jobs for the Future Inc. assists local, state, or regional lead entities and their partners in gauging their current capacity to establish a high-quality system for high school-based youth apprenticeships.
- ▶ [Integrated Education and Training online course](#): This interactive online course module from the [Washington, D.C., Workforce Investment Council's Career Pathways Community of Practice](#) explores integrated education and training models that combine work-based occupational skills training with adult education services to increase and accelerate the educational and career advancement of participants.
- ▶ [Toolkit for Apprenticeship in Healthcare](#): This toolkit from WorkforceGPS features a series of resources to help accelerate the adoption of registered apprenticeship as a workforce solution for the healthcare industry. These resources reflect lessons learned through working with healthcare employers and workforce stakeholder partners in regions across the United States.
- ▶ [On-the-Job Training Toolkit](#): This toolkit includes technical assistance resources and customizable samples for the design and implementation of OJT programs.

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## Accommodation and Serving Job Seekers with Disabilities

- ▶ [Coronavirus \(COVID-19\) and Other Disability Focused Federal Resources](#): A compilation of resources to support state, local, public, and private service providers who serve individuals with disabilities during the coronavirus pandemic.
- ▶ [Accommodation and Compliance: Coronavirus Disease 2019 \(COVID-19\)](#): A collection of coronavirus-related resources from the Job Accommodation Network.
- ▶ A range of [COVID-19 resources from the Workforce Innovation Technical Assistance Center \(WINTAC\)](#) to assist State Vocational Rehabilitation Agencies and their partners in serving individuals with disabilities.
- ▶ [Resources for Distanced Service Delivery from the Workforce Innovation Technical Assistance Center](#): A collection of resources to support programs and staff serving individuals with disabilities.