



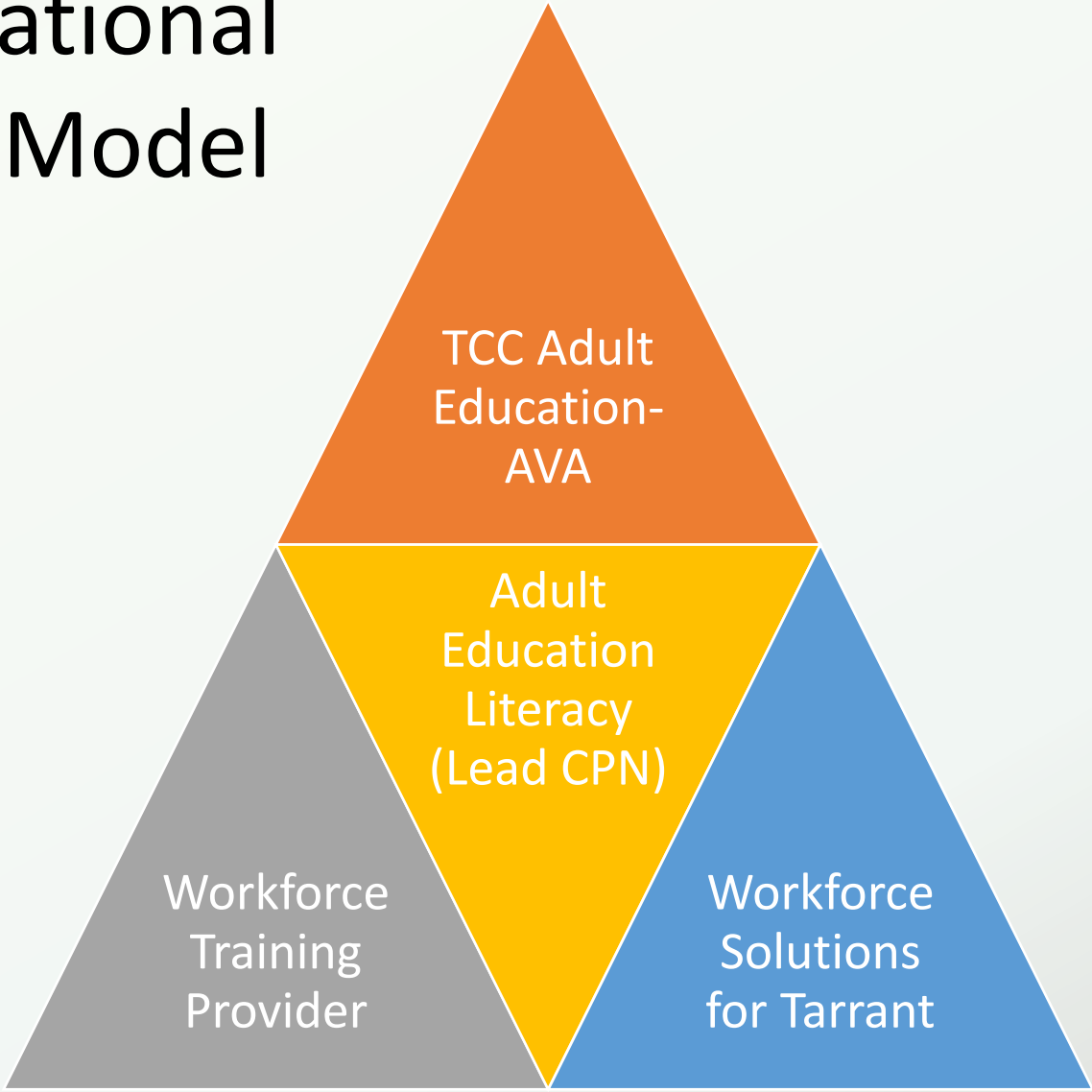
Collaboration: A Win for Everyone!

Jauneen Maldonado
Director, Adult Education and Literacy
Workforce Solutions for Tarrant County

Why is it needed?

- Everyone working towards the same goals and performance
- Increase resources for both participants and programs
- The need for services increases each year
- Stretch funding

Adult Vocational Academy Model



Standard Procedures


Standard Operating Procedures

Adult Vocational Academy

2019-2020

Effective 10/1/2019





Title I vs Title II: Co-enrollment model

How do we make this work?



Merging Program processes and forms

- One Orientation Process
- Dual Required Eligibility Forms (Certified WIOA App vs AEL enrollment form)
- One Docusign packet with all forms
- One common file folder
- Shared Service Plan (IEP) vs Goal Setting (ITEC)



Minimizing Hurdles



- Co-location/Co-Case Management
- Sharing Basic Skills Assessments
- Needs Assessment / Barrier Removal



- Career Exploration
- Business Services Connection
- Wrap Around Services

Braided Funding

Average Training Cost per Student is \$3,700.

Training cost divided between WIOA Center Funding and AEL Funding.

Co-enrollment Staffing

One AEL Career Navigator (full-time for Academy Model)

- Outreach and Recruitment
- Primary contact for Training/Support Instructor
- Shared duties with Career Counselor

One WIOA Career Counselor

- Provide Wrap Around Services
- Industry Expert
- Shared duties with AEL Navigator



Career Counselor Job Description

Direct Customer Support

- Assists in the deliver of workforce services to customers at the Career Center
- Interviews customers to assess the skills and education levels and overall needs
- Initiates, as necessary, the assessment and evaluation of customer skills and abilities and interprets the information
- Develops, as necessary, a career plan through the Individual Employment Plan, and ensures the plan includes relevant goals to assist the customers in achieving the career objectives.
- Provides active case management and engage the customers in meaningful and relevant activities and maintains customer contact as required
- Follows up with customers engaged in workforce activities and as required makes appropriate data entry for recording and tracking customers' progress
- Follows up with customers referred to employment opportunities (job referrals) and/or educational completion (credentials) regularly
- Identifies customers' support services needs and provides assistance in a timely manner, or refer customers to other resources in the community; ensures customers have the necessary support to stay engaged and complete workforce activities and successfully placed in employment
- As necessary, provides customers information on Labor Market and employment trends, and refers them to the Business Service Unit for employment opportunities (i.e., job development, work experience, community service, etc.); refers customers, as appropriate to other services in the Career Center or community
- Uses reports from TWIST/WIT to assist in the management of customers' activities and caseload (i.e., TWIST Inactive report etc.)
- Ensures proper exiting of cases according to policy and procedure
- Accountable for self-monitoring of caseload and maintaining the accuracy of data, the integrity of the case file and the confidentiality of the customers' information
- Provides excellent customer service to Center customers
- Performs other duties as assigned

Coordination and Communication

- Responsible for meeting and exceeding applicable performance measures
- Identifies barriers that would prevent a successful engagement of the customers
- May determine customer eligibility for program services and activities
- Directs and connects customers to available resources at the Career Center or in the community
- Ensures customers are tracked timely and effectively to ensure performance goals are met and exceeded

Administration

- Ensures that services provided to customers are data entered in the appropriate databases using real time data entry
- Data enters all services according to policies and procedures in a timely manner and as required by policies and procedures

Sample Navigator Job Description (Academy Model)

Essential responsibilities and functions include:

Marketing and Recruitment

- Develop recruitment and marketing materials for integrated career pathway program
- Coordinate and implement outreach and recruitment strategy for integrated career pathway program
- Strengthen connections with adult education and workforce programs on campus and in community
- Expand network of campus and community service providers
- Expand network of employers and business organizations in targeted career pathway industry sector

Direct Student Support

- Establish positive and trusting relationships with students
- Connect students to college admissions processes, including financial aid, academic advising, and academic and student support services
- Identify potential sources of financial and in-kind support to underwrite enrollment
- Monitor student progress and meet with students regarding academic progress
- Present and/or coordinate workshops on a variety of topics that supplement and support instructional curriculum
- Foster student accountability, self-advocacy, self-awareness, and effective use of resources
- Provide opportunities for students and their families to attend social and cultural events on campus

Coordination and Communication

- Establish and maintain effective working partnerships with multiple stakeholders-
 - Board CPC
 - Partner CPNs
 - Contextualized Teachers
 - Training Program Instructors
- Work collaboratively and maintain regular communication with career pathway instructional classes such as Workplace Literacy, Internationally Trained English Language Learners, Transitions, Integrated IET, IET, ESL and HSE programs.
- Track student attendance in TEAMS, behavior, and progress (completion of training in TEAMS). TEAMS Data Entry responsibilities not yet assigned to CPNs.
- Communicate regularly with key staff at community partner organizations and work collaboratively to develop and strengthen student support networks, referrals and recruitment pipelines
- Develop opportunities for students to gain real world information and exposure to targeted career pathway
- Coordinate services with relevant college departments and community agencies
- Facilitate transition of students to credit courses, connecting them with student services and academic and support programs
- Attend academic advising trainings and department and division meetings

Administration

- Maintain system for tracking students along career and education pathway
- Participate in exploring and identifying funding sources that are suitable to the activity
- Assemble and update Navigator program resources
- Solicit student feedback on and experience with career pathway program
- Track TEAMS Workforce Training hours, and Workforce Preparation Activities that are separate from the IET.
- Understand Classification of Instructional Programs and Standard Occupational Classification systems and codes
- Understand the ETPS (eligible training provider system), and labor market information systems and resources

Shared Required Performance Outcomes

- Initial target measures are higher for WIOA than AEL
- Performance Measures are the same
- Follow up Services are required

QUESTIONS ??

Jauneen Maldonado

Jauneen.maldonado@workforcesolutions.net

817-804-4225