|  |  |
| --- | --- |
| **Employment Services (Labor Exchange) Functions:** | **Delaware JobLink (DJL) Functions:** |
| 1. A seated face-to-face interview or meeting between an interviewer and an individual client who is determined not job-ready from an Assessment Interview or Counseling. Purpose: to develop a plan to improve the client’s employability by addressing identified barriers to employment, thereby increasing opportunities for securing self-sufficient employment, a job or a better job. Employability plans are documented in Delaware JobLink.
 | **ASSESSMENT – Employability Planning** |
| 1. A seated face-to-face interview or meeting between an interviewer and an individual client. Purpose: to assess and document the client’s employability for a job or for a better job. Assessment includes, but is not limited to, gathering and analyzing information about the client’s work history, education, interests, supportive service needs, barriers to employment, and eligibility for services. The results of this analysis are further analyzed in relationship to current labor market conditions. The result is an assessment of the client’s employability. After the client is assessed, he/she may be referred to other services or continue to receive job-search assistance from the Labor Exchange program. Only occurs after registration and LE Orientation.
 | **ASSESSMENT INTERVIEW** |

|  |  |
| --- | --- |
| **Employment Services (Labor Exchange) Functions:** | **Delaware JobLink (DJL) Functions:** |
| 1. An interview or meeting, between an interviewer and an individual client or group of clients. Purpose: to provide a wide range of information, materials, suggestions, and advice, intended to assist in career-related decisions regarding employment and training opportunities. Career Guidance focuses on information and activities related to exploring occupational choices: requirements of various jobs in terms of responsibilities, skills, knowledge, abilities, pay, and job location.

*Career Guidance is distinguished from Job Search Workshop and Individual counseling by scope and focus. Job Search Workshops are broader in scope and focus on job search strategies and techniques, although they may include a Career Guidance section. Individual counseling is an individual, in-depth activity that may focus on the specific client’s lack of educational achievement and/or basic skills proficiency, poor or erratic employment history, family problems, or other factors precluding full employment.* | **CAREER GUIDANCE** |
| **Employment Services (Labor Exchange) Functions:** | **Delaware JobLink (DJL) Functions:** |
| 1. In the participant Case Details, there is a section the staff member and client need to discuss to include: occupational assessments and career research, justification for employment goal/s, justification for vocational goal/s, client strengths, plan for overcoming identified barriers, assistive technology needs for achieving goal/s, client responsibilities and agency responsibilities, economic need statement and planning, required supportive services during active past, post employment needs, client involvement statement, client progress review and additional notes.
 | **INDIVIDUAL EMPLOYABILITY PLAN DEVELOPMENT** |
| 1. Received *services* that help the individual to be successful in theirjob hunting. May include, but is not limited to: Job Search Planning, Job Finding Club, and Job Search Workshops. *{Job Search Planning – Development of a plan (not necessarily a written plan) that includes the necessary steps and timetables to achieve employment in specific occupational, industry, or geographic area.} {Job Finding Clubs – have all the elements of the ES Job Search Workshop, plus a period of structured application where participants attempt to obtain jobs.}{Job Search Workshops-An organized activity that provides instructions on resume writing, application preparation, interviewing skills, and/or job lead development}.* **This should also be used for profiling clients who are currently active with RES.**
 | **JOB SEARCH ASSISTANCE** |
| **Employment Services (Labor Exchange) Functions:** | **Delaware JobLink (DJL) Functions:** |
| 1. A referral to a job is the act of bringing to the attention of an employer, job seeker, or group of registered job seekers who are available for a job and the record of such a referral.
 | **JOB REFERRAL** |
| 1. The client is provided instruction on the content and format of resumes and cover letters and provided assistance in the development and production of them, included is the format for online and paper copies. **Also an automatic service at registration.**
 | **JOB SEARCH RESUME PREPARATION ASSISTANCE** |
| 1. The client enters federally funded training following the interviewer’s referral to the training. May include, but is not limited to: Job Corps, Native American, SCSEP, HUD, or VA’s training programs.
 | **PLACED IN FEDERAL TRAINING** |
| 1. An interviewer refers a client to federally funded training. May include, but is not limited to: Job Corps, Native American, **SCSEP ,** HUD, or VA’s training programs
 | **REFERRAL TO FEDERAL TRAINING** |
| **Employment Services (Labor Exchange) Functions:** | **Delaware JobLink (DJL) Functions:** |
| 1. A workshop and then a job club is for a client who chooses to attend and has a desire to secure employment and meets the WIA Adult or Dislocated Worker eligibility requirements.
 | **REFERRAL TO INTENSIVE JOB SEARCH WORKSHOP** |
| 1. The client is provided with information on local economic conditions, labor market analyses, business workforce needs, and economic development initiatives. Workforce Information includes information on state and local labor market conditions; industries, occupations and characteristics of the workforce; are business identified skills needs; employer wage and benefit trends; short- and long-term industry an occupational projections; worker supply and demand; and job vacancies survey results. Workforce information also includes local employment dynamics information such as workforce availability; business turnover rates; jobs creation; and job identification of high growth and high demand industries. **Also an automatic service at registration.**
 | **WORKFORCE INFORMATION SERVICES** |
| 1. When a client is referred to a group or 1:1 labor exchange orientation
 | **REFERRAL TO LE ORIENTATION** |
| 1. When a client attends a 15-20 minute group presentation of labor exchange activities, so the individual can choose which services they want to participate in (can also be 1:1)
 | **ATTENDED LE ORIENTATION** |
| **Employment Services (Labor Exchange) Functions:** | **Delaware JobLink (DJL) Functions:** |
| 1. Referring a client to an individual for more labor-intensive services (helping job seekers in using self-service tools) that are usually administered on a one-on-one basis and face to face services.
 | **REFERRAL TO MEDIATED LABOR EXCHANGE SERVICES** |
| 1. An interviewer refers a client to the resource room to conduct job searches, receive assistance with resumes and cover letters, take computer assessments, and view materials in our employment library.
 | **REFERRAL TO RESOURCE ROOM** |
| 1. An interviewer refers a client to training funded with state (ex-Blue Collar Program) or local funds.
 | **REFERRAL TO TRAINING** |
| 1. An interviewer refers a client to an entity or organization for services not available within the office. Examples include, but are not limited to: food, shelter, clothing, transportation, and veteran’s agencies. Special services and materials for individuals with disabilities, and financial counseling and services.
 | **REFERRAL TO SUPPORTIVE SERVICES** |
| 1. An interviewer contacts an employer on behalf of a specific individual client for whom no suitable job opening is available in Delaware JobLink. The purpose of the contact is to promote the client and solicit an employment application or interview. The interviewer must conduct an appropriate assessment of the client before making a job development contact. Job Development contacts are also documented on the employer’s account.
 | **JOB DEVELOPMENT ACTIVITIES** |
| **Employment Services (Labor Exchange) Functions:** | **Delaware JobLink (DJL) Functions:** |
| 1. An initial interview for a client who identifies themselves as being an IADAPT participant and is in the IADAPT program.
 | **IADAPT INITIAL INTERVIEW** |
| 1. Attended a basic computer class with instructions on keyboards, a mouse, point and click, drop down menus, creating G-mail accounts, and completing on-line applications.
 | **ATTENDED A BASIC COMPUTER TRAINING** |
| 1. After a client is registered in DJL, they would go into the Resource Room for job search, completing on-line applications, resumes and cover letters. They should come back at least once a month. The resource room representative should check to see if the client is fully registered and refer them to the registration area if they aren’t. Once a job search is completed for that day, the resource room rep can sign their Food Stamp form stating they were here and/or fax the form over to DSS.
 | **FOOD STAMP PROGRAM JOB SEARCH** |
| 1. When a client wants to see a DVOP or LVER, a referral is made in Delaware JobLink. If the DVOP/LVER is not available, then an email is sent to one of these veteran representatives stating a specific client needs to speak with them.
 | **REFERRAL TO VETERAN’S SERVICES** |
| 1. Services provided to all veteran applicants who have been assigned a case manager, and who receive assessment counseling, referral to supportive services, job development activities, referral to a job, referral to training, placement in a job, placement in training, vocational guidance services, or any combination of those services.
 | **CASE MANAGEMENT SERVICES (DVOP/LVER)** |
| **Employment Services (Labor Exchange) Functions:** | **Delaware JobLink (DJL) Functions:** |
| 1. More labor-intensive services (helping job seekers in using self-service tools) that are usually administered on a one-on-one basis and face to face services. This is only to be used when more intensive one-on-one services do not fit in any other core service.
 | **RECEIVED MEDIATED LABOR EXCHANGE SERVICES** |
| 1. If client has attended a presentation by DOL at employer site or other designated location, where in which UI and DET staff have explained services and or benefits that may be available to you due to a layoff.
 | **JOB SERVICE RAPID RESPONSE ACTIVITY** |
| 1. When a client is referred to an assessment (described below) or other testing. This can include, **but it not limited to**, TABE, CASAS or Career Scope.
 | **REFERRAL TO ASSESSMENT/TESTING** |
| 1. A meeting between an interviewer and an individual client or group of clients. The purpose is to administer a standardized means of measuring an individual’s possession of, interest in, or ability to acquire job skills and knowledge. Assessment testing refers to tests an assessment instruments used to evaluate individuals for selection, referral, and or participation in training, vocational counseling, or employment.
 | **ASSESSMENT-TESTING** |
| **Employment Services (Labor Exchange) Functions:** | **Delaware JobLink (DJL) Functions:** |
| 1. When a participant in the I-Adapt program receives servicesthat help the individual to be successful in theirjob hunting. May include, but is not limited to: Job Search Planning, Job Finding Club, and Job Search Workshops.
 | **I-ADAPT JOB SEARCH ASSISTANCE** |
| 1. This service should be entered when a client is fully registered in DJL, has created a plus account, and has built a resume in DJL, including all fields, and at least 10 years of work history and resume is coded PUBLIC. This includes the following DJL sections; Contact information, alternate contact info (if applicable), Demographic information to include the following sections; Personal, Veteran Information, Migrant Worker, Employment Status, Eligibility to Work in the US, Dislocated Worker. This also means that a job search and possible job referral has been performed with the client. The Job Service Enrollment should be open.
 | **REGISTRATION COMPLETE** |
| **Employment Services (Labor Exchange) Functions:** | **Delaware JobLink (DJL) Functions:** |
| 1. Refers to a participant who has been accepted into unsubsidized employment with an anticipated permanent duration (greater than 150 days), and met the placement definition.

 “Placement – Full Time” shall refer to a job placement of 30 hours or more per normal work week that is held for at least one (1) calendar day at no less than the Federal or State minimum wage, whichever is higher.“Placement – Part Time” shall refer to a job placement of at least 22.5 hours but less than 30 hours per normal work week that is held for at least one (1) calendar day at no less than the Federal or State minimum wage, whichever is higher. | **Follow-Up Service-Achieved Day 1 Outcome** |
| 1. A job placement maintained for 30 continuous calendar days.
 | **Follow-Up Service-Achieved Day 30 Outcome** |
| **Employment Services (Labor Exchange) Functions:** | **Delaware JobLink (DJL) Functions:** |
| 1. An individual that has met the Day 30 Employment definition that has continued until day 90 with no break in employment greater than 15 days. If the individual is unemployed on Day 90, but is within the 15 day allowable break in employment period, the Day 90 can be claimed if the individual returns to employment by the 15th day. The Day 90 claim date will always be the 90th day.
 | **Follow-Up Service-Achieved Day 90 Outcome** |
| 1. This service should be entered for clients who are expected to attend a job club. The status should be entered as completed or failed to attend. To reflect if the client attended or not.
 | **JOB CLUB ATTENDANCE** |
| 1. Individuals referred to a program or course designed to develop competency in basic educational skills such as reading, comprehension, mathematics, writing, speaking and reasoning and/or programs leading to educational credentials such as a GED or high school diploma or college degree. This can include ‘English as a second language’.
 | **REFERRAL TO EDUCATIONAL SERVICES** |
| 1. This service should be entered at any point in the process when an RES client is not compliant in the RES program.
 | **RES RETURNED TO UI** |
| **Employment Services (Labor Exchange) Functions:** | **Delaware JobLink (DJL) Functions:** |
| 1. This service should be entered at any point when an RES client has completed their 10 hours of job search.
 | **RES-10 HOUR REINSTATEMENT** |
| 1. This service should be entered when a veteran is made aware of the VRAP program and the information is provided to them regarding how to apply.
 | **VRAP-referral** |
| 1. This service should be used when a client is referred to DET’s Career Planning Workshop.
 | **Referral to Career Planning Workshop** |
| 1. This service should be used when a client attends DET’s Career Planning Workshop.
 | **Career Planning Workshop** |
| 1. This service should be used when a client is referred to DET’s Resume Workshop.
 | **Referral to Resume Workshop** |
| 1. This service should be used when a client attends DET’s Resume Workshop.
 | **Resume Workshop** |
| 1. This service should be used when a client is referred to DET’s Basic Job Search Workshop.
 | **Referral to Basic Job Search Workshop** |
| **Employment Services (Labor Exchange) Functions:** | **Delaware JobLink (DJL) Functions:** |
| 1. This service should be used when a client attends DET’s Basic Job Search Workshop.
 | **Basic Job Search Workshop** |
| 1. This service should be entered when an RES client views the One Stop Orientation video.
 | **Orientation to One-Stop Services - EUC** |
| 1. This service should be entered after an REA client attends the REA workshop.
 | **Provision of Labor market information and Career Information - EUC** |
| 1. This service should be entered after an REA client attends the REA workshop.
 | **Review of EUC Eligibility - EUC** |
| 1. This service should be entered after an REA client attends the REA workshop.
 | **Individual Skills Assessment - EUC** |
| 1. This service should be entered when an individual is referred to an interview workshop.
 | **Referral to interview workshop** |
| 1. This service should be entered when an individual attends an interview workshop.
 | **Attended interview workshop** |

|  |  |
| --- | --- |
| **Employment Services (Labor Exchange) Functions:** | **Delaware JobLink (DJL) Functions:** |
| 1. This service should be provided and entered for each individual who is in case management and has rec’d service:

 **INDIVIDUAL EMPLOYABILITY PLAN DEVELOPMENT** | **Individual Employment Plan-Review** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |