


## Cross Training Module

August 20, 2020



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Agenda

- Announcements
- Cross Training Presentation
- Questions



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Announcements

- Updates to policies due October 1
  - Data Collection and Entry
  - Student Attendance
  - Assessment
  - Access, Orientation, and Intake
- Distance tutors
- Working with 16- and 17-year-olds remotely
  - “Online contact is the same as personal contact”



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### Introduction to PA CareerLink®: WIOA Core Programs and Referral Best Practices

#### Cross Training Module

KayLynn Hamilton  
Destiny Simpson, TIU 11

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### New Training Opportunity for WIOA staff

**Goal:** Ensure that all staff can make informed referrals that meet the needs of one-stop system clients, especially those with barriers to employment.

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### Cross Training Module

Online

On Demand

Interactive

Developed with guidance from all of the WIOA partners

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### History



#### Operationalizing Co-enrollment Cohort

- Federal technical assistance project
- PA WDB-led
- Cross-departmental cohort
- Action planning, including development of cross-training opportunities

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### WIOA State Plan



"A work group comprised of staff from a multitude of partner agencies is developing additional online resources for cross training local, regional, and state staff on the services of the workforce development system partners. This training is intended to ensure that all staff can make informed internal and external referrals that meet the needs of one-stop system clients, especially those with barriers to employment."

Workforce Innovation and Opportunity Act (WIOA) Combined State Plan, 2020, PA Department of Labor and Industry.  
<https://www.dli.pa.gov/Businesses/Workforce-Development/Documents/wioa/2020-WIOA-State-Plan.pdf>

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### Module Content



Introduction to the PA CareerLink® System

Title I  
Adult,  
Dislocated  
Worker, Youth

Title II  
Adult  
Education and  
Family Literacy

Title III  
Wagner  
Peyser  
Employment  
Services

Title IV  
Vocational  
Rehabilitation  
Services

Referral Benefits and Best Practices

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## Activities



### Warm-Up

**Directions:** Rate your familiarity with Title II's purpose, services, and eligibility.

	Not Familiar	Somewhat Familiar	Very Familiar
Purpose	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Eligibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Title II: Adult Education and Family Literacy

PA Adult Ed & Civics 10/19/19
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## Engaging Participants



### Title II Overview



Title II: Adult Education and Family Literacy

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## Best Practices for Referring



### Best Practices for Referring



Referral Best Practices

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### Case Study Example

#### Case Study #1

The PA CareerLink® business services team had worked with a recruiter from a local trucking company for several years, developing a working relationship and assisting with their hiring needs. The recruiter was recently laid off and selected to participate in the RESEA program.

[Read More](#)



Referral Case Studies and Benefits

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### Reflection Activities Lead to Action Steps

#### Reflection

**Directions:** Check on one or more areas where you'd like to improve your efforts to support referrals to other WIOA core programs.

☐ Building partnerships.

☐ Identifying referrals.

☐ Making referrals.

☐ Supporting referrals.

☐ Other

Introduction

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### Companion User Guide

#### Introduction to the PA CareerLink® System: WIOA Core Programs and Referral Best Practices

#### User Guide



- Supplemental materials that can be used before, during, and after completion of the module
- Facilitator-led or self-directed
- Glossary of terms

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## Companion User Guide - Sample Activity

### Activity

Key Learning Goals	Time	Materials	Activities
Explain the services provided by WIOA core programs in the local PA CareerLink® and other community locations.	1 hr	Printer, WIOA materials, 2018-2019 WIOA Act, 2018-2019 WIOA Act, 2018-2019 WIOA Act, 2018-2019 WIOA Act	<p>1. Explain the WIOA Act.</p> <p>2. Explain the WIOA Act.</p> <p>3. Explain the WIOA Act.</p> <p>4. Explain the WIOA Act.</p> <p>5. Explain the WIOA Act.</p>

### Handout

Handout G: Getting to Know WIOA's Six Core Programs: Eager Model

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## Companion User Guide - Sample Activity

### Activity

Key Learning Goals	Time	Materials	Activities
Read New Customer Scenarios and work collaboratively with group members to identify possible programs in which to make a referral.	1 hr	Printer, WIOA materials, 2018-2019 WIOA Act, 2018-2019 WIOA Act, 2018-2019 WIOA Act, 2018-2019 WIOA Act	<p>1. Read New Customer Scenarios.</p> <p>2. Read New Customer Scenarios.</p> <p>3. Read New Customer Scenarios.</p> <p>4. Read New Customer Scenarios.</p> <p>5. Read New Customer Scenarios.</p>

### Handout

Handout J: PA CareerLink® New Customer Scenarios

**Scenario 1:**

Mary is an honorably discharged veteran, separated on October 1, 2019. He is 28 years old and has some skills from the military he worked in artillery and drove tanks and cargo trucks, but he has no degree or certification.

He is looking for employment and may consider schooling, but his wife, Sally, an LPN, doesn't work outside of the house because she takes care of their infant daughter who has health issues, and Mary's father, who is terminally ill with cancer and not able to get out of bed without assistance. They have no other family in the area.

All Mary's first call to the PA CareerLink®, a strong order of alcohol was detected, and Mary has lost all of his important military paperwork.

- 12 scenarios developed by staff at Workforce Solutions of North Central PA
- Small-group activity
- Post-module completion
- Supports module activities focusing on referrals

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## Companion User Guide - Sample Activity

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### Handout

Handout D: PA CareerLink® Scavenger Hunt

- How many levels of service are available through the PA CareerLink®? What are they?
- What is an ITA?
- What are the policies for awarding ITAs in your area?
- What is an IIS, and what does it consist of?
- What is the income guideline for receiving an ITA in your area?

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Companion User Guide - Glossary of Terms



Glossary of Terms

Term	Definition
Adult education	Academic instruction and education services below the postsecondary level that increase an individual's ability to <ul style="list-style-type: none"> <li>• Read, write, and speak English and perform mathematics or other activities necessary for the attainment of a secondary school diploma or its recognized equivalent.</li> <li>• Transition to postsecondary education and training.</li> <li>• Obtain employment.</li> </ul>
Assessment	The use of standardized instruments, interview, or other means to determine factors that may contribute to the success of students in career and technology programs. These factors may include interest, attitude, academic achievement, work experience, learning style, work values, and other traits. Assessment may also be administered to determine progress obtained by students during training or areas of need to address through remediation.
Basic skills deficient	(WIOA sec. 3(3)) -- means, with respect to an individual -- (A) who is a youth, that the individual has English reading, writing, or computing skills at or below the 6th grade level on a generally accepted standardized test; or (B) who is a youth or adult, that the individual is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual's family, or in society.

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Discussion Questions



- How are referrals to and from PA CareerLink® staff occurring?
- How is COVID-19 affecting the referral process?



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Discussion Questions



- How might you use this module and user guide?



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### Interactive Poll



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### Questions

- Questions



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### Contact/Mission

For more information on adult basic and family literacy education, please visit PDE's website at [www.education.pa.gov](http://www.education.pa.gov)

*The mission of the Department of Education is to ensure that every learner has access to a world-class education system that academically prepares children and adults to succeed as productive citizens. Further, the Department seeks to establish a culture that is committed to improving opportunities throughout the commonwealth by ensuring that technical support, resources, and optimal learning environments are available for all students, whether children or adults.*



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