



Welfare to Work Training Workshop Training Workshop Details

The Welfare to Work Training Workshop has been designed for Regional Workforce Board (RWB) staff responsible for designing, managing and implementing the Welfare Transition (WT) program locally. Program staff associated with a provider, including quality assurance staff or staff working directly with customers may also participate if deemed appropriate by the RWB. Training Workshop participants will be discussing the development of local operating procedures during the Training Workshop and should be prepared to train staff locally on procedures approved by the RWB.

When: January 21, 2009, registration begins at 7:30 AM Eastern Standard Time (EST)
January 21, 2009, the first session begins at 8:30 AM (EST)
January 22, 2009, the first session of the day begins at 8:30 AM (EST)
January 22, 2009, the day concludes at 5:00 PM (EST)

Where: The Training Workshop will be held at the [Embassy Suites North](#) in Altamonte Springs, Florida. The address is 225 Shorecrest Drive, Altamonte Springs. The phone number is (407) 834-2400.

Training Workshop participants will be able to attend a variety of sessions. Training Workshop participants should be prepared to participate in demonstrations and discussions during the two-day Training Workshop. The Training Workshop will include information about

- Assigning worksite activities during the middle of the month based on the worksite calculation;
- Assigning worksite activities at the beginning of the month based on the worksite calculation;
- Assigning countable work activities
- Developing job search and job readiness programs;
- Developing community service and work experience programs;
- Developing program tracks – using work activities in a progressive manner to help participants go from welfare to work;
- Monitoring case files using the State's monitoring tool;
- Case management techniques;
- Using the data warehouse;
- An introduction to the One-Stop Service Tracking (OSST) system; and
- Using the "Search" and "Reports" features in the OSST system to manage cases effectively.

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Details on a couple of the sessions are provided below:

- The session on developing a job search and job readiness program will include developing criteria for assigning a participant to job search. Program staff can use these criteria to ensure that participants who are assigned to job search and job readiness are work ready or have met specific milestones (secured basic employability skills). We will also discuss creating basic requirements for the program. For example,
 - Has the participant successfully completed the program if (s)he does not have an up-to-date resume that includes relevant information for jobs (s)he is interested in getting?
 - Has the participant successfully completed the program if (s)he cannot create a solid cover letter to accompany his/her resume?
 - Has the participant successfully completed the program if (s)he cannot complete a work application?
 - Referring participants to employers or using off-site job search time to connect participants with appropriate employers. We will also provide time sheet templates and a job search and job readiness program template.
- The session on developing program tracks will include a template for developing activity tracks. By creating activity tracks, program staff have a better understanding of which activity to assign based on a participant's goals, skills, employability, education and work history. We will discuss forms and referral processes.
- During the session on case management techniques, we will offer information that every case manager should know. Although data entry skills are a "must," case managers must be able to effectively communicate to program participants, manage multiple tasks, and balance a tough schedule. This session is not designed to train case managers. This session is designed for program managers to train direct customer service staff.
- The devil is in the details when it comes to quality assurance. During the monitoring session, we will review the monitoring tool developed by the Agency for Workforce Innovation (AWI) in detail. We will discuss the types of details that are critical when reviewing participant case files. For example, it is not enough to see that an initial assessment tool is signed by the program participant. The quality assurance staff should be able to determine
 - When the participant was referred to the program by the Department of Children and Families (DCF);
 - How quickly the participant was engaged by program staff;
 - If the initial assessment was reviewed within 30 days of being referred based on the information in the OSST system;
 - If the initial assessment was complete;
 - If the initial assessment information was reviewed by the case manager; and
 - If the initial assessment was used to determine appropriate steps for the participant.

We look forward to meeting with each of the program participants.