Workforce Connections

A4 - Workforce Development Specialist

O-NET Code: 13-1151.00 RAPIDS Code: 2042CB
Competency-based Apprenticeship Program

- ☑ **Form 5910 – Application for Approval On-the-Job Training & Apprenticeship**
- ☑ **Nevada State Apprenticeship Council Program Description**
- ☑ **Apprenticeship OJT and Related Technical Instruction (RTI) Information Check List**
- ☑ **Appendix A4 – Work Process Schedule & RTI Outline**
- ☑ **Performance Review and Wage Schedule Matrix**

STATE OF NEVADA

Nevada State Apprenticeship Council

APPLICATION FOR APPROVAL
ON THE JOB TRAINING & APPRENTICESHIP

Program Name WC Workforce Development Specialist Program # _____

Address 6330 West Charleston Boulevard, Suite 150 City Las Vegas State/Zip NV 89146 Telephone 702-638-8750

Contact Person Debra Collins Title Sr. Program Manager Type of Program: Competency-based Sic Code _____

EIN # _____ Email Address: dcollins@nvworkforceconnections.org

Type of Action: (Check One)	Type of Program: (Check One)	Journey Workers (JW)	Pay Period (Circle One)
A. ☐ Wage Increase B. ☐ Revision of Standards C. ☐ New Occupation D. ☒ New Program	A. ☐ Individual Union B. ☐ Individual Non Union C. ☐ Group Union D. ☒ Group Non Union E. If Union Bargaining Unit	A. No. JW 50 B. No. of Employers 9	☐ Weekly ☐ Bi-Weekly ☐ Semi Monthly Pay Increases (Months) 3 ☐ 6 ☐ 12 ☐ Other ☒

TRADE INFORMATION

Occupation (use separate form for each occupation)	Term (OJT hours)	RTI (Classroom hours)	# Of Journey workers	# Of Apprentices in Training	Journey worker Hourly Rate	Days per Week
Workforce Development Specialist (2042CB)	2000	144	50	TBD	$14.00	5

HOURLY APPRENTICE WAGES BY PERIOD (Excluding Benefits) Top Line Dollar Amounts Bottom Line Percentages

Occupation	1ST	2ND	3RD	4TH	5TH	6TH	7TH	8TH	9TH	10TH
Workforce Development Specialist (2042CB)	$ 13.00	$ 13.50	$ 14.00	$	$	$	$	$	$	$
	92 %	96 %	100%	%	%	%	%	%	%	%

_____ _____

Date Signature of Program Coordinator

DO NOT WRITE BELOW THIS LINE

Approved: _____

Disapproved: _____ Secretary Director of Apprenticeship Date

FORM 5910

Nevada State Apprenticeship Council Program Description

Date: ____2-6-18_____ Program Name: ____Workforce Development Specialist_____

Status: X__New Program __ Revision (to Program #: _____)

Sponsor's Name: ____Workforce Connections_____

Address: _____6330 West Charleston Suite 150_____

City: ___Las Vegas____ County: ____Clark___ State:_NV__ Zip: _____89146_____

Sponsor's Contact Name: _____Debra Collins_____

Telephone Number: _____702-638-8774_____ Extension:

FAX Number: _____702-638-8774_____

E-MAIL: ____dcollins@nvworkforceconnections.org_____

NAICS Code: _____624310__ (www.naics.com/)

EIN Number: _____88-0467645__

Program Type:
(1) __ Individual Non-Joint (one company no union)
(2) __ Individual Joint (one company with union)
(4) X Group Non-Joint (more than one company no union)
(3) __ Group Joint (more than one company with union)

Name of Bargaining Agency / Union (if applicable): _____

CBA Waiver: ___ Yes ___ No

ATC: ___ Yes ___ No

REMARKS: _____

_____

Nevada State Apprenticeship Council Program Description

Sponsor's Name: __Workforce Connections_____

OCCUPATION DATA (one page for each occupation)

Occupation /Trade Name: ____Workforce Development Specialist_____

ONET-Code: ___13-1151_ Occupation RAPIDS Code: ___2042CB_____ (REQUIRED)

Type: _____Time-based ___X_ Competency-based _____ Hybrid

Term Length (Hours): __2000_____ Probationary Length: __500_____

Total Employers: __9_____

Total Journeyworker: ___50___

Total Anticipated Apprentices: _36_____

Minimum Apprentice Starting Wage: ___$13.00/hr_____

Minimum Journeyworker Starting Wage: _____$14.00/hr_____

RELATED TECHNICAL INSTRUCTION

Instruction Method: _X___Classroom ___Shop __X_Online / Correspondence

Instruction Provider: ___Vocational Education ___ Community College ___Sponsor __X_Other

Wages Paid During RTI after Hours?: ___Yes _X__No

Hours Instruction Provided: ___X_During Work Hours _X___During Non-Work Hours

Total Length of Instruction: ___144___Hours

Instruction Provided by: __Sponsor __X__Other Source __Both Sponsor & Other Source

Name/Address of RTI Provider(s):____Determined by employer_____

_____

_____

APPRENTICESHIP OJT AND RELATED TRAINING INSTRUCTION (RTI) INFORMATION CHECK LIST

APPRENTICESHIP TITLE: Workforce Development Specialist

CURRICULUM TITLE: Workforce Development Specialst

DOT NUMBER: ONET- SOC CODE: 13-511.00; RAPIDS CODE: 2024CB

OJT HOURS: 2,000 hours

144 Total Hours of Related Instruction Per Year

Type of Related Instruction:

___ Correspondence

X Outside Contract Instruction

___ Regular College Course

___ Other (Please explain in summary comments)

___ Course Taught by Trade Instruction

Subjects to be Taught During Program: See attached- 11 modules

1. Building Coalitions
2. Problem Solving
3. Team Building
4. Case Management
5. Conflict Management
6. Time Management
7. General Communication/Customer Service
8. Oral Presentation Techniques
9. Writing Techniques
10. Project Management
11. Appropriate Behavior with Clients

SOURCE(S) OF TRAINING MATERIAL (Title and Publisher):

Created by Dr. Oscar Grant
All curricula is based, modified on certified trainings from the united states department of labor's OASAM (office of the assistant secretary for administration and management.
Dr. grant has worked as a subcontractor for over ten years for this dol agency facilitating trainings for OSHA, EMSHA, YOUTH BUILD, EPA, JOB-CORP AND AMERICA-CORP, AND ONE-STOPS NATIONALLY.

Instruction Location:

x Apprenticeship Training Center

___ College Campus

___ Worksite After Hours

___ Home

___ Other (Please explain in summary comments)

Please Designate Length of Related Instruction Program 1 year
(Example: 3 Yrs., 4 Yrs.)

Submitted by: Jaime Cruz

RELATED TRAINING INSTRUCTION (RTI)
CHECK LIST

CURRICULUM CONTENT:

NO	YES		
	X	1.	Does the curriculum outline meet the required 144 hours minimum of related instruction per year?
	X	2.	Does the curriculum provide learning experience representing competencies expected of employees in the occupation represented by this program?
	X	3.	Are the course goals, objectives, and activities clearly stated and related directly to a current task analysis for this occupation?
	X	4.	Are the activities arranged in a logical sequence for maximum attainment of the required industrial skills?
	X	5.	Is there criteria for measuring student achievement?
	X	6.	Does the curriculum satisfy the requirements defined in the DOT?

State Supervisor of Trade & Industrial Education — Date: 11/15/17 — APPROVED: X — DISAPPROVED: _____

SUMMARY COMMENTS:

Appendix A4

WORK PROCESS SCHEDULE

AND

RELATED INSTRUCTION OUTLINE

WORKFORCE DEVELOPMENT SPECIALIST

O*NET-SOC CODE: 13-1151.00 RAPIDS CODE: 2042CB

Appendix A4

WORK PROCESS SCHEDULE
WORKFORCE DEVELOPMENT SPECIALIST
O*NET-SOC CODE: 13-1151.00 RAPIDS CODE: 2042CB

This schedule is attached to and a part of these Standards for the above identified occupation.

1. TYPE OF OCCUPATION

☐ Time-based ☒ Competency-based ☐ Hybrid

2. TERM OF APPRENTICESHIP

The term of the occupation shall be defined by the attainment of all competencies of the position, which would be expected to occur within approximately 2000 hours of OJL, supplemented by the minimum of 144 hours of related instruction.

3. RATIO OF APPRENTICES TO JOURNEYWORKERS

The apprentice to journeyworker ratio is: 3 Apprentice(s) to 1 Journeyworker(s).

4. APPRENTICE WAGE SCHEDULE

An apprentice minimum starting wage will be at least $13.00 per hour. Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly journeyworker wage. A journeyworker minimum wage will be at least $14.00 per hour. Wages will be based on regional ranges.

1-Year Term Example:

1st 6 months = $13.00 per hour 2nd 6 months = $13.50 per hour

Periodic review and evaluation of the apprentice's on-the-job learning and related technical instruction will be conducted in alignment with the wage schedule established.

5. WORK PROCESS SCHEDULE (See attached Work Process Schedule)

The sponsor may modify the work processes to meet local needs prior to submitting these Standards to the appropriate Registration Agency for approval.

6. RELATED INSTRUCTION OUTLINE (See attached Related Instruction Outline)

The sponsor may modify the related instruction to meet local needs prior to submitting these Standards to the appropriate Registration Agency for approval.

Appendix A4

WORK PROCESS SCHEDULE
WORKFORCE DEVELOPMENT SPECIALIST
O*NET-SOC CODE: 13-1151.00 RAPIDS CODE: 2042CB

The term of the occupation shall be defined by the attainment of all competencies, both technical and behavioral, of the position, which would be expected and approximated to occur within 2,000 hours of OJL, supplemented by a minimum of 144 hours of related instruction.

Apprenticeship Competencies – Technical

The below on-the-job-learning (OJL) work process competencies are intended as a guide. It need not be followed in any particular sequence, and it is understood that some adjustments may be necessary in the hours allotted for different work experience. In all cases, the apprentice is to receive sufficient experience to make them fully competent and use good workmanship in all work processes, which are a part of the trade. In addition, the apprentice shall be fully instructed in safety and OSHA requirements.

The following work processes will be performed by the apprentice through rotations as a Job Developer (JD), Retention Specialist (RS), Career Specialist (CS), OJT Specialist (OS), or as otherwise recommended by agency manager.

Item	Work Processes	Approx. Hours
A	Creates clearly written intake and assessment form in the case file. (CS, OS)	85
B	Creates job resource guide with specific locations in the case portfolio for client placement. (JD, CS, OS)	115
C	Creates cases file that denotes WIOA eligibility requirements have been met including all necessary required information. (JD, OS, CS)	115
D	Creates support service plans with case notes that show client's goals, career objectives, placement goals, referrals, and updated performance standards. (JD, CS, OS)	115
E	Provides counseling for clients with employment or educational barriers. Assess clients with physical or mental disabilities and make appropriate referrals to related services. (JD, RS, CS)	115
F	Creates assessments for the case management team to show the participant has fulfilled the requirements of soft skills, resume writing, assessment tools, FASFA, military, education goals, to show they are prepared for placement. (JD, CS, OS)	115
G	Creates supported job resources with LMI sourcing that has been documented in each case file. (JD, RS, OS)	115

H	Creates written employment goals for the client where written plans are clearly stated and documented and signed by the client and job developer. The written notes are linked to the needs identified through intake and assessment for the client. (JD, CS, OS)	115
I	Creates clearly articulated Project Management Plan based on RTI course attended. (CS, JD, OS)	115
J	Documents client participating and attending sector strategy events such as OJT, incumbent worker training, customized training, registered apprenticeship, transitional jobs, and internships. (JD, RS, OS)	115
K	Apprentice demonstrates a clear understanding of how and when a new Workforce Development Policy is needed or when there is a procedural deficit that could affect client outcomes. (CS, JD, RS, OS)	160
L	Works with job development team to develop market/business strategies and material for business services. Maintains collaborative working relationships with business, assuring regular contact to access current job openings and opportunities for career advancement. Apprentice should demonstrated team building, reputation strategies and specific reasons why the business was targeted, ie; LMI data, zip code, (JD, RS, CS, OS)	160
M	Promotes employment services to area businesses to create future partnerships and identify job openings as they pertain to the business development strategy. Maintains working relationships with business associations within all service communities throughout the state to identify prospective employers. (JD, RS, OS)	85
N	Verifies and documents day one placements through obtaining documentation to ensure that placement information is verified and in accordance with program mandates. (JD, RS, OS)	115
O	Monitors and records participant data into multiple management information systems. (JD)	115
P	Apprentice will create a Working Files which includes how the Apprentice assessed client needs, authorized and facilitates supportive services, addressed customer service challenges, and demonstrated problem solving needs to assist in removing barriers that may prevent successful completion of the program for both client and agency. (JD, RS, CS, OS)	160
Q	Presents Approved Project Management Course to team and Journey worker. Project will include policy and procedures under the case management, job development umbrella. (JD, OS)	85
	Total hours (approximate)	**2000**

Apprenticeship Competencies – Behavioral

In addition to mastering all of the essential technical competencies, an apprentice must consistently demonstrate at an acceptable level the following behavioral competencies in order to complete the apprenticeship.

Item #	Behavioral Competencies
1.	Participation in team discussions/meetings
2.	Focus in team discussions/meetings
3.	Focus during independent work
4.	Openness to new ideas and change
5.	Ability to deal with ambiguity by exploring, asking questions, etc.
6.	Knows when to ask for help
7.	Able to demonstrate effective group presentation skills
8.	Able to demonstrate effective one-on-one communication skills
9.	Maintains an acceptable attendance record
10.	Reports to work on time
11.	Completes assigned tasks on time
12.	Uses appropriate language
13.	Demonstrates respect for patients, co-workers and supervisors
14.	Demonstrates trust, honesty and integrity
15.	Requests and performs work assignments without prompting
16.	Appropriately cares for personal dress, grooming and hygiene
17.	Maintains a positive attitude
18.	Cooperates with and assists co-workers
19.	Follows instructions/directions
20.	Able to work under supervision
21.	Able to accept constructive feedback and criticism
22.	Able to follow safety rules
23.	Able to take care of equipment and work place
24.	Able to keep work area neat and clean
25.	Able to meet supervisor's work standards
26.	Able to not let personal life interfere with work
27.	Adheres to work policies/rules/regulations

Appendix A4

RELATED INSTRUCTION OUTLINE
WORKFORCE DEVELOPMENT SPECIALIST
O*NET-SOC CODE: 13-1151.00 RAPIDS CODE: 2042CB

The related instruction has been developed in cooperation with employer-partners as part of the Workforce Development Specialist apprenticeship. The following is a set of courses to be delivered by subject matter experts.

Related Technical Instruction (RTI) - This instruction shall include, but not be limited to, at least 144 hours per year for each year of the apprenticeship. The related theoretical education listed below is tightly integrated with real work product. The curriculum is defined as a variety of classes, around which the exams and projects are based. By defining the RTI this way, all competencies required of the students are met, through project work.

TOPIC	HOURS
Project Management	8 hours
Writing Techniques	8 hours
Oral Presentation Techniques	8 hours
General Communication/Customer Service	16 hours
Time Management	8 hours
Conflict Management	8 hours
Case Management	32 hours
Team Building	16 hours
Problem Solving	16 hours
Building Coalitions	8 hours
Appropriate Behavior with Clients and Co-Workers	16 hours

Project Management (course 1) 8 hours
This 1-day program focuses on understanding project management and business process improvement. It is specifically recommended for "first line staff" who are expected to fulfill their WIOA case management duties of "getting work done through the efforts of others" as well as work on DOL innovations that focus on improvement and placement opportunities. They are expected to add value based on their in-depth understanding of the organization, the workforce industry and the available resources for returning to work citizens.

Writing Techniques (course 2) 8 hours
As a case manager, job developer or employment specialist at any level in the social service industry, you must write reports, document client activities, modify and write case plans or to present your research findings LMI (Labor Market Research). You may also have input on proposals to convince others of the value of your agency. This one - day workshop is intended to help you prepare, document and clarify work performed on behalf of your agency.

Oral Presentation Techniques (course 3) 8 hours
It is impossible to be part of an social service organization today and not attend meetings. Staff meetings, project meetings, planning and coordinating meetings—they all take time. There has been a growing realization that we have to pay attention to the "process" elements of meetings, if we want them to be effective. With its focus on asking rather than telling, and listening to build consensus, facilitation is the new leadership ideal, the core competency everybody needs. Managers and supervisors are often asked to "facilitate" rather than "instruct" or "manage" their meetings and training sessions. This course will help you gain the skills required to become an effective facilitator and presenter.

General Communication/Customer Service (course 4) 16 hours
The need for leading, promoting and enhancing a customer focused culture is essential within social service and WIOA agencies. This workshop will help front line staff create customer satisfaction in whatever business units they work within. Content is designed to present participants with strategies for listening to the voice of the client/customer, surpassing customer expectations, and increasing customer satisfaction. Participants will understand why it is important to please the customer. The course focuses on the behaviors, attitudes and communication techniques necessary for quality customer service with an emphasis on why employees need to provide excellent customer service to returning to work clients and being sensitive to specific needs.

Time Management (course 5) 8 hours
The way we perceive time has a dramatic influence on our behavior. You will not be able to control it master it, pace it, or use it as a strategic factor unless you understand its impact on your life, both professional and personal. Time is absolute – that is, a day is a day, an hour is an hour, a minute a minute – but our perception of time is far from constant. The aim of this course is to enable participants to be more productive in their day to day involvement with clients and how they manage the priorities of case planning, follow-up services, outside engagement with referrals and co-workers. Participants will analyze current time use and explore ways to prioritize tasks and work more efficiently.

Conflict Management (course 6) 8 hours
All of us experience conflict. We argue with our spouses, disagree with our friends, and sometimes even quarrel with strangers at a hockey game. At times we lose sight of the fact that all this conflict is normal. As long as people are individuals there will be the potential for conflict. Since you can't prevent conflict, the most important thing is to learn how to handle or manage it in productive ways. One of the greatest challenges Specialist face is conflict with both internal and external clients. That's what this workshop is designed to help you do.

Case Management (course 7) 32 hours
Since you can't prevent conflict, the most important thing is to learn how to handle or manage it in productive ways. One of the greatest challenges Specialist face is conflict with both internal and external This workshop is a progressive course for front line workers, designed to focus on the characteristics of an effective case management practice in all seven phases.
WIOA promotes a person centered approach toall its work with all returning to work citizens and their families. This 3-day course covers all seven phases of Case Management.

Team Building (course 8) 16 hours

This workshop is a basic course for all WIOA team members, designed to focus on the characteristics of an effective team player and the elements of an effective team. You will leave this program with a plan for your personal development as a team player and how to compliment the work your co-workers need you to participate and support them with. This course utilizes personal profiles, role-plays, and extensive group interaction.

Problem Solving (course 9) 16 hours
If you are tired of applying dead-end solutions to recurring problems in your workforce agency, this two-day workshop should help you reconstruct your efforts and learn new ways to approach problem-solving, develop practical ways to solve some of your most pressing problems with clients, and reach win-win decisions with measures and outcomes.

Building Coalitions (course 10) 8 hours
This one-day workshop is to assist front line workers with developing competencies of building partnerships and influencing decision makers to assist the returning to work citizen. This is accomplished through enhanced self-awareness, effective communication practices, and expanded knowledge of collaborative strategies for building partnerships, alliances and coalitions.

Appropriate Behavior with Clients and Co-Workers (course 11) 16 hours
This 16-hour course is based on both the Department of Labor and USDA'S certified employee training courses. Course deliver will be divided in three content areas to support front line Career Coaches interactions with both internal and external customers. Course subject content includes; sexual harassment prevention, workplace violence prevention and managing customer conflict.

TOTAL: 144 hours

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Apprenticeship Work Process Evaluation
3-month

ITEM	WORK PROCESS FOR A FULLY COMPENTENT SPECIALIST	ROTATION DUTY				OJL APPROX HOURS	KEY PERFORMANCE INDICATORS	WORK PROCESSES COMPLETED	HOW MEASURED
		Job Developer	Retention Specialist	Career Specialist	OJT Specialist				
A	Creates clearly written intake and assessment form in the case file. (CS, OS)					85		33% of work process completed.	75 complete case files. Referral forms for 25 clients. Resource Map Document
B	Creates job resource guide with specific locations in the case portfolio for client placement. (JD, CS, OS)					115		33% of work process completed.	A minimum of 80 agencies with a cross section of verified visted schools, mental health, businesses, and local businesses
C	Creates cases file that denotes WIOA eligibility requirements have been met including all necessary required information. (JD, OS, CS)					115		33% of work process completed.	A tabbed case file has been created for each of the 75 completed client case files with all DOL eligiblity clearly outlined and approved
D	Creates support service plans with case notes that show client's goals, career objectives, placement goals, referrals, and updated performance standards. (JD, CS, OS)					115		33% of work process completed.	Each Apprentice file has intake, case plans; including case notes that show goals, career objectives, placement goals, referrals, and updated performance standards. All 75 case files must have Apprentice and client signatures.
E	Provides counseling for clients with employment or educational barriers. Assess clients with physical or mental disabilities and make appropriate referrals to related services. (JD, RS, CS)					115		33% of work process completed.	Proof that all clients, including those with special needs have been given additional support with partners. Upon reeview, clear case notes must denote routine follow up with partners and specific outcomes have been outlined in each file to assist with educational barriers, employment and supportative services. Partner support must be linked to Resource Map created by Apprentice.
F	Creates assessments for the case management team to show the participant has fulfilled the requirements of soft skills, resume writing, assessment tools, FASFA, military, education goals, to show they are prepared for placement with a special emphasis on special needs. (JD, CS, OS)					115		33% of work process completed.	Documentation that each client has attended a minimium of at least five soft skills courses facilitated by Apprentice. Courses can include; dress for success, job readiness, resume writing, financial literacy, communication skills, etc… Additional information requried for post secondary includes; FASFA, MILITARY and assessments for LMI and Job placements
G	Creates supported job resources with LMI sourcing that has been documented in each case file. (JD, RS, OS)					115		33% of work process completed.	Based on Resource Map created by Apprentice, client files should have specific LMI support for the closest job or related placement for each client based on one or more of the following; client's zip code, agency address, and industry for the State of Nevada. Interviews, job resumes must be documented in each file with employment goals described in detail.
H	Creates written employment goals for the client where written plans are clearly stated and documented and signed by the client and job developer. The written notes are linked to the needs identified through intake and assessment for the client. (JD, CS, OS)					115		33% of work process completed.	A minimum of four updated case plans should be completed based on initial intake form. Documented progression of clients needs should be seen with case notes with an emphasis on placement and support services needed over a four to six month time period. Each updated case plans must have client and case manager signature.
I	Creates clearly articulated Project Management Plan based on RTI course attended. (CS, JD, OS)					115		33% of work process completed.	Creates Project Management outline as an Apprentice, based on core course requirements. Outline and delivery of Project will be do within 6 months of start of the program start date. Outline and Project Description must be tied to Workforce Development principles and approved by instructor.
J	Documents client participating and attending sector strategy events such as OJT, incumbent worker training, customized training, registered apprenticeship, transitional jobs, and internships. (JD, RS, OS)					115		33% of work process completed.	Outside of soft skill courses, Apprentice must document that each client has attended at least two events from the following sector strategy events; OJT, incumbant worker training, job fairs, internships, and transitional job meetings. Results and case notes must be document for each event attended.

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K	Apprentice demonstrates a clear understanding of how and when a new Workforce Development Policy is needed or when there is a procedural deficit that could affect client outcomes. (CS, JD, RS, OS)					160		33% of work process completed.	Based on related technical instruction, Apprentice will created a minimum of four policies with the accompanying procedures for implementation steps. One policy and one procedure should be completed each 90 days.
L	Works with job development team to develop market/business strategies and material for business services. Maintains collaborative working relationships with business, assuring regular contact to access current job openings and opportunities for career advancement.(JD, RS, CS, OS)					160		33% of work process completed.	Documented in working file, specific goals and outputs for how to address challenges with securing placements for clients who have been court involved or returning to work. Goals and outputs should include strategies from related instruction courses. Documentation in working file should be linked to clients in Resource Map monthly for all clients.
M	Promotes employment services to area businesses to create future partnerships and identify job openings as they pertain to the business development strategy. Maintains working relationships with business associations within all service communities throughout the state to identify prospective employers. (JD, OS)					85		33% of work process completed.	Created flyers, power point presentations and local job information sessions for agencies and client pool. Apprentices must complete and document a minimium of attending three local events with a minimum of 6 clients.
N	Verifies and documents day one placements through obtaining documentation to ensure that placement information is verified and in accordance with program mandates. (JD, RS, OS)					115		33% of work process completed.	Documented one day placements for 75% of each participant. Follow up information for each client with notes and client signatures needed.
O	Monitors and records participant data into multiple management information systems. (CS, OS, JD`					115		33% of work process completed.	Works with the MIS team to see seamsless intregration of data for each client.
P	Apprentice will create a Working Files which includes how the Apprentice assessed client needs, authorized and facilitates supportive services, addressed customer service challenges, and demonstrated problem solving needs to assist in removing barriers that may prevent successful completion of the program for both client and agency. (JD, RS, CS, OS)					160		33% of work process completed.	Working File for how each Apprentices' process to administer client needs, authorize support services, assessments, marketing, employer engagment, and job readiness was performed through notes, flyers and documetation. Working file should be tabbed as learned in the RTI Writing course.. (JD, RS, CS, OS)
Q	Presents Approved Project Management Course to team and Journeyworker. Project will include policy and procedures under the case management, job development umbrella. (JD, OS)					85		33% of work process completed.	Final presentation of approved Project Management Course which includes strategies, policies and procedures for Workforce Development. Time presentation will be a minimum of 20 minutes and a maximum of 30 minutes

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Apprenticeship Work Process Evaluation
6-month

ITEM	WORK PROCESS FOR A FULLY COMPENTENT SPECIALIST	ROTATION DUTY				OJL APPROX HOURS	KEY PERFORMANCE INDICATORS	WORK PROCESSES COMPLETED	HOW MEASURED
		Job Developer	Retention Specialist	Career Specialist	OJT Specialist				
A	Creates clearly written intake and assessment form in the case file. (CS, OS)					85		50% of work process completed.	75 complete case files. Referral forms for 25 clients. Resource Map Document
B	Creates job resource guide with specific locations in the case portfolio for client placement. (JD, CS, OS)					115		50% of work process completed.	A minimum of 80 agencies with a cross section of verified visted schools, mental health, businesses, and local businesses
C	Creates cases file that denotes WIOA eligibility requirements have been met including all necessary required information. (JD, OS, CS)					115		50% of work process completed.	A tabbed case file has been created for each of the 75 completed client case files with all DOL eligiblity clearly outlined and approved.
D	Creates support service plans with case notes that show client's goals, career objectives, placement goals, referrals, and updated performance standards. (JD, CS, OS)					115		50% of work process completed.	Each Apprentice file has intake, case plans; including case notes that show goals, career objectives, placement goals, referrals, and updated performance standards. All 75 case files must have Apprentice and client signatures.
E	Provides counseling for clients with employment or educational barriers. Assess clients with physical or mental disabilities and make appropriate referrals to related services. (JD, RS, CS)					115		50% of work process completed.	Proof that all clients, including those with special needs have been given additional support with partners. Upon reeview, clear case notes must denote routine follow up with partners and specific outcomes have been outlined in each file to assist with educational barriers, employment and supportative services. Partner support must be linked to Resource Map created by Apprentice.
F	Creates assessments for the case management team to show the participant has fulfilled the requirements of soft skills, resume writing, assessment tools, FASFA, military, education goals, to show they are prepared for placement. (JD, CS, OS)					115		50% of work process completed.	Documentation that each client has attended a minimium of at least five soft skills courses facilitated by Apprentice. Courses can include; dress for success, job readiness, resume writing, financial literacy, communication skills, etc… Additional information requried for post secondary includes; FASFA, MILITARY and assessments for LMI and Job placements.
G	Creates supported job resources with LMI sourcing that has been documented in each case file. (JD, RS, OS)					115		50% of work process completed.	Based on Resource Map created by Apprentice, client files should have specific LMI support for the closest job or related placement for each client based on one or more of the following; client's zip code, agency address, and industry for the State of Nevada. Interviews, job resumes must be documented in each file with employment goals described in detail.
H	Creates written employment goals for the client where written plans are clearly stated and documented and signed by the client and job developer. The written notes are linked to the needs identified through intake and assessment for the client. (JD, CS, OS)					115		50% of work process completed.	A minimum of four updated case plans should be completed based on initial intake form. Documented progression of clients needs should be seen with case notes with an emphasis on placement and support services needed over a four to six month time period. Each updated case plans must have client and case manager signature.
I	Creates clearly articulated Project Management Plan based on RTI course attended. (CS, JD, OS)					115		50% of work process completed.	Creates Project Management outline as an Apprentice, based on core course requirements. Outline and delivery of Project will be do within 6 months of start of the program start date. Outline and Project Description must be tied to Workforce Development principles and approved by instructor.
J	Documents client participating and attending sector strategy events such as OJT, incumbent worker training, customized training, registered apprenticeship, transitional jobs, and internships. (JD, RS, OS)					115		50% of work process completed.	Outside of soft skill courses, Apprentice must document that each client has attended at least two events from the following sector strategy events; OJT, incumbant worker training, job fairs, internships, and transitional job meetings. Results and case notes must be document for each event attended.

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K	Apprentice demonstrates a clear understanding of how and when a new Workforce Development Policy is needed or when there is a procedural deficit that could affect client outcomes. (CS, JD, RS, OS)					160		50% of work process completed.	Based on related technical instruction, Apprentice will created a minimum of four policies with the accompanying procedures for implementation steps. One policy and one procedure should be completed each 90 days.
L	Works with job development team to develop market/business strategies and material for business services. Maintains collaborative working relationships with business, assuring regular contact to access current job openings and opportunities for career advancement.(JD, RS, CS, OS)					160		50% of work process completed.	Documented in working file, specific goals and outputs for how to address challenges with securing placements for clients who have been court involved or returning to work. Goals and outputs should include strategies from related instruction courses. Documentation in working file should be linked to clients in Resource Map monthly for all clients.
M	Promotes employment services to area businesses to create future partnerships and identify job openings as they pertain to the business development strategy. Maintains working relationships with business associations within all service communities throughout the state to identify prospective employers. (JD, OS)					85		50% of work process completed.	Created flyers, power point presentations and local job information sessions for agencies and client pool. Apprentices must complete and document a minimium of attending three local events with a minimum of 6 clients.
N	Verifies and documents day one placements through obtaining documentation to ensure that placement information is verified and in accordance with program mandates. (JD, RS, OS)					115		50% of work process completed.	Documented one day placements for 75% of each participant. Follow up information for each client with notes and client signatures needed.
O	Monitors and records participant data into multiple management information systems. (CS, OS, JD)					115		50% of work process completed.	Works with the MIS team to see seamsless intregration of data for each client.
P	Apprentice will create a Working Files which includes how the Apprentice assessed client needs, authorized and facilitates supportive services, addressed customer service challenges, and demonstrated problem solving needs to assist in removing barriers that may prevent successful completion of the program for both client and agency. (JD, RS, CS, OS)					160		50% of work process completed.	Working File for how each Apprentices' process to administer client needs, authorize support services, assessments, marketing, employer engagment, and job readiness was performed through notes, flyers and documetation. Working file should be tabbed as learned in the RTI Writing course.. (JD, RS, CS, OS)
Q	Presents Approved Project Management Course to team and Journeyworker. Project will include policy and procedures under the case management, job development umbrella. (JD, OS)					85		50% of work process completed.	Final presentation of approved Project Management Course which includes strategies, policies and procedures for Workforce Development. Time presentation will be a minimum of 20 minutes and a maximum of 30 minutes

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Apprenticeship Work Process Evaluation
9-month

ITEM	WORK PROCESS FOR A FULLY COMPENTENT SPECIALIST	ROTATION DUTY				OJL APPROX HOURS	KEY PERFORMANCE INDICATORS	WORK PROCESSES COMPLETED	HOW MEASURED
		Job Developer	Retention Specialist	Career Specialist	OJT Specialist				
A	Creates clearly written intake and assessment form in the case file. (CS, OS)					85		75% of work process completed.	75 complete case files. Referral forms for 25 clients. Resource Map Document
B	Creates job resource guide with specific locations in the case portfolio for client placement. (JD, CS, OS)					115		75% of work process completed.	A minimium of 80 agencies with a cross section of verified visted schools, mental health, businesses, and local businesses
C	Creates cases file that denotes WIOA eligibility requirements have been met including all necessary required information. (JD, OS, CS)					115		75% of work process completed.	A tabbed case file has been created for each of the 75 completed client case files with all DOL eligiblity clearly outlined and approved.
D	Creates support service plans with case notes that show client's goals, career objectives, placement goals, referrals, and updated performance standards. (JD, CS, OS)					115		75% of work process completed.	Each Apprentice file has intake, case plans; including case notes that show goals, career objectives, placement goals, referrals, and updated performance standards. All 75 case files must have Apprentice and client signatures.
E	Provides counseling for clients with employment or educational barriers. Assess clients with physical or mental disabilities and make appropriate referrals to related services. (JD, RS, CS)					115		75% of work process completed.	Proof that all clients, including those with special needs have been given additional support with partners. Upon reeview, clear case notes must denote routine follow up with partners and specific outcomes have been outlined in each file to assist with educational barriers, employment and supportative services. Partner support must be linked to Resource Map created by Apprentice.
F	Creates assessments for the case management team to show the participant has fulfilled the requirements of soft skills, resume writing, assessment tools, FASFA, military, education goals, to show they are prepared for placement. (JD, CS, OS)					115		75% of work process completed.	Documentation that each client has attended a minimium of at least five soft skills courses facilitated by Apprentice. Courses can include; dress for success, job readiness, resume writing, financial literacy, communication skills, etc... Additional information requried for post secondary includes; FASFA, MILITARY and assessments for LMI and Job placements.
G	Creates supported job resources with LMI sourcing that has been documented in each case file. (JD, RS, OS)					115		75% of work process completed.	Based on Resource Map created by Apprentice, client files should have specific LMI support for the closest job or related placement for each client based on one or more of the following; client's zip code, agency address, and industry for the State of Nevada. Interviews, job resumes must be documented in each file with employment goals described in detail.
H	Creates written employment goals for the client where written plans are clearly stated and documented and signed by the client and job developer. The written notes are linked to the needs identified through intake and assessment for the client. (JD, CS, OS)					115		75% of work process completed.	Clearly written case updated monthly with both client signature and Career coach signatures, for the 75 completed files
I	Creates clearly articulated Project Management Plan based on RTI course attended. (CS, JD, OS)					115		75% of work process completed.	A minimum of four updated case plans should be completed based on initial intake form. Documented progression of clients needs should be seen with case notes with an emphasis on placement and support services needed over a four to six month time period. Each updated case plans must have client and case manager signature.
J	Documents client participating and attending sector strategy events such as OJT, incumbent worker training, customized training, registered apprenticeship, transitional jobs, and internships. (JD, RS, OS)					115		75% of work process completed.	Outside of soft skill courses, Apprentice must document that each client has attended at least two events from the following sector strategy events; OJT, incumbant worker training, job fairs, internships, and transitional job meetings. Results and case notes must be document for each event attended.

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K	Apprentice demonstrates a clear understanding of how and when a new Workforce Development Policy is needed or when there is a procedural deficit that could affect client outcomes. (CS, JD, RS, OS)					160		75% of work process completed.	Based on related technical instruction, Apprentice will created a minimum of four policies with the accompanying procedures for implementation steps. One policy and one procedure should be completed each 90 days.
L	Works with job development team to develop market/business strategies and material for business services. Maintains collaborative working relationships with business, assuring regular contact to access current job openings and opportunities for career advancement.(JD, RS, CS, OS)					160		75% of work process completed.	Documented in working file, specific goals and outputs for how to address challenges with securing placements for clients who have been court involved or returning to work. Goals and outputs should include strategies from related instruction courses. Documentation in working file should be linked to clients in Resource Map monthly for all clients.
M	Promotes employment services to area businesses to create future partnerships and identify job openings as they pertain to the business development strategy. Maintains working relationships with business associations within all service communities throughout the state to identify prospective employers. (JD, OS)					85		75% of work process completed.	Created flyers, power point presentations and local job information sessions for agencies and client pool. Apprentices must complete and document a minimium of attending three local events with a minimum of 6 clients.
N	Verifies and documents day one placements through obtaining documentation to ensure that placement information is verified and in accordance with program mandates. (JD, RS, OS)					115		75% of work process completed.	Documented one day placements for 75% of each participant. Follow up information for each client with notes and client signatures needed.
O	Monitors and records participant data into multiple management information systems. (CS, OS, JD)					115		75% of work process completed.	Works with the MIS team to see seamsless intregration of data for each client.
P	Apprentice will create a Working Files which includes how the Apprentice assessed client needs, authorized and facilitates supportive services, addressed customer service challenges, and demonstrated problem solving needs to assist in removing barriers that may prevent successful completion of the program for both client and agency. (JD, RS, CS, OS)					160		75% of work process completed.	Working File for how each Apprentices' process to administer client needs, authorize support services, assessments, marketing, employer engagment, and job readiness was performed through notes, flyers and documetation. Working file should be tabbed as learned in the RTI Writing course.. (JD, RS, CS, OS)
Q	Presents Approved Project Management Course to team and Journeyworker. Project will include policy and procedures under the case management, job development umbrella. (JD, OS)					85		75% of work process completed.	Final presentation of approved Project Management Course which includes strategies, policies and procedures for Workforce Development. Time presentation will be a minimum of 20 minutes and a maximum of 30 minutes.

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Apprenticeship Work Process Evaluation
12-month

ITEM	WORK PROCESS FOR A FULLY COMPENTENT SPECIALIST	ROTATION DUTY				OJL APPROX HOURS	KEY PERFORMANCE INDICATORS	WORK PROCESSES COMPLETED	HOW MEASURED
		Job Developer	Retention Specialist	Career Specialist	OJT Specialist				
A	Creates clearly written intake and assessment form in the case file. (CS, OS)					85		100% of work process completed.	75 complete case files. Referral forms for 25 clients. Resource Map Document
B	Creates job resource guide with specific locations in the case portfolio for client placement. (JD, CS, OS)					115		100% of work process completed.	A minimium of 80 agencies with a cross section of verified visted schools, mental health, businesses, and local businesses
C	Creates cases file that denotes WIOA eligibility requirements have been met including all necessary required information. (JD, OS, CS)					115		100% of work process completed.	A tabbed case file has been created for each of the 75 completed client case files with all DOL eligiblity clearly outlined and approved.
D	Creates support service plans with case notes that show client's goals, career objectives, placement goals, referrals, and updated performance standards. (JD, CS, OS)					115		100% of work process completed.	Each Apprentice file has intake, case plans; including case notes that show goals, career objectives, placement goals, referrals, and updated performance standards. All 75 case files must have Apprentice and client signatures.
E	Provides counseling for clients with employment or educational barriers. Assess clients with physical or mental disabilities and make appropriate referrals to related services. (JD, RS, CS)					115		100% of work process completed.	Proof that all clients, including those with special needs have been given additional support with partners. Upon reeview, clear case notes must denote routine follow up with partners and specific outcomes have been outlined in each file to assist with educational barriers, employment and supportative services. Partner support must be linked to Resource Map created by Apprentice.
F	Creates assessments for the case management team to show the participant has fulfilled the requirements of soft skills, resume writing, assessment tools, FASFA, military, education goals, to show they are prepared for placement. (JD, CS, OS)					115		100% of work process completed.	Documentation that each client has attended a minimium of at least five soft skills courses facilitated by Apprentice. Courses can include; dress for success, job readiness, resume writing, financial literacy, communication skills, etc… Additional information requried for post secondary includes; FASFA, MILITARY and assessments for LMI and Job placements.
G	Creates supported job resources with LMI sourcing that has been documented in each case file. (JD, RS, OS)					115		100% of work process completed.	Based on Resource Map created by Apprentice, client files should have specific LMI support for the closest job or related placement for each client based on one or more of the following; client's zip code, agency address, and industry for the State of Nevada. Interviews, job resumes must be documented in each file with employment goals described in detail.
H	Creates written employment goals for the client where written plans are clearly stated and documented and signed by the client and job developer. The written notes are linked to the needs identified through intake and assessment for the client. (JD, CS, OS)					115		100% of work process completed.	A minimum of four updated case plans should be completed based on initial intake form. Documented progression of clients needs should be seen with case notes with an emphasis on placement and support services needed over a four to six month time period. Each updated case plans must have client and case manager signature.
I	Creates clearly articulated Project Management Plan based on RTI course attended. (CS, JD, OS)					115		100% of work process completed.	Creates Project Management outline as an Apprentice, based on core course requirements. Outline and delivery of Project will be do within 6 months of start of the program start date. Outline and Project Description must be tied to Workforce Development principles and approved by instructor.
J	Documents client participating and attending sector strategy events such as OJT, incumbent worker training, customized training, registered apprenticeship, transitional jobs, and internships. (JD, RS, OS)					115		100% of work process completed.	Outside of soft skill courses, Apprentice must document that each client has attended at least two events from the following sector strategy events; OJT, incumbant worker training, job fairs, internships, and transitional job meetings. Results and case notes must be document for each event attended.

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K	Apprentice demonstrates a clear understanding of how and when a new Workforce Development Policy is needed or when there is a procedural deficit that could affect client outcomes. (CS, JD, RS, OS)					160		100% of work process completed.	Based on related technical instruction, Apprentice will created a minimum of four policies with the accompanying procedures for implementation steps. One policy and one procedure should be completed each 90 days.
L	Works with job development team to develop market/business strategies and material for business services. Maintains collaborative working relationships with business, assuring regular contact to access current job openings and opportunities for career advancement.(JD, RS, CS, OS)					160		100% of work process completed.	Documented in working file, specific goals and outputs for how to address challenges with securing placements for clients who have been court involved or returning to work. Goals and outputs should include strategies from related instruction courses. Documentation in working file should be linked to clients in Resource Map monthly for all clients
M	Promotes employment services to area businesses to create future partnerships and identify job openings as they pertain to the business development strategy. Maintains working relationships with business associations within all service communities throughout the state to identify prospective employers. (JD, OS)					85		100% of work process completed.	Created flyers, power point presentations and local job information sessions for agencies and client pool. Apprentices must complete and document a minimium of attending three local events with a minimum of 6 clients.
N	Verifies and documents day one placements through obtaining documentation to ensure that placement information is verified and in accordance with program mandates. (JD, RS, OS)					115		100% of work process completed.	Documented one day placements for 75% of each participant. Follow up information for each client with notes and client signatures needed.
O	Monitors and records participant data into multiple management information systems. (CS, OS, JD)					115		100% of work process completed.	Lead external conversations with businesses and document partnerships with Work Force Connections and Employer Engagement Committee
P	Apprentice will create a Working Files which includes how the Apprentice assessed client needs, authorized and facilitates supportive services, addressed customer service challenges, and demonstrated problem solving needs to assist in removing barriers that may prevent successful completion of the program for both client and agency. (JD, RS, CS, OS)					160		100% of work process completed.	Working File for how each Apprentices' process to administer client needs, authorize support services, assessments, marketing, employer engagment, and job readiness was performed through notes, flyers and documetation. Working file should be tabbed as learned in the RTI Writing course.. (JD, RS, CS, OS)
Q	Presents Approved Project Management Course to team and Journeyworker. Project will include policy and procedures under the case management, job development umbrella. (JD, OS)					85		100% of work process completed.	Final presentation of approved Project Management Course which includes strategies, policies and procedures for Workforce Development. Time presentation will be a minimum of 20 minutes and a maximum of 30 minutes.

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Apprenticeship Work Process Evaluation
+ 12-months

ITEM	WORK PROCESS FOR A FULLY COMPENTENT SPECIALIST	ROTATION DUTY				OJL APPROX HOURS	KEY PERFORMANCE INDICATORS	WORK PROCESSES COMPLETED	HOW MEASURED
		Job Developer	Retention Specialist	Career Specialist	OJT Specialist				
A	Creates clearly written intake and assessment form in the case file. (CS, OS)					85		100% of work process completed.	75 complete case files. Referral forms for 25 clients. Resource Map Document
B	Creates job resource guide with specific locations in the case portfolio for client placement. (JD, CS, OS)					115		100% of work process completed.	A minimium of 80 agencies with a cross section of verified visted schools, mental health, businesses, and local businesses
C	Creates cases file that denotes WIOA eligibility requirements have been met including all necessary required information. (JD, OS, CS)					115		100% of work process completed.	A tabbed case file has been created for each of the 75 completed client case files with all DOL eligiblity clearly outlined and approved.
D	Creates support service plans with case notes that show client's goals, career objectives, placement goals, referrals, and updated performance standards. (JD, CS, OS)					115		100% of work process completed.	Each Apprentice file has intake, case plans; including case notes that show goals, career objectives, placement goals, referrals, and updated performance standards. All 75 case files must have Apprentice and client signatures.
E	Provides counseling for clients with employment or educational barriers. Assess clients with physical or mental disabilities and make appropriate referrals to related services. (JD, RS, CS)					115		100% of work process completed.	Proof that all clients, including those with special needs have been given additional support with partners. Upon reeview, clear case notes must denote routine follow up with partners and specific outcomes have been outlined in each file to assist with educational barriers, employment and supportative services. Partner support must be linked to Resource Map created by Apprentice.
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G	Creates supported job resources with LMI sourcing that has been documented in each case file. (JD, RS, OS)					115		100% of work process completed.	Based on Resource Map created by Apprentice, client files should have specific LMI support for the closest job or related placement for each client based on one or more of the following; client's zip code, agency address, and industry for the State of Nevada. Interviews, job resumes must be documented in each file with employment goals described in detail.
H	Creates written employment goals for the client where written plans are clearly stated and documented and signed by the client and job developer. The written notes are linked to the needs identified through intake and assessment for the client. (JD, CS, OS)					115		100% of work process completed.	A minimum of four updated case plans should be completed based on initial intake form. Documented progression of clients needs should be seen with case notes with an emphasis on placement and support services needed over a four to six month time period. Each updated case plans must have client and case manager signature.
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O	Monitors and records participant data into multiple management information systems. (CS, OS, JD)					115		100% of work process completed.	Works with the MIS team to see seamsless intregration of data for each client.
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