SERVICE MAP _____REGION										
Affordable Care Act Consulting - Assist a business to successfully implement the Affordable Care Act (ACA) by consulting with and advising them on the strategic considerations they need to address in the 'Pay or Play' decision under the Healthcare Reform Act.										
Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____REGION

Basic Skills Training - Services or instruction for workers within a company functioning at or below the 8th grade level that will: 1) enable workers to acquire the basic educational skills necessary to function in their current job; and/or (2) provide workers with sufficient basic education to enable them to benefit from upgrading and retraining programs and retain and advance in productive employment.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____REGION										
Bonding – Providing an incentive for an employer to hire ex-offenders and other "at-risk" job seekers (unable to be bonded by commercial fidelity bonds) by bonding the job seeker through the Federal bonding program covering any type of stealing such as theft, forgery, larceny and embezzlement.										
Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____REGION										
Business Needs Assessment - Discussing and evaluating with businesses what their needs are and matching services to address those needs.										
Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____REGION

Career Pathways – Activities to create or enhance the career pathways within an organization or industry sector. These may include, but are not limited to developing and vetting competencies and competency models; creating and vetting career ladders and lattices within a business; and creating training programs for incumbent workers so they can advance in their career pathway.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____REGION										
Customized Training - Training 1) that is designed to meet the special requirements of an employer (including a group of employers), 2) that is conducted with a commitment by the employer to employ an individual upon successful completion of the training, and, 3) for which the employer pays for some of the cost of the training										
Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____REGION

Drug Testing – Providing drug screening opportunities for job candidates on behalf of employers as a part of the hiring process. Activities may include but are not limited to the following: explaining the drug testing approach to the job candidate, providing the job candidate with a list of approved drug testing facilities and a Drug Test Authorization Form, reviewing the certificate that was mailed to the job candidate that indicates the results of the test, and, sharing the list of job candidates that pass the drug

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____REGION										
HR Audits – Assess the health and compliance of businesses' human resources policies, procedures and protocols to help owners and managers identify HR policy and practice issues and find solutions before they become unmanageable. Assist a business to determine what it is doing right and what needs corrected to avoid the significant legal and/or financial penalties for not complying with the vast array of complicated employment laws.										
Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____REGION

HR Consulting – Assist a business with human resources activities including, but not limited to: providing guidance in establishing policies and procedures that comply with applicable laws as they relate to hiring and firing personnel, writing AAPs, job descriptions, compensation plans; taking an emerging program to a new level, such as developing an employee handbook; establishing grievance mediation processes or evaluating the current size of the human resources team and making suggestions on how to reorganize the department to best advantage; and, serving as the 3rd party investigator for internal investigations for disciplinary actions or grievances..

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____REGION										
I-9 Certified Audits – Audit employers' I-9s and identify errors, omissions, discrepancies and recommend corrective action/make the corrections for employers.										
Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____REGION

Industry Sector Partnership Support - Acting as an intermediary, convener for the regional, employer driven partnerships of industry, education and training, and other stakeholders that focus on the workforce needs of key industries in a regional labor market. Activities may include, but are not limited to, engaging employers and other key stakeholders; developing expertise in the industry of focus; and coordinating information and resources to develop and implement effective, coordinated responses.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____REGION

Internships – Assisting an employer to create a structured work experience for a job seeker customer involving specific occupational skill development goals in addition to learning goals; involves the awarding of outcome verification upon successful completion; and includes the expectation that the customer, upon completion of the internship, will demonstrate the skills necessary for entry-level employment in the occupational area of the internship.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____REGION

Job Coaching/Post Employment Support – Assisting the business to reduce new employee turnover by providing on or off site coaching or mentoring of work related skills after placing the job seeker in employment.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____REGION

Job Development – Contacting employers to create job openings for a specific job seeker who has been determined job ready and is seeking a specific type of job in a specific industry sector.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____REGION										
Job Fairs – Planning, hosting and/or conducting a fair or exposition for employers, recruiters and schools to meet with prospective job seekers. Expos usually include company or organization tables or booths where resumes can be collected and business cards can be exchanged.										
Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____REGION

Job Matching – Using the job requirements set by the employer for the job opening, find the preferred number of top job candidates that meet those requirements and give the list to the employer.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____REGION

Job Posting – Contacting employers to learn about and help them list job openings on physical or virtual job boards so they can be viewed and accessed by the employer, job seekers, or agencies that work with job seekers.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____REGION

Job Referrals – Giving an employer the list of matched and screened job candidates for the business' current job openings.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____REGION										
Job Screening – Assessing a job candidate's competencies (knowledge, skills and attitudes), interest, experience, aptitude, style, against the requirements of a current job opening. This may include activities such as testing, interviewing, observation, and data research.										
Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____REGION

Job Task Analysis – Defining a job through observation, interview and questionnaires by dissecting the tasks and task steps required to complete all aspects of the job including the task frequency, difficulty of learning, task criticality, task difficulty, overall task importance, and importance to train; and, identifying the knowledge, skills and attitudes required to perform the tasks.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____REGION										
Lay-Off Aversion – Activities that connect companies facing financial difficulties to resources that may prevent or reduce the need for layoffs										
Agency	Funding Source	Population Served	Self/Staff or Both	Individual / Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____REGION

Lean and Lean-Sigma Training – Providing training to businesses on Lean principles and tools so they reduce the activities in each of their processes until only the minimum amount is left. This eliminates wasteful activities that do not add value to the customer, resulting in a process that does more with less. Lean principles, methods, and tools encourage employee creativity, innovation, and problem-solving. Benefits from this method include lower costs and improvements to productivity, quality, and value. Lean-Sigma training combines two quality improvement approaches: Lean and Six Sigma. Lean methodologies focus on eliminating waste and streamlining processes. Six Sigma projects involve increasing quality and yield while reducing defects and variation.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual / Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____REGION										
New Employee On-boarding/Orientation – Assisting the business to orient new employees to the business and the expectations of the business through development of orientation manuals, orientation curricula, and/or providing the orientation presentations.										
Agency	Funding Source	Population Served	Self/Staff or Both	Individual / Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____REGION										
On-the Job Training - Training by an employer that is provided to a paid participant while engaged in productive work in a job that 1) provides knowledge or skills essential to the full and adequate performance of the job; 2) provides reimbursement to the employer of up to 50 percent of the wage rate of the participant, for the extraordinary costs of providing the training and additional supervision related to the training, and 3) is limited in duration as appropriate to the occupation for which the participant is being trained, taking into account the content of the training, the prior work experience of the participant, and the service strategy of the participant, as appropriate.										
Agency	Funding Source	Population Served	Self/Staff or Both	Individual / Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____REGION										
Provide Adaptive Devices – Purchasing or providing adaptive equipment (telecommunications, sensory, and other technological aids and devices) to assist the worker in employment.										
Agency	Funding Source	Population Served	Self/Staff or Both	Individual / Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____REGION

Provide Interviewing Space – Providing space within your facility for an employer to conduct interviews. This may include, but is not limited to: providing a room, equipment, refreshments, staff to greet the job candidates, and logistics for the interviews.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual / Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____REGION

Provide LMI – Gathering and analyzing labor market data and changing it into workforce intelligence that assists the businesses in being more competitive. Some examples of information business may use are: average salaries and benefits for specific jobs within the community, number of individuals within the labor force with specific competencies, number of individuals within the talent pipeline with specific competencies, commuting patterns, percentages of populations within the labor force and community as a whole, education levels within the workforce and population as a whole.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual / Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____REGION

Rapid Response – Providing short-term, early intervention and immediate assistance with layoffs and/or plant closures (affected by corporate restructuring, plant closures, or loss of jobs due to natural disasters) affecting a significant number of workers. Activities may include, but are not limited to the establishment of onsite contact with employers and employee representatives, the provision of information and access to available employment and training activities, assistance in establishing a labor-management committee with the ability to devise and implement a strategy for assessing the employment and training needs of dislocated workers, and obtaining services to meet those needs, the provision of emergency assistance adapted to the particular closure, layoff or disaster, and, the provision of assistance to the local community in developing a coordinated response and state economic development assistance.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual / Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____REGION										
Schedule interviews – Contacting job candidates electronically, by phone or in person on behalf of a business to schedule a time for the business to interview the candidate for a job.										
	Funding Source	Population Served	Self/Staff or Both	Individual / Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____REGION										
Supervisor Training – Providing training to supervisory/management staff of local businesses to enhance their HR expertise including such topics as: interviewing techniques (legal/illegal interview questions, team interviewing, behaviorally based interview questions), UI Basics, coaching skills, I-9 information collection, and effective on-boarding of staff.										
Agency	Funding Source	Population Served	Self/Staff or Both	Individual / Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____REGION

Tax Credits – Explaining and offering Federal or state programs that provide tax savings to employers who hire people from certain target groups, including public assistance recipients, veterans, youth and ex-felons.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual / Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____REGION

Virtual/Company Specific Job Fairs - Using specific technology, assist company(ies) to source for job candidates without the expense of time away from work and money for exhibits, etc. necessary for a traditional job fair and allows for the job seeker to participate without the travel expense. Both the employer and job seeker are able to 'connect' and have the ability to fully focus on each other's information without the distractions at a traditional job fair.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual / Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered