



Innovation &
Opportunity
Network
Implementing WIOA

Graphic
Novel

Dislocated Worker Customer Flow Scenario



A Novel Approach
to Staff Training



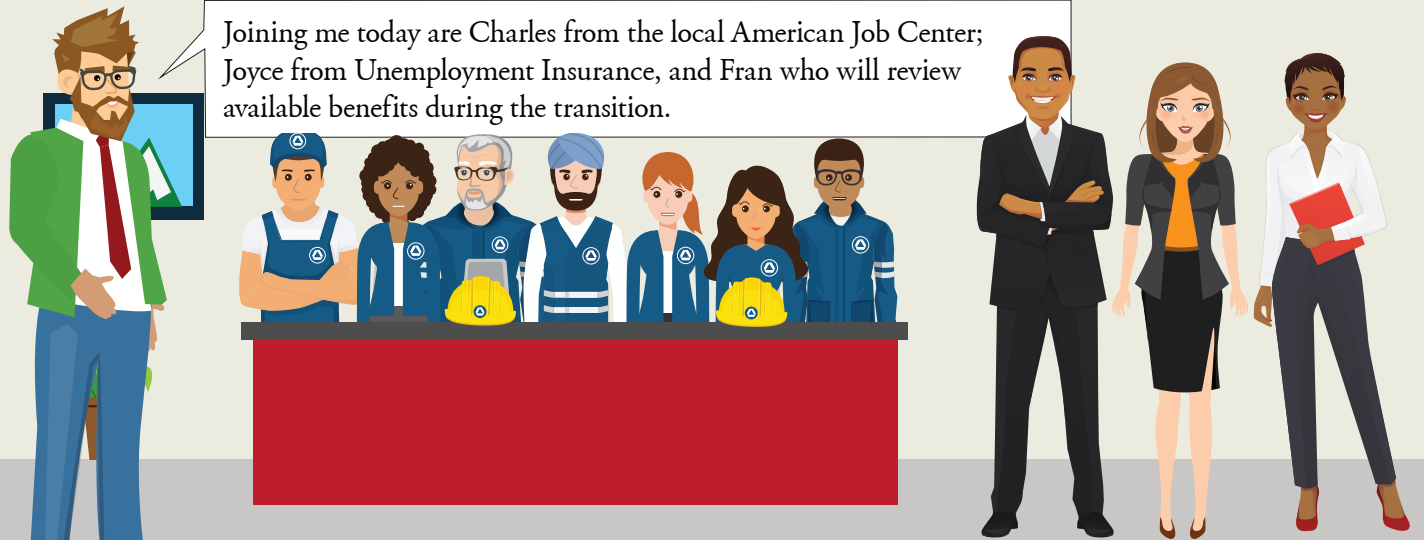
Many states and local areas have expressed a need for tools that help AJC partners work collaboratively across programs. This scenario features Jeff who has become a dislocated worker due to downsizing at the factory where he worked for many years. Working with the local American Job Center (AJC), he benefitted from a National Dislocated Worker Grant that provided placement into an OJT to upgrade his skills.

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Welcome – I am Lenny. We received the WARN notice and contacted your CEO who invited us today. We know it's a difficult time with the factory downsizing. This information session will help you make the transition to new work.



Joining me today are Charles from the local American Job Center; Joyce from Unemployment Insurance, and Fran who will review available benefits during the transition.



My team, with your HR office, will help you apply for Unemployment Insurance, explore new job opportunities or training, and locate support resources, like health benefits.



Rapid Response:

<https://businessengagement.workforcegps.org/resources/2017/10/24/14/50/Rapid-Response-Fact-Sheet>

<https://www.doleta.gov/layoff/warn.cfm>

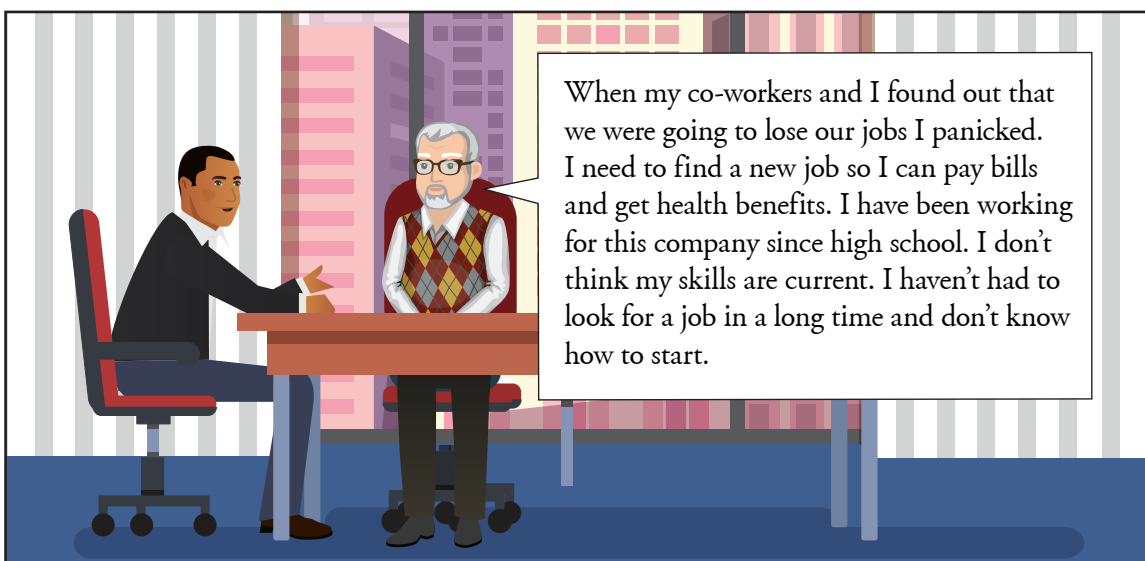
<https://blog.careerminds.com/warn-letter-samples>

<https://www.dol.gov/agencies/ebsa>



AJC locator from CareerOneStop:

[https://
www.careeronestop
.org/LocalHelp/
local-help.aspx](https://www.careeronestop.org/LocalHelp/local-help.aspx)



Case Management Resource:

[https://
ion.workforcegps.org/
resources/2015/09/2
3/11/13/
Effective_Case_Mana
gement_Counseling_
and_Documentation](https://ion.workforcegps.org/resources/2015/09/23/11/13/Effective_Case_Management_Counseling_and_Documentation)

We have services and programs to help you look for your next job opportunity. I have your completed background sheet. Looks like you have advanced over your manufacturing career from a frontline worker to a manager.



DW Fact Sheet:

<https://ion.workforcegps.org/resources/2018/06/05/16/28/WIOA-Desk-Reference-Dislocated-Worker-Programs>

Do you still want to continue in this line of work?

Well, maybe...I know that manufacturing has gone tech. I think that may be a reason, my company division is downsizing.



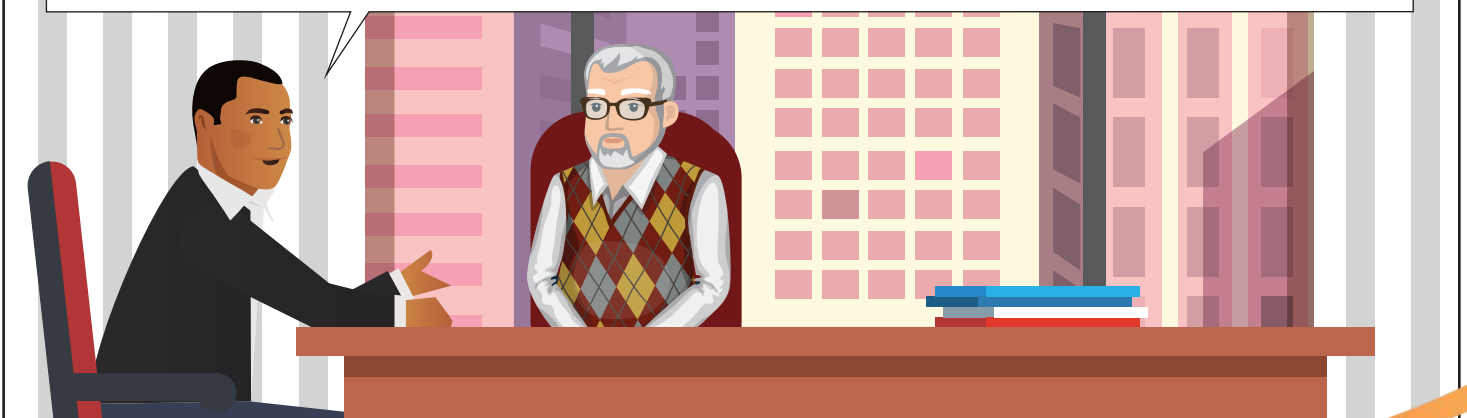
DW resources (ION):

https://ion.workforcegps.org/resources/2017/03/09/10/53/Service_Delivery_-_Adult_and_Dislocated_Worker_Populations

DW webinars:

https://ion.workforcegps.org/resources/2017/03/09/13/20/Webinars_-_Adult_and_Dislocated_Worker_Programs

I think you may be right. Let's schedule a time to conduct a skills assessment to identify your current occupational strengths and look at what other kinds of work you might like to do.



20 CFR 680.170

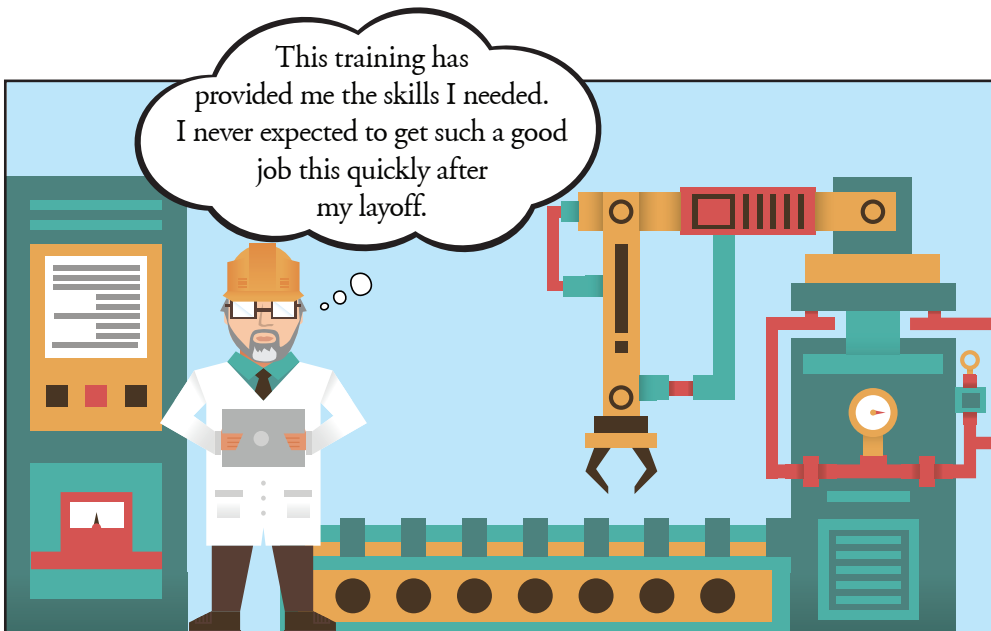
“An IEP is an ongoing strategy to identify employment goals, achievement objectives, and an appropriate combination of services for the participant to achieve their employment goals.”



National Dislocated Worker Grants:

<https://www.doleta.gov/dwgs/>





Work-based learning/OJT:

<https://ion.workforcegps.org/resources/2017/12/01/11/19/On-the-Job-Training-Toolkit>

<https://ion.workforcegps.org/resources/2017/07/14/09/08/Work-Based-Learning-Desk-Reference>



Dislocated Worker Customer Flow Scenario

A NOVEL APPROACH TO STAFF TRAINING

Story Resource Links

Dislocated Workers:

- ❖ **National Dislocated Worker Grants – WIOA Desk Reference**
https://ion.workforcegps.org/sitecore/content/sites/WIOA/resources/2017/03/19/18/48/National_Dislocated_Worker_Grants_-_WIOA_Desk_Reference
- ❖ **WIOA Desk Reference - Dislocated Worker Programs**
<https://ion.workforcegps.org/resources/2018/06/05/16/28/WIOA-Desk-Reference-Dislocated-Worker-Programs>
- ❖ **Adult and Dislocated Worker Key Resources - Service Delivery**
https://ion.workforcegps.org/resources/2017/03/09/10/53/Service_Delivery_-_Adult_and_Dislocated_Worker_Populations
- ❖ **Adult and Dislocated Worker - Webinars and Webcasts**
https://ion.workforcegps.org/resources/2017/03/09/13/20/Webinars_-_Adult_and_Dislocated_Worker_Programs
- ❖ **Supportive Services Desk Reference**
https://ion.workforcegps.org/resources/2017/07/14/09/22/Supportive_Services_Desk_Reference

National Dislocated Worker Grants (DWGs):

- ❖ **National Dislocated Worker Grants – WIOA Desk Reference**
https://ion.workforcegps.org/resources/2017/03/19/18/48/National_Dislocated_Worker_Grants_-_WIOA_Desk_Reference
- ❖ **What are National Dislocated Worker Grants?**
<https://www.doleta.gov/dwgs/>

Rapid Response:

- ❖ **Rapid Response Fact Sheet**
<https://ion.workforcegps.org/resources/2018/04/13/18/47/Rapid-Response-Fact-Sheet>

Veterans and Military Spouses:

- ❖ **Veterans and Spouses – WIOA Desk Reference**
[https://ion.workforcegps.org/sitecore/content/sites/WIOA/resources/2017/03/19/19/34/Veterans and Spouses - WIOA Desk Reference](https://ion.workforcegps.org/sitecore/content/sites/WIOA/resources/2017/03/19/19/34/Veterans_and_Spouses_-_WIOA_Desk_Reference)
- ❖ **Military Spouses – WIOA Desk Reference**
[https://ion.workforcegps.org/sitecore/content/sites/WIOA/resources/2017/03/19/19/41/Military Spouses - WIOA Desk Reference](https://ion.workforcegps.org/sitecore/content/sites/WIOA/resources/2017/03/19/19/41/Military_Spouses_-_WIOA_Desk_Reference)

Work-Based Learning:

- ❖ **On-the-Job Training Toolkit**
<https://ion.workforcegps.org/resources/2017/12/01/11/19/On-the-Job-Training-Toolkit>
- ❖ **Work Based Learning Desk Reference**
<https://ion.workforcegps.org/resources/2017/07/14/09/08/Work-Based-Learning-Desk-Reference>
- ❖ **Registered Apprenticeships and On-the-Job Training: Providing Work-Based Learning Opportunities**
[https://ion.workforcegps.org/resources/2015/09/16/17/49/Registered Apprenticeship OJTs Work-Based Learning](https://ion.workforcegps.org/resources/2015/09/16/17/49/Registered_Apprenticeship_OJTs_Work-Based_Learning)

WARN Act:

- ❖ **Worker Adjustment and Retraining Notification (WARN) Act Compliance Assistance Materials**
<https://www.doleta.gov/layoff/warn.cfm>
- ❖ **WARN Letter Samples: Everything HR Needs To Include**
<https://blog.careerminds.com/warn-letter-samples>
- ❖ **Employee Benefits Security Administration**
<https://www.dol.gov/agencies/ebsa>

Guidance:

- ❖ **TRAINING AND EMPLOYMENT GUIDANCE LETTER No. 19-16**
https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=3851
- ❖ **20 CFR 680.170**
https://oui.doleta.gov/unemploy/docs/regulatory/part603-Final_WIOA_Rule.pdf