

Attachment: Tools You Can Use

In this TEGL, ETA has shared a variety of strategies and resources that states and local areas can use to align with the national priorities and support the development of 2012 State Workforce Plans. This “**Tools You Can Use**” appendix provides links to tools and resources referenced in the document. In addition to the appendix, states and local areas are encouraged to visit ETA’s electronic professional development platform, Workforce3One, at <http://www.workforce3one.org> to explore the various tools and resources which have been submitted in recent years by state and local grantees and are available for your adaptation and use.

Improving the Effectiveness of Workforce Programs

- The [Effective Case Management Resources](#) Web page contains resources and tools designed to help system administrators, local leaders and staff support high quality case management in the workforce system. To learn more, go to <https://www.workforce3one.org/view/2001107448386281282/info>.
- The Enhancing Workforce Leadership technical assistance project talked with workforce leaders across the country and created a “how to” leadership framework which reflects six key qualities system leaders said are needed for effective workforce leadership. It also includes a set of tools, including a resource guide, community and industry leadership simulations, and video perspectives on leadership from some of the nation’s top workforce leaders. (<https://enhancingworkforceleadership.workforce3one.org/page/home>)
- Workforce3One is an online interactive communications and learning platform designed to build the capacity of the workforce investment system. Members include the public workforce system and its strategic partners, such as employers, Federal agencies, community- and faith-based organizations, and educators. It houses over 4,000 resources, including webinars highlighting promising practices and online communities of practice. (www.workforce3one.org)
- mySkills myFuture helps dislocated workers and career changers to explore identify new occupations which utilize similar skills to other positions they have held. (www.myskillsmyfuture.org)
- CareerOneStop includes tools to help job seekers explore careers, investigate salary and benefit information, research education and training opportunities, plan a job search and browse job sites, write and improve resumes and cover letters, prepare for a job interview, and search for jobs. In addition, the CareerOneStop Web site includes the America’s Service Locator tool that allows jobseekers to locate one of the nearly 3,000 American Job Centers nationwide. (www.careeronestop.org, www.servicelocator.org)

- MyNextMove is an interactive tool for jobseekers and students to learn more about their career options. The site has tasks, skills, and salary information for over 900 different careers. Users can find careers through keyword search; by browsing industries that employ different types of workers; or through the O*NET Interest Profiler, a tool that offers personalized career suggestions based on a person's interests and level of work experience. (www.mynextmove.org)
- MyNextMove for Veterans allows veterans to enter a military occupation code and explore civilian jobs that require similar skills. It connects veterans to local jobs and information on where they can get the training necessary to be hired. (www.mynextmove.org/vets)
- The Workforce Innovation Forum invites the workforce system and its partners in government, business, education, and human services to explore and discuss new ways to govern, invest and manage funds, and deliver services. Its goal is to work together as a community to identify transformative, innovative ideas that will lead to measurable improvements in workforce program outcomes. To view the forum, go to <https://innovation.workforce3one.org>.
- The Disability and Employment Community of Practice at <http://disability.workforce3one.org> provides a wide range of promising practices, successful strategies and model service delivery examples to help states and local areas improve employment outcomes for youth and adults with disabilities.
- The “Unemployment Insurance and Workforce System Connectivity Workgroup Final Report” contains the final recommendations of a national workgroup of federal, state and local workforce system leaders, convened by ETA, the National Association of State Workforce Agencies' Center for Employment Security Education and Research and the Information Technology Support Center, to develop a vision statement for improving the UI and workforce systems' connection and integration and addressed approaches for serving UI claimants as a key customer of the workforce investment system. Read the report here: <https://www.workforce3one.org/view/4011107031158575200/info>.

Enhancing Jobseeker Competitiveness

- ETA has recently released the new Career Pathways Toolkit to help state and local workforce teams build partnerships, connect with employers, clarify roles and responsibilities, design career pathways programs, identify funding sources, and align policies and programs. (<https://www.learnwork.workforce3one.org/>)
- The Department’s Competency Model Clearinghouse (CMC) provides industry competency models that describe the skills necessary to educate and train a globally competitive workforce. The CMC provides employer-validated industry competency models for nearly 20 industries/sectors, and tools to help employers in other

industries build custom training models. The clearinghouse can be found at www.careeronestop.org/competencymodel.

- The Workforce Credentials Information Center is housed on the CareerOneStop Web site. The web portal includes comprehensive information on certifications, licenses, apprenticeships, military resources and business resources. (www.careeronestop.org) Specific credentials can also be viewed using the CareerOneStop Certification Finder tool at http://www.acinet.org/certifications_new/default.aspx.
- Learn more about the efforts of community organizations, worker centers, religious institutions, and non-profit organizations committed to helping all Americans succeed in the labor market at the DOL Partnerships Community of Practice Web site. Many of these organizations can help with the provision of workforce supports and wrap-around services for the unemployed. The Partnerships Community of Practice is managed by the Department of Labor's Center for Faith-based and Neighborhood Partnerships. (www.partnerships.workforce3one.org)
- The Social Jobs Partnership was launched in October 2011 by DOL, employers, and Facebook, Inc. to better connect jobseekers to employers using various social media tools. More information about can be found at <http://www.facebook.com/socialjobs>.
- Job Clubs provide group counseling and networking opportunities for the unemployed and underemployed. The Department helps link Job Clubs across the country with each other and other important resources. More information is available at www.dol.gov/jobclubs.
- The Department's Registered Apprenticeship Community of Practice, which houses a wealth of information on strategies and resources to implement programs can be found at <https://21stcenturyapprenticeship.workforce3one.org/page/home>.
- The Department recently awarded nearly \$500 million in its first round of Trade Adjustment Assistance Community College and Career Training grants. These grants will enable community colleges, employers and other partners to prepare job candidates, through innovative training programs, for new careers in high-wage, high-skills fields, including advanced manufacturing, transportation, health care and STEM occupations. More information can be found at <http://www.doleta.gov/taaccct>.
- Building the Next Generation On-the-Job Training Toolkit, produced by ETA, can be downloaded to provide state workforce agencies and local OJT providers with customizable templates and forms to implement new programs. The toolkit can be found at www.ojttoolkit.workforce3one.org/page/home.

Meeting Dual Customer Needs

- The Business Services Leadership Web site houses tools designed specifically for Business Service Representatives (BSRs) to engage businesses and deliver services,

as well as information on understanding labor market information, measuring results, exploring social media outlets, and more. Built from the national BSR training conference, this Web site contains all the information and materials that BSRs need to become more effective in partnering with and serving their business customers. The tools are located at <http://businessengagement.workforce3one.org/>.

- State and local workforce areas can learn about detailed labor market information by using the Labor Market Information Center, housed at CareerOneStop.org. Labor market information, in addition to occupational wage data can be viewed at <http://www.careeronestop.org/lmi/LMIHome.asp>.
- Additionally, ETA recently released its Translating LMI into Service Delivery e-Learning training series in order to encourage increased use of LMI, workforce information, and economic analyses to improve workforce development decision-making. All e-Learning training modules and associated supporting materials, including slide shows, implementation instructions, videos, user guides, study aides, and quizzes can be found on the LMI Win-Win Network Community of Practice at <https://winwin.workforce3one.org/page/resources/1001111558627793664>.
- The Government Accountability Office (GAO) released a report in January 2012 entitled, “Innovative Collaborations between Workforce Boards and Employers Helped Meet Local Needs.” The report positively highlighted the efforts of 14 local workforce boards to effectively meet the needs of multiple employers across industry sectors, such as healthcare and manufacturing. Six common factors were cited in the success of these boards: a focus on urgent employer needs; leadership; leveraging resources; employer-responsive services; minimizing administrative burden; and demonstrating results. The report can be accessed at <http://www.gao.gov/products/GAO-12-97>.
- The CareerOneStop Business and Human Resources Web site offers easy access to the wide range of services and resources designed to meet business needs. Businesses can learn how to use the workforce system to recruit skilled workers, access government incentives, tax credits, and assistance, avert layoffs, and more. It is located at www.careeronestop.org/employers/employers.asp.