



WS 10-21

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To: Career Office Contractors

FROM: Rodney Bradshaw
Mike Temple
Lucretia Hammond

SUBJECT: Using the Job Search Map

Purpose

Update information about and instructions for using the Job Search Map. This document replaces Issuance 07-03.

Background

We provide professional advice and assistance for people who want to get a job, keep a job or get a better job.

In our conversations with customers, it helps both us and a customer to have a good idea of that individual's experience, skills, education and career plans. In many cases, we write down that information in an organized way to give to the customer and to keep in our records.

We have two ways of writing down the experience, skills, education and career plans of a customer: (1) the Job Search Map and (2) the formal Employment Plan.

The Job Search Map is for the customer who wants a job *now*.

- The map's questions guide our conversation to help a customer decide what kind of work she wants, where to look for it, and how to present her strengths to a potential employer.
- The answers provide the person a path to a successful job search.

We use the formal Employment Plan for customers who need help in planning activities that take place over a substantial period of time. Our formal Employment Plan (also known as the TWIST Employment/Service Plan) contains a goal, interim steps to reach that goal (activities for the customer) and timelines for completion.

When to Use the Job Search Map

Staff must develop a Job Search Map with the following customers – and file it in our records -- unless those customers have a need for a formal Employment Plan.

1. Customers who get a workforce orientation required to receive benefits from the Texas Health and Human Services Commission.
2. Customers who are referred to Workforce Solutions by a Texas Department of Criminal Justice parole officer or the Texas Youth Commission and are tagged as RIO in TWIST.
3. Customers who receive short term financial aid of \$200 or less a year and do not have a job or job offer at the time they first receive this financial aid.
4. Customers receiving short term financial aid of \$200 or less who have a job offer or a job but have been unable to keep a job.

Note: The map is a good guide for conducting an interview with anyone looking for work.

How to Complete the Job Search Map

- Staff authorized by the office manager may complete the map.
 - If an Employment Counselor is completing the map with a customer, and it becomes clear the customer is not ready to proceed with job search, the staff member should offer the services of a Personal Service Representative or other staff who can offer additional assessment, career planning, or financial aid.
 - The map will help staff know when customers attending a workforce orientation require help from a Personal Service Representative.
- We recommend that the staff member use the electronic form (in Word) and type answers to the questions on the map during a conversation with the customer.
 - Explain to the customer what you are typing and why. Don't type, or turn from the customer, while she is speaking to you.
 - When you are satisfied with the answer to a question, or determine that the question is not relevant to the situation, take a few seconds to type the answer on the map.
 - Using the electronic form allows us to print a copy for the customer and one for the file. It also allows us to paste the information into TWIST so any staff member who serves the customer in the future has access to the information.
 - A more attractive printed copy of the map is found in COIN.

- The first several questions on the map require a customer to decide what kind of job she wants and what salary she will accept. Answers to this and other questions usually require some conversation between the staff member and the customer.
 - You must be able to provide information and suggestions to help the customer know what work she qualifies for and how much she is likely to earn. You must also be able to discuss general opportunities for advancement in a chosen field.
 - You can use the map to help a customer organize her thinking about what strengths she has to offer an employer so that employer will want to hire her.
 - It helps both you and the customer to think about why she has not been successful in her job search and what we can do to help her change that.
 - The job search map is never a form for the customer to complete, and you must never cut and paste answers from one customer to another.
 - A customer who is unable to decide what work to seek, or has unrealistic expectations about work, needs the help of a Personal Service Representative who can offer counseling, testing, community service work, training opportunities, and other services.
 - A Personal Service Representative will make sure the customer understands that if she doesn't look for employment she can reasonably expect to get, she may lose her TANF or SNAP benefits.
- If the conversation makes it clear that a customer finds jobs easily but does not stay, you must complete the part of the map titled "Keeping a Job".
- Complete the section of the map titled "Education" when education or training is part of the customer's plan for a successful career.

Where to Record the Job Search Map

- The job search map is the employment plan for any customer who is not in training and who does not clearly demonstrate a need for the formal TWIST employment (service) plan.
- Staff members cut and paste information from the electronic version of the Job Search Map into the TWIST counselor notes.
 - This replaces any requirement for counselor notes to explain expanded service to help a customer job search.

- Always give the customer a copy of the Job Search Map you completed with them.
- Customers with long term career plans (including training) must have more detailed plans that include goals, interim steps, and timelines for progress. Personal Service Representatives will continue to enter these plans into the TWIST Employment Plan.

Where to find the Job Search Map

You may order printed copies of the map through COIN. New electronic copies are now on the web site at <http://www.wrksolutions.com/staff/basicsserviceandg.html> Item VII.M

The map also includes pages to use when a customer has trouble keeping a job or when you and the customer determine school is the customer's best route to getting a job.

Action

1. Career office contractors must make sure all career offices staff, supervisors and managers fully understand how and when to use the Job Search Map and where to record information from a completed map.
2. Managers and supervisors must coach staff and hold them responsible for quality work when they use the job search map to help our customers with job search.
3. Remove all paper copies of the desk aid titled "Using the Job Search Map"

Questions

Staff should ask questions of their managers or supervisors first then direct questions through the electronic Q&A posted with the policy on the website at <http://www.wrksolutions.com/staff/policiesandprocedures.html>

Attachments

Job Search Map