

E-Tools for Minnesota's Youth Practitioners: ISEEK and the Training Resource Center

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An ISEEK/Training Resource Center Alert

- This is a composite of responses from the 50 attendees of the January 14, 2010 webinar.
- You can [watch the original webinar on ISEEK](#).
- If you'd like to share additional resources or have other questions about career and education e-tools for youth practitioners, you can submit them in the [E-Tools for Minnesota's Youth Practitioners Survey](#). Future responses will be shared through ISEEK communications.

Question #1: Which career or education tools do you use with your customers?

Resource	Website
ABE/GED	www.iseek.org/education/abe.html
ACT Work Readiness Assessment	www.act.org/education/
Blue Print to Success Workbook	www.miltwright.com/articles/BlueprintForSuccess_Flyer.pdf
Blueprint for Workplace Success Curriculum	www.miltwright.com/articles/BlueprintForSuccess_Flyer.pdf
Bureau of Labor Statistics	www.bls.gov/
CAI Interest Inventory	www.pearsonassessments.com/HAIWEB/Cultures/en-us/Productdetail.htm?Pid=PAq112
Career Awareness Inventory	www.eric.ed.gov/ERICDocs/data/ericdocs2sql/content_storage_01/0000019b/80/34/07/ac.pdf
Career Game	www.careergame.com/
Career Readiness Certificate	http://nationaloccorg.siteprotect.net/crc/contact.htm
Career Scope	www.vri.org/careerscope/
CareerOneStop	www.careeronestop.org
College Career Centers Website: University of Iowa	www.careers.uiowa.edu/guide.html
College Career Centers Website: University of Minnesota	www.career.umn.edu
DEED	www.positivelyminnesota.com
Google searches	www.google.com
ISEEK	www.iseek.org
Keirseley Temperament Inventory	www.keirseley.com
MCIS	http://mncis.intocareers.org
Minnesota Works Job Bank	www.MinnesotaWorks.net
MnCareers	www.iseek.org/mncareers/index.html
MnCareers Regional Supplement	www.iseek.org/jobs/regional.html
MnSCU Go Places	www.mnscu.edu/students/choosing/goplaces.html

Naviance	www.naviance.com/
O*NET	http://online.onetcenter.org/
Selective Service Registration	www.sss.gov
Strong Interest Career Inventory	www.cpp.com/products/strong/index.aspx
WinWay Resume Writing	www.winway.com/main3/
World of Work Inventory	www.wowi.com

Question #2: What are your customers' biggest challenges to making and completing education/job training plans?

- Being able to survive financially while going to school; also being able to afford childcare; being a single parent and being able to support family, do well in school and still be available to children.
- Chemical dependency issues; legal issues; families moving; lack of funding; not knowing what they want to do and just hanging out.
- Daycare
- Difficulty in getting started due to a feeling of being overwhelmed.
- Financial aid is huge first (priority). That would go hand-in-hand with the number of people I am seeing that haven't finished high school.
- Finding money for gas; childcare, etc. Any training opportunities for our youth are at least 20-40 miles away.
- Lack of funding to pay for program; not enough short term training (under 2 years); how to define their strengths using assessment - which assessments are the best?
- Maintain living expenses and finances while in school.
- Not moving fast enough to the end & get a job.
- Personal and family issues; domestic abuse; pregnancy; ex-offenders. These all impact their ability to get a good job and be self-sufficient. Alternative schools and online schools have really helped with flexibility for students.
- Personal/family issues
- Personal/family issues such as lack of transportation; limited resources in rural areas.
- Personal/family issues
- Scholarship information; financial aid information.
- They don't appear to see the benefit of looking at the long-term benefit and delaying gratification. (i.e. not seeing the benefit of attending on a regular basis and then quit).
- They lose interest in taking the responsibility of having to attend on a regular basis.
- Transportation
- Transportation
- Transportation issues
- Transportation; daycare issues; fear of unknown; financial aid barriers--not being eligible b/c of something they did in the past; family issues & the drama that goes with that.
- Transportation; daycare not available.
- Transportation; math & reading levels of material; they learn more by hands-on than academics.
- Undiagnosed mental health issues; Navigating the MnSCU system; Accessing needed tutors, etc.; reapplying for financial aid; needing help with classes when the classes are only online and there isn't access to professors, study groups, etc.
- All of the above--right program, financial aid, and family/personal problems.

Question #3: What are the top issues your customers have with finding or keeping jobs?

- A misunderstanding of the work environment requirements. The work culture, expectations of work first and family second. Seems the youth generations priority is family first. Non-family friendly employers.
- Age; basic entry-level skills if any; no actual work experience; little or no businesses in their local area so the client doesn't need transportation; some of them have "burned" the employers in their local area; the willingness of the employer to give the time to "teach."
- Attitude -- a misperception that they can get a FT day shift job without even applying. Dislocated workers taking jobs that youth used to do. Limited rural transportation. Youth want to work afterschool, but public transportation is only available until 6pm.
- Attitude!
- Attitude; transportation; childcare; immaturity.
- Competing with more mature dislocated workers.
- Finding employers to hire...with economy already being a barrier; customers likely have poor work history; no education; transportation; childcare,
- Issues with accommodations.
- Knowing what's appropriate for work attire,
- Lack of programs to give good internships after training.
- Lacking work behavior skills.
- Motivation.
- Motivation; despair; generational poverty.
- Poor attitude about work and authority.
- Poor presentation of self (dress, hair, piercings, hygiene).
- Same answers as Question #2.
- Skills and attitude as well.
- Skills, not wanting to take the time to do work (would rather be out having fun).
- Some of our consumers are looking for a full time job with benefits, and most employers do not want to pay benefits, therefore are hiring part-time.
- Tough job market and lack of skills needed in today's workforce.
- Training; minimal employers hiring right now; skills are not current/marketable; transportation.
- Transportation
- Transportation
- Transportation and attitude. Employers can be so specific in their requirements.
- Transportation; job retention skills; lack of job search knowledge.
- Transportation; lack of education; lack of job openings in rural areas; skills.
- Transportation; lack of training; background issues, credit background checks; high competition; poor work history.
- Transportation; social skills; not enough non-college training available for individuals with disabilities.
- Transportation; thinking they should be making more money even at entry levels, not wanting jobs because they aren't paid enough.
- Unable to identify their transferrable skills
- WAGES and transportation. Most of my clients are already at a poverty level and there is not a public transportation service in our area here in rural MN.

Question #4: Best Practices — What resources would help you to better serve your customers?

In addition to the resources your colleagues listed below, DEED provides contact information for programs affecting youth practitioners on its website:
www.positivelyminnesota.com/All_Programs_Services/Office_of_Youth_Development/index.aspx

Resource Requested	Resource Suggestions
Adult Basic Education: * city; schools * Working with ABE for computer skills and basic math and reading	www.iseek.org/education/abe.html
Alternative Learning Programs: The readiness of the alternative school in our area to assist in creating new opportunities for the local youth.	http://mtcs.org/schools/mts-alternative-learning-program/
Apprentice Programs	<ul style="list-style-type: none"> • www.iseek.org/education/apprenticeships.html • www.doli.state.mn.us/Appr.asp • United Way is helpful
Child Care Resources and Referral	www.mnchildcare.org/
Childcare: Assistance with childcare	www.iseek.org/jobs/publicservices.html
Community action	www.mncaa.org/ourmembers.html
Fuel assistance	(Send suggested resources to: Denise.Felder@iseek.org)
Funding	(Send suggested resources to: Denise.Felder@iseek.org)
Housing programs	<ul style="list-style-type: none"> • National Supportive Housing for Youth (SAIL/SHY): • http://documents.csh.org/documents/pd/youth/youthsh.pdf St. Cloud Catholic Charities SAIL/SHY Program: • www.ccstcloud.org/SHY/index.html
Internship Programs	<ul style="list-style-type: none"> • www.iseek.org/education/internships.html • www.mncn.org/jobs/ • www.volunteermatch.org • United Way is helpful
Job Search: Working with local Job Service staff for resume writing	<ul style="list-style-type: none"> • www.iseek.org/jobs/developresume.html • www.positivelyminnesota.com/JobSeekers/Find_a_Job/The_Zone_for_Youth/index.aspx • www.careeronestop.org/ResumesInterviews/ResumesInterviews.aspx
Job Search: Creative Job Search	www.positivelyminnesota.com/Data_Publications/Publications/All_Other_DEED_Publications/

	Creative Job Search Guide.aspx
Job Search: Partnerships with local companies, county, other nonprofits have worked well.	(Send examples to: Denise.Felder@iseek.org)
Job Search: Part-Time Jobs: I use minnesotaworks.net, but it doesn't work well for PT after-school jobs. I would love to have a resource for employers looking for youth applicants. I have found a lot of chains that have online apps that really helps for people with limited transportation.	(Send suggested resources to: Denise.Felder@iseek.org)
Mental Health Resources - MN	www.mentalhealthmn.org/be-informed/mental-health-advocacy/individual-advocacy/access-to-health-care-and-community-services/support-groups/support-groups-and-activity-centers
Mental Health: Hiawatha Valley Mental Health Center; Child Care Resources and Referral	www.hvmhc.org/
Mentoring * Connections with employers to mentor youth through work training. * Kinship	<ul style="list-style-type: none"> • Best Prep's eMentoring programs: www.bestprep.org/index.php?cID=52 • www.mpmn.org/Resources/ForBusinesses.aspx • www.kinship.org/index.html
Pre-apprenticeship	<ul style="list-style-type: none"> • ABE's Workforce Education might be able to create programs: http://mnabe.themlc.org/Workforce_Education.html • www.iseek.org/education/apprenticeships.html • (Send suggestions to: Denise.Felder@iseek.org)
Preparing for College: Discovery School – St. Cloud	www.sctcdiscovery.com/
Preparing for College: Post Secondary Enrollment Options (PSEO)	www.mnscu.edu/students/specialprograms/pseo.html
Preparing for College: Tech Prep programs (Career and Technical Ed; Perkins)	<ul style="list-style-type: none"> • www.cte.mnscu.edu/index.html • www.techprepmn.com/index.php
Skills and Technology	<ul style="list-style-type: none"> • Skills: www.iseek.org/careers/skills.html • Tools and Technology: www.careerinfonet.org/tools/default.aspx • Skills & Tolls/Tech for each occupation: www.iseek.org/careers/clusters.html
Social Services	<ul style="list-style-type: none"> • www.iseek.org/jobs/publicservices.html • www.iseek.org/jobs/employmentservices.html • www.careeronestop.org/Audience/Professionals/CCA/SupportServices.aspx
Training Funds: ARRA Funds	<ul style="list-style-type: none"> • State of MN: www.mmb.state.mn.us/recovery/ • MnSCU: www.stimulus.project.mnscu.edu • DEED: www.positivelyminnesota.com/All_Programs_Services/Office_of_Youth_Development/index.aspx

Training Funds: EVT Program (training funds post foster care)	<ul style="list-style-type: none"> • www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=dhs16_141180 • Scholarship for youth in foster care: http://orphan.org/index.php?id=30
Training Funds: TRIO Programs (Post Secondary Schools)	www.mntrio.org/
Training: Goodwill Industries training program is working well.	http://mnges.easterseals.com/site/PageServer?pagename=MNDR_homepage
Training: On-the-job training centers * Twin Cities, specifically in Washington County * Central MN	<ul style="list-style-type: none"> • http://huberthumphrey.jobcorps.gov • Minnesota OIC State Council: www.oicofamerica.org • (Send other resources to: Denise.Felder@iseek.org)
Transportation: Could really use better public transportation!	<ul style="list-style-type: none"> • www.dot.state.mn.us/transit/Map/ • Rural Rides works very well in our region - www.arrowheadtransit.com/rural_rides • (Send other resources to: Denise.Felder@iseek.org)
Unemployment Insurance - Better partnership with unemployment (office). We receive lots of questions and are told to refer back to unemployment when our customers cannot get a live person to talk to.	(Send suggested resources to: Denise.Felder@iseek.org)
Working with PA and local schools special ed teachers or work coordinators	http://education.state.mn.us/MDE/Learning_Support/Special_Education/index.html

Questions from Audience to ISEEK/TRC

1. Does the website (ISEEK) have college specific information on cost of attendance? If so, we could direct youth to this website to help them figure out their budget when applying for Education and Training Vouchers.

A: Yes, in ISEEK's education search tool, you can use the "colleges" tab to look for Minnesota colleges based on region, college type, program or tuition level. Each college detail page has the "costs and financial aid" for that school.
www.iseek.org/education/educationSearch

2. Do we need to get permission from our program manager to join the counselor network on the Training Resource Center?

A: No, but it would be helpful to let your program manager know about the Training Resource Center to decide if other counselors in your agency would want to participate.
www.iseek.org/trc/counselornetwork.html

3. With the customized training (like basic computer) do you just make the info available or is there actual self-directed training that someone can click on in ISEEK?

A: Customized training staff offer actual currently available courses or programs that anyone can find on ISEEK: www.iseek.org/education/educationSearch .

If you want to customize training for your specific customers' needs, please contact the Training Resource Center. We'll find out who can offer the training and can open it up to other counselors' to pool their candidates to save costs. www.iseek.org/trc/help.html

4. Are there minimum numbers of applicants before a short-term training can be approved?

A: If you are talking about creating a customized short-term training that fits your participants' needs, it depends upon the type of training. Some training is relatively inexpensive and can be offered to a smaller number of participants with higher fees (e.g., C.N.A.).

5: I live in a border city. Is it possible to get listings or link to WIA approved training in other states, such as North Dakota?

A: Yes, WIA information for each state is on CareerOneStop in the Service Locator (www.servicelocator.org). Click on "Employment Training" to find a map of WIA-eligible training providers in each state.

www.servicelocator.org/program_search.asp?prgcat=1&officeType_1=0

6: Could you provide easy directions for clients/counselors to find out if a program is WIA certified?

A: On ISEEK, each WIA certified program has a red flag next to it. You can search for WIA-eligible programs only by clicking the "programs" tab on ISEEK's education search tool. Then look for the WIA checkbox in the "match programs to your preferences" option.

www.iseek.org/education/educationSearch

7. We work with individuals with disabilities. Do the short-term training listings have program requirements on them (e.g., reading level, math level, etc.)?

A: ISEEK's Education Finder has an optional field for program requirements on each program detail page. You can click on the link to the school to find out more. If you wish to create a customized short-term training program for individuals with disabilities, the Training Resource Center can help you find a training provider and discuss program requirements.

www.iseek.org/trc/help.html

8: We have had several larger layoffs in our area, with ages of our clients being close to retirement. With the green jobs being "the new interest" a lot of short-term training certificates are offered. How do we find what they can actually do with these certificates as they are not a complete program?

A: "Green" jobs are a relatively new concept for employers and training providers. Contact institutions to ask about individual "green" programs — which occupations their program

prepare its students for and what the employer demand is for that program or skill set. Here are examples of "green" programs:

- www.iseek.org/industry/energy/education/educationProgram
- www.positivelyminnesota.com/JobSeekers/Discover_Green_Jobs/Green_Your_Education/index.aspx

9. What trainings have been available with your collaborations with ABE?

A. The collaboration between ISEEK and ABE is just beginning. ABE is in the process of cataloging their "Work Education" training options. Some of these options can be offered to local areas. If you wish to learn more, please contact your local ABE for more information about their current "Work Education" training.

www.iseek.org/education/abe.html

10. Can you elaborate on the "work around" program that you're trying to do with ABE regarding the accuplacer. What is "work around?"

A: As I stated in the webinar, this is a new possibility within ABE. The Training Resource Center will follow up with this question and get it back to the participants of this webinar.

11. We missed the first section of the webinar (about 30 minutes). Can we access that? Are you willing to repeat this webinar at a time where all career planners/counselors at a specific workforce center are able to view?

A: Yes and yes. A recording of this webinar will be posted on ISEEK for later viewing (www.iseek.org/guide/counselors/webinar.html). We can also present this webinar again at a later date. ISEEK plans to continue to host webinars on various topics periodically. If you have suggestions for topics, or are looking for resources or information, let us know.

Thank you!

Contact Information:

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TRC Counselor Network: www.iseek.org/trc/counselornetwork.html

ISEEK Newsletter: www.iseek.org/news/newsletter.html

ISEEK Contact Us: www.iseek.org/info/contactus.html