

How WorkFirst is Different from General Labor Exchange

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Summary

Many of the services provided through WorkFirst are similar to the services available to any job seeker through WorkSource. Both WorkFirst parents and general customers have access to workshops on applications, resumes and interview skills; they can use computers in the resource rooms; and they are given job referrals.

The difference is that WorkFirst parents receive a higher level of support and individual attention from case managers who serve as a coach throughout their job search. Additionally, WorkFirst parents are given priority in workshops and other activities, whereas general job seekers take a more self-directed approach to their job search and can access workshops as space is available.

Services for WorkFirst and General Job Seekers

Service	General Job Seeker	WorkFirst
Development of an employment plan/career ladder		●
Intensive weekly one-on-one employment counseling and job coaching sessions		●
Job search competencies (one-minute commercial, master application, developing cover letter/references, resume writing, interview strategies, and networking exercises)		●
Access to job-readiness activities (on-the-job training or unpaid work experience)		●
Soft skills training (integrity, time management, motivation, problem solving, money management)		●
Assistance with support services (interview/work clothes, transportation allowance, etc.)		●
Access to KeyTrain – skills assessment and skill development modules	●	●
Access to Job Hunter workshops (applications, resumes, interview skills, etc.)	●	●
Access to local labor market information	●	●
Job match and referral to employers	●	●
Staff-assisted job search and placement services including employment counseling, testing, occupational and labor market information, assessment and referral to employers	●	●
Priority of service to veterans and eligible spouses	●	●
Access to resource rooms equipped with computers to facilitate job	●	●

search and learning objectives		
Business outreach to facilitate employer job listings	●	●
Referrals to WorkSource employment and training programs, educational programs, or other community assistance as appropriate	●	●
Specialized employer and job seeker services such as hiring fairs	●	●
Assistance with employer incentives to hire eligible job seekers through Work Opportunity Tax Credits or other incentives	●	●

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