



Office of  
Mental Health

# A Guide for Employment Specialists

With OMH Provider Agencies

This guide identifies resources available to those who provide supported employment services in New York State in 2018.

This guide was developed in 2017 as a collaborative effort between the NYS PROMISE, NYS Office of Mental Health Adult Rehabilitation Services Unit, and the New York Association of Psychiatric Rehabilitation Services.

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# INTRODUCTION

## New York State Office of Mental Health and Employment Services

This guide has been developed to help those working directly with individuals who are seeking employment achieve the best outcomes possible.

Over the last several years, supported employment services have been redesigned to align more closely with what evidence has shown to be the best practices. No longer does NYS adhere to the idea that individuals with mental health disorders need to be sheltered from employment. All employment specialists are encouraged to attain proficiency in knowing how to help individuals gain the skills they need to attain and sustain work, as well as to help develop jobs in the community for those they work with.

In September 2014, Governor Andrew M. Cuomo signed an executive order to establish the **Employment First Commission**, tasked with creating an Employment First policy for New York, which makes competitive, integrated employment the first option when considering supports and services for people with disabilities. The Employment First Commission aims to increase the

employment rate, and decrease the poverty rate, for New Yorkers who are receiving services from the State, as well as register 100 businesses as having formal policies to hire people with disabilities as part of their workforce strategy.

This Executive Order is an important first step in making employment the first option for individuals no matter their disability. For more information on the Governor's Executive Action visit: (<http://www.governor.ny.gov/press/09172014-executive-order-employment-first>).

**Employment Specialists play an important role in bringing the Governor's Executive Action to life. Helping people choose, get and keep jobs and careers are at the forefront of this task.** Having the proper tools and resources at your disposal is necessary for you to be successful in your job and our mutual endeavor to help raise New Yorkers out of poverty and into jobs/careers. With this in mind, we have created this guide to make your job easier and to give you vital information and resources all in one place.

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# BEST PRACTICES

## What works best?

### Individual Placement and Support (IPS)

IPS has become *the gold standard* for supported employment. IPS is the only evidenced-based practice for obtaining employment for individuals across the disability spectrum. **OMH encourages all employment providers to have staff trained in the evidence based supported employment approach “Individual Placement and Support” (IPS).**

### Learn more about IPS through The Center for Practice Innovations (CPI)

CPI supports OMH’s mission to promote the widespread availability of evidence-based practices to improve mental health services, ensure accountability, and promote recovery-oriented outcomes for consumers and families. **All behavioral health programs across NYS may access two online staff training modules focusing on IPS.**

#### To access CPI resources:

<http://www.practiceinnovations.org>

Go to the “Quick Links” tab

Select “How to access training” tab/complete the registration form.

#### Look for the following CPI resources:

- The **“Individual Placement and Support”** training module provides a comprehensive overview of the principles and practices of IPS, and the “IPS Job Development” training module focuses specifically on this important practitioner skill set.

- **“Considering Work”** is a 4 ½ minute module that focuses on competitive employment. It makes it clear that individuals diagnosed with mental illness can and do work at jobs that meet their interests. It introduces the Individual Placement and Support (IPS) supported employment approach and CPI’s Employment Resource Book.
- The **Employment Resource Book** is a comprehensive, action-oriented guide developed by the CPI and Columbia University that will provide strong support to help individuals with mental health conditions (and other disabilities) to prepare for, find, or retain employment. Available in English and Spanish. Download a copy of the guide at no charge: <http://practiceinnovations.org/products>.

### Understanding Supported Employment- Additional Educational Resources

*Note: Supported Employment is a global term that encompasses all types of programs that seek to help individuals with disabilities find employment rather than one particular type of vocational support program.*

- The federal government provides the **“Building Supported Employment”** evidence based practice kit at no charge: <https://store.samhsa.gov/shin/content/SMA08-4365/BuildingYourProgram-SE.pdf> This includes a fidelity scale for providers to check their services against best practices.

- The Judge David L. Bazelon Center for Mental Health Law offers the **“Getting to Work – Promoting Employment of People with Mental Illness”** guidance. (2014)

<http://www.bazelon.org/resource-library/publications/#employment>

- The US Department of Education and Templeton University collaboratively produced **“A Practical Guide for People with Mental Health Conditions”** (2013)

<http://tucollaborative.org/employment/>



# BENEFITS COUNSELING

## It Matters! Where to Start?

Too often people who have social security benefits had to struggle to attain them. Some also heard the message that those financial benefits would be lost if they were to regain the ability to work. ***This is a myth!*** Today, many incentives are available to encourage and support people with disabilities to work without giving up the social security benefits they need.

**It is essential for Employment Specialists to have a working knowledge of the work incentives available to the individuals they work with. The following resources will help you to increase your proficiency in work incentives and/or find Work Incentive Practitioners** who can help the individuals you work with determine how work will affect their benefits.

### Benefits Conversation Guide

SAMHSA has developed “**The SOAR Employment Conversation Guide**” which is an excellent tool that can help caseworkers begin those tough, but important conversations about work.

<https://soarworks.prainc.com/article/soar-employment-conversation-guide>

### OMH Consumer Affairs Resources

OMH Supported Employment providers should be able to provide or refer participants to appropriate financial benefits counseling regarding concerns related to losing SSDI benefits upon employment.

[https://www.omh.ny.gov/omhweb/consumer\\_affairs](https://www.omh.ny.gov/omhweb/consumer_affairs)

### Cornell University – Employment and Disability Institute

<http://www.edi.cornell.edu/>

The Yang-Tan Institute on Employment & Disability (YTI) provides the nation’s only scientifically developed credentialing protocol for Work Incentive Practitioners. YTI has ensured that all participants will receive a well-rounded background in all public benefits and the impact of earnings on both benefits and disability status. You will not find another such developed training protocol in the United States.

The protocol can begin with a series of 17 webinars or a 5-day on-site training session. Once the training period is completed the remainder of the protocol is identical. Our ongoing assessment of classes has proven that there is no learning difference between on-line and on-site training and the success is truly in the hands of each participant. For a closer and more detailed look at our topical coverage and credentialing protocol, please see [www.ytiONLINE.org](http://www.ytiONLINE.org)

### The Federal Work Incentives Planning and Assistance - WIPA

<https://www.ssa.gov/work/WIPA.html>

The goal of the Work Incentive Planning and Assistance (WIPA) program is to enable social security beneficiaries with disabilities to receive accurate information, and use that information to make a successful transition to work. Each WIPA project has Community Work Incentives Coordinators who will:

- Provide in-depth counseling about benefits and the effect of work on those benefits;
- Conduct outreach efforts to beneficiaries of SSI and SSDI (and their families) who are potentially eligible to participate in Federal or State work incentives programs; and
- Work in cooperation with Federal, State, and private agencies and nonprofit organizations that serve disabled SSI and SSDI beneficiaries.

### **WIPA Community Work Incentive Coordinators**

CWICs work under Work Incentive Planning and Assistance (WIPA) that is sponsored by the Social Security Administration. CWICs are individuals who help people with disabilities make the most of programs that are offered. CWICs know about programs such as Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), Medicaid and Medicare. They can help individuals make choices about employment options that are best for them.

<https://choosework.ssa.gov/>

### **New York Makes Work Pay (NY-MWP)**

- **Medicaid Buy-In**
- **Earned Income Tax Credit**
- **PASS**

The New York Makes Work Pay (NY-MWP) program provides services to persons with disabilities, the agencies and advocates that serve them, and employers. NY-MWP is meeting its goals in part by enhancing the talents and assets of New Yorkers, increasing the use of work incentives, and increasing participation in the **Medicaid Buy-In Program for Working People with Disabilities**, as well as the Social Security **Plan for Achieving Self-Support (PASS)**, and the federal **Earned Income Tax Credit** program. Its major goals are continuing to align existing employment efforts to the strengths of the New York Makes Work Pay program. You can learn about these programs by visiting the NY-MWP website.

Website: <http://www.nymakesworkpay.org/>

### **Ticket to Work & NYESS**

This federal program provides financial incentives to employment service providers through “milestone payments” when they help people with SSA benefits (SSDI/SSI) get jobs. To participate, an OMH Supported Employment provider would connect through the NYESS - New York Employment Support System (pronounced “nice”), which enables agencies to participate in the Social Security Administration’s (SSA) Ticket to Work initiative with coordinated documentation. NYESS is a computer-based, cross-agency, case management application for tracking vocational services to individuals and can be an important resource in job development.

<http://www.nyess.ny.gov/>

If your supported employment program has not connected to the NYESS, contact Andrew Karhan, NYESS Director Employment Programs, (518) 474-9892 or [Andrew.Karhan@omh.ny.gov](mailto:Andrew.Karhan@omh.ny.gov)

***Note: When someone creates an account in JobZone or CareerZone, it will auto-populate an account in NYESS. This saves your staff time!***

# FINDING THE JOB

## Resources for Helping Job Seekers

*Employment Specialists are encouraged to become familiar with each online resource listed below, and guide program participants to the most appropriate resource for their particular need. See APPENDIX 1 for a handy comparison.*

Helpful Tip: Having your participants create a Job Zone account will create a partial record in NYESS, cutting down on your data entry time!

### Job Zone

Job Zone is a free, online job search and career planning system that helps job seekers make informed career decisions. It offers localized career and labor market information, and tools to aid in the job search process. The strength of Job Zone is its ability to offer local and relevant content, based on the interest and job seeking activities of users. Job Zone also provides access to up-to-date job postings and basic job preparation tools such as a resume builder, reference list maker and cover letter application. **Please see APPENDIX 3 for training webinar links.**

<https://www.jobzone.ny.gov/views/jobzone/guest.jsf>

### CareerZone

Career Zone is an innovative online career exploration and planning system designed for individuals in New York State. Career Zone presents current and relevant occupational and labor market information in a clear and interesting way, making career exploration and planning fun and easy. Links to college exploration and planning resources help youth begin their life/work journey. Over 450 career videos. Up-to-date job postings provide a glimpse into the local labor market

and an ability to apply for positions. The expanded resume builder helps new job seekers prepare one of the most important tools needed for a successful job search. **Please see APPENDIX 4 for training webinar links.** If you are interested in organizing a Career Zone training session, please visit “Find a Trainer” for a local contact:

<https://www.jobzone.ny.gov/views/careerzone/index.jsf>

### O\*Net

O\*NET is a unique, powerful source for continually updated occupational information and labor market research. By using a contemporary, interactive skills-based database and a common language to describe worker skills and attributes, O\*NET transforms mountains of data into precise, focused occupational intelligence that anyone can understand easily and efficiently. It is funded by the federal Department of Labor.

<https://www.onetonline.org/>

### My Next Move

This website helps individuals decide what kind of work they would like to do. There is a special section designed for **military veterans**. Also can be translated into Spanish. <https://www.mynextmove.org/>

## Resources for Youth/Young Adults Job Seeking/Exploring

### Get My Future

This is a one-stop site for young adults to find career, training, and job search resources as well as links that include *Young Entrepreneurs Guidance*:

<https://www.careeronestop.org/getmyfuture/index.aspx>

### My Path

The MyPathNY website is free and easy to use. It's a tool to help all New York State (NYS) students and young adults with disabilities who are ready to move from school and other places to a real job. MyPathNY.org gives youth one spot for all the information they need, no matter where they live in NYS. Now youth can create their own path towards employment. <http://www.mypathny.org>

### Work for Your Self

Young Entrepreneurs – This course introduces young entrepreneurs to the basics of creating and financing a successful business. You will learn to evaluate your ideas, choose the best financing options and legally register your business. The course will point you to the resources you need on your entrepreneurial journey.

<https://www.sba.gov/tools/sba-learning-center/training/young-entrepreneurs>

### RecoveryWeb— An Innovative Approach Using Web Technology for Career Exploration and Personal Recovery:

RecoveryWeb (and also WebKids) is an innovative combination of Occupational Therapy and Psychiatric Rehabilitation approaches to engage individuals in a hands-on vocational and personal exploration experiences. There are so many useful elements involved in developing websites that it is possible to adapt the process to address virtually any academic or therapeutic objectives. Participants develop self-awareness and self-confidence by becoming “webmasters” of their own website and employment plan.

For information about how Occupational Therapy works well with Psychiatric Rehabilitation in a creative

use of technology with adults, check out <http://www.recoveryplace.net>.

Check out <http://www.web-kids.org/> for background on a similar project with transition-aged youth (14-18 year olds).

### Transitions RTC

This publication page hosts an extensive collection of downloadable tip-sheets and briefs, reports, articles, posters, infographics and video, many of which were developed and reviewed, with input from young adults with serious mental health conditions and given their “stamp of approval”. Included are presentation slides given at national seminars and conventions. Many of their publications are also available in Spanish.

Publications include:

- “How Do I Keep a Job: The Young Adults Guide”
- “Applying for a Job: the Young Adults Guide”
- “Do I Tell My Boss: Disclosing Mental Health Conditions at Work”
- “Vocational Rehabilitation: A Young Adults Guide”

<https://www.umassmed.edu/transitionsRTC/publication>

# FINDING THE JOB

## Resources for Community Job Development

### EmployAbility Toolkit

<http://www.nyess.ny.gov/docs/employ-ability.pdf>

As more people with disabilities enter the workforce and begin looking for employment, it is more important than ever to develop sustained and meaningful relationships with business. The EmployAbility toolkit was completed by a consortium of NYS agencies and disability organizations including the New York State Business Leadership Network, New York's chapter of the US Business Leadership Network (USBLN).

This handbook provides businesses with the information on financial tax incentives, how and why hiring people of all abilities is good for business, and where to find qualified employees.

### Center for Practice Innovation

See page 5 for further details. The *“Individual Placement and Support”* training module provides a comprehensive overview of the principles and practices of IPS, and the *“IPS Job Development”* training module focuses specifically on this important practitioner skill set.

### Making Self Employment Work for people with disabilities; book by Brookes Publishing

You'll discover the nuts and bolts of person-centered business planning, and you'll get concrete, step-by-step strategies for every aspect, from business plans to marketing to finances. A must-have resource for employment specialists, transition professionals, and individuals with disabilities and their families, this book is the go-to guide for turning a small business into a big success.

## What Is Customized Employment?

<https://www.dol.gov/odep/topics/CustomizedEmployment>

Customized employment is a flexible process

designed to personalize the employment relationship between a job candidate and an employer in a way that meets the needs of both. It is based on an individualized match between the strengths, conditions, and interests of a job candidate and the identified business needs of an employer. Customized Employment utilizes an individualized approach to employment planning and job development — one person at a time, one employer at a time.

### Customized employment will often take the form of:

- ✓ Task reassignment: Some of the job tasks of incumbent workers are reassigned to a new employee. This reassignment allows the incumbent worker to focus on the critical functions of his/her job (i.e., primary job responsibilities) and complete more of the central work of the job. Task reassignment typically takes the form of job creation, whereby a new job description is negotiated based on current, unmet workplace needs.
- ✓ Job carving: An existing job description is modified — containing one or more, but not all, of the tasks from the original job description.
- ✓ Job sharing: Two or more people share the tasks and responsibilities of a job based on each other's strengths.
- ✓ Less common — though becoming more established throughout the country — is **Self-Employment as a form of Customized Employment**. Self-Employment allows for an individual to receive assistance in the creation of an independently owned small business (typically a micro enterprise, under five employees) based on the strengths and dreams of an individual and the unmet needs of a local market while incorporating the individualized planning and support strategies needed for success.

# FINDING THE JOB

## For Further Technical Assistance and Training Opportunities

### **New York Association of Psychiatric Rehabilitation Services (NYAPRS)**

NYAPRS offers **free** on-site training and technical assistance customized to meet your organization's employment services needs.

<http://www.nyaprs.org/community-economic-development/index.cfm>

### **The Coalition for Behavioral Health**

The umbrella advocacy organization of New York City's behavioral health community, has a division within it called **The Center for Rehabilitation and Recovery** that provides training and technical support.

To learn more about The Coalition for Behavioral Health and its Center for Rehabilitation and Recovery, visit: <http://www.coalitionny.org/>

The Center for Rehabilitation and Recovery:  
[http://www.coalitionny.org/the\\_center/about\\_us/](http://www.coalitionny.org/the_center/about_us/)

### **Workforce Innovation and Opportunity Act (WIOA)**

You may often hear references to "WIOA". WIOA maintains a primary focus on assisting job seekers and workers with and without disabilities to succeed in the labor market and matching employers with skilled workers who may benefit from education, skills training, and employment and support services. The cornerstone of the public workforce investment system remains the America Job Center (AJC) or "One-Stop Center" system at a community level.

<http://www.leadcenter.org>

# Appendix 1

## Compare Career/Job Websites

This table identifies the specific content available within each website. These websites were designed with differing approaches to reach their target demographic. We recommend that Employment Specialists become familiar with each site in order to select the site that will best suit the person you are working with. Some sites have a streamlined visual appeal, or use simple language that could permit more independent access, while another site may be used most effectively with staff assistance.

<b>YOUTH</b>	→	→	→	→	<b>ADULT</b>
<b>Capabilities &amp; Content:</b> Each “X” on the chart indicates that the website listed contains this information or has this capability.	<b>My Path NY:</b> This site provides a pathway to employment for students by giving them information about available services & supports.	<b>Get My Future:</b> Provides career, training, and job search training for young adults	<b>Career Zone:</b> Geared toward youth and young adults who are beginning to explore career interests	<b>My Next Move:</b> This site has several career exploration links to help people determine what kind of work they would like to do	<b>Job Zone:</b> Geared toward adults who are actively looking for competitive employment
Linked to the NYESS			X		X
Job Postings/Job Finding Resource		X	X	X	X
Resume Builder		X	X		X
Career Exploration/Interests		X	X	X	X
Employability Determination		X	X		X
Job Scout			X		X
Medicaid Service Coordination information	X				
ACCESS-VR Orientation Information	X				
School Diploma Options	X				
Accesses O’Net’s database of 900 career options			X	X	X

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# Appendix 2

## About New York State Agencies Vocational Services

### Office of Mental Health - Vocational Services

#### To locate Supported Employment providers in your county:

Use the Find a Provider feature found on the home page of the OMH website: <https://www.omh.ny.gov/>  
To generate a printable list of your local vocational support programs funded by OMH, select the Advanced Search option/program category “Support”/program subcategory “Vocational”, and a county.

See the table below for a comparison of vocational program types.

To find brief definitions of different program types: <https://www.omh.ny.gov/>

For detailed definitions of the programs listed below, see the **Consolidated Fiscal Report Appendix F**: [http://www.oms.nysed.gov/rsu/Manuals\\_Forms/Manuals/CFRManual/home.html](http://www.oms.nysed.gov/rsu/Manuals_Forms/Manuals/CFRManual/home.html)

#### In the CRF, find Appendix F, and search for the program type; they are listed in order by program code number.

Vocational Services available through OMH funded providers (in numerical order):

- 0380 Transitional Employment Placement (TEP)**
- 1380 Assisted Competitive Employment (ACE)**
- 2340 Affirmative Business/Industry (ABI)**
- 4340 Ongoing Integrated Supported Employment (OISE)**
- 6140 Transformed Business Model (TBM)**

(3340) **Work Program** and (1340) **Enclave** are legacy programs; OMH will not support any new programs in these two categories. As of 2015, OMH no longer funds Sheltered Workshop programs.

#### Personalized Recovery Oriented Services (PROS)

(Program codes 6340 and 7340)

PROS programs are able to offer assistance to participants who identify employment as a life role

goal; PROS also offers vocational support through PROS ongoing rehabilitation services for individuals who typically work 10+ hours/week.

<https://www.omh.ny.gov/omhweb/pros/>

#### Adult Home and Community Based Services (HCBS)

may be available for HARP-eligible individuals, including **Individual Employment Support Services**: Prevocational Services, Transitional Employment Services, Intensive Supported Employment, Ongoing Supported Employment.

For more information:

<https://www.omh.ny.gov/omhweb/bho/>

### Office for People with Developmental Disabilities

OPWDD’s vision includes supporting individuals with developmental disabilities to fully participate in their communities through employment. Our webpage features information for individuals with disabilities who want to work and for providers of employment supports. We invite you to browse our links to learn more about how people with developmental disabilities are an important part of New York State’s workforce.

[https://opwdd.ny.gov/opwdd\\_services\\_supports/employment\\_for\\_people\\_with\\_disabilities](https://opwdd.ny.gov/opwdd_services_supports/employment_for_people_with_disabilities)


### New York State Department of Education: Adult Career and Continuing Education Services

ACCES-VR is the Vocational Rehabilitation branch of the NY State Education Department, which assists individuals with disabilities to achieve and maintain employment and to support independent living through training, education, rehabilitation, and career development. In some circumstances, individuals may receive supportive services through both ACCES-VR and another state agency.

<http://www.access.nysed.gov/vr>

# Appendix 3

## Employment Program Comparison Chart

<p align="center"><b>Goal  Competitive &amp; Integrated Employment</b></p> <p>The goal of all supported employment services is to help individuals served manage their mental health symptoms in such a way that they are able to attain and sustain competitive, integrated employment in a field of their choice. This chart compares the various vocational program types funded by OMH.</p> <p align="center"><b>Comparing Recovery-Oriented Mental Health Vocational Program Types in NYS</b></p>					
OMH State Aid Funded Employment Program Types (and CFR Codes)	Typical Referral Source	Unique Focus	Restrictions	Note	Primary Service
OISE (4340)	Primarily from ACCES-VR	Extended supported employment	Limited number of slots per county	Most referrals come after achieving job stability through ACCES-VR Intensive services	Provide MH supports to sustain employment
ACE (1380)	Community referrals or ACCES-VR	Intensive & extended Supported Employment (SE)	Cannot receive ACCES-VR SE services at same time.	Only competitive, integrated employment - no volunteer positions.	Brief pre-voc services followed by ongoing SE to provide MH supports
TEP (0380)	Community	Arranges trial work and/or volunteer experiences before extended/ongoing SE			Assist in helping find field of interest & build experience; finding work; followed by SE to provide MH supports
ABI (2340) or TBM (6140)	Community	OMH Provider operated business	Work supervisor and MH support should be distinct	Self -sustaining business model	Employer provided MH supports
Adult HCBS-Vocational components	Health Homes	Community-based services	HARP-eligibility required; Annual time- limits on supports	ISE (4620) OSE (4610) Pre-Voc (4640) TE (4630)	Increase employ-ability through skill development and MH supports
Children's HCBS Pre-Vocational Service (2360)		Community-based services	Age limit is age 21. Must be enrolled in 1915 (c) waiver.	New service to rollout 2018.	Assist Transition Aged Youth with MH stay on track with their education and employment goals

OMH State Aid Funded Employment Program Types (and CFR Codes)	Typical Referral Source	Unique Focus	Restrictions	Note	Primary Service
PROS ORS (6340 or 7340)	Primarily PROS; community	Community-based supports to sustain employment for person already employed 10+ hours per week* in competitive, integrated job	Employed in community and enrolled in PROS. Does not include task-specific job training.	IPS trained staff	Ongoing services in community to provide counseling, advocacy, mentoring and support to sustain employment status & career goals
PROS CRS/IRS services (6340 or 7340)	PROS; community	Program-based services to address mental health barriers	Enrolled in PROS with employment goal on IRP	IPS trained staff	To help develop skills to reach employment goal
Enclave in Industry (1340) or Work Program (3340)	Community	Job training, supervision, and MH supports provided by same staff working for rehab agency in a “job coach” capacity. Historically, long termed employment provided. Employer manages any MH related behaviors that might otherwise be a barrier to employment.	Legacy programs; OMH will not support any new programs of these types.	Small private enterprises or “mobile work crews”. Integration historically provided through interactions with customers and general public while performing services like landscaping or cleaning as part of a crew.	Provides employment; long term goal to gain sufficient skills to obtain competitive, integrated job with a community employer

\* Note: For a PROS to be reimbursed for ORS services, the individual served must be scheduled to work 10+ hours/week on a regular basis, with exceptions for vacation, sick leave, work stoppages, etc. and have worked at least one month during the month for which reimbursement is requested.

Key:  
 MH = mental health  
 IRP = Individualized Recovery Plan  
 SE = Supported Employment  
 HCBS = Home and Community Based Services

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# Appendix 4

## Job Zone Training Webinars

**Job Zone** is a free, online job search and career planning system that helps job seekers make informed career decisions. This site is designed for adults that are engaged in the job search process who may or may not be employed. Tip: Having your participants create a Job Zone account will create a partial record in NYESS, cutting down on your data entry time!

**Job Zone Webinars:** These provide step by step directions to guide the user. **All of these webinars can be found at: <http://www.nyess.ny.gov/jobzone.html>.** Customers can view the webinars by clicking on each webinar title on that page.

1. **Job Zone: Creating a Free Account**  
Customers will be shown how to create a free ny.gov account in order to access Job Zone.
2. **Job Zone: Self-Exploration: Interests**  
Customers will be shown how to identify their job interests and connect those interests to jobs in their area via the Job Zone Self- Assessment.
3. **Job Zone: Self-Exploration: Work Values**  
Customers will be shown how to identify their work values they have for a job, and how to connect those work values to jobs in their area.
4. **Job Zone: Self-Exploration: Skills Survey**  
Customers will be shown how to match skills they already have to jobs that are in their area.
5. **Job Zone: Self-Exploration: Report**  
Customers will be shown how to view a summary of the assessments they can take on Job Zone. This report will give them a list of jobs that match their skill set via the assessments they took in Job Zone.
6. **Job Zone: Employability Score**  
Customers will be shown how to input information about their work goals, skills, experience, and work availability into Job Zone to generate their employability score.
7. **Job Zone: Create a Resume**  
Customers will be shown what the purpose of a resume is, and how to create one in Job Zone.
8. **Job Zone: Uploading a Resume**  
Customers will be shown how to upload a resume from to Job Zone.
9. **Job Zone: Resume-Based Job Search:**  
Customers will be shown how to search for a job that matches their skills to jobs in their area.
10. **Job Zone: Keyword-Based Job Search**  
Customers will be shown how find a job based on a keyword or title of the job.
11. **Job Zone: Job Scout**  
Customers can have jobs of interest sent to their email by activating the Job Scout feature, shown here.
12. **Job Zone: Work Search Record**  
Customers will be shown how to keep track of their work search activities, whether for Unemployment Insurance purposes or for their own records.

# Appendix 5

## Career Zone Training Webinars

**Career Zone:** This free site is designed for students and adults who are beginning to explore their occupational interests. This site also includes links to college exploration and planning resources to help youth begin their life/work journey. Tip: Having your participants create a Career Zone account will create a partial record in NYESS, cutting down on your data entry time!

**Career Zone Webinars:** These provide step by step directions to guide the user. **All of these webinars can be found at:** <http://www.nyess.ny.gov/careerzone.html>. Customers can view the webinars by clicking on each webinar title on that page.

1. **Career Zone – How to Create an Account**  
Individuals will learn how to create an account in Career Zone. Having an account allows for individuals to create a resume, determine their work interests, apply for jobs and more.
2. **Career Zone – My Portfolio**  
Individuals will review the eighteen sections of My Portfolio including but not limited to: skills, abilities, classes and experience.
3. **Career Zone – How to Create a Resume**  
Individuals will be shown how to upload a current resume or how to create one from scratch. Individuals will walk through different categories and complete the information which will populate a resume.
4. **Career Zone – Interest Profiler**  
Individuals will learn how to use the Interest Profiler. This tool allows individuals to rate their interests which will assist them in determining a career of interest.
5. **Career Zone – How to Search for a Job Using Keyword Search**  
Individuals will learn how to search for a job using the keyword search.
6. **Career Zone – How to Search for a Job with a Resume**  
Individuals will learn how to use the Job Search function. The presentation will also show how to search for a job using a resume.
7. **Career Zone – How to Use the Advanced Search Options**  
Individuals will learn how to search for an open job using the advanced search options. This will help individuals narrow down the positions they are interested in applying for.
8. **Career Zone – How to Use Job Scout**  
Individuals will learn how to search for an open job and how to save the search so it will be emailed to you on a regular basis.
9. **Career Zone – Creating a Cover Letter**  
Individuals will learn how to either upload an existing cover letter or create a new one.
10. **Career Zone – How to Create a Budget**  
Individuals will learn how to create a budget in Career Zone using a tool that will calculate monthly expenses based off of county and occupation.
11. **Career Zone – Work Interest Profiler**  
Individuals will review different terms and select the three that are of most interest to them. The profiler will then populate jobs that may interest them.

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**Printing Instructions:**

This document is intended to be printed as an 11 x 17 nested booklet with a saddle stitch (stapled) binding. Booklet printing and other settings can be found in your printer's dialog box.



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