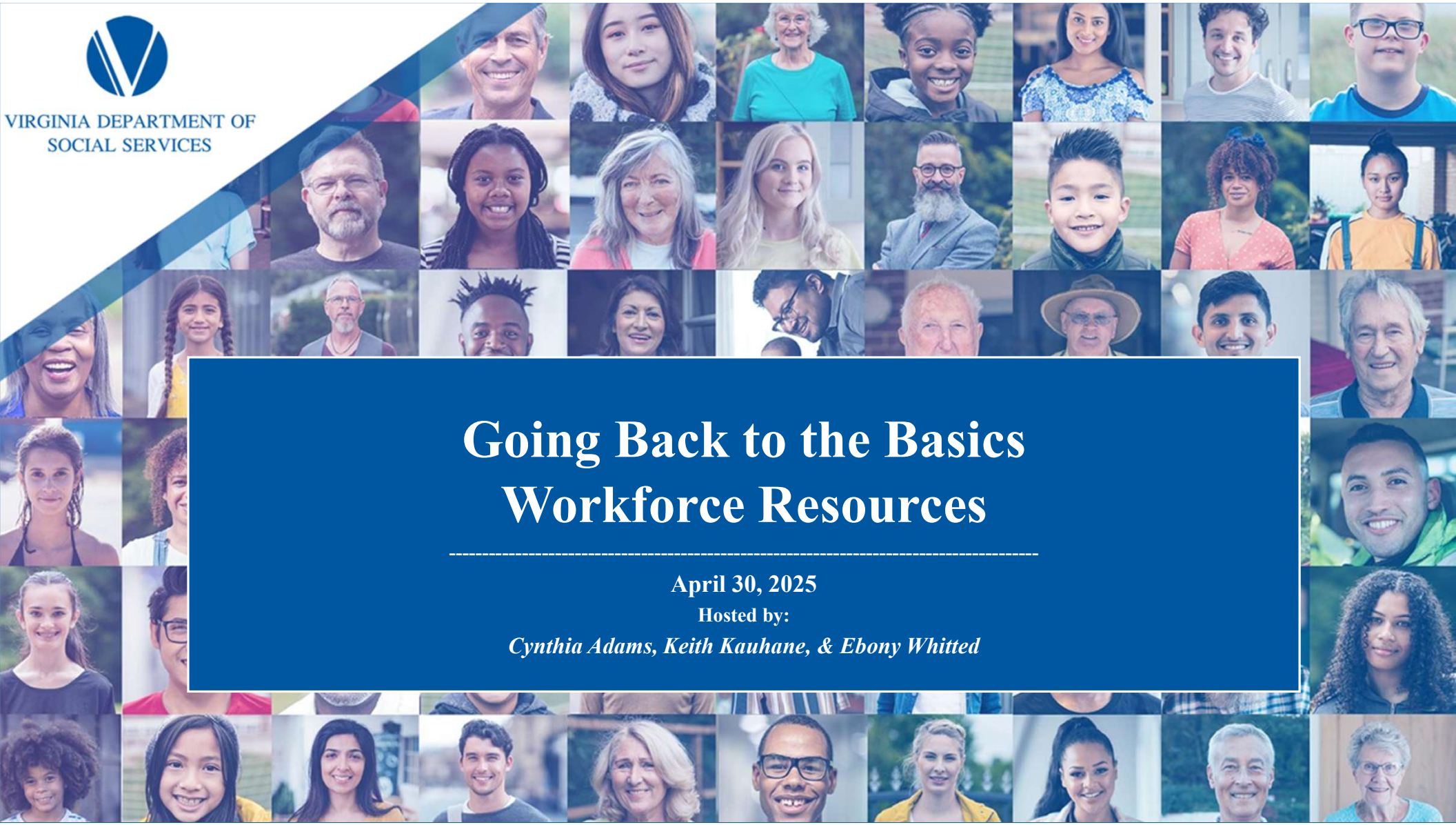


Going Back to the Basics
Workforce Resources

April 30, 2025

Hosted by:

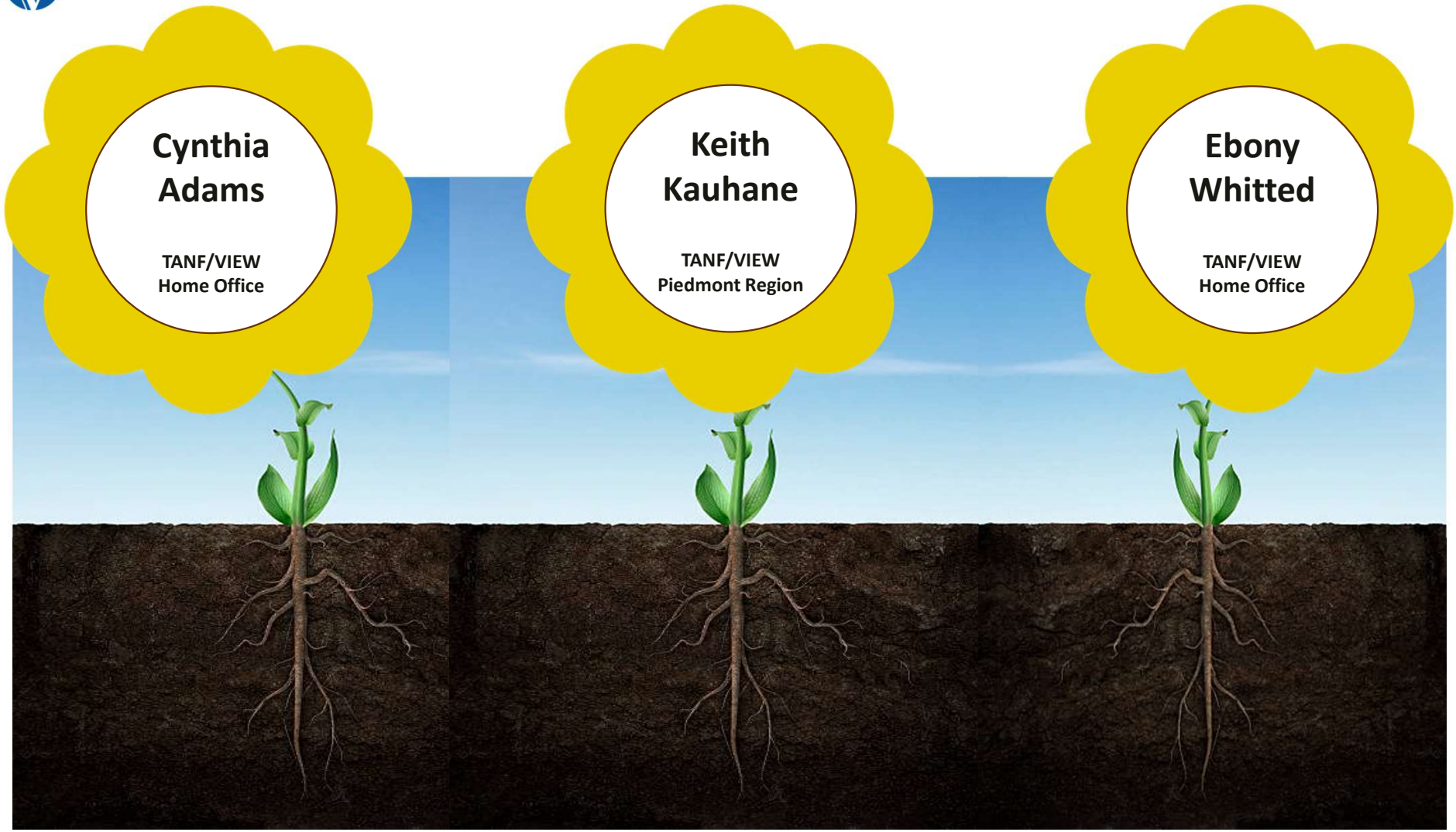
Cynthia Adams, Keith Kauhane, & Ebony Whitted

From Roots of History to Futures of Hope

This seminar explores how our historical roots shape today's workforce pathways and tomorrow's opportunities.

Attendees will acquire practical strategies to help identify resources that would best serve the client's specific needs based on inquiries from LDSS patrons.

Audience members will be empowered to build knowledge about workforce services so they can confidently connect patrons to resources and community partners within their areas.


Cynthia Adams
TANF/VIEW
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Today's Agenda

- Important Role of Frontline Staff
- Workforce Development Overview
- Veterans & Reentry Services
- Community Partners: Employment, Education, & Training
- Community Partners: Resources and Additional Assistance
- TANF/VIEW Resources for VDSS Staff
- Self-Employment/Entrepreneurship Resources
- Hidden Resource Jewels

The Important Role of Frontline Staff

Six Important Reasons

They are the first point of contact.

- Frontline staff shape the customer's first impression. If they communicate opportunities clearly and confidently, individuals are more likely to engage with available services.

They build trust.

- People often share their needs, barriers, and goals more openly with staff they see regularly. This trust helps staff guide individuals toward the right training, career pathways, or support services.

They translate information into practical next steps.

- Policies, programs, and resources can be complex. Frontline staff break them down into simple, actionable steps tailored to the individual's situation.

They identify needs early.

- Because frontline staff hear customer concerns firsthand, they can quickly spot noticeable employment challenges, or eligibility issues—and connect people to resources.

They create access and reduce barriers.

- Frontline employees help individuals navigate forms, technology, scheduling, and transportation challenges. Their support ensures resources are truly accessible.

They provide real-time feedback to leadership.

- Staff often know what's working and what's not. Their observations help improve program design, outreach strategies, and community partnerships.

Developing the Detective Hat

How can frontline staff accumulate a wealth of information to provide to the public regarding workforce resources?

Ask to attend program (VIEW, SNAP E&T, DCSE) workforce meetings. You may not contribute, but you will most likely learn something.

Soak up as much information as possible from as many sources as possible.

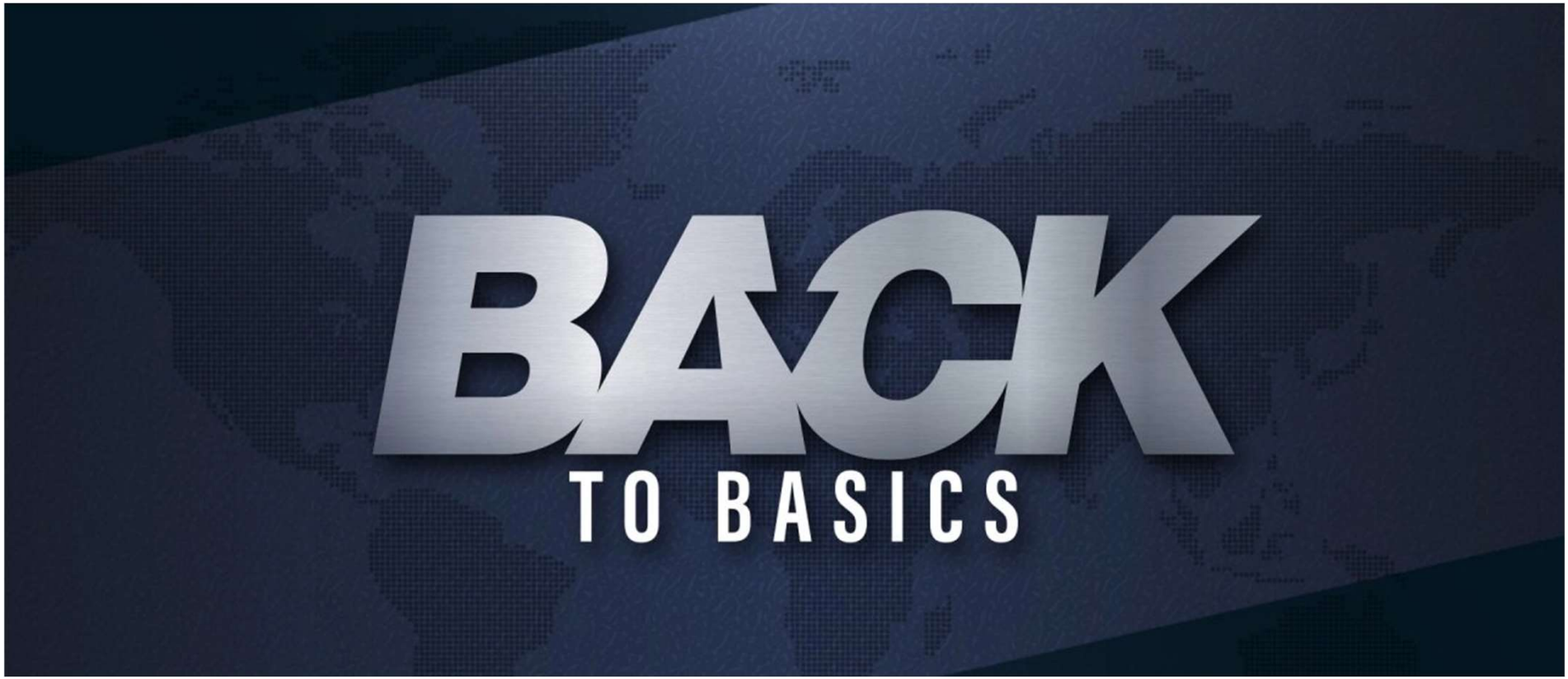
Ex: Virginia Works (subscribe for updates) and Community Networks

Translate problems about workforce into information quests – and keep a record.

Inquiry: My child needs a summer job.

Information quest: How old is the child? Has the parent contacted 2-1-1?

Workforce Development Overview



The Basic Foundation

What is workforce development?

Workforce development is a strategic, long-term investment in people and the economy that aligns worker skills with business needs to drive economic growth, foster innovation, and increase productivity.

We're In the People Business

We also service Returning Citizens

POPULATIONS TO ASSIST WITH WORKFORCE SERVICES

Unemployed and Underemployed Individuals

Youth and Young Adults

Veterans

Low-Income or Economically Disadvantaged Populations

Individuals with Disabilities

Older Workers

Immigrants and Refugees

Dislocated Workers

The Bigger Purpose: Why Do We Do It?

Its simple. The ultimate purpose for workforce development is to prepare individuals for the labor market, close skills gaps, and promote career advancement, while providing organizations with a competitive advantage and a resilient, adaptable workforce.

The Ripple Effect:

- **For Individuals:** It provides opportunities to gain valuable skills, certifications, and credentials, leading to career growth, higher wages, increased job security, and long-term stability.

- **For Businesses:** It ensures access to a skilled talent pipeline, reduces employee turnover, increases productivity, and enhances competitiveness. Companies investing in training often see significantly higher profit margins.

- **For the Economy:** It drives regional economic development, attracts business, bridges the skills gap, and fosters economic resilience against changing technologies and market demands.

- **For Society:** It acts as a tool for equity, helping to lift individuals from distressed communities into high-quality jobs with family-sustaining benefits.

Areas of Workforce Development

Skill Training

Technical skills, soft skills, interpersonal skills, and industry-specific training.

Career Services

Career coaching, resume building, and job placement assistance.

Supportive Services

Overcoming barriers like childcare, transportation, or housing.

Employer Partnership

Collaborating with businesses to identify specific hiring needs.

Question

On a scale of 1-10, how well do you think your office does in these 4 areas?

Most Common Skills Needed for Employment

Technical Skills (Hard Skills): Job-specific abilities like coding, machinery operation, or data analysis.

Soft Skills (Power Skills): Interpersonal abilities such as communication, emotional intelligence, and teamwork.

Methodologies: Training can include on-the-job training, mentoring, workshops, and e-learning.

Objectives: The aim is to bridge skill gaps, enhance productivity, and enable adaptation to new technology.

Let’s See What You Remember?

Overview and Best Practices

TYPES OF RESUMES

Chronological Resume *Format*
Lists work experience in reverse chronological order
Best for those with a strong, consistent work history

Functional Resume *Format*
Emphasizes skills and abilities over work history
Best for career changers or those with gaps in employment

Combination Resume *Format*
Mixes elements of chronological and functional resumes
Best for those with strong skills and relevant experience

Targeted Resume *Format*
Customized for a specific job or employer
Best for applying to a particular position

Mini Resume *Format*
Required for U.S. government jobs
Best for applying to federal positions

Be Mindful of Referring Individuals With Barrier Crimes

- **Why is verification of barrier crimes a vital step in the referral process?**
  - Protects vulnerable individuals and public safety
  - Ensures legal and organizational compliance. Most partners will disclose that information
  - Reduces risk and enhances trust from a partnership perspective
- **Which populations are considered ”sensitive”?**
  - Children and Youth
  - Elderly
  - Individuals with disabilities
  - Patients (medical, mental health, and etc.)
  - Even those who are economically or educationally disadvantaged individuals

List of Barrier Crimes

§ 19.2-392.02 of the Code of Virginia, "barrier crime" means:

felony violation of § 16.1-253.2. Violation of provisions of protective orders; penal

any violation of

§ 18.2-31. Capital murder defined; punishment.
§ 18.2-32. First and second degree murder defined; punishment.
§ 18.2-32.1. Murder of a pregnant woman; penalty.
§ 18.2-32.2. Killing a fetus; penalty.
§ 18.2-33. Felony homicide defined; punishment.
§ 18.2-35. How voluntary manslaughter punished.
§ 18.2-36. How involuntary manslaughter punished.
§ 18.2-36.1. Certain conduct punishable as involuntary manslaughter.
§ 18.2-36.2. Involuntary manslaughter; operating a watercraft while under the influence; penalties.
§ 18.2-41. Shooting, stabbing, etc., with intent to maim, kill, etc., by mob.
§ 18.2-42. Assault or battery by mob.

any felony violation of

§ 18.2-46.2. Prohibited criminal street gang participation; penalty.
§ 18.2-46.3. Recruitment of persons for criminal street gang; penalty.
§ 18.2-46.3:1. Third or subsequent conviction of criminal street gang crimes.
§ 18.2-46.3:3. Enhanced punishment for gang activity taking place in a gang-free zone; penalties.

violation of

§ 18.2-46.5. Committing, conspiring and aiding and abetting acts of t
hibited; penalty.
. Possession, manufacture, distribution, etc. of w
hibited; penalty.

- **Respectful ways to discuss previous convictions without it being offensive to the client or make them feel judged?**
  - Utilize non-judgmental language
  - Avoid these words: criminal, convict, or offender
  - Normalize and explain the process

Tip for appropriate language: *For this field of work, the employer screen for barrier crimes. Is there anything we should be aware of? What you share is confidential and will only be utilized thoughtfully to find the best employment match for you.*

Division

Veterans & Reentry Services

Veterans Services

Veteran's Crisis Line
Call 1-800-273-8255
Text 838255
www.veteranscrisisline.net/Chat

TAPS National Military Survivor Hotline
1-800-959-TAPS(8277)

Virginia Department of Veteran Services (DVS)

Benefits & Services | Virginia Department of Veterans Services

DVS Offered Services

- Disability Claims & Pensions
- Disability Appeals
- Support for Mental Health & Substance Use Disorders
- + Veteran and Family Support
- + Military Spouse Services
- + Women Veteran Support
- + Education
- Tax Exemptions
- Veterans Driver's License Indicator
- Service-Disabled Owned Business Designation
- Veteran Hunting and Fishing Licenses
- Find a DVS Office Near You

Virginia Bonding Program

The Virginia Bonding Program is our state's version of the Federal Bonding Program. It's available to anyone living in Virginia (adult or juvenile of legal work age) with a previous conviction, even if the client has not served any time.

The program provides any employer that offers the client a job (FT or PT) business insurance for their first six months of employment –including temporary agencies.

It's completely "Free!"

Virginia Bonding Program — Virginia Department of Corrections

Restoration of Rights: The Process

Anyone convicted of a felony in Virginia risk losing their civil rights which consist of the following:

- ✓ Right to vote
- ✓ Serve on a jury
- ✓ Run for office
- ✓ Become a notary public
- ✓ Carry a firearm

- **Individuals are eligible to apply to have their rights restored after being released from incarceration.**
- **To be eligible to apply for consideration of restoration of civil rights…**
  - ✓ An individual must be free from any term of incarceration resulting from felony conviction(s).
  - ✓ Individuals are encouraged to contact the Secretary of the Commonwealth to request consideration for restoration of their civil rights by calling (804) 692-0104 or visiting Restoration of Rights - Restoration of Rights (virginia.gov)
  - ✓ The Secretary of the Commonwealth's office works with various state agencies to consider individuals who may be eligible to have their rights restored.
  - ✓ Client may also check the status of their civil rights by visiting the website.

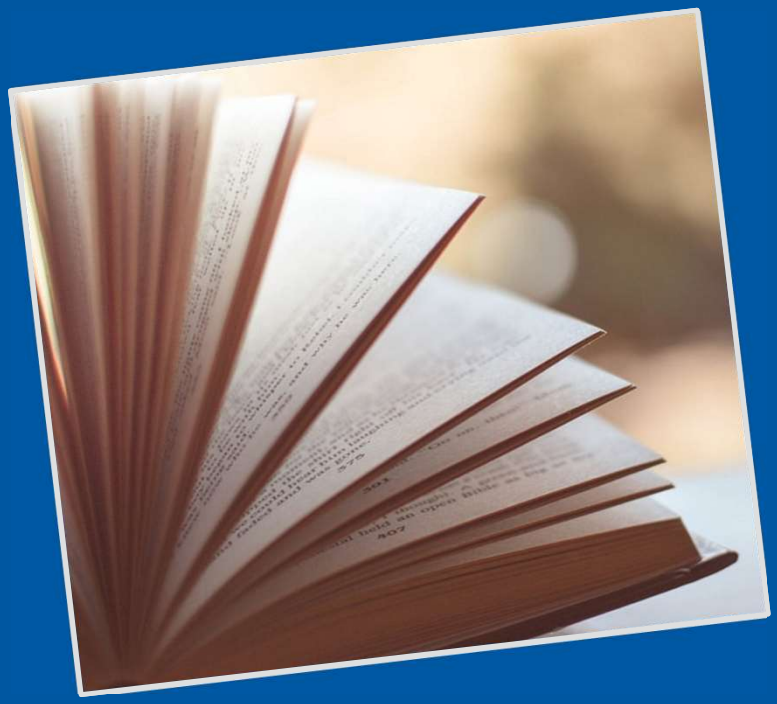
Virginia Community Action Re-Entry System (VA CARES)

- A statewide network dedicated to helping formerly incarcerated individuals successfully reintegrate into society and offers the following services:
  - Employment & Career Support
  - Essential Needs Assistance
  - Assistance in obtaining Vital Documentation
  - Housing & Transportation
  - Counseling & Support Groups
  - Education (GED) services
  - Legal & Medical Referrals
- Additional details about their services and local offices can be found here.

Community Partners: Employment, Education, & Training

VIRGINIA DEPARTMENT OF SOCIAL SERVICES

Community Partners Table of Contents



The links to the right will lead you to the partner's website

Community Partners

- **Employment, Education, and Training**
  - Virginia Career Works (VCW)
  - Virginia Community Colleges (VCC)
  - Virginia Adult Learning Resource Center (VALRC)
  - Virginia Department for Aging and Rehabilitative Services (DARS)
- **Resources and Additional Assistance**
  - Virginia Action Alliance and Directory of Domestic Violence Shelters
  - Virginia Poverty Law Center – Eviction Defense Center
  - Virginia Association of Community Services Boards (CSB)
  - Virginia Community Action Re-Entry System (VA CARES)
  - Virginia Community Action Partnership (VCAP)
  - Virginia Department of Health (VDH)
  - Virginia Department of Housing and Community Development (DHCD)

Virginia Career Works

- Provides information about local employment and training opportunities.
- Can provide job readiness assistance – resumes, soft skills, interviews, and vocational training opportunities.
- Provides local GED Program information.
- You can find your local Virginia Works program here.

Department for Aging and Rehabilitative Services (DARS)

- Provides in-home care services, transportation, Medicare counseling, and caregiver support for older adults.
- Assists with securing independent living opportunities for those living with disabilities and older adults.
- Helps people with disabilities prepare for, find, and succeed in meaningful jobs, from age 14 onward.
- Find a DARS office in your area here.

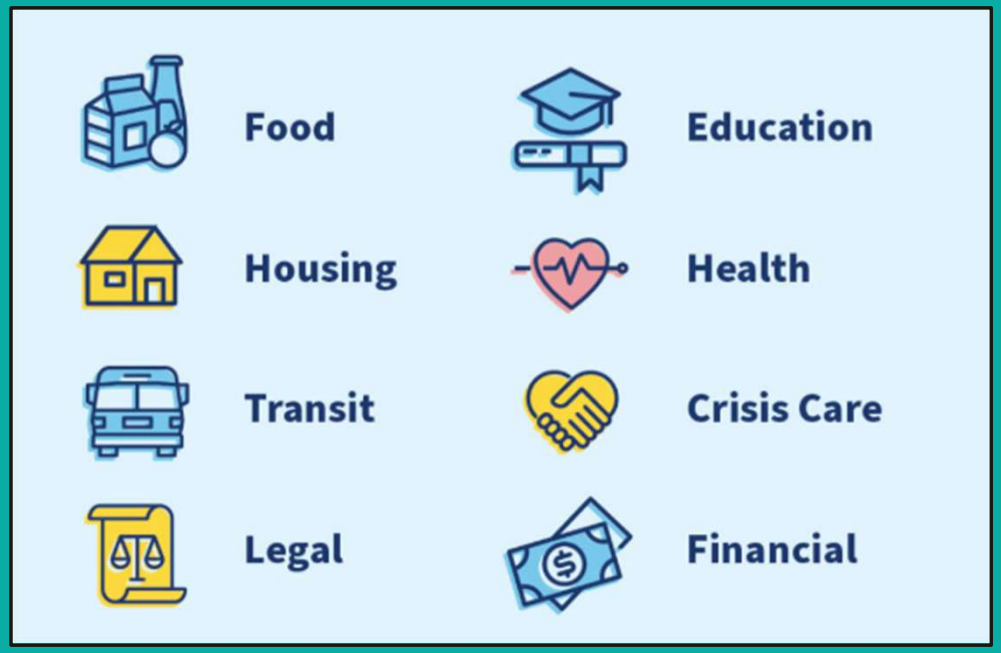
Virginia Community Colleges

- Ability to earn an Associates Degree with the opportunity to transfer to a four-year university.
- Offer fast track job training and certification programs.
- Some offer GED prep classes and GED testing.
- Provides local GED Program information.
- The directory of Virginia Community Colleges can be found here.

Virginia Adult Learning Resource Center (VALRC)

- Provides adult education and literacy resources, publications, and training for adult education practitioners in Virginia.
- Provides resources for adults who want to get their GED – study aids, practice tests, transcripts, and GED testing service recognized by all 50 states.
- You can find more information about the resources and services the provide here.

Community Partners: Resources and Additional Assistance



VIRGINIA DEPARTMENT OF SOCIAL SERVICES

Division

2·1·1 Virginia

COMMUNITY RESOURCES

- Utility Assistance
- Housing
- Food and Meals
- Aging and Disability
- Government and Information Services
- Legal, Consumer, and Public Safety
- Education and Employment
- Healthcare
- Mental Health and Substance Use
- Family and Community Support
- Income Support and Assistance
- Transportation, Clothing, and Household Needs

MORE RESOURCES

Call 211 for Essential Community Services | United Way 211

Virginia Dept. of Housing & Community Development (DHCD)

- Assists with a variety of areas, including, but not limited to:
  - Affordable and Special Needs Housing (ASNH)
  - Code Officials Directories
  - Communities of Opportunities Tax Credit
  - Community Development Block Grant
  - Community Housing Development Organization
  - Down Payment Assistance (DPA)
  - Essential Home and Accessibility Repair Program (EHARP)
  - HOME-ARP Tenant-Based Rental Assistance
  - HOME Funds
  - Indoor Plumbing Rehabilitation
  - Landlord-Tenant handbook
  - Virginia Homeless Solutions Program
  - Weatherization Assistance and Repair

A complete list of DHCD's services can be found at the Virginia Housing and Community Development website

Virginia Action Alliance & Directory of Domestic Violence Shelters

- Advocates for survivors of domestic or sexual violence.
- Provides several resources that support education, healing, and prevention around sexual and domestic violence.
- You can visit the Action Alliance website for a more comprehensive list of the services they provide here.
- VDSS and Action Alliance have partnered to provide a directory of local shelters for survivors of domestic violence that can be found here.

Virginia Poverty Law Center – Eviction Defense Center

- Can provide free Legal Aid attorneys.
- Provides information to understand renter's rights and the eviction process.
- Can assist in fighting eviction.
- You can find more information about all the services they provide here.

Virginia Association of Community Services Boards

- Provides behavioral health and developmental disability services which include, but are not limited to:
  - Emergency Services: Immediate support for individuals in crisis.
  - Outpatient Services: Regular care and support for ongoing mental health needs.
  - Inpatient Services: Longer-term care for individuals requiring more intensive treatment.
  - Case Management Services: Assistance in navigating services and support systems.
  - Day Support Services: Support for individuals to maintain daily activities.
  - Employment Services: Assistance in finding and maintaining employment.
  - Residential Services: Support for individuals in need of a structured living environment.
  - Prevention Services: Programs aimed at preventing the onset of mental health issues and substance use disorders.
  - CSBs also offer a variety of prevention services, including early intervention and wellness programs.
  - Often take Medicaid and has income-based billing services.
  - A complete directory of local CSBs can be found here.

Virginia Community Action Partnership (VACAP)

- Community Action Agencies can offer a range of assistance, to include, but not limited to:
  - Emergency food, shelter, and clothing assistance
  - Head Start
  - Homeless Intervention and Housing Programs
  - Renter's Rights education workshops
  - Free Tax Preparation
- The directory of Community Actions agencies in your area can be found here.

Virginia Department of Health

- Some of the services that the VDH provides which can be helpful to your VIEW participants are:
  - Special Supplemental Program for Women, Infants, and Children (WIC)
  - Administer vaccinations and provide vaccination records
  - Can assist clients with obtaining birth, marriage, and death certificates
- The directory of VDH locations can be found here.

VDSS Public Website Resources

SNAP E&T Employment & Training

VIEW VIRGINIA INITIATIVE FOR EDUCATION AND WORK

VDSS Employment Services -
https://www.dss.virginia.gov/benefit/employment.cgi

- Provides brief overviews of the SNAP E&T and VIEW Programs.
- Contains links to more detailed information about SNAP E&T and VIEW programs.
- Contains links to the VDSS SNAP and TANF program webpages.

VDSS Office of New Americans -
https://www.dss.virginia.gov/benefit/employment.cgi

- Provides brief overviews of the SNAP E&T and VIEW Programs.
- Contains links to more detailed information about SNAP E&T and VIEW programs.
- Contains links to the VDSS SNAP and TANF program webpages.

OFFICE OF NEW AMERICANS NA VIRGINIA DEPT. OF SOCIAL SERVICES

TANF/VIEW Resources for VDSS Staff

❑TANF/VIEW Resources

https://fusion.dss.virginia.gov/bp/BP-Home/TANF-and-VIEW/Job-Aids-Resources

❑Resource Directory: Employment Advancement for TANF Participants Program Projects

https://fusion.dss.virginia.gov/Portals/%5Bbp%5D/Files/FY25%20Resources%20FY25%20-%20Directory%20-%20Employment%20Advancement%20for%20TANF%20Participants%20Program%20Projects%20rev_%202-2026_1.pdf

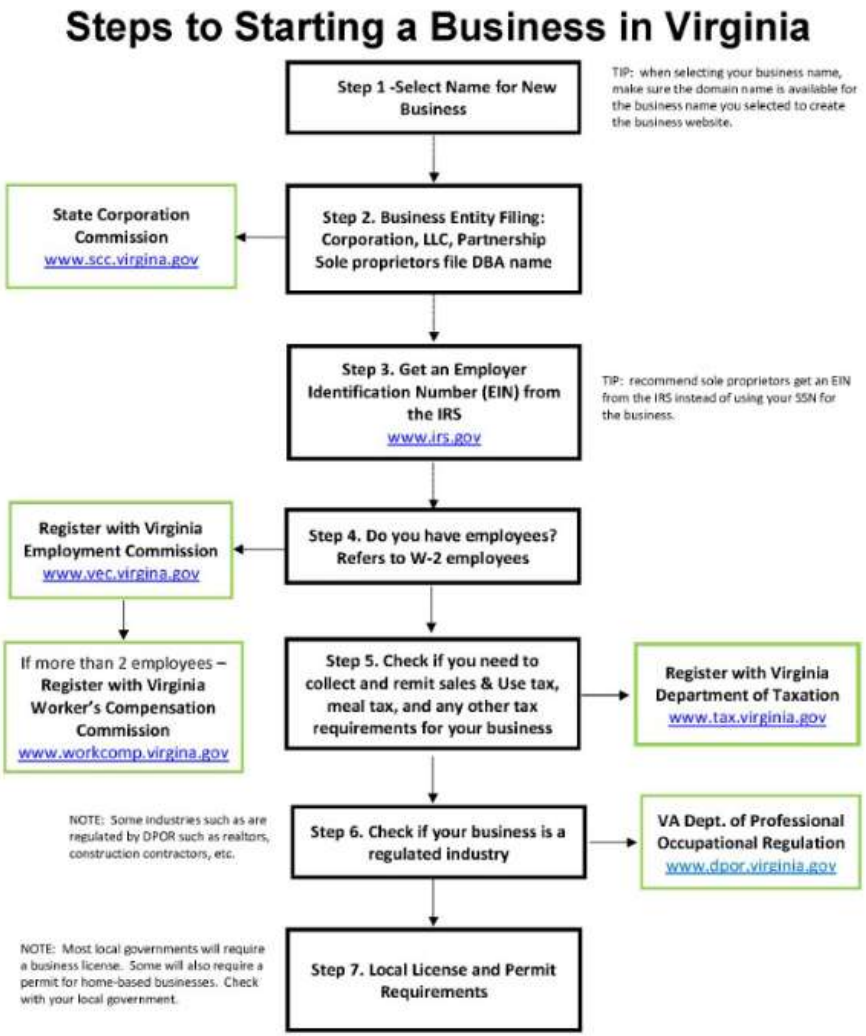
❑TANF Full Employment Program (FEP)

https://fusion.dss.virginia.gov/bp/BP-Home/TANF-and-VIEW/Full-Employment-Program

❑RISE Match Savings Program

https://fusion.dss.virginia.gov/Portals/%5Bbp%5D/Files/RISE%20Flyer%203-15-2024_1.pdf

Self-Employment/Entrepreneurship Resources



Virginia Business Resources

- Small Business Administration District Office - https://www.sba.gov/district/virginia
- Virginia State Corporation Commission - https://www.scc.virginia.gov/businesses/new-business-resources/resources-new-businesses/
- Virginia Small Business Financing Authority - Business One Stop - https://bos.sbsd.virginia.gov/
- Virginia Small Business Development Center - https://www.virginiasbdc.org/

Group Activity

- Get into groups based on your region.
- Think about the community partnerships that are exceptional in your work and/or day-to-day lives.
- Write them down on the clip board.
- Each group would report out.

Hidden Resource Jewels

NACA | NEIGHBORHOOD ASSISTANCE CORPORATION OF AMERICA

Home Ownership Program (https://www.naca.com/homesave/)

- No down payment
- No closing costs or fees
- No mortgage insurance
- No consideration of credit score
- No person is turned down.

HumanKind

Services Offered

Early Head Start

Economic Resource Center

Foster Care

Healthy Families Home-visiting service support program

For guidelines Visit:

https://www.humankind.org/economic-resource-center/ways-to-work/

Service Areas Include:

Bedford

Danville

Lynchburg

Richmond

Roanoke

Warrenton

Ways to Work Program

This is a **"Car buyers"** assistance program) that
Focuses on low-income working families, providing car repairs, insurance payments, and even donated vehicles for employment.

Partnership for Accessible Transportation Help (Path)
pathva.org – Partnership for Accessible Transportation Help
A free transportation information and referral service open to the public. PATH assists anyone with inquiries about local transportation, with a focus on helping older adults and people with disabilities find transportation options when they are unable to drive.
Service (Region 10): ***City of Charlottesville and Albemarle, Greene, Fluvanna, Louisa, and Nelson counties.***

U Launch It

What the CEO Academy Does

CEO Academy provides:

- RTI (Related Technical Instruction) for the CEO Registered Apprenticeship
- Competency-based, stackable training aligned to Virginia standards
- Two-stage pathways (RTI CEO I and RTI CEO II)
- Ongoing professional development for active Childcare Educator Operators (CEOs)
- Training that supports approval, compliance, and continuous improvement within U-LAUNCH: CDH's systems

In short, the Academy ensures that what CEOs learn in training shows up in daily practice and business operations.

How the System Fits Together

- CEO Apprenticeship = the workforce pathway (earn while you learn; OJT + RTI; path to approval)
- CEO Academy = the training engine (RTI, credentials, professional development)
- Approved HOMES = the quality & oversight system (approval, monitoring, HOME Tool, Report Cards)
- Childhood Development Homes Authority (CDHA) = inspectors and mentors.

U-LAUNCH: IT | Virginia Home-Based Business Incubator & Workforce Development

SCORE

FOR THE LIFE OF YOUR BUSINESS

SCORE's Impact: Turning Support Into Success

Each year, SCORE volunteers across the country help entrepreneurs turn ideas into thriving businesses. The result? A ripple effect of economic growth and job creation nationwide.

In FY24 alone, SCORE supported:

- The launch of **59,447 new small businesses**
- The creation of **143,623 new jobs**
- The contribution of **4 million volunteer hours** — the equivalent of more than four centuries of expert mentoring
- A **$45.42 return** in new federal tax revenue for every $1 of federal funding

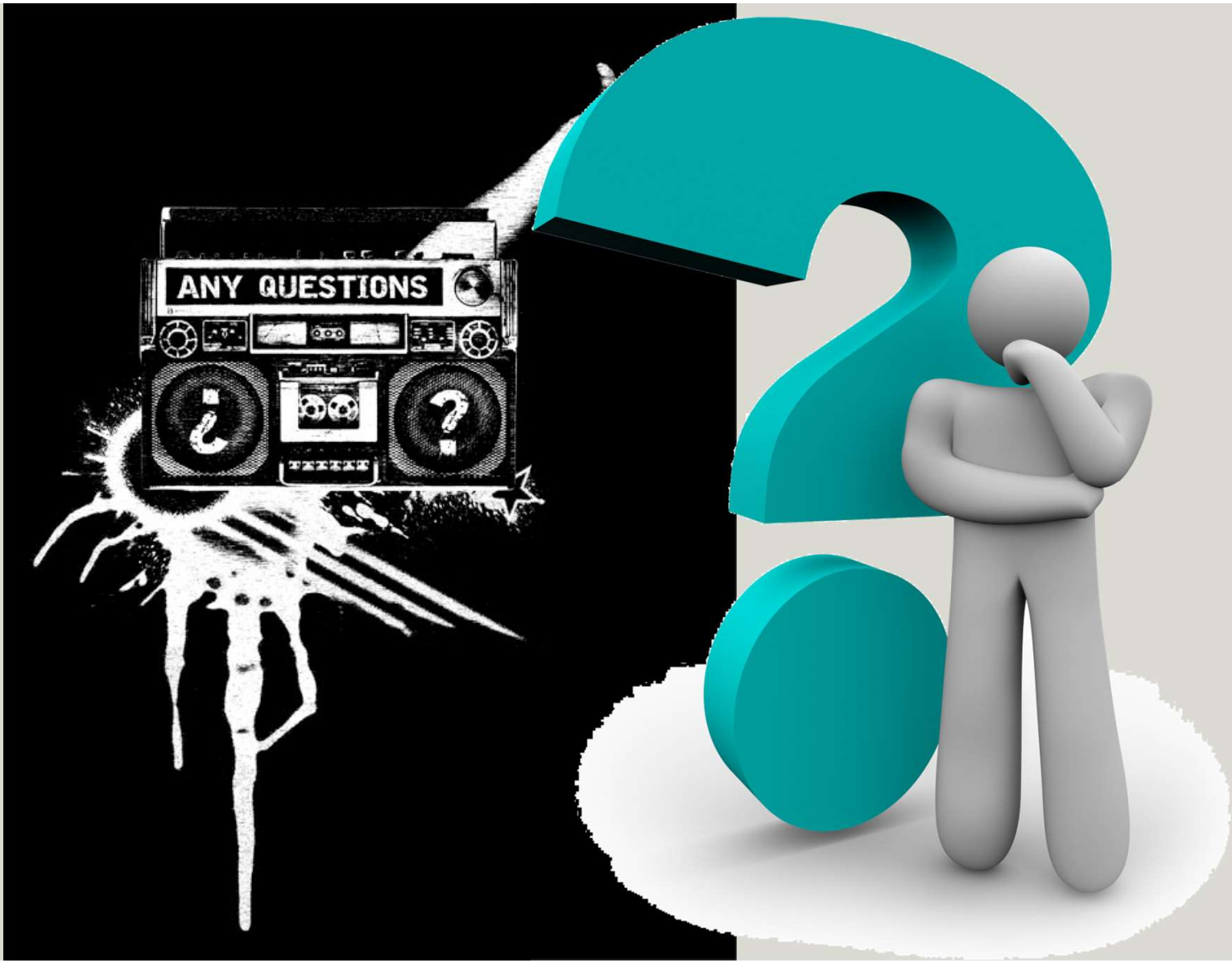
These outcomes show that SCORE is more than just mentoring — it's a smart investment in America's small business community.

How SCORE Mentoring Works

SCORE mentoring is a free, confidential service for anyone starting, running, or growing a U.S.-based small business. Work one-on-one or in a small group with an experienced business mentor who will listen to your goals, ask thoughtful questions, and share practical advice based on real-world experience.

You'll be matched with a mentor based on your business needs and can meet virtually, by phone, email, or in person. Together, you'll tackle specific challenges - from starting up and managing cash flow to hiring, marketing, or planning your exit - and create an action plan for your next steps. You can return to your mentor as often as you need, for the life of your business.

www.score.org


ANY QUESTIONS