



**WORKSOURCE  
ROGUE VALLEY**

# GETTING STARTED

WorkSource Rogue Valley is an equal opportunity employer/program. Auxiliary aids and services, and alternate formats are available to individuals with disabilities and language services to individuals with limited English proficiency free of cost upon request. TTY/TDD – dial 7-1-1 toll free relay service. Access free online relay service at: [www.sprintip.com](http://www.sprintip.com)

# Introduction to Workforce Services

This 20-minute presentation describes our services which are **all free**. These career development services are **not required to receive unemployment insurance**.

- As you view this presentation, take notes on what interests you
- You can use [My Career Checklist](#) or if you are on a cell phone, take notes on a piece of paper about the services that interest you.
- If you use the [Checklist](#) (click to download)
  - Email it to yourself and later to your Career Coach
- Find WorkSource addresses and phone numbers in **this presentation or on the checklist**
  - Share your interests with your Career Coach during the Welcome Conversation

# Your path to career success

At WorkSource Rogue Valley (WSRV), we provide people of all ages and backgrounds with services that are tailored to meet the needs of each individual. **Most items are offered virtually during COVID-19.**

Some services included are:

- Career Assessment and Counseling
- Career Certifications
- Career Training
- Employment Opportunities
- ESL Training
- Essential Employability Skills
- Foundational Skills Workshops - Virtual Only
- GED Assistance
- Training Scholarships
- Work-Based Training



# iMatchSkills

This powerful online matching tool connects employers to job seekers. **You must create a profile to receive most WorkSource services.**

CALL FOR ASSISTANCE

541-734-7533

iMatchSkills is your place to:

- Connect to employers
- Create an online resume to document and store all work history
- Receive job notifications
- Browse job listings
- Increase your access to employers and employers' access to you

Completing Your iMatchSkills Profile:

- Takes about 30—60 minutes
- Can be completed from any computer at [www.imatchskills.org](http://www.imatchskills.org)
- Please check the appropriate box for your iMatchSkills status on [My Career Checklist](#)

# Veterans Services

If you have served in the United States military or are the spouse of someone who served, check “Yes” on the Career Checklist. You may qualify for additional services.

Qualifying veterans receive priority consideration for services, including:

- Needs assessments, employer connections, coaching on job-related problem solving, resume and cover letter writing
- Referrals to partner agencies who provide a range of services





My WorkSource coordinates your WSRV services in one place, such as career planning, searching for work, and managing resumes and cover letters. Access it through **your iMatchSkills** account in the **Resources & Services** section. You must complete a Welcome Conversation before you can use this tool.

Take these steps to **use My WorkSource**:

1. Create your iMatchskills profile
2. Meet with our staff for a Welcome Conversation.
3. Log in to your iMatchSkills account and click on My WorkSource

#### Resources & Services

[Oregon Labor Market Information at qualityinfo.org](#)

[Work-Related Skills Review and Free online Lessons](#)

[National Career Readiness Certificate](#)

[Career Information System \(CIS\)](#)

Contact your local WSO Center for login details

[WorkSource Oregon Orientation to Services Video](#)

[My WorkSource](#)

Build your skills for better jobs

# **TRAINING OPPORTUNITIES**

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# Administrative Excellence

***By the end of the course, you'll receive:***

- A Customer Service Completion Certificate from LinkedIn Training
- Google Docs Completion Certificate from LinkedIn Training
- An Updated, Targeted Resume

***In this 5 Week Course you will:***

- Learn how to manage your time more effectively.
- Become better organized for projects and deadlines
- Practice Business etiquette with online platforms (Zoom, Skype and Teams)
- Receive training in Confidentiality, Compliance, and Information Security.
- Explore using social media for business
- Develop confidence providing Customer Service
- Build skills with Google Docs, Sheets, Slides and Google Drive
- Receive individualized coaching and feedback

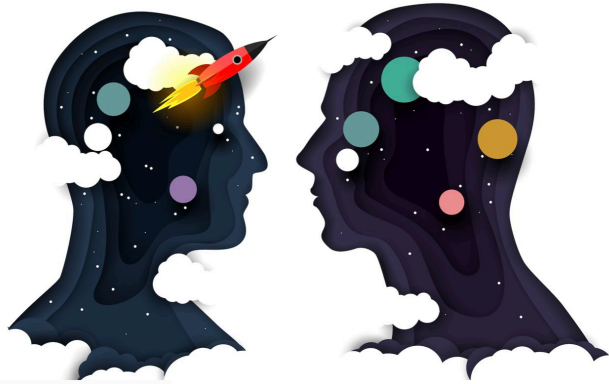


For those who want to learn more about Word, Excel, and PowerPoint, we can accommodate you.



**TRANSFORMATIONAL  
LIFE COACHING  
AND WORKSHOPS**

**EMPOWER**



## Launch Pad Series

*Self-Development and Soft Skill Training*

A series of [six virtual workshops](#) based on highly-trainable soft skills. Soft skills make up the foundation of employment success, parenting relationships, and long-term partnerships.

- ✂ The Self-Coaching Model; Change self-limiting beliefs to increase reliability and commitment
- ✂ Building Your Professional Identity; strengthening attitude and commitment to your professional identity
- ✂ Working with Respect; Courageously strengthen respect for our diverse world
- ✂ Solution-Focused Thinking; Train your brain to be an effective problem-solver
- ✂ Succeed Together; Enhance collaboration, engagement, and flexibility
- ✂ The Fine Art of Listening; Increase your ability to communicate more fully and effectively

iMatchSkills Registration is required to enroll in these workshops

**TRANSFORMATIONAL  
LIFE COACHING  
AND WORKSHOPS**

# EMPOWER

## LIFE COACHING



Through individualized coaching sessions participants focus on areas they currently feel stuck and unable to make positive progress.

Areas of focus may include stress, parenting, structure, anxiety, time management, conquering self-limiting beliefs, sticking with healthy habits, and more.

Participants work with a Certified Professional Coach who operates from a solution-focused platform while bringing together brain science, human behavior, trauma-informed care, mindfulness, emotional intelligence, and research.

iMatchSkills Registration is required to enroll in Life Coaching.

# English Language Learners (ELL)

This program helps people whose first language is not English gain a better understanding of the language.

Included in the program:

- Funding terms at Rogue Community College (RCC)
- Two levels of coursework
  - Beginning/low intermediate
  - High intermediate/advanced

Your training time depends on assessments and training options selected

- Up to 20 weeks – 4 days per week - Hours vary

# Foundational Skills

Due to COVID-19, only virtual Foundational Skills courses are offered. Workshops available in English and Spanish.

## Interview Workshop

- Learn how to answer difficult interview questions

## Virtual Interview Workshop

- Build skill and confidence interviewing online

## Soft Skills Workshop

- Discover and understand the importance of these skills in thriving at work

## Resume Workshop

- Refurbish your resume for industry-specific, job-tailored use

## Networking Workshop

- Support your job search in both virtual and in-person networking environments

These workshops also explore how to best apply for Employment Department and other state jobs.



# General Education Diploma

Employers and educational institutions view the GED® to be the same as a high school diploma and acquiring a GED® can open doors to new opportunities.

Included in the program:

- Entrance testing to determine areas of focus
- Instructor led terms at Rogue Community College (RCC), or self-guided online courses
- Practice tests, which must be passed before GED® exams
- Four subject tests that must be passed are Language, Social Studies, Science, and Mathematics

Your training time depends on assessments and training options selected

- Up to 20 weeks – 4 days per week - Hours vary

# HealthCare Cohort

This class will help you gain the knowledge you need to enter this high-demand field.

- Instruction helps you to:
  - Learn about healthcare occupations and the training required
  - Become familiar with medical terminology
  - Learn how to measure vital signs
  - Explore the human body systems
  - Receive the following certifications:
    - CPR, Medical Terminology, HIPAA
    - Optional: Food Handlers
- Hear from industry and educational speakers





# Rogue Valley Trades Training Center

Plumbers, electricians, construction workers, and other tradespeople get paid high wages. This course prepares you to gain skills in order to be a more competitive applicant for an apprenticeship program.

- The course includes:
  - Onsite construction experience
  - OSHA, CPR, Flagger, and First Aid Certifications
  - Industry tours and guest speakers
  - Classroom activities include:
    - Identifying tools & materials
    - Measuring accurately
    - Creating a trades resume; preparing your interview
    - Exploring apprenticeship opportunities
- Recommended for people **without** construction experience
- Eight weeks – 4 days per week - 5 hours per day



Shawn Wonnacott, Trades Career Coach,  
[shawn.wonnacott@equusworks.com](mailto:shawn.wonnacott@equusworks.com), 541-237-9580

Demonstrate your skills to employers

# **CERTIFICATIONS**

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# Aspiring Minds

Aspiring Minds - State of art assessment tools to evaluate talent across 100s of job roles - accurately, reliably and with exemplary validity! Don't just say your talents, demonstrate them.

Over 1200 assessments in subjects including:

- Accounting/Finance
  - Administrative
  - Call Center/Customer Service
  - Cybersecurity
  - Healthcare
  - Hospitality
  - Industrial/Warehouse
  - IT/Technical
  - Legal
  - Management
  - Retail
  - Sales
  - Software
  - Typing Skills Practice & Assessment
  - More
- **Please list any topics you are interested in, on the check sheet**



# National Career Readiness Certificate

- The NCRC assesses current comprehension of:
  - [Workplace Documents](#)
  - [Graphic Literacy](#)
  - [Applied Math](#)
- Benefits of taking the NCRC:
  - Validates your work-readiness skills to employers
  - Increases chances of entry into some WorkSource programs
- NCRC Practice Tests
  - Talk to your Career Coach about getting some practice materials
- Each of the 3 tests takes 55 minutes. You may take tests on different days. One day advanced registration required

# **FINANCIAL BENEFITS AND SUPPORTS**

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# Apprenticeships

Apprenticeships are an entry point into many high paying and stable skilled trades positions.

- Exposure to high demand trades such as plumbing, electrical, sheet metal, construction, machining, maintenance, pipe fitting, and HVAC
- A paid work experience
  - Four years of apprenticeship experience to become an journeyman
  - Journeyman may average \$27 to \$37 per hour
  - Apprenticeship wages start at approximately ½ the journeyman rate
- 144 hours of class time per year for four years
  - Classes occur outside of work hours
  - Apprentice pays for classes, but regularly reimbursed with C or better grades
  - An Associates Degree in Applied Science may be earned
- Pre-apprenticeship program recommended for those without construction experience
- Learn more or apply at [oregonapprenticeship.org](http://oregonapprenticeship.org) or [www.oregon.gov/boli/ATD](http://www.oregon.gov/boli/ATD)

# Self Employment Assistance

Self Employment Assistance allows you to receive unemployment insurance while starting your own business.

- Business earnings do not subtract from unemployment benefits
- Work search requirements are waived
- The Small Business Development Center (SBDC) provides counseling and training
- Some of the requirements for the program include:
  - Must apply for and be accepted into the program
  - Must be eligible for and receiving unemployment insurance
  - Must develop a written business plan and a market feasibility study
  - Must work full time to develop your own business
  - Must be able to obtain financial backing to fund business until it becomes self-supporting
- Contact Unemployment Insurance Special Programs at 1-800-436-6191 for more information
- Learn more about the SBDC at [www.bizcenter.org](http://www.bizcenter.org)

# Training Scholarships

WorkSource may be able to assist you with funding for a training program in a **high-demand** job.

- Financing for tuition and books for a vocational training program lasting up to one year
- Some of the programs available are:
  - Transportation: Commercial Truck Driving & Diesel Mechanics
  - Healthcare: Caregiving, Nursing and Medical Assistants
  - Childcare/Early Learning Educators
  - Natural Resources
  - Construction
  - Manufacturing
- Scholarship applications are submitted at least **two weeks** before training begins
- Funding for scholarships is competitive and not guaranteed
- Training must be from an approved provider

# Training Unemployment Insurance

Job search requirements are waived for unemployment insurance, so you can focus on your education.

- Eligible workers can attend school and receive UI benefits, at the same time
- Short-term training that leads to employment, usually finished within a year. This may include vocational training, finishing an Associates degree, or finishing up to 48 credits to complete a BA or MA degree
- The program does not pay for the training itself - it only removes the work search requirements
- Requirements for the program include:
  - **Must apply for and be accepted into the Training Unemployment Insurance (TUI) program**
  - Must be eligible for unemployment insurance
  - Attend approved training full-time each week
  - Provide grades or a certificate of completion after each term
- Learn more by calling 1-800-436-6191 or our local offices

**CALL FOR ASSISTANCE**

541-734-7533

# Unemployment Insurance

If you lose your job, unemployment insurance (UI) benefits may replace part of your lost income.

- Up to six months of benefits may be paid; extensions may be available during COVID-19
- UI can be claimed even if you're working part time
- Access the online claim system through the [Oregon Employment Department website](#)
- [Learn about the CARES Act and COVID-19 at this OED website](#)



Other services that WorkSource provides

# **ADDITIONAL RESOURCES**

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# Career Coaching

Career Coaches help you to develop an individual employment plan outlining the necessary training and support to achieve your goals. These services are available virtually during COVID.

- Your Career Coach can:
  - Explain vocational training options, including scholarship processes and next steps
  - **Review resumes and cover letters**
  - Conduct mock interviews and provide feedback
  - Explore emotional intelligence and workplace issues
  - Inform you about resources, including clothing, shelter, food and medical services
  - Provide funding for supportive services for items like gas cards, tools, uniforms, and books
- Available by phone appointment M-F, 8-5, at WorkSource Rogue Valley offices

# Migrant Seasonal Farm Worker (MSFW)

- Provides a full range of employment services to farmworkers
- Vocational training and career opportunities
- Job search assistance
- Referral to supportive services or to organizations also serving farm workers
- Farmworker rights and labor law information
- Support from our MSFW representative
- Recruitment services to agricultural employers
- Assistance in filing workplace violations complaints



Bilingual Services Available. Contact Luis Rivas at 541.515.8079 | [luis.a.rivas@oregon.gov](mailto:luis.a.rivas@oregon.gov)

# Oregon Career Information System

The CIS website provides information on career and educational options so that you can explore career directions.

Visit [oregoncis.uoregon.edu](https://oregoncis.uoregon.edu) to:

- Access Career Assessments:
  - Tools that will help you match your desires, skills, values, and tasks you enjoy to various occupations
- Use the Educational Evaluator:
  - Matches your needs, interests, and desires to financial aid opportunities, colleges, apprenticeships, programs, and certificates

Explore the National Career Readiness Certificate practice tests

- Prepare for the NCRC by taking free practice tests using the account info below

Click on [oregoncis.uoregon.edu](https://oregoncis.uoregon.edu) (Use one of the logins below)

- Username = "OED Medford" and Password = "fog.horn"
- Username = "OED Grants Pass" and Password = "bison.herd"

# QualityInfo.org

[www.qualityinfo.org](http://www.qualityinfo.org) is Oregon's home for **Labor Market** information and can help you make informed decisions.

- Visit [www.qualityinfo.org](http://www.qualityinfo.org) to explore:
  - Occupation profiles including jobs, training, wages, growth, and openings
  - Business & Industry profiles
  - Economic indicators and unemployment rates
- Available on demand from any computer with internet access



# Rogue Careers



There are many industries you may not have thought about that have a shortage of workers and a willingness to train, or hire people with skills they've gained in other fields. Rogue Careers can help you find these jobs!

**Explore the possibilities - Follow your passion - Become a hero!**

Unsure of your career path? Try **Traitify** on the [Career Planning](#) page. **Traitify** is a quick **picture-based assessment** providing feedback on personality traits, preferences and possible career paths.



Interested in adding to or improving your abilities? Check out the [Calendar of Career Exploration Workshops](#). Many are free and we can help with tuition!

# SNAP TRAINING & EMPLOYMENT PROGRAM

If you receive food assistance from the Supplemental Nutrition Assistance Program (SNAP), you **may** be eligible for the **SNAP Training & Employment Program (STEP)**. If you are eligible, this program offers opportunities to work-ready individuals, providing funding for training, textbooks, transportation, work clothes, interview clothes and other vital items. If you are receiving TANF, you are eligible for the JOBS Program instead.

- To apply for SNAP, go here: <https://oregonhunger.org/apply-for-snap>
- If you already have SNAP, and want to enroll in STEP services, call our local offices
- Learn more about vocational training options here: <https://worksourceroque.org/job-seekers/training-opportunities/vocational-training-opportunities/>
- If you need food right now, find a food bank near you: <https://foodfinder.oregonfoodbank.org/>

CALL FOR ASSISTANCE

541-734-7533



# Social Media: Connect with us

Check out our Facebook and LinkedIn Accounts for:

- Important announcements
- Job listings
- Job search tips
- Training opportunities
- Job fairs and hiring events



*Click on the icons to visit our sites!*



**WorkSource Rogue Valley Grants Pass**



**WorkSource Rogue Valley Medford**



# Complaints and Grievances

If you have a concern or complaint, you may be able to resolve it by discussing it with WorkSource Rogue Valley staff or management. Contact the appropriate WorkSource Rogue Valley location below:

**WorkSource Rogue Valley – Medford**

**119 N. Oakdale**

**Medford, OR**

**(541) 734-7533 (Voice/TDD)**

**WorkSource Rogue Valley – Grants Pass**

**1569 NE “F” St.**

**Grants Pass, OR 97526**

**(541) 476-1187 (Voice/TDD)**

If your concern is not satisfactorily addressed by WorkSource Rogue Valley, you may file an official grievance by contacting:

**Rogue Workforce Partnership**

**37 North Central Ave.**

**Medford, OR 97501**

**(541) 842-2530**

# Thank You

Thanks for viewing this presentation. Please email your completed [My Career Checklist](#) to the Career Coach who completes your Welcome Conversation. And save a copy for yourself.

[CLICK HERE](#) to view the calendar of upcoming events.