Welcome to September Ecosystem Enrichment!

Introductions

- Name, Title, Organization
- Fall wardrobe must-haves

WHAT IS ECOSYSTEM ENRICHMENT?

Monthly professional development opportunity for workforce professionals – career coaches, business services representatives, training instructors, and more!

Information that helps connect a complex system of services so that jobseekers can get the support they need to find, obtain, and maintain quality employment – no matter where they start!

Broadly applicable workforce development skills/knowledge with local context

Join us each month for more, invite others you think are a good fit, and reach out if you have questions about previous or upcoming sessions

Housekeeping Items

The session is being recorded, the PowerPoint and other materials will be sent out after the session.

Please mute yourselves to make sure that speakers can be heard, and we do not experience feedback. No need to keep video on unless you want!

Feel free to share your own thoughts, reactions, and reflections to the topics as we go along. If time allows, we can move to participant questions, so please send those to me privately!

Key Dates for Voters

OCT 11

Deadline to Register to Vote

OCT 12

Early Voting Begins

OCT 27

Absentee Ballot Request cut-off

NOV 7

Early Voting Ends

NOV 8

Election Day
(mail-in ballots due by 6:00p)

The History

- The National Voter Registration Act of 1993 (NVRA) is a federal law designed to increase citizen's access to voter registration opportunities.

- DWD, in accordance with the NVRA, is designated as a voter registration agency. As a voter registration agency, DWD will offer voter registration services to persons applying for, recertifying, renewing, or changing an address related to assistance and/or services provided by the agency.

- Voter registration will be offered at all WorkOne locations.

Voter Registration

On each computer, there's a link to the Indiana voter portal website:

https://indianavoters.in.gov/

- Customers can access this link on the public computers

Ask each customer if they would like to register to vote or update their voter registration during their visit.

- If they would like to register, provide them with a copy of the DWD Voter Registration Information sheet (Attachment A)
  - Direct them to the link on one of the public access computers to register to vote or update their voter registration
- If they request a paper application, provide them with a printed application (VRG-7, Attachment B)
  - Ensure blue or black ink is used to fill out the application

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Voter Registration Paper Submission

The voter registration application must be separated at the perforated line located in the center of the voter registration form, complete the date, name, and residence address section in the bottom right corner and provide the top portion to the customer as a receipt.

Keep the bottom portion of the VRG-7 (this is the voter registration application) and place it in a secure location, as Personally Identifiable Information (PII) is contained in this part of the document.

All paper voter registration applications are mailed to the appropriate county voter registration office (see page 2 of the VRG-7 voter registration application, Attachment B). The lead in the office collects them and mails them the same day.

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Quick Quiz

All Statements below are True or False

1. WorkOne Staff can display political preference

2. WorkOne Staff are prohibited from influencing an applicant's political preference or party registration

3. The final date to register to vote in Indiana has passed.

4. WorkOne Staff can display party allegiance.

5. WorkOne Staff can require a registrant to mail their own application.

6. Applicants can receive services without registering to vote.

7. Service Providers can promote their personal political preferences/candidates when serving applicants.

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Questions?

References

- https://www.in.gov/dwd/files/activepolicies/2019-02-M_Voter_Registration_Change_1.pdf
- https://www.workforcegps.org/events/2022/03/31/17/56/Overview-Providing-Access-to-Voting-Through-the-American-Job-Center-Network
- https://www.naco.org/blog/department-labor-releases-guidance-provide-access-voting-through-american-job-center-network
- https://www.dol.gov/sites/dolgov/files/ETA/advisories/TEGL/2022/TEGL_08-21_acc.pdf

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Voter Registration

- https://www.eac.gov/voters/national-mail-voter-registration-form

- The National Mail Voter Registration Form can be used to register U.S. citizens to vote, to update registration information due to a change of name, make a change of address or to register with a political party.

- Form (and instructions) come in 21 languages

- Drop off or mail to:

Marion County Board of Voter Registration
City-County Building
200 E. Washington Street, #W-131
Indianapolis, IN 46204

Indiana Election Division
Office of the Secretary of State
Indiana Government Center South
302 W. Washington St., Room E-204
Indianapolis, IN 46204

indianavoters.in.gov

VOTE411.org

ID Requirements in Indiana

Must be a photo ID

Issued by the federal government or State of Indiana

- Not a student ID

ID must have the same name as your name in the voter registry

Includes an expiration date and either be current or have expired only since the last General Election (November 3, 2020)

Ways you can support voter engagement

01

Get informed

02

Help voters get registered or verify registration status

03

Share resources

04

Encourage early voting

Creating a voting plan

What time will you be voting?

Where are you voting?

Do you have a mail-in ballot or are your going to the polls?

How are you getting there?

Do you need to take off work or secure childcare?

Indiana requires voters to show a photo ID at the polls. What will you bring?

Writing Effective Case Notes

We Document for Our Team Members

▶ Part of your job duties

▶ Guided by your agency's documentation requirements

▶ Helps keep team members on the same page, especially if you are not available to provide an update in person

▶ Poor case notes cause confusion and potential lack of services to customers.

For our clients

▶ Providing a historical record of client's progress and action plans

▶ Sometimes case notes serve as documentation of factors affecting eligibility or other important information.

▶ Honoring the relationship we have with them, the lives that they are sharing with us

▶ Reflecting respect for our clients and the issues with which they are dealing

What should be included in a note?

- Your name
- Date of the note, date of the service
- Method of contact (email, phone call, video conference, face to face)
- Client name
- Purpose of meeting/visit
- Observations
- Topics discussed
- Progress towards goals
- Obstacles/challenges to progress
- Brief summary, include any next steps
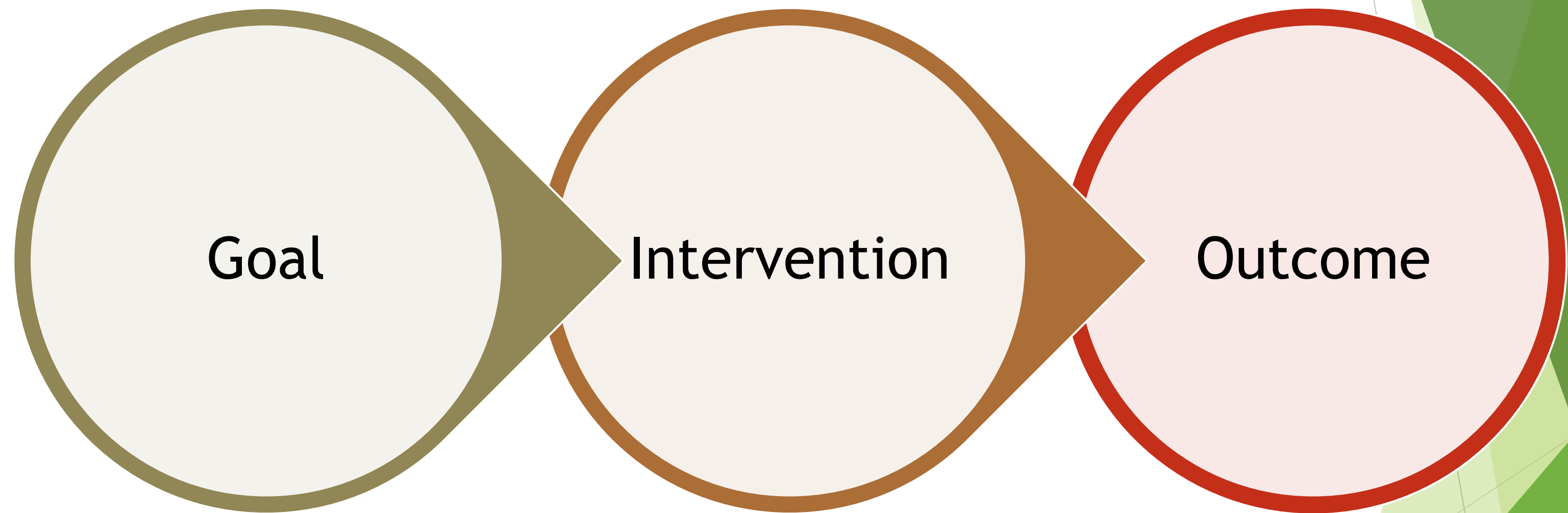
Tips

Be concise yet thorough

Simplify and retain factual information

Write about what actually happened

Plan for the case note to be a part of their Permanent Record

From: National Career Development Association

What to say?

Words to use

- Assisted
- Processed with
- Talked with
- Discussed alternatives
- Reviewed with
- Provided feedback
- Referred
- Encouraged client to

Words to avoid

- Irrational
- Overwhelmed
- Resistant
- Uncooperative
- Demanding
- Unfit

Frequency

Daily	Quick interactions like phone calls, texts, or emergencies.
Weekly	Review interactions and activities for the week. Daily items may be summarized in this note.
Monthly	Progress from the month either positive or negative.
Quarterly	Highlights of case activities for the previous quarter.
Initial	Highlight the conversation of an initial interview, orientation or assessment. This may be a lengthier Case Note.
Completion	Upon completion of activities and case is being closed out, recap the overall case compared to the initial Case Note.

Audience

Customer	Writing for customer follow-up and progress requires that the customer understand the actions required including due dates and specifics tasks.
Co-Workers	Regular, thorough Case Notes allow co-workers to pick up a case and know what happened or needs to happen.
Administration	Tell a story so that anyone who deals with a multitude of cases can track progress, or lack of progress, to determine how to position or re-position a customer as necessary.
Partner Organizations	Wholistic case management with multiple agencies or organizations involved will need to tell a story so that all partners know what the other is doing with or providing for a customer.
Funders	Grantors will want to see that monies are being expended with positive results.

Sample Case Note

Customer will be attending a 16-hour refresher course for Certified C.N.A.'s. The program is designed to increase skills and understanding related to end of life care and communication. Upon successful completion of the three day classes the customer will receive a certificate.

Sample Case Note

Individual has obtained verified gainful employment with Amazon as a Delivery Driver. His previous employment was $17.30/hr and his current wage obtained is $18/hr.

Sample Case Note

Customer, M. Smith stated that she has finished up all of her courses at Ivy Tech and will be emailing me copies of the certifications she has obtained since her last visit with me. In addition, she stated that her unemployment benefits have exhausted. She will be leaving town today, 05/09/10, for a few weeks, but upon her return she will take my advice and register with staffing agencies and come in for resume assistance/ critiquing.

Protecting Privacy

▶ Legal information

▶ Substance Abuse

▶ Domestic Violence

▶ Health (Physical, Mental, Behavioral)

Time Management

- Schedule "case notes" time on your weekly calendar (datebook, phone or computer)

- If possible, pick a time that's best for you

- Block out enough time on your calendar during the week to complete the number of notes you need to write

Setting Goals for yourself

▶ How many case notes do you need to write (to catch up, to stay current each week)?

▶ How many notes can you write in an hour?

▶ How many hours do you need to complete your notes each week?

▶ How much time realistically devote to writing notes in one sitting? (one hour at a time, more?)

▶ Boundaries, boundaries, boundaries

Wrap-Up

Next Session: October 27th

Register Here

Are you a new career coach, navigator, or case manager looking for resources?

Are you a seasoned professional with resources to share?

Check out the Resource Library where you can access & request materials to help as you serve jobseekers