

Clues to Customers in need of Employment Counseling

I. Clues at Reception or Orientation

- A. The Job Seeker requests training for **another/different** occupation.
- B. The Job Seeker requests aptitude, interest or other testing.

II. Clues from the Application or Computer record

- A. Job Seekers who have been active in placement status for long periods of time, or who have received service frequently without placement success, (labor market conditions must be considered to make the distinction between the need for intensive placement efforts & the need for counseling services).
- B. Job Seekers referred many times without finding a job.
- C. Job Seekers who have received service frequently but who have not been referred, e.g. they have high salary expectations or travel restrictions or other barriers (when the Job Seeker needs prevailing wage or UI information, the services of a counselor are not necessary).
- D. Job Seekers in surplus occupations who have been referred to other kinds of jobs without success
- E. Job Seekers who worked in industries where there has been a dramatic decline in job openings or major changes in work processes
- F. Job Seekers who have been placed frequently in permanent jobs who are then unable to hold the job and return to the One Stop for additional help
- G. Job Seekers whose disability may limit job opportunities in their current occupational classification

III. Clues from the Interview or Group session

A. Problems of Job Change

- 1. A Job Seeker in a surplus occupation who is interested in a job or other occupational change
- 2. A Job Seeker has medical limitations which force an occupational change.
- 3. A Job Seeker who, because of age, is having difficulty finding a FT job in his/her regular line of work or in finding a FT job in another field.

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4. While employed, the Job Seeker has taken additional training suitable for work in another field and/or at a higher level.
5. The Job Seeker is dissatisfied with the job for which s/he has received training.
6. The Job Seeker is training in a job for which there appears to be no permanent opportunities.
7. The Job Seeker has been unsuccessful in his/her occupation and because of incompetence has frequently lost jobs.
8. The Job Seeker with a criminal conviction which is a barrier to returning to his/her **regular** line of work

B. Problems of Choice

1. The Job Seeker has limited or no work experience and has not made a vocational choice.
2. The Job Seeker has no obvious interest, ability or training that can be put to use for placement, or the Job Seeker doesn't recognize his/her abilities and interests.
3. The Job Seeker is interested in jobs for which s/he is not prepared, or for which there are no openings.

C. Problems of Adjustment

1. The Job Seeker is unable to adjust to working conditions, e.g., time pressure, routines, etc.
2. The Job Seeker has poor work habits which interfere with his/her getting and holding a job, e.g., lateness
3. The Job Seeker is unable to get along with co-workers and/or supervisors
4. A "dislocated worker" who is having difficulty keeping jobs because s/he is unable to demonstrate the flexibility and work style required in new work environments