

CWP Policy/ Procedure

Topic: One-Stop Centers Workshop Scheduling Protocol - Replaces 01/2003

Number: 07-03

Effective Date: 11/1/2007; Update 4/1/2010

Applies to: One-Stop Partner and Contractor Staff

Approved By: CWP Chief Operating Officer

Definitions: CTWBS is the on-line One-Stop management system implemented by the State of Connecticut July 1, 2003

Other Policy references: None



Background

This procedure has been developed cooperatively by CWP, CTDOL, and the North Central One-Stop contractors for the purpose of identifying the roles of respective partner staff in managing the process of scheduling workshops and events within the North Central region's One-Stop Centers.

Rooms

A designated agency and/or staff person will manage each of the rooms listed in CTWBS. These are:

Any One-Stop Partner who wishes to schedule an activity (workshop, meeting, business recruitment session, etc.) in a room managed by another partner shall contact that partner to confirm room availability and receive authorization to book the room for the specific day and time requested. It is the responsibility of the partner making the request to actually schedule the activity on CTWBS.

Hartford CTWorks:

Library Conference Room, Room 2A, Room 2B:

Lori Eliot, CTDOL

Assessment Room:

Jerry Santostefano, KRA

Bloomfield Room, Granby Room,

Windsor Room, Computer Lab:

Enfield CTWorks:

Rooms A 115, B 112 (*Computer Lab*), C 105:

Lorna McLeod, CTDOL.

New Britain CTWorks:

New Britain CTWorks DOL, 260 Lafayette St: 1st Floor

Lg Conference Rm., Small Rm., CC Training Rm:

Sandy Mello, CTDOL

CTWorks New Britain –One Stop, 1 Grove Place: 5th Floor

Computer Lab, Room A, Room B:

Denise Pastore, KRA

Manchester CTWorks:

Conference Room, LL Conference Room:

Mary Hennessey (*coordinates with VRABE*)

Master Calendar

Representatives of each partner agency will develop a master calendar for each room at each CTWorks facility that shows the days and times of regularly scheduled mandatory and on-going workshops occupy the rooms. The master calendar will be disseminated to all partners to assist them to identify days and times that may be available for intermittent activities and meetings.

Workshop Names

A large number of workshops have been defined in CTWBS. Wherever possible existing workshop names should be used in CTWBS. If a new workshop is created, partners should consult to ensure that the name and definition are as useful and generic as possible for the purpose of keeping the list of North Central workshops manageable. **All Hartford CTDOL workshops are designated “Hartford” followed by the workshop title.**

In addition to workshops and activities available to One-Stop customers, there is a workshop named “Private Meeting”. This should be selected when a staff activity, such as a meeting or staff training session, is scheduled. A description of the meeting should be entered into the Comments area of the Workshop Scheduler. *(Note: CTDOL in Hartford uses “Hartford DOL Private Meeting” for all staff activity.)*

Regularly Scheduled and Mandated Activities

Activities that are mandated and that occur on a regular basis shall be scheduled a minimum of two months in advance by the provider of the activity. These include JFES Orientation and Plan Review, JFES Job Search sessions provided by job development contractors and CTDOL, WIA Orientations, WIA/JFES Assessments, and ERS sessions. These activities have priority over other workshops, meetings, and other group activities. The schedule should be completed in CTWBS no later than the 10th of the month preceding the two month period. For example, all of the mandated activities for September and October should be scheduled in CTWBS by August 10. The mandated activities for October and November should be scheduled in CTWBS by September 10, and so forth.

Ongoing Core and Enhanced Core Workshops

Regularly scheduled core workshops currently include: Beginning Computer Training, Health Careers Orientation, Breaking into the High-Tech Workforce, and Online Training. Core services contractor staff are responsible for scheduling these workshops into CTWBS, recording attendance, and for placing them on the monthly calendar. The schedules for these workshops should be submitted to Stephanie Frisch of the core services team by the 10th of each month (1-month in advance) to ensure timely CTWBS entry and publication on the monthly CTWorks Calendar.

Intermittent Workshops

One-Stop partners may coordinate the provision of workshops by various guests to CTWorks, such as employers conducting recruitments, CONNTAC, Literacy Volunteers, and Care 4 Kids. These workshops are scheduled into CTWBS by the coordinating partner, which is also responsible for recording attendance. All workshop requests will be accommodated as the schedule allows, but scheduling should be done 45 days in advance whenever possible to ensure room availability and adequate time to promote the workshop and to register customers to attend. The schedule of these workshops should be submitted to core services staff by the 5th of the month for publication on the next monthly CTWorks Calendar; workshops submitted after the 5th may be excluded from the published calendar.

Meetings and Staff Training

The host of a meeting or staff training is responsible for scheduling the activity in CTWBS. The host should consult both the master calendar and the designated manager of the room to identify an available room, day and time for the meeting. A private meeting with a capacity of 1 participant must be created in CTWBS in order to book the room. .

Roster Management

Any staff person can add a customer to the roster of a workshop. This will be done primarily by core services staff, case managers and CTDOL staff. Staff are responsible for viewing the details of the workshop to ensure that it is appropriate for the customer. In general, customers should not be scheduled for workshops more than one month in advance to minimize no-shows.

In cases where a workshop is cancelled or changed, the One-Stop partner staff providing the workshop must notify the customers on the workshop roster. If the provider is not a One-Stop partner, the workshop provider must notify core services staff or the coordinating partner who will notify customers on the roster.

One-Stop contractors and CTDOL staff are responsible for recording attendance on CTWBS. Generally, the entity providing or coordinating the workshop will record attendance; core services staff record attendance for enhanced core workshops. Training in this function will be provided by the WIB as needed.

One-Stop Calendar

The Core Services contractor compiles a master calendar of workshops offered by CWP contractors and guests. This calendar is submitted to DOL staff by the **10th** of the month for publication on the CTDOL website, and to the CWP Communications & Marketing Director for publication on the CWP website.