

Intake and Orientation Script

South Dakota Department of Labor and Regulation

Below is the script used to [record this video](#).

Hello! Welcome to the South Dakota Department of Labor and Regulation! Our mission is to help job seekers like you gain access to employment, education, and training opportunities that will help you succeed in the workplace. DLR has sixteen Job Service offices throughout South Dakota. Each office is staffed with trained professionals ready to help prepare you for productive employment.

Before starting your journey with DLR, there are a few steps to complete before meeting with DLR staff. This allows us to better meet your needs and make the most of the time we have together. Everyone looking for help from DLR must have an SDWORKS account and sign three forms. Let's start with an introduction to SDWORKS. Then, we will briefly go over some of the forms you will fill out and see what each of these forms mean for you.

You can find the SDWORKS website by typing "southdakotaworks.org" into your browser's search bar. From here, click on "Not Registered Yet". If you are using a mobile device and don't see this option, select "Sign In". Next, select "Individual". The registration takes approximately 14 minutes, so please answer each question honestly and to the best of your abilities. Additionally, please write down your username and password so you don't lose them. If you do lose your username and password, please contact your closest Job Service Office. Lastly, if you are experiencing any difficulties with creating your account, please reach out to your closest Job Service Office. They will be able to provide you technical assistance with this matter.

Release of Information ([Form 1](#))

Now, let's look at the three forms mentioned earlier: **Form 1, the Release of Information**. DLR respects your privacy. The information you share is confidential, unless you provide authorization for us to release it through this form. This exchange of information allows DLR to connect with resources to benefit you and your time in our programs.

As we move forward with your goals, it is likely we will need to talk to people on your behalf. Refusal on some of these sections can greatly hinder our ability to assist you. Examples of this exchange of information may include speaking to educational institutions, referring you to additional service agencies, or even reaching out to employers to recruit you for a job. Let's look at each of these sections separately, so you understand what your consent means when you sign this form.

Section 1 allows DLR to request information from individuals and organizations that are essential to your goals. Section 2 allows DLR to provide official information to targeted employers, providers, and cooperating government agencies that can offer services to you. *Without these two sections signed*, DLR cannot connect you to other service agencies or provide financial services you may be eligible for.

Section 3 allows us to provide your resume or application information to potential employers. If not signed, we would be unable to send resumes and job referrals to employers that interest you.

Section 4 allows DLR to release information to specific people of your choice. This might be a close friend, a member of the family, etc., who you would want to receive information about your progress through DLR programs. This is optional and won't limit our ability to provide you services.

The last section allows DLR to use your name, photo, and any other related information regarding program participation for the purpose of promoting our programs through press releases, publications, social media, etc. It is also an optional section and won't prevent DLR from providing services. It allows DLR to spread the word about the opportunities we have to other people in need of our help. It also allows us to highlight the successes you find during your time with us.

The first three sections are critical to provide authorization that allows DLR to serve you without any barriers to our service delivery. If you decline authorizations to all these sections, you would check this box. If you change your mind, we can always update this form later.

DLR asks that you print, date, provide your age, and sign your name. If you are under the age of 18, your parent or guardian must also sign this form before you can receive financial services.

Equal Employment Opportunity Law ([Form 2](#))

Let's move on to Form 2. Form 2 houses the Equal Employment Opportunity law. This form states that DLR cannot discriminate against anyone based on their race, color, creed, religion, age, sex, ancestry, political affiliation or belief, national origin, or disability. Additionally, no discrimination is allowed against a program beneficiary on the basis of citizenship/status as a lawfully admitted immigrant authorized to work in the United States. Lastly, the form also provides a process on what you should do if you feel like you have been discriminated against while participating in a DLR financially assisted activity.

You will note that there is an additional signature line on Form 2 that starts off with "DLR Staff (Print)". Please leave this signature line blank, as this will need to be filled out by the DLR staff member who is assigned to help you. Consider the signing of this form as an understanding of each other: you understand your rights and processes if you feel these rights are violated and the DLR staff member understands their responsibilities during your time with us.

One-Stop Services ([Form 3](#))

Lastly, Form 3 showcases all the services and opportunities DLR offers or services offered through our partners, which we can refer you to. Imagine that this form is a menu and you can request whatever interests you from the server, who is your DLR Specialist. Each service has its own flavor: some require eligibility determination, and some are offered through workforce partner programs outside of DLR. Please look through this services menu and order as you see fit for your situation. If you communicate your interest in one of these services to your DLR Specialist, this service will be part of the conversation as you move forward with your goals in DLR.

Form 3.2 is our way of getting the word out all the opportunities available through DLR One-Stop Programs and Services.

Each box in the left column contains the name of a service corresponding to a box on the right that has a short description of the service. Right now you are participating in the first service listed, *orientation to the One Stop System*.

I'm going to go through some of our more popular services. If anything I cover here today or anything you notice on your copy of form 3 is of interest to you please let your DLR specialist know.

These few services are available to all job seekers.

WorkKeys Curriculum

Assess and improve your skills in problem solving, critical thinking, reading and using work-related text, mathematical reasoning, locating, synthesizing, and applying information presented graphically and more through the WorkKeys Curriculum.

Career Insite/My Next Move

Not sure which career is right for you? Help yourself decide which kinds of careers to explore. Assess your interests and see how they relate to the world of work using Career Insite or My Next Move.

Reality Check

Learn more about which occupations can support the lifestyle you want. Compare a potential wage against the expenses you are likely to incur using Reality Check. Don't know how much money you will need to earn in the future? No problem, take this short assessment and get a good idea of what you will need to make.

Job Applications/Resume

The Job Application and Resume will be your first chances to make an impression with a potential employer. Before applying for the job you want give us a chance to review your application and resume with you, don't have a resume? No problem, our staff is happy to help you create a polished resume.

Job Search

Gain access to thousands of Job listings on southdakotaworks.org on your own or work with a DLR Specialist who can help you find a job that fits your unique situation and needs.

Job Search Assistance Program (JSAP)

A great place to start. Our Job Search Assistance program is a training available in person or virtually and is designed to help you build your skills in self-assessment, conducting a job search, applying for jobs, writing resumes, job interviews, and retaining a job. Talk to your DLR specialist about signing up for this training.

Business Connections and Job Referrals

DLR works directly with hundreds of employers throughout the state. Take advantage of our connections when looking for a job!

For those eligible the following services may also be available:

Teknimedia

Teknimedia can help you increase your computer skills through a variety of self paced digital courses as basic as using a mouse, exploring the web, email basics, to Excel spreadsheet training, creating Power Point presentations and more!

Labor Market Information Analysis

Learn more about in-demand industry sectors and occupations, as well as, current and projected job openings available in your community and across the state to ensure you are making wise decision about your future career. Get more information about wages and benefits to offer you leverage when negotiating a job offer.

Case Management

Case management is the cornerstone of our workforce programs. Individuals who register for our programs may to receive one on one assistance in reaching their career goal. Your case manager can offer or connect you with any of the services mentioned here today. Let us know your needs and we will do what we can to find resources to assist. We are ready to help advocate for your success.

Employment Plan Development

This can be either formal or informal, developing an employment plan with your case manager can help you clearly identify your career goals, and list all the steps you'll need to take to get there. Employment plans grow with you as you increase your skills and start realizing your goals.

Support Services

For those who qualify for assistance, a support service can help you overcome some of the unexpected hurdles life throughs your way. DLR offers financial assistance on a case by case basis to help our participants reach their goals successfully. DLR may be able to provide short term financial assistance for things like books and supplies for training, dependent care, work attire, transportation, medical appointments, and counseling.

Mock Interview

In general to get the job, you will need to have an interview. To ensure you are ready for your next job interview consider working with us to schedule a mock interview. The mock interview can help you prepare answers to some of the most commonly asked interview questions as well as questions specific to an occupation.

Job Shadow

If you have a job you think you may be interested in, but are not sure. We can connect you with a job shadow or informational interview with someone in the industry. This allows you to gain insight into their day-to-day activities, work environment, educational needs, etc. This is also a great way to build your network.

Work Experience

Allows you to gain experience and references by working in an occupation that interests you while DLR pays the wages.

Financial Literacy

Regardless of your financial situation or knowledge, there is always something to learn by taking a financial literacy class. DLR partners with various agencies to offer this service to our customer.

WorkKeys Assessments

Earn a National Career Readiness Certificate (NCRC) to verify your skill set for the workplace.

I also want you to know about a few of our partners and their services:

Training

DLR offers on-the-job training with an employer where DLR reimburses the employer for part of your wages during a training period. This is a great way to get your foot-in-the-door and land the job you want.

For individuals interested in classroom training, tuition assistance may be available for select approved training programs.

DLR is also familiar with Registered Apprenticeship opportunities across the state and can often assist with associated costs.

Adult Education

Adult Education providers across the state offer GED preparation assistance, English as a Second Language, skills training, and career readiness courses. Classes are driven by the needs of students.

Vocational Rehabilitation

Vocational Rehabilitation offers job exploration counseling, post-secondary education counseling, and other services to assist individuals with disabilities prepare for and obtain employment.

Housing and Urban Development

Housing and Urban Development, better known as HUD, offers assistance to individuals with housing needs.

Job Corps

Job Corps is a residential career training program located in Nemo, SD and is available to young adults ages 16-24. Students can complete their high school education, attend occupational classroom training, and gain hands-

on employment experience in a field of their choice. Upon completion, Job Corps also assist with a student's transition to employment.

Career and Technical Education Services

These services are offered through the school system and technical colleges in South Dakota. Technical skills, academic skill, and employability skills assist a student in preparing for success in post-secondary education and the workforce.

While DLR has services for everyone, we also offer or partner with programs specific for individuals who have lost their jobs due to foreign competition, those looking for employment in SD, older individuals, farmworkers, individuals receiving public assistance, those receiving reemployment assistance, Native Americans, Veterans, and more.

DLR is here to help you succeed. If you are interested in any of these services you heard, please let your DLR Specialist know.

WIOA Manual

If you are meeting with your case manager in the office for your first appointment and are not able to complete these forms prior to this meeting, please notify the staff member that you are meeting with. If the meeting is going to happen virtually, we will need your help to sign these forms. One option is to print off these forms, sign them, and scan them for emailing to your case manager or uploading into your SDWORKS account. Another way to sign these forms is through the Adobe app. Here's a quick demonstration on how to do a virtual signature.

On your phone or other applicable device, you will want to download the Adobe Acrobat app from the App store. You will be able to create a free account, since you do not need a premium account to sign documents. Next, go to DLR's main website: dlr.sd.gov. This website is full of information regarding all of the different programs we have available and the different divisions that compromise within DLR. Click on "Workforce Services for Individuals". Scroll down and select "Workforce Innovation & Opportunity Act". Next, select the [WIOA manual](#) and select "[Section 10- Forms](#)". You will want to review Form 3.2, which has the list of DLR and partner services, before you select "1-3 Wagner-Peyser Intake Packet". This version of the forms has fillable fields and is intended for virtual signature. Open a .pdf form in Safari (iphone) or web browser on your smart phone and tap the screen for the share icon. Click the share icon and select the Acrobat app.

Select "Fill and Sign" and the form will open in the Acrobat app. Complete the fillable fields in the form (light blue). To sign or initial, tap the pen icon in the bottom right of the screen. If this is your first-time signing a .pdf in this app: you will need to add signatures to your profile. Click "create signature," draw your signature with your finger and click "Done". Tap anywhere on the screen the place the signature, then move and re-size by using your fingers directly on the screen. When the forms are complete, click the "Share" icon on the top right. On the next screen, elect "share a copy" in the bottom left. Select the Mail app. Put the email address of the person or inbox you want to receive the copy in the To: line . Hit send and you're done!

The instructions for how to sign and submit forms from a mobile device are also right above the forms you will need to sign virtually.

All virtual appointments DLR conducts will be through Microsoft Teams. If you have any questions about what to do on your end for a Microsoft Teams meeting, you can find the instructions on the Job Service Offices page on dlr.sd.gov. It shows you how to accept the meeting from your phone or computer if you don't already have Microsoft Teams.

Thank you for your interest in our services. On behalf of DLR, we are so excited to have you work with us and we can't wait for you to get started! Going forward with your scheduled DLR appointment, we ask you read those forms, fill them out if possible, and register in SDWORKS. We look forward to seeing you soon!