

RIVERS EAST ONLINE & ASSISTIVE TECHNOLOGIES TOOLS

GENERAL INSTRUCTIONS

Updated June 2023

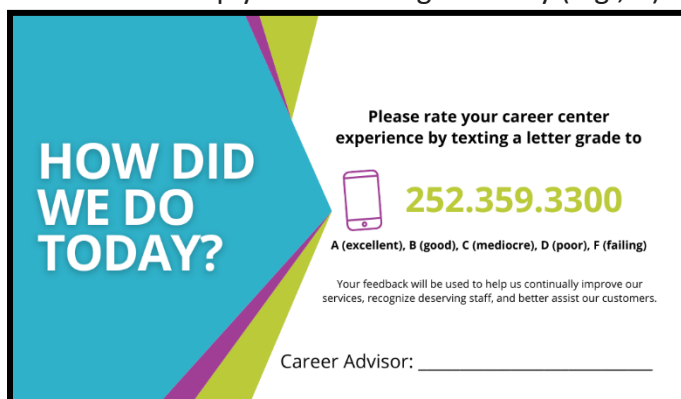
- I. **Assistive Technologies** are available at each career center to individuals with hearing, visual, mobility and/or other impairments to enable better access to services. All staff is required to become proficient at using this equipment.
- a. C-Pen Exam Reader - *"is a robust, pocket-sized reading pen. No special access arrangements required. This pen is ideal for hearing words and lines of text read aloud; great for students with dyslexia, reading difficulties and English as a second language; designed to support use with headphones."*; Quick Start Download [HERE](#); video link [HERE](#).
 - b. Livescribe Echo Smartpen - *"Let the Livescribe Echo Smartpen do all the work for you. This intuitive pen allows you to record over 200 hours of audio and capture thousands of pages of notes. When you're done, simply plug your pen into your PC and review your notes and listen back to your recorded audio."*; User Guide Download [HERE](#); video link [HERE](#); how to set up pen can be found at [HERE](#).
 - c. PenFriend 3 - *This device is great for people with vision loss. The PenFriend 3 can create custom labels for various items like NCWorks documents, for example. Use the simple to operate, pen shaped device to create the label, and then whenever you bring the pen close it, you will automatically hear the voice label that you've given it*; Instruction Manual Download [HERE](#); video link [HERE](#).
 - d. PocketTalker - *is an out-of-the-box hearing assistance solution that helps customers stay connected and involved by amplifying sounds and voices - all at a fraction of the cost of hearing aids. This device can be used with the customer's hearing aids, headphones or ear buds*; Quick Start Download [HERE](#); video link [HERE](#).
 - e. RollerMouse Red Plus - *When you're using the RollerMouse Red Series, you will experience the full ergonomic benefits that come from using a central pointing device. You'll stop reaching for the mouse, saving time and strain on your forearms, elbows, and shoulders. RollerMouse also will allow you to eliminate gripping, which can cause strain and pain in the hand*; Product Manual Download [HERE](#); video link [HERE](#).
- II. **Constant Contact** messaging is used to ensure that all center staff receives information that affects them and/or their customers, including local hiring events, new programs, program changes, policies, lessons learned tips, required 2nd Friday Training and other workshops, and the list goes on. Be sure to watch for this messaging through the Rivers East WDB's *Inside News & Updates That Affect You!*
- If you are not receiving WDB's *Inside News & Updates That Affect You!* please check your junk mail, locate the email, and add to safe sender's list.
- III. **Guidance & Direction for Jobseekers, aka GADJ**, was developed to aid frontline staff who provide career counseling. A thorough career counseling process is a continuous cycle of assessing self, exploring options, developing skills, marketing self, and performing job skills. This manual provides

necessary components for comprehensive career guidance, with each component divided by age-appropriate strategies and available resources to advance opportunities.

- a. GADJ is written in a “lesson plan” format for ease of delivery. Currently there are 29 lesson plans.
- b. GADJ can found at:
<http://riverseastwdb.org/staff-resources/guidance-direction-for-job-seekers/>

IV. **Text Request** is SMS Text Messaging Platform where the customer initiates messaging by texting keyword to request specific service. The career advisor can then engage the customers through a text messaging dashboard on their computer.

- a. Is used for customer engagement, promoting hiring and training events, providing appointment reminders (e.g., RESEA)
- b. Administrators – Rivers East Workforce Development Board staff
- c. Career Advisors serve as customer service reps; duties include:
 - Engage customers
 - “Resolve” conversation
 - Tag conversations
 - Update phone number with customer name
 - Send appointment reminders
- d. Text-only numbers:
 - Beaufort Text Number (252) 494-9627
 - Hertford Text Number (252) 506-8781
 - Martin/Bertie Text Number (252) 618-0606
 - Pitt Text Number (252) 549-4545
- e. Customer Service Feedback Initiative invites customers to rate their career center experience through a letter grade, provides feedback, and enables management to quickly address issues related to D/F ratings
 - CSFI Text Number is (252) 359-3300
 - Share the graphic below with your customers: “We strive to meet every customer’s expectation and provide outstanding customer service. How did we do in assisting you? Please reply with a later grade only (e.g., A). Thank you!”



V. **NENC Career Pathways** is a partnership between Education, Workforce, Industry and Community Partners across 20 counties in Northeastern NC focused on high-demand careers which pay sustainable wages.

- a. We have 4 pathways certified by the NCWorks Commission: Health Care, Advanced Manufacturing, Business Support Services (includes IT and Transportation) and Agriscience/Biotechnology.
- b. The website holds information and resources around the 4 pathways, as well as recaps of meetings and events: <https://nencpathways.org/>
- c. Sign up for the monthly newsletter [here](#) - you can also submit events and activities you are hosting/participating in to be included and shared in the newsletter which reaches about 400 people across the prosperity zone and state each month.
- d. Follow us on social media:

Facebook: <https://www.facebook.com/nencpathways/>

Instagram: <https://www.instagram.com/nenccareerpathways/>

Twitter: <https://twitter.com/NENCPathways>

LinkedIn: <https://www.linkedin.com/company/nenc-career-pathways/>



The poster features a blue header with the text "No more than get a job...." in a script font and "Find your pathway to a GREAT CAREER!" in a bold sans-serif font. Below the header, four career pathways are listed with icons: Advanced Manufacturing (gears), Business Support Services (bar chart), Health Care (caduceus), and Agriscience/Biotechnology (seedling). A central box states: "NCWorks Career Advisors can help you get started in one of these IN DEMAND CAREERS in Northeastern North Carolina". At the bottom, a green box provides the website www.nencpathways.org and the NCWorks website www.ncworks.org. Logos for Turning Point, NCWorks, RiversEast, CTE, and NC Community Colleges are at the bottom, along with a small NC Career Pathways logo. A footer note reads: "Equal opportunity employer/program. Auxiliary aids and services available upon request to individuals with disabilities."

VI. **NCCareers.org** is a free website available to people across North Carolina. Job Seekers can use their NCWorks or CFNC login credentials to maintain a profile on the website.

- a. **Interest Finder** - There is a short and a long version of this career interest quiz which is based on Holland Codes. Results can be printed and will be saved if the job seeker is logged in. They may also choose to "explore matching occupations." Similar tools found on the website include Skills Matcher, Work Values Sorter and Career Cluster Match. All can be beneficial in helping someone discover their path.
- b. **Reality Check** is another highly recommended tool. There is GADJ [lesson plan](#) on this activity.
- c. There are other activities and information included on this website, including the "explore occupations" section which can be really beneficial for job seekers who are deciding on a career path.
- d. They have also developed lesson plans around many of the activities on the website, geared towards different age groups. You can find those under [Educator Resources](#). You can find digital copies of STAR jobs pamphlets, career cluster guides and more under [Printables & Tools](#).

VII. **Made In...** is a marketing package focused on live, work and play in each of our counties. The package includes a website, social media, retractable banners, flyers, posters, brochures and videos created to highlight manufacturing in the specific county. These items will be utilized by schools, colleges, Economic Developers, Chambers of Commerce, NCWorks, REWDB and others. Integrating this knowledge into your work will be helpful for job seekers who are interested in pursuing careers in manufacturing. This was funded through Golden Leaf Foundation.

- a. madeinbeaufortcounty.com
- b. madeinpittcounty.com
- c. madeinmartincounty.com
- d. madeinbertiecounty.com
- e. madeinhertfordcounty.com
- f. Related videos can be found here: <https://www.youtube.com/@madeinenc/videos>
- g. Example roadmap flyer for Beaufort County below:

