

Serving Customers with Conviction Histories

Course Description:	This interactive session provides information and resources to effectively identify and provide assistance, services, resources and referrals to customers with conviction histories.
Duration:	4 hours
Audience:	WorkSource, state and partner agency staff and community organization staff who work with the population.
Objectives:	<ul style="list-style-type: none">• Identify how customers with conviction histories can overcome barriers in their reemployment efforts.• Identify and provide appropriate tools and resources to assist customers including:<ul style="list-style-type: none">○ Washington State Bonding Program○ Work Opportunity Tax Credit (WOTC)○ Websites○ Other community resources• Coach customers on how to respond to questions about convictions.
Authorization:	Administrators and supervisors manage employee registration, travel arrangements, and work schedules.
Prerequisites:	None
Refreshments/Meals:	On your own
Special Needs:	Notify us at ESD GP ECDD Training Academy if you need an accommodation.
Registration:	E-Train
Class Size:	Class limited to no more than 15 participants. WorkSource session attendance is determined by each site.
Schedule:	ECDD Training Calendar Additional classes may be scheduled upon request.