Virtual Services Portal

Imagine a system that can increase its' capacity to serve customers of all backgrounds and skill levels, while preserving resources to decrease barriers to employment.

VSP has been designed to provide valuable services remotely…

It saves money and reduces the amount of time needed to perform administrative tasks, while tracking customer activities for reporting purposes.

“…in our increasingly technology-led world, no industry, no company and no government, even, is immune from the effects of change”

John Sviokla,
PwC business leader for strategy and innovation

Choose the options you want

Hub and spoke design allows customers to choose which components to include in a custom-built VSP package.

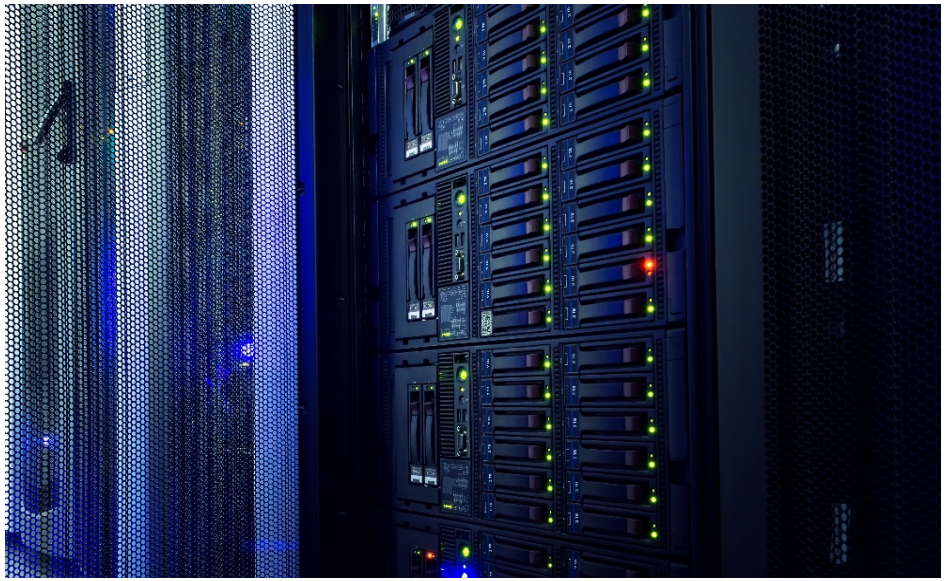
Data Warehouse

Capture and record attendance and activities for reporting purposes.

Communicate with your staff and customers

Data Warehouse

The data warehouse collects and compiles information for reporting purposes and facilitates communication.



Virtual Meetings

Integrated platform facilitates remote meetings and interviews

Text and e-mail

Save front line staff time, make follow-up easy

Capture and Report Data

Detailed activity and attendance reports at your fingertips

Information Storage

Customers can upload files and images to their profile

Data Warehouse

The data warehouse collects and compiles information for reporting purposes and facilitates communication.

VSP Supports Compliance

Detailed reporting allows you to easily track services provided to ensure that your organization and your customers remain in compliance with TANF, WIOA, or other programs.

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Expand Your Reach

Interview customers who are unable to travel to your site remotely. Use this technology to facilitate staff meetings, business services, interviews, and more!

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Reduce Administrative Time

VSP can be pre-programmed to conduct customer outreach ahead of time, then report back results once the assignment is complete. Send messages via text, SMS, and e-mail.

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Information Storage

Keep track of resumes and other important documents. Save time by allowing customers to upload required documents, capture placements by allowing customers to photograph and upload pay stubs.

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Integrated platform facilitates remote meetings and interviews

Text and e-mail

Save front line staff time, make follow-up easy

Capture and Report Data

Detailed activity and attendance reports at your fingertips

Information Storage

Customers can upload files and images securely

Learn

Interactive and engaging e-learning provides meaningful remote services to job seekers, partner agencies, and business customers

Learn

E-Learning Courses

Full Library

VSP's Learning module comes with a full catalog of training available with a focus on job search skills, soft skills, and technology… or you can have custom coursework developed.

Learn

E-Learning Courses

Gamification principles are used to support content absorption, engagement, and motivation. Games utilize visual cues and immediate feedback to help learners understand content and monitor their own progress.

Learn

E-Learning Courses

Differentiated

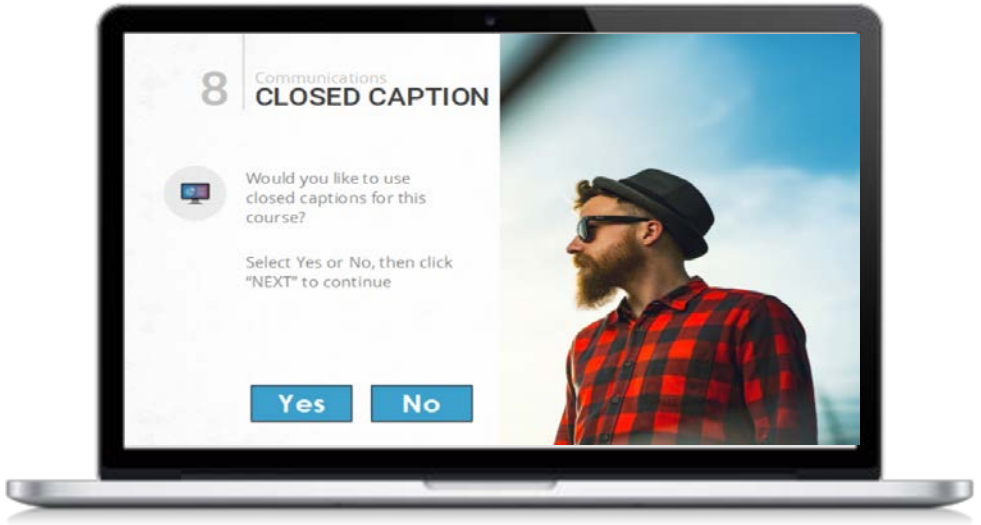
Differentiation is used to ensure course content reaches all learners. Three learning paths are developed for each workshop; learner is placed on the appropriate learning path through pre-assessment.

Learn

E-Learning Courses

Much more!

Coursework includes certificates of completion, peer-to-peer learning, Section 508 compliance, as well as a customizable video library.



Learn

Robust Learning Library

Resume Writing

Identify the correct format then learn to write an effective resume.

Interview Skills

Prepare to tackle employer expectations for a great interview

Communication

Learn to listen, understand, and speak effectively

Social Media

Learn how employer use social media to find and research candidates

Planning

Learn how to plan and build both short and long term goals and road maps

Career Exploration

Identify jobs that best match interests, skills, and abilities

Labor Market

Understand labor market data and how it impacts careers

Skills

Identify your skills and recognize transferable skills to gain employment

Time Management

Prioritizing, planning, and organizing to maximize productivity

Problem Solving

Decision Making

Conflict Resolution

Negotiating a Better Job Offer

Online Job Applications

Job Scams

Finding Remote Jobs

Entrepreneurship

…and many more!

Network

Make connections with job seekers, center staff, coaches, and more!

Network

Build On-line Communities

Developed in response to focus group input, facilitate communication between your participants by providing space where learners can build public profiles, ask questions, share information, engage in peer-to-peer learning, and get to know one another.

- Peer-to-peer learning
- Social media interface
- Students as expert
- Messaging and email

Map

Do you know how all of the social services resources in your community intersect?

Map

Asset Mapping

- Geographic Maps
- User Friendly Asset Inventory
- Analytical Reports
- Facilitation and Technical Assistance

Do you know how all of the social services resources in your community intersect?

PCG's proven asset mapping and environmental scanning processes allow Workforce Development Boards and social service agencies to identify opportunities for greater alignment and resource leveraging across their local systems.

At the start of each engagement, our team creates a comprehensive inventory of services, programs, outreach efforts, and other assets available in a given region. We collaborate with our agency client to identify and define the "assets" that will be catalogued in the inventory.

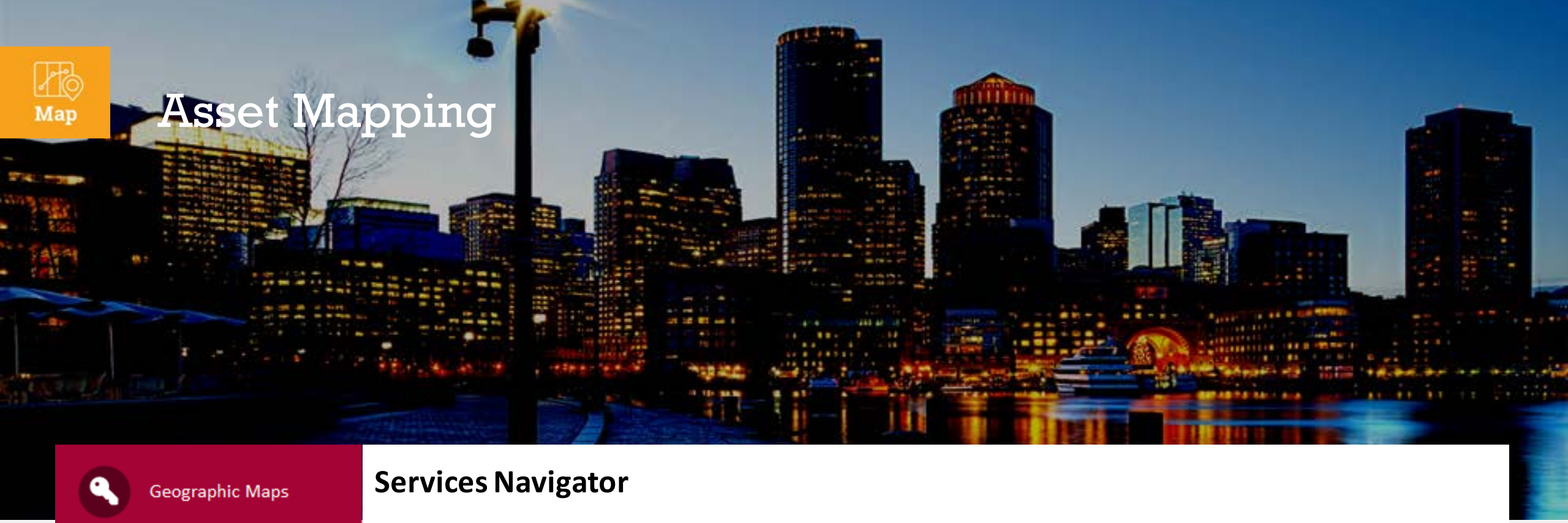
Map

Asset Mapping

- Geographic Maps
- User Friendly Asset Inventory
- Analytical Reports
- Facilitation and Technical Assistance

Visualize Assets

We begin by collecting and compiling community assets, then map assets in relation to one another and to the community served, with the help of a specialized geographic information systems (GIS) mapping software. Identified assets are also aligned in relation to economic development strategies, regional transportation opportunities, and demographic trends to help our client develop a data-driven service base for customers and businesses that is more comprehensive and accessible.



Map

Asset Mapping

- Geographic Maps
- User Friendly Asset Inventory
- Analytical Reports
- Facilitation and Technical Assistance

Services Navigator

The public sector is strapped for capacity now more than ever. Vibrant communities rely on community partnerships to leverage resources and fulfill local need. But how do local agencies know what other resources are out there to serve the community?

Our platform catalogues employment, training, and supportive service providers across regions to pinpoint untapped resources for people in need. Its search features and reports allow areas to easily link individuals to relevant services and craft robust service delivery networks across multiple organizations.

Map

Asset Mapping

- Geographic Maps
- User Friendly Asset Inventory
- Analytical Reports
- Facilitation and Technical Assistance

Understand

Needs of the various populations served within public system;
Necessity of aligning these needs with those of business and industry; and,
Importance of fiscal responsibility, aligning services, eliminating duplication, and leveraging resources.

PCG's Asset Mapping Services provide the data-driven, strategic recommendations that regional stakeholders and funding entities must consider when planning the next generation of their public systems.

Map

Asset Mapping

- Geographic Maps
- User Friendly Asset Inventory
- Analytical Reports
- Facilitation and Technical Assistance

Experienced Support

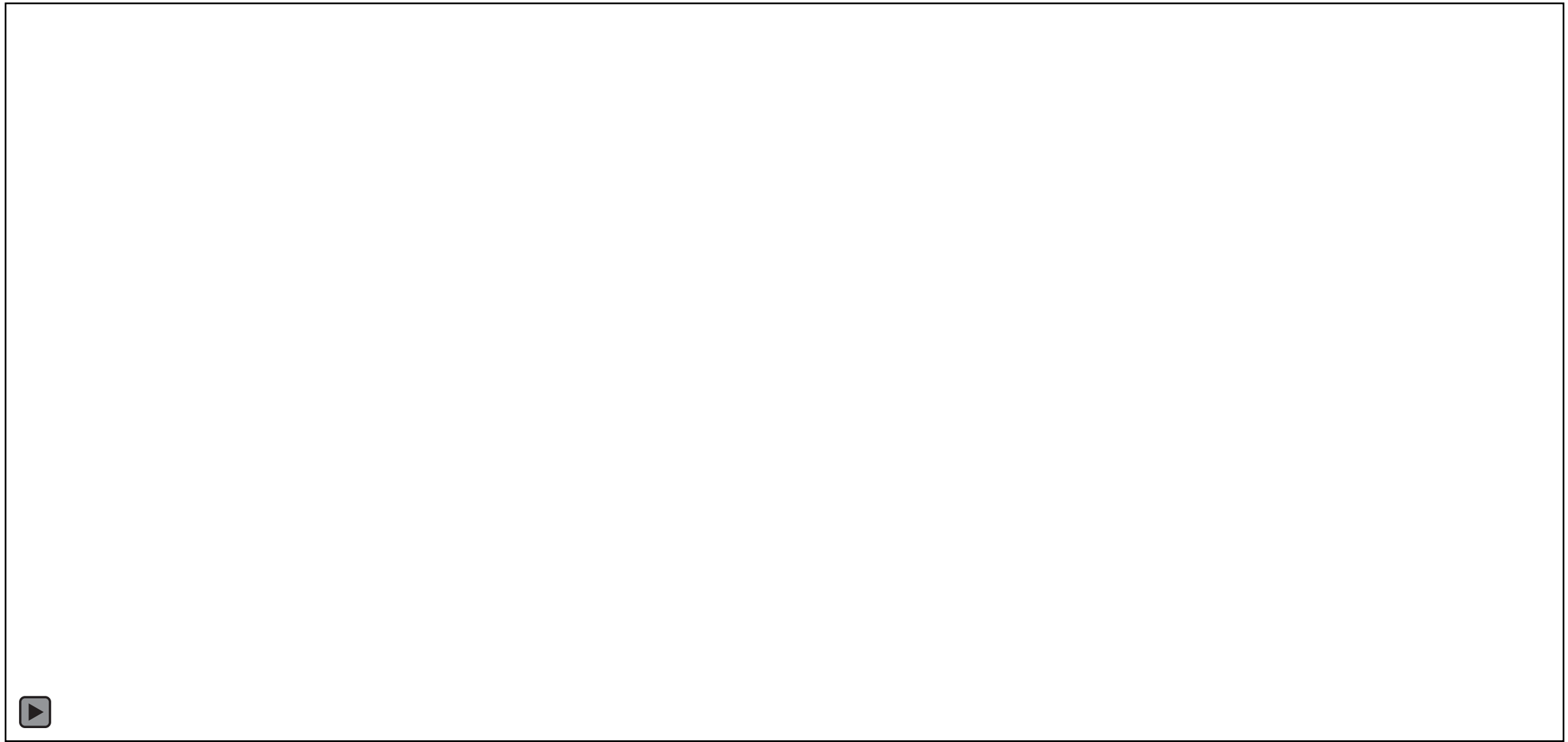
We provide state and municipal clients with solutions to design programs and systems, advance compliance with state and federal regulations, skillfully respond to reform initiatives, increase program revenue, minimize costs, and maximize program outcomes.

Navigate

An on-line, searchable database puts human services at your fingertips.

Navigate

Services Navigator



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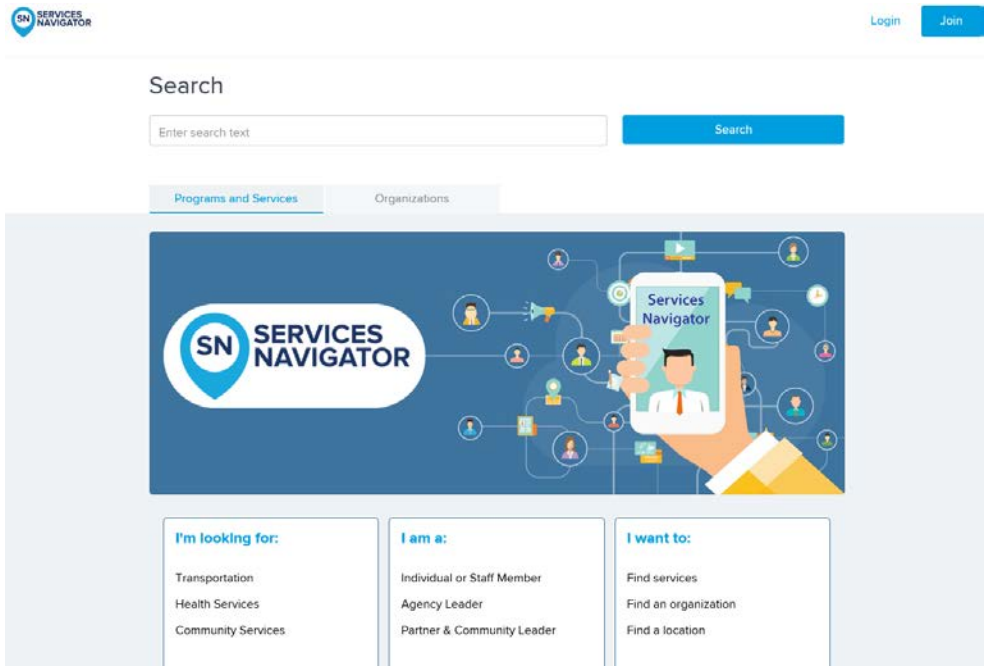
Services Navigator



Searchable

By keyword, location, and service type with filters

Informative

Full biographies and program requirements

Printable

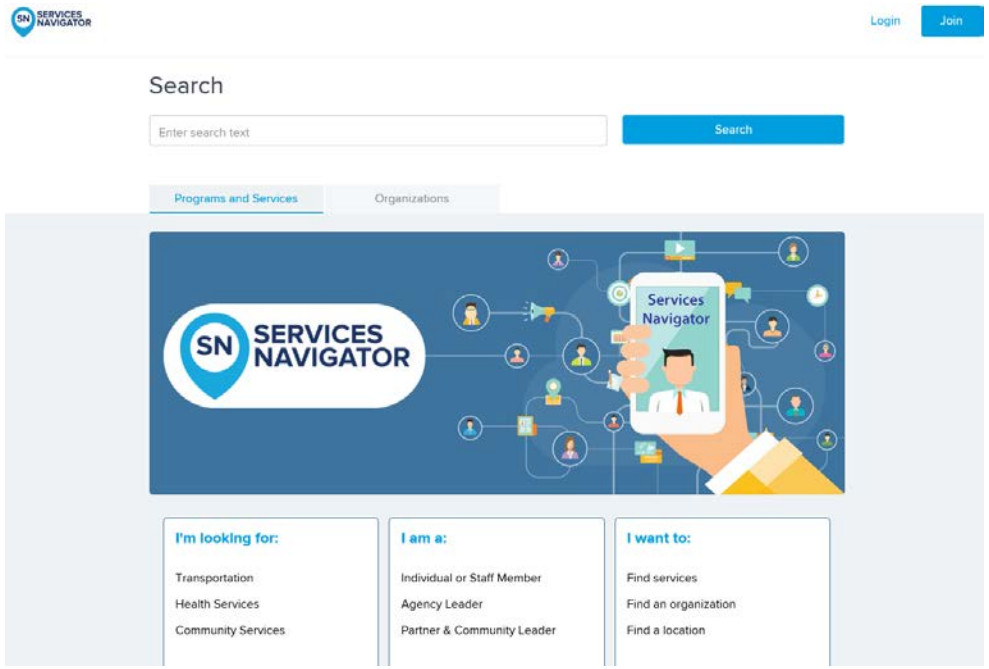
Lists can be downloaded and printed

Sharable

E-mail information to customers or to yourself

Navigate

Services Navigator



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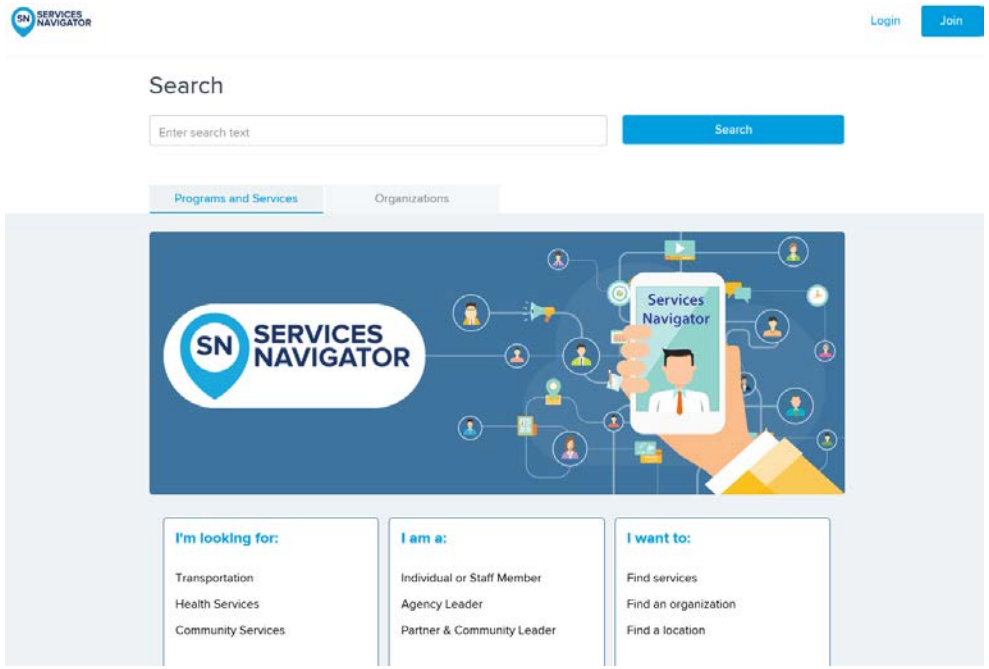

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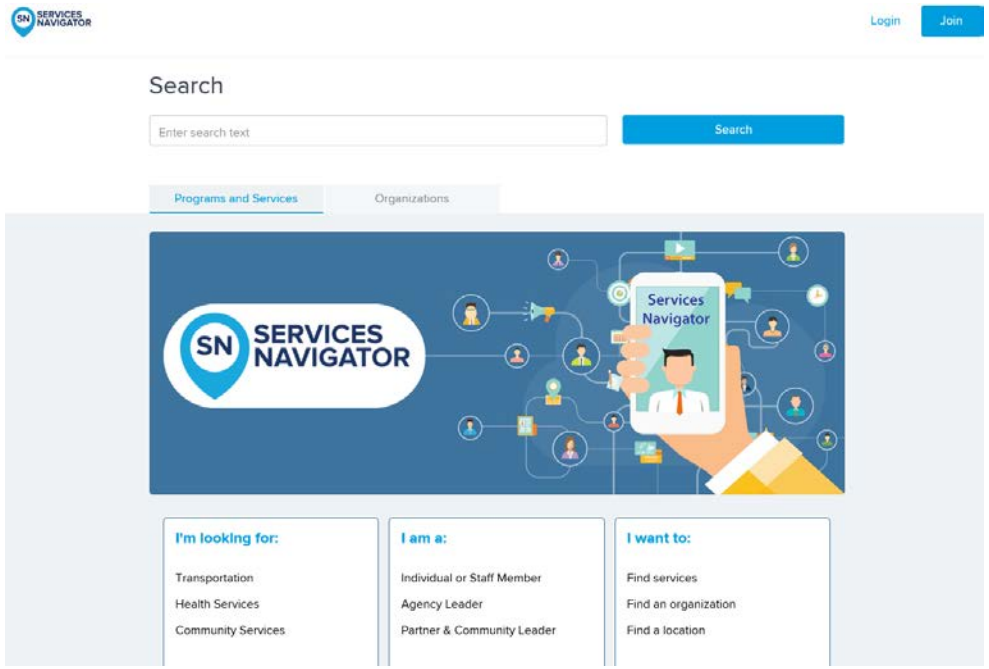

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Screen

Find out if customers meet basic eligibility criteria for support programs.

Screen

Refer Customers to Service Providers

Quickly perform triage, or allow customers to pre-screen for programs by providing basic information. That input is then compared to the program eligibility requirements to identify services the individual may qualify for.

Explore

Customers can find jobs that match their skills and interests, then make informed decisions using labor market information

Explore

Career Exploration

Customers complete evaluations that help them identify their skills, interests, and abilities then receive a list of “best fit” occupations with access to labor market information

Once customers complete their research and identify their favorite career matches, they receive a downloadable and printable report with their assessment results, favorite jobs, and occupational profiles; a copy is also saved in their profile

Manage

Virtual communications via text, SMS, email… pre-schedule outreach and improve outcomes!

Manage

Manage

Provide valuable follow-up

Pre-schedule communications

Get response notifications

Complete forms and applications remotely

Gather and store documentation securely

www.publicconsultinggroup.com