

San Diego Career Center Network Employment Team Customer Process

Core Function	Process
Initial Meeting with Customer	<ul style="list-style-type: none"> • Greet customer • Review IEP and résumé • Does customer meet Employment Ready Criteria?
Job Search Assistance	<ul style="list-style-type: none"> • Self-directed Job Search • Referrals to Jobs, Job Fairs, etc. • Job Development Contacts • Referrals to Skills Team or workshops, if needed • Referrals to Supportive Services, Tools and Resources
Business Services	<ul style="list-style-type: none"> • Job Orders • Recruitments • Placement Verifications • Matching and Referral • Community Outreach (Job Fairs/ Associations/Chambers/EDC) • Rapid Response • Job Development Contacts • Source of Workforce Intelligence
Next Steps	<ul style="list-style-type: none"> • Document Activities • Document Outcomes • Update and review IEP with customer
Celebration	<ul style="list-style-type: none"> • Celebrate Job Success! • Certificate • Letter, etc.