



## SKILLS DEVELOPMENT TEAM CUSTOMER FLOW

### Customer Is Determined to Be In Need of Skills and is Referred to Skill Development Team

#### Customer Arrives at Skills Team

##### One-on-One Meeting and Interview

- Review VOS job skills assessment and common intake information and, if needed, gather additional information from customer to further assess needs, motivation, etc.
- Identify specific skills customer may need to be successful in their effort to find employment
- Determine if career exploration is needed: If yes, identify activities and assessments to assist customer in selecting a career goal
- Determine if customer is eligible for enrollment into appropriate grants
- Collect/review additional documentation based on funding streams/grants (i.e. Dislocated Worker, PORT, Brownfields (EPA), Federal Highway)
- Update WIA Application to reflect additional eligibility determination (when applicable)
- Determine self-sufficiency (if applicable)
- Make appropriate referrals to resources and services (within one-stop system or outside agencies/programs)
- Enter case note in VOS documenting one-on-one interview and recommendations
- Record services/activities in VOS

##### In-Depth Assessment (may not be required for all customers)

- Determine how customer's goals fit within the local labor market
- Determine if comprehensive assessment is required to further assess current skills and skills gaps
- Select and administer appropriate assessment tools to determine skill level(s)
- Enter case note in VOS documenting assessment results and recommendations
- Record services/activities in VOS

##### Develop Employment Plan with Customer

- Ensure that the Employment Plan documents the customer's employment goals
  - Primary and Secondary Goal
  - Desired Industry or Industries
- Outline the activities necessary to assist customer in reaching their employment and wage goals
- Identify possible supportive service needs
- Enter case notes in VOS documenting employment plan and recommendations
- Record services/activities in VOS
- Update WIA enrollment to record intensive services

### Customer is in need of Skills Development

##### Assign Skills Development Activities

- Schedule additional appointments or activities, as needed, to ensure customer is continuously engaged resulting in a successful outcome
- Coordinate referrals to appropriate skill development activities
  - In-house Training and Workshops
  - Basic Skills Training
  - Computer Training
  - E-Learning Activities
  - Job Specific Skills/Skills Upgrade
  - Occupational Skills Training – Targeted Industries
- Determine appropriateness for WIA funded training and issue Individual Training Account (ITA) voucher



## SKILLS DEVELOPMENT TEAM CUSTOMER FLOW

### Assign Skills Development Activities (continued)

- Enter case note in VOS documenting customer's skill development activities, services or progress after each customer contact
- Record services/activities in VOS
- Update WIA enrollment to record training activities

### Customer is Job Ready

#### Assign Employment/Job Search Activities

- Schedule additional appointments or activities as needed to ensure customer is continuously engaged resulting in a successful outcome
- Coordinate referrals to appropriate job search activities
  - Provide Job Leads based on employment goals in targeted industries
  - Utilize Job Matching System (VOS)
  - Recruitments (Product Box)
  - Hiring Events (Product Box)
- Refer Customer to Potential Jobs
  - Prep for job referrals to ensure success
  - Provide Job Coaching
  - Mock Interviews to prepare for interviews
- Enter case notes in VOS documenting customer's employment/job search activities, services and progress after each customer contact
- Record services/activities in VOS
- Update WIA enrollment to record Core B services

#### Employment/Job Retention (In partnership with Employment Solutions Team)

- Provide Job Coaching
- Assess if customer has obtained stable employment and is no longer in need of services to retain employment
- Collect and record employment information in VOS
- Enter case notes in VOS documenting customer's employment/post-employment activities, services and progress after each customer contact
- Record services/activities in VOS
- Update WIA enrollment to record Core B services (post-employment) or close-out Core B services and exit customer from WIA