

San Diego Career Center Network Skills Team Customer Process

Core Function	Process
<p>Meeting the Referred Customer(s); Review & Update IEP</p>	<ul style="list-style-type: none"> • Review the IEP with customer. • Ensure assessments are consistent with employer needs. • Discuss assessment results and assist customer in understanding skill strengths and gaps. • Offer customer a wide range of skill development opportunities. • Identify and continue developing a skills path with the customer. Encourage customer to advise skills team member upon completion of skill activity(s) attainment. • As needed refer customer for additional assessments, on-site workshops, classes, and labs. • Labor Market Information • Provide appropriate supportive service referrals as needed for specialized services (counseling, budgeting, etc.)
<p>Validate Skills (Network approved Math, Reading, etc.)</p>	<ul style="list-style-type: none"> • Administer and score test results. • Review results with customer (make adjustments to skills development plan as necessary).
<p>Referral to Training (WIA, ETPL, TAA, OJT, Customized, Employer Specific (contracted), and Non-WIA Training, etc.)</p>	<ul style="list-style-type: none"> • Basic skills enhancement workshops • Occupational training • Computer classes • Internships/externships and work experience • E-learning activities • External workshops • Job Readiness Workshops • Employer specific training • Occupational skills training
<p>Follow-Up Services</p>	<ul style="list-style-type: none"> • Track customer's progress • Ensure customer has obtained appropriate certificate of completion from training provider once skill development training period ends • Schedule follow-up meetings • Update IEP
<p>Next Steps</p>	<ul style="list-style-type: none"> • Make referral to Employment Team (make sure customers meets employment ready criteria).