



EMPLOYMENT SOLUTIONS TEAM CUSTOMER FLOW

Customer Is Determined to Be Job Ready and Referred to Solutions Team

Customer Arrives at Solutions 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.
- Determine if further assessment is necessary to ensure customer is job ready
- Review resume, verify that resume is in VOS
- Verify customer is focused on a specific career path (primary and secondary employment goals)
- 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 application)
- Determine self-sufficiency (if applicable)
- Make appropriate referrals to resources and services (from Product Team) within one-stop system or outside agencies/programs) as a result of meeting
- Enter case notes 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 job readiness
 - Select and administer appropriate assessment tools to determine deficient areas (i.e. interviewing skills)
- Enter case notes in VOS documenting one-on-one interview 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 employment and wage goals
 - Assist customers in developing or refining job search skills
- Identify possible supportive service needs
- Updates WIA enrollment to record intensive services
- Enter case notes in VOS documenting one-on-one interview and recommendations
- Record services/activities in VOS

Job Ready Customers

Assign Employment/Job Search Activities

- Schedule additional appointments or activities as needed to ensure customer is continuously engaged resulting in a successful outcome
- Coordinates 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



EMPLOYMENT SOLUTIONS TEAM CUSTOMER FLOW

Assign Employment/Job Search Activities (continued)

- Enters 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

- 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

Customers in need of Skill Development

Assign Skills Development Activities (in partnership with Skills Development Team)

- 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
- Enter case notes 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—follow steps for Job Ready customers