

San Diego Career Center Network Welcome Team Customer Process (1 of 2)

| Core Function | Process |
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| <p>Greet the Customer</p> <ul style="list-style-type: none"> • Walk-in • Phone | <p>Walk-in</p> <ul style="list-style-type: none"> • Greet and ask customer what brings them here today • Customer completes sign-in sheet (name, date, reason for visit) • Refer to appropriate non-employment related service • Encourage customers to access UI services via internet or telephone • Provide brochure on UI information and Internet resource locations • Refer customer to Introduction to Center Services <p>Phone</p> <ul style="list-style-type: none"> • Transfer to VM Information box as appropriate |
| <p>Introduction to Center Services</p> <ul style="list-style-type: none"> • Walk-in • Phone • Website | <p>Introduction to Center Services can be delivered in the following ways:</p> <ul style="list-style-type: none"> • Walk-in: Direct to computer with PowerPoint Presentation or video loop (English and Spanish) Schedule Orientation appointment and give customer <u>What to Bring</u> and <u>Customer Questionnaire</u> forms • Phone: Provide customer with Introduction to Center Services and schedule Orientation appointment Advise customer to download and complete <u>What to Bring</u> and <u>Customer Questionnaire</u> or pick up forms at career center prior to orientation appointment • Website: Customer can view Introduction to Center Services at www.sandiegocatwork.org website and download necessary forms • Provide resource information to customers <i>not</i> interested in career center services |

San Diego Career Center Network Welcome Team Customer Process (2 of 2)

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|---------------------------------|--|
| Orientation Presentation | <ul style="list-style-type: none"> • Verify legal right-to-work (LRTW) and selective service • If unable to verify LRTW or selective service then <ol style="list-style-type: none"> 1) advise customer to bring appropriate LRTW documents, 2) consider selective service waiver or 3) advise customer of appeal rights • Welcome customer and provide brief overview of process |
| Registration/Enrollment | <ul style="list-style-type: none"> • Customer completes WIA/Wagner-Peyser registration/enrollment in CalJOBSSM and CISRS • Issue membership card |
| Needs Identification | <ul style="list-style-type: none"> • Review completed <u>Customer Questionnaire</u> to identify what products customer will need to improve skills and find a job with skills • Initiate Individual Employment Plan (IEP) to document needs identification and job readiness level. Staff to ensure that customer sets realistic goals • Refer customer for skill enhancement or to employment services if customer meets job ready criteria. Customer may be referred directly to a product box activity • Complete CISRS referral screen and issue appointment to next service and/or product • Complete CISRS data entry |