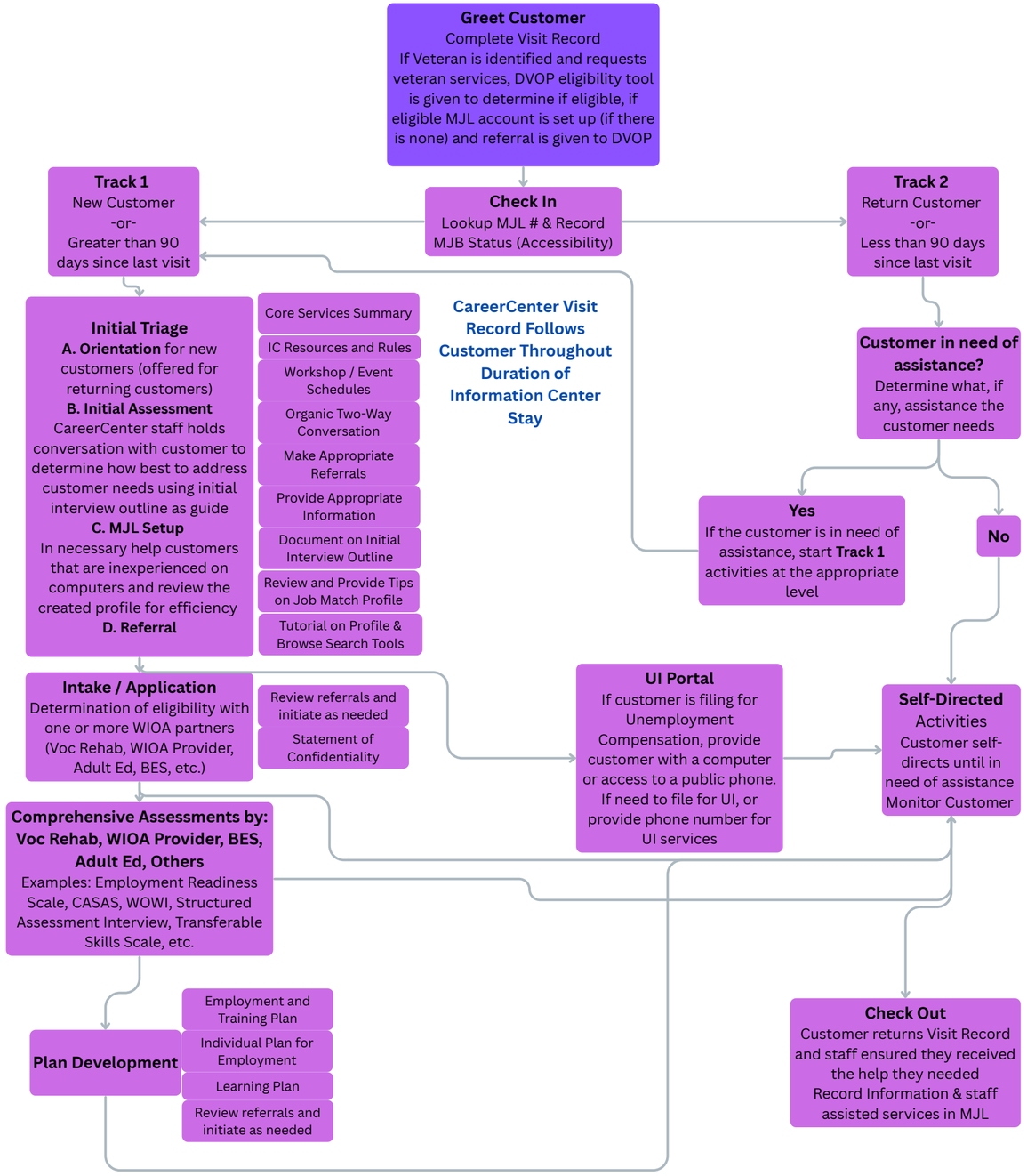
Greet Customer
Complete Visit Record
If Veteran is identified and requests veteran services, DVOP eligibility tool is given to determine if eligible, if eligible MJL account is set up (if there is none) and referral is given to DVOP
Check In
Lookup MJL # & Record MJB Status (Accessibility)
Track 1
New Customer
-or-
Greater than 90 days since last visit
Track 2
Return Customer
-or-
Less than 90 days since last visit
Initial Triage
A. Orientation for new customers (offered for returning customers)
B. Initial Assessment
CareerCenter staff holds conversation with customer to determine how best to address customer needs using initial interview outline as guide
C. MJL Setup
In necessary help customers that are inexperienced on computers and review the created profile for efficiency
D. Referral
Core Services Summary
IC Resources and Rules
Workshop / Event Schedules
Organic Two-Way Conversation
Make Appropriate Referrals
Provide Appropriate Information
Document on Initial Interview Outline
Review and Provide Tips on Job Match Profile
Tutorial on Profile & Browse Search Tools
CareerCenter Visit Record Follows Customer Throughout Duration of Information Center Stay
Customer in need of assistance?
Determine what, if any, assistance the customer needs
Yes
If the customer is in need of assistance, start Track 1 activities at the appropriate level
No
Intake / Application
Determination of eligibility with one or more WIOA partners (Voc Rehab, WIOA Provider, Adult Ed, BES, etc.)
Review referrals and initiate as needed
Statement of Confidentiality
UI Portal
If customer is filing for Unemployment Compensation, provide customer with a computer or access to a public phone. If need to file for UI, or provide phone number for UI services
Self-Directed Activities
Customer self-directs until in need of assistance
Monitor Customer
Comprehensive Assessments by: Voc Rehab, WIOA Provider, BES, Adult Ed, Others
Examples: Employment Readiness Scale, CASAS, WOWI, Structured Assessment Interview, Transferable Skills Scale, etc.
Plan Development
Employment and Training Plan
Individual Plan for Employment
Learning Plan
Review referrals and initiate as needed
Check Out
Customer returns Visit Record and staff ensured they received the help they needed
Record Information & staff assisted services in MJL