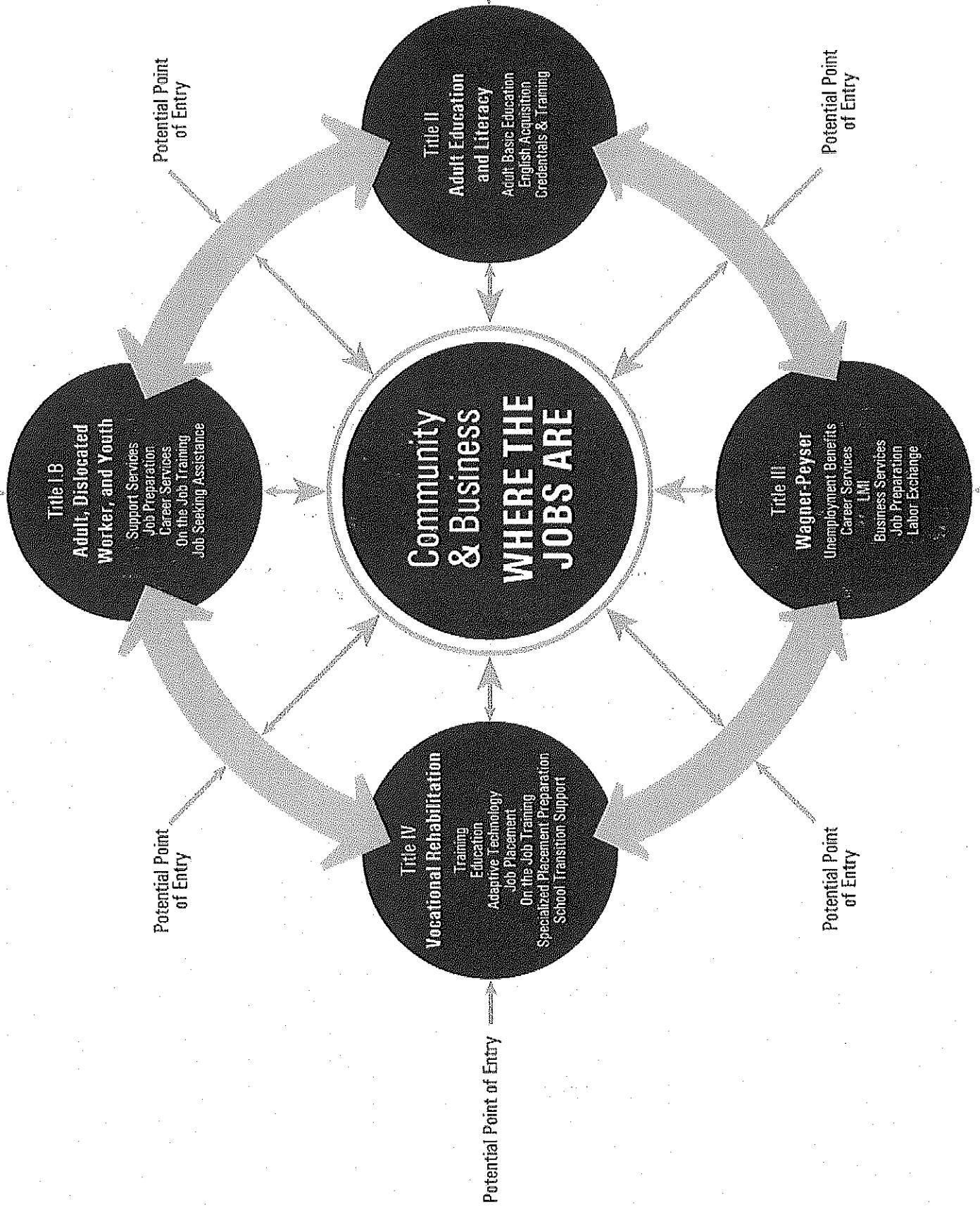
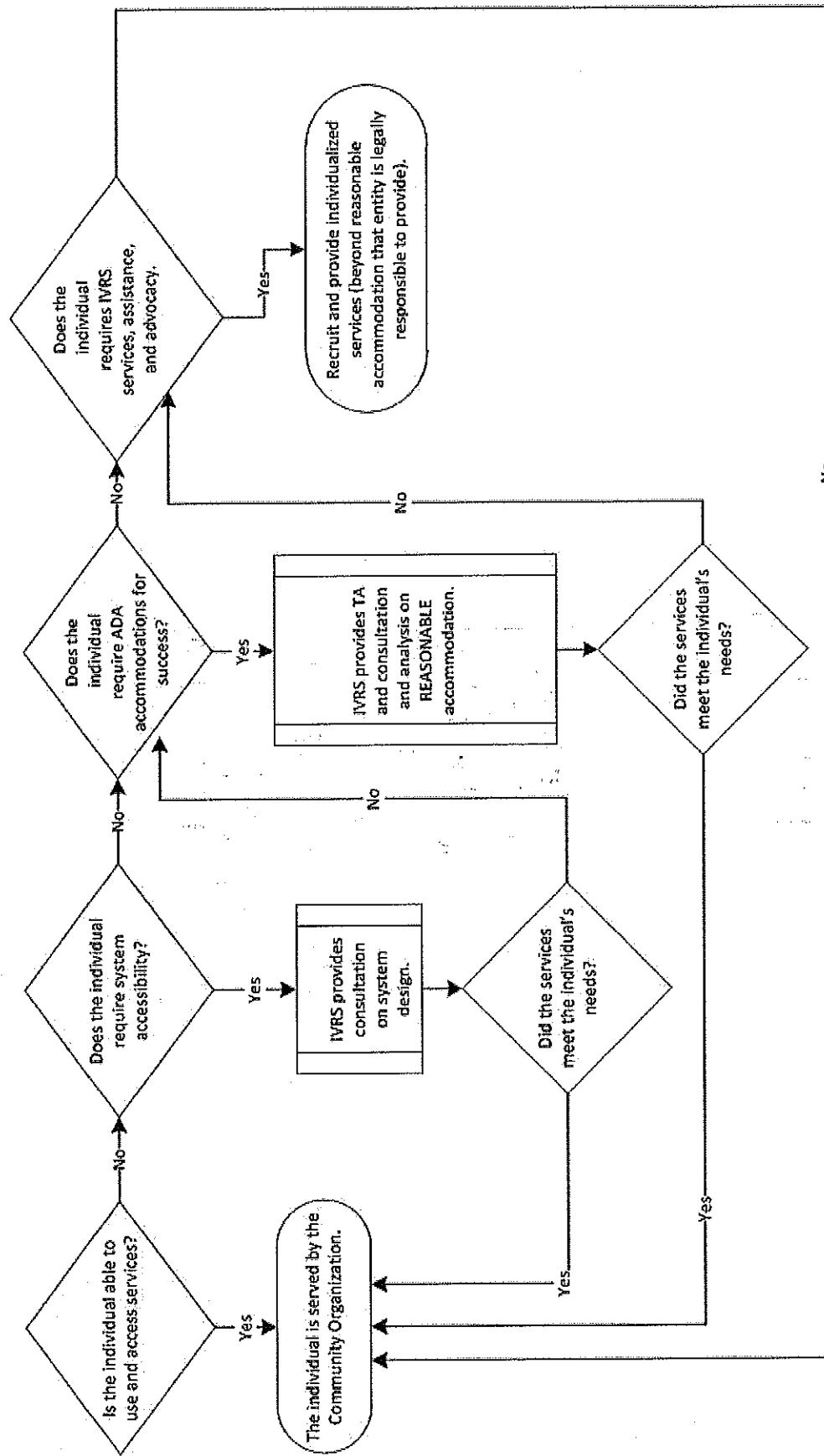


Potential Point of Entry



IVRS Integration Plan



Integrated Service Flow through the Region 14 One-Stop Office

Referrals

Initial Assessment

- All customers who enter the One-Stop office receive a standard brief initial assessment and are co-enrolled in all programs for which they are eligible
- Customers who can benefit from career/employment services at the One-Stop may be referred from partners and begin here
- The customer enters their own data into common intake database
- The customers receives a brief triage to determine services track, determine referral needs and are introduced to Skills Development to get them started on designed services to help them reach employment goals
- Referrals to other partner services made as needed or note to Skill Development to refer

Referrals

Skill Development

- Customer is introduced to Skills Development staff
- Skills Development staff start Customer in services based on the initial assessment and basic registration
- Employment Plan is created
- Career services may begin
- Work registration is completed
- Career Pathways information is shared
- Skills Development staff assess Customer to design an employment plan that is a set of services/activities that are needed to get the Member into employment (including partners services)
- Services and Activities are offered/delivered to ensure Customer is work-ready
- Referrals to other partner services made as needed (follow up is provided)
- Skills Development Staff makes job referrals
- Customer may be recommended to Business Service team when skills are appropriate fit

Business Services

- Business Service team is an extension of businesses, within the One-Stop, who understand their workforce needs through Sector partnerships and other business interactions between workforce system partners and businesses
- Business Team works to fill job vacancies by knowing needs of business, and communicating that information to Skills Development Team so appropriate preparation of job seeker can be completed
- Team develops relationships with new businesses
- Delivers workshops designed for employee retention
- Delivers workshops and services to K-12 students for career choices and work readiness