ESD CUSTOMER FLOW

A

FRONT DESK – Initial Services 1

- Greet Customer
- Triage – Receive/Provide Information
- Registration into SKIES
- Guide to WorkSource Services
- Request for Services (RFS)
- Assistance with UI claims-filing and on-going claim questions

Quick Job Referral

Connect customers to other community resources

Connect UI claimants to Telecenter

Staff Assisted Resource Room

DESK SIDE – Comprehensive Services 2

- Full SKIES Registration
- Orientation to WorkSource Services and Practices
- Career Guidance/ Reemployment Services Summary
- Optional Services Plan for Employment
- Optional Work Skills Assessment
- Comprehensive Evaluation
- UI Claimant Orientation to re-employment services
- TB/CAT Assistance

Job Ready

Not Job Ready

EMPLOYMENT SERVICES 3

- Job Search Skill Development
- Job Matching
- Job Referrals
- Job Development
- Labor Market Information
- Staff Assisted Resource Room
- Job Search Review

INTENSIVE/ WORK SKILLS SERVICES 4

- Work Skill Development

WorkFirst, Veterans, TAA
Case Management
Support Service

EMPLOYMENT 5

Job Retention Services 6

Wage Progression
Career Services

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