DET WIOA, Current State Customer Flows
1 Oct 2018

REGISTRATION
Demand: 21,000 in FY 2017
75% in Person
25% On-line

In-person Walk-ins
Referrals from UI (34%)
Referrals from other WIOA partners
On-line

Job Seeker Signs in
E. S. S.

Directs Job Seeker
Process Time = 1 min

A. J. C.’s
Wilmington
Newark,
Dover
Georgetown
Hudson (specialty)

Variation in Layout and design of AJC’s

Job Seeker Watches Orientation Video
Process Time = 12 min

DJL User Experience

Referrals based on tribal knowledge.

D. J. L.

Job Seeker

Register on DJL
Complete Green Sheet
Process Time = 45-120 min

DJL

Job Seeker Leaves with:
1) Appt card for workshops
2) Job referrals
3) Service referrals

E. S. S./Job Seeker
Meet

Check DJL
Complete Job Search
Provide Job Referrals
Provide Service Referrals
Appt card for Workshops

Process Time = 45-60 min

At AJC, “job-seeker” signs in and is directed.

Call in Hotline

Hard to maneuver in the system. Best to come in.

Enter Referral/Service Data
D. J. L.

Process Time = 5 min

Lead Time = 1 day

J. O. B.

Reasons
1) Registration to complete unemployment process
2) Training – (job related: apply for funds
3) Workshops (Education on finding jobs)
4) Job search

Redundant information to DJL. “Red Flags” to inform ESS about case management and priority of service. Inform ESS of client needs/desires

Variation in Layout and design of AJC’s DJL User Experience
RESEA/UI
Demand = 5,200 per year

Weekly

DET Scheduling
- Pull Eligible Clients
- Generate Letter
DJL
Lead Time = 10 Days

At AJC

Job Seeker
Attends 1st RESEA Workshop
Rec. Schedule of Services
Process Time = 3 Hrs

RESEA Facilitator/Ops Managers
Tickler
V Drive
8 RESEA Facilitators, 2 per location

At Home

Job Seeker
- Completes online “Career Scope” Interest and aptitude assessment
- Prepares second resume
URL
Process Time = 45 min

For first 11 weeks of program must attend:
1) First RESEA workshop
2) 2 Additional Workshops
3) Job Club Kick-off
4) 2 Job Clubs

RESEA Completion Rate = 64%

At AJC

ADULT ED REFERRAL
- Attend Job Club Kickoff
- Complete CASAS assessment
Process Time = 2 hours
85% Complete Career Scope
80% Show Rate

During Job Club Kickoff
RESEA Facilitator
Check Completion of actions
CASAS Review

RESEA Facilitator
Case Management
- Attendance Record
- Services/Scheduling
DJL/Excel Spreadsheet
Process Time = 20 min
Lead Time = 1 day

BI Weekly Job Clubs
Week 10-24: Minimum of 4 hours of volunteer work

If Job Seeker finds employment > 20 hours a week, Program complete.

RESEA Facilitator relationship is critical to success.
Improved completion rate by reminder calls before workshops.
Training

Demand FY 2017 (Funded)
455 Adult
469 Dislocated
131 Youth

- Service Providers
- Orientation/DET Staff
- Word of mouth
- Referrals from WIOA Partners/Any agency
- Mobile “One Stop”

Training funds not always available

Job Seeker
- Goes to AJC
  - If not already Registered, must go thru registration step.

At AJC
- Job Seeker/Case Manager Meet:
  - Select Provider/Program
  - Define Responsibilities
  - Approve/Deny
  - Process Time = 60–90 min
  - Lead Time = 1-2 weeks
  - No Shows = 20%

Case Manager/Job Seeker Meet
- Determine Eligibility
- Schedule CASAs
- Schedule Career Planning
- Process Time = 1 hr
- Lead Time = 2-4 weeks
- % C & A = 50%
- 50% No Shows

E. S. S.
- Triage
  - Client Intake Form
  - Documentation Checklist

Job Seeker
- Fills out Client Intake form
  - Process Time = 2-5 min

Case Manager
- Provides Case Management Services

Concurrently
- Job Seeker Completes CASAS or Doc of Assessment
  - Process Time = 1 hr
  - Lead Time = 1-2 weeks

At Home
- Case Manager Calls Job Seeker & Schedules Appt
  - Process Time = 2-5 min
  - Lead Time = 2 weeks

Approximately 5000/yr seeking Training

Approximately 3500/Year

Approved Providers/Approved Programs

Job Seekers do not know what training they need/want or cannot attend.

Case Load = 50-80 per case manager
Case Managers:
- Dover: 3
- Newark: 4
- Georgetown: 3
- Fox Valley: 3
**JVSG (Veterans)**
Veterans with Significant Barriers to Employment

Walkin's/Referrals – Go thru Registration Process

**DVOP**
- Pulls Intensive Services Report Daily
- Verifies desire to be case managed with job seeker
- Schedule Appointment

**DVOP/Job Seeker**
Meet:
- Conduct Assessment
- Referral of Services

**DJL**

Provide DOL Services
Refer to other agencies with Case Management
Refer for Training, Training Case Manager picks up case

Each Office has 1 Vet rep
Current active case load: 50

Only 80% of Job Seekers that originally register on DJL as VA with SBE are legitimate.

Only 50% of VA's with SBE want a case manager