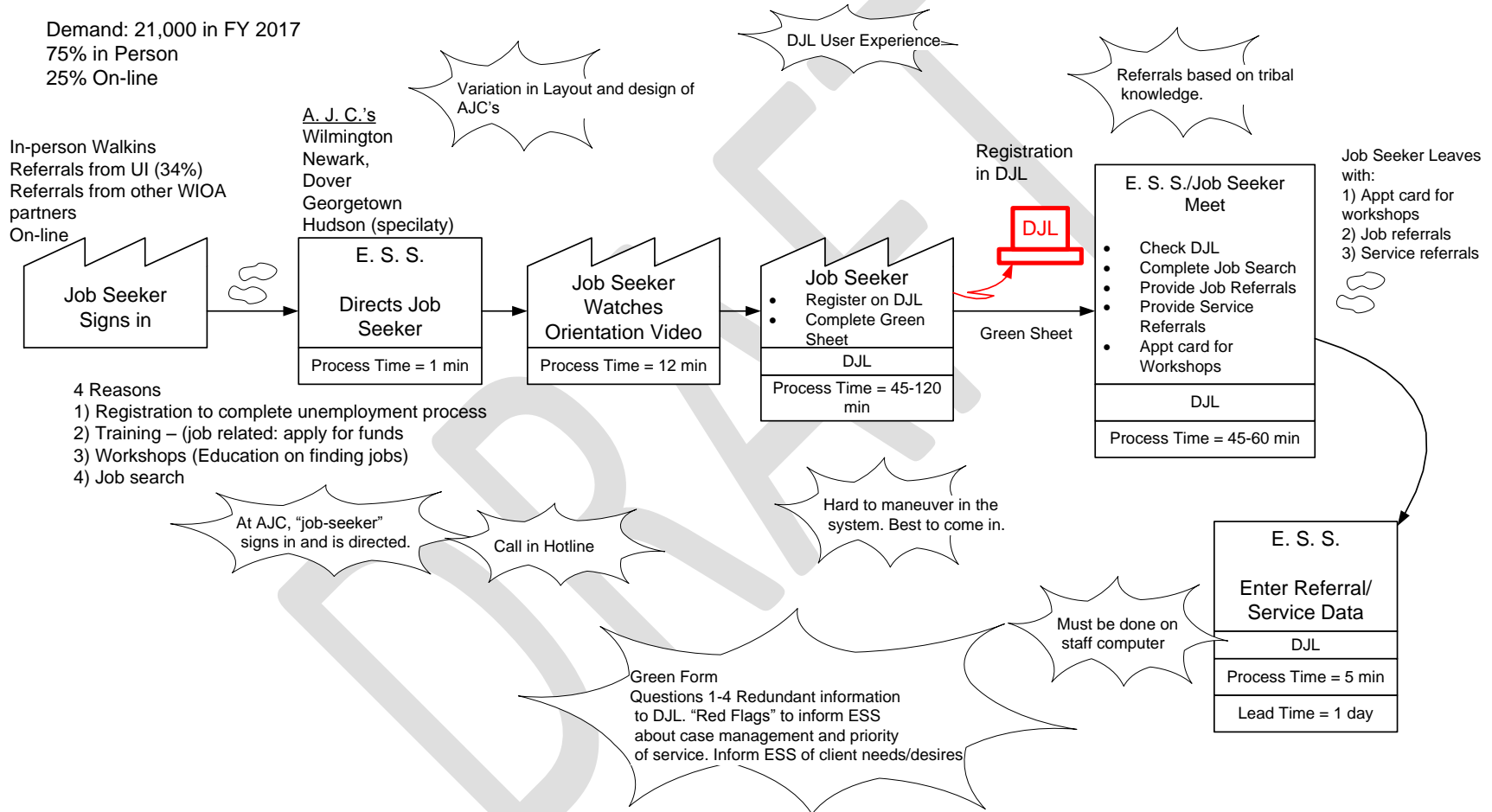


# DET WIOA, Current State Customer Flows

## 1 Oct 2018

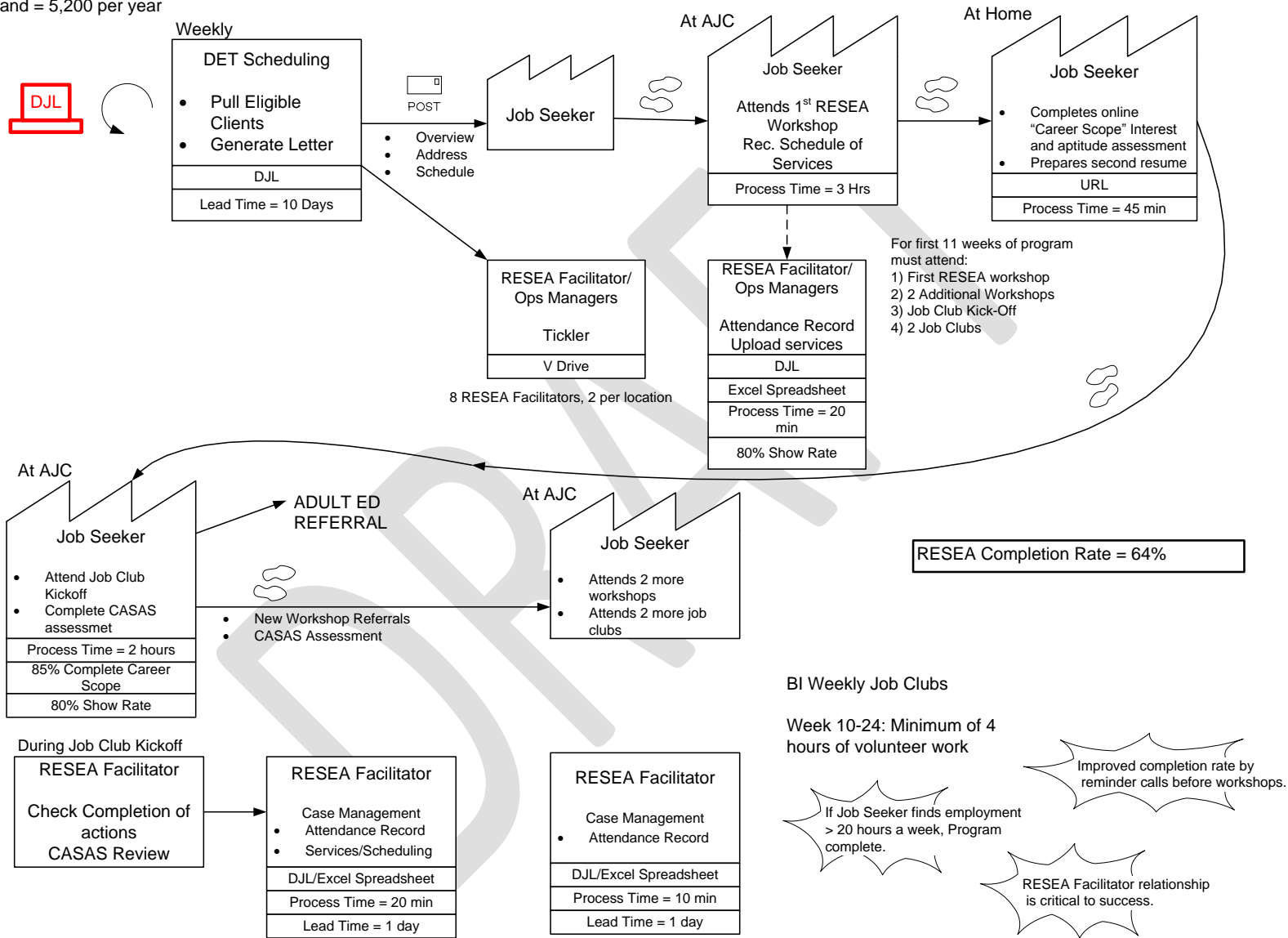
### REGISTRATION

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



**RESEA/UI**

Demand = 5,200 per year



DJL

**Weekly**

**DET Scheduling**

- Pull Eligible Clients
- Generate Letter

DJL

Lead Time = 10 Days



- Overview
- Address
- Schedule

**Job Seeker**

**At AJC**

**Job Seeker**

- Attends 1<sup>st</sup> RESEA Workshop
- Rec. Schedule of Services

Process Time = 3 Hrs

**At Home**

**Job Seeker**

- Completes online "Career Scope" Interest and aptitude assessment
- Prepares second resume

URL

Process Time = 45 min

**RESEA Facilitator/ Ops Managers**

Tickler

V Drive

8 RESEA Facilitators, 2 per location

**RESEA Facilitator/ Ops Managers**

- Attendance Record
- Upload services

DJL

Excel Spreadsheet

Process Time = 20 min

80% Show Rate

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

**At AJC**

**Job Seeker**

- Attend Job Club Kickoff
- Complete CASAS assessmet

Process Time = 2 hours

85% Complete Career Scope

80% Show Rate

**ADULT ED REFERRAL**

- New Workshop Referrals
- CASAS Assessment

**At AJC**

**Job Seeker**

- Attends 2 more workshops
- Attends 2 more job clubs

**RESEA Completion Rate = 64%**

**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

**RESEA Facilitator**

- Case Management
- Attendance Record

DJL/Excel Spreadsheet

Process Time = 10 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.

Improved completion rate by reminder calls before workshops.

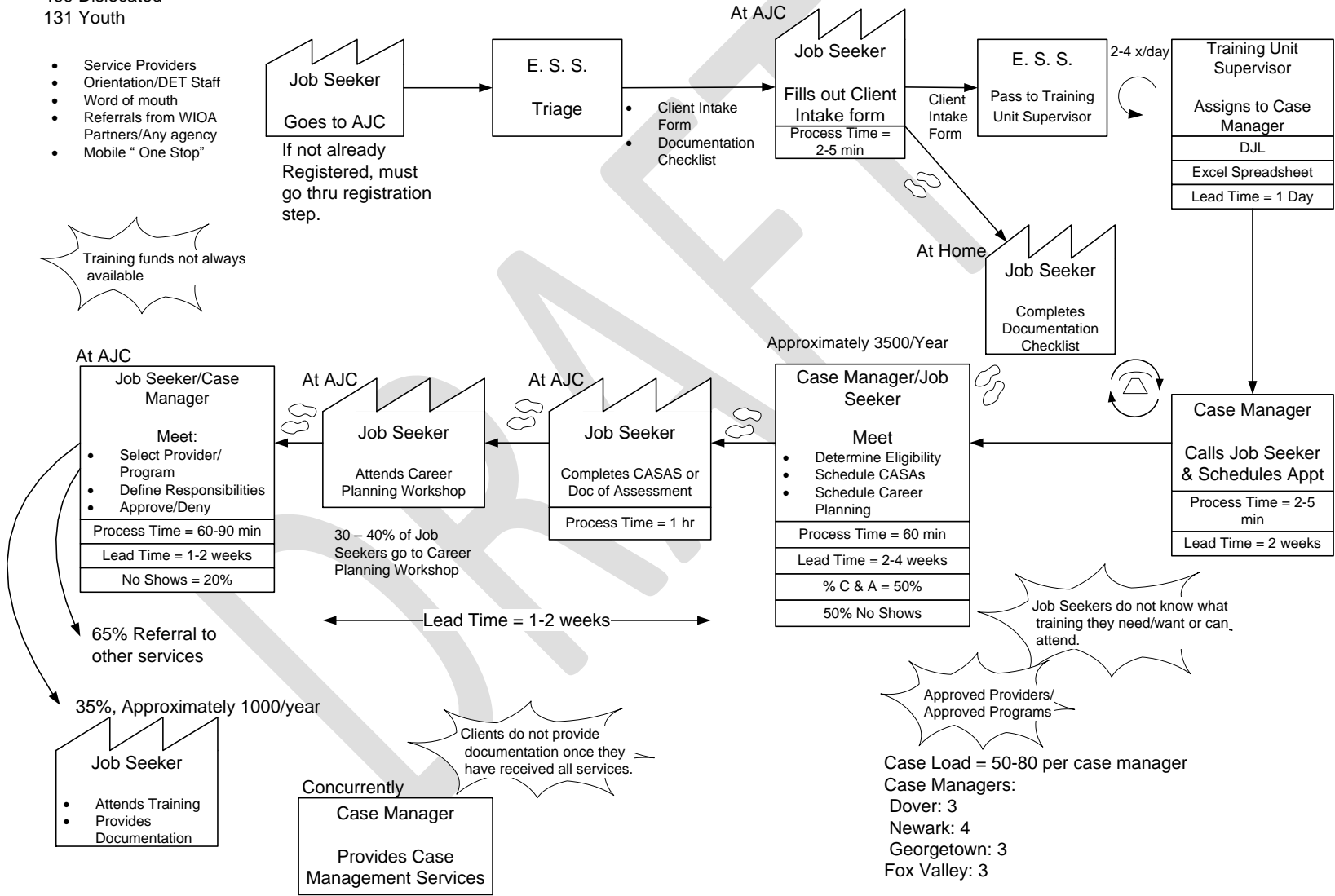
RESEA Facilitator relationship is critical to success.

**Training**

Demand FY 2017 (Funded)      Approximate 5000/yr seeking Training  
 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



**JVSG (Veterans)**

Veterans with Significant Barriers to Employment

Walkin's/Referrals – Go thru Registration Process

