

Region 4 Workforce Board
Orientation and Informational Workshops, and Customer Flow Policy

PURPOSE:

To provide Region 4 guidance regarding orientation, informational workshops and customer flow.

Our One-Stop Centers will Provide Excellent Customer Service to Job Seekers, Workers and Businesses. Meeting the needs of job seekers, workers and businesses is important in developing thriving communities where all citizens succeed and businesses prosper.

The mission of the West Central WorkOne System is to greet all customers promptly, listen and gather information, reviews skills and needs, and to direct customers to appropriate services and opportunities that capture their interests. The WorkOne referral procedures provides information for providing access to partner services.

Orientation of Services

All customers should have the opportunity to learn what services are offered at the WorkOne and how to access-those services. Staff at all WorkOne offices shall provide both a verbal orientation on services and an informational brochure of services. The WorkOne Magazine is a comprehensive resource describing services offered in the WorkOne system.

Staff should encourage customers to take advantage of the WorkOne's services as appropriate to their needs. A customer's demographic information should be used to make service recommendations.

Informational Workshops

Basic Career Services workshops will be offered on a number of topics that may include but are not limited to: resume writing, interview skills, discovering career interests, job search, digital literacy, financial literacy, and work readiness. The information provided in these workshops should be informational in nature and readily available to customers and presented in a workshop format for ease of understanding and access. Staff will be well versed on the information and present it in a consistent and competent manner. Technology should be used when available to aid the presentation and handouts available when appropriate. A list of informational workshops and the location/date/times will be shown in the WorkOne magazine and local website.

Training

Create opportunities for individuals at all skill levels and levels of experience by providing customers, including those with disabilities, as much timely, labor market, job-driven information and, **choice** as possible related to education and training, careers, and service delivery options, while offering customers the opportunity to receive both skill-development and job placement services.

Whether training is delivered through an ITA or through a Training Contract, R4WDB is committed to honoring the value of informed customer choice. Therefore, when an eligible participant has been properly determined to have the skills and qualifications to successfully participate in more than one program of training services, we will always provide an opportunity for the consumer to make an informed choice of training programs / providers.

Customer Flow

Procedural manuals have been established for all teams working in WorkOne offices. Each team has a developed customer flow to best serve customers. Guidance and flowcharts to ensure excellent customer service and how customers would access services are contained in the Region 4 procedures.

Effective: July 2018