

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.

Reference: DWD Memorandum June 8, 2015 Implementing WIOA, required local policy.

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 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.

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.