

**APPROVAL SIGNATURE:**

\_\_\_\_\_  
Charles Casey, Director  
Pima County Community Services, Employment and Training (CSET)

**APPROVAL DATE:** \_\_\_\_\_

**SUBJECT: WORKFORCE INNOVATION AND OPPORTUNITY ACT  
CUSTOMER FLOW GUIDELINES**

**REVISION: January 20, 2016; March 16, 2017**

**PURPOSE:** To establish guidelines to ensure that all Pima County Workforce Innovation and Opportunity Act (WIOA) participants receive comprehensive, integrated services and access to all core partner resources

**GUIDELINE:**

All customers shall be greeted in a courteous, respectful manner.

Customers shall sign in and fill out a name tag. If this is their first time at the ARIZONA@WORK Job Center/One-Stop Center they will be asked to fill out the short Participant Tracking System (PTS) form. Information from this form is entered into the PTS.

A customer is then provided with the Rules of Conduct and encouraged to sign up for an orientation that provides an overview of the ARIZONA@WORK System/One-Stop System and ARIZONA@WORK Partner program options, including basic career services, seminars (also known as workshops), and individualized career services or training assistance.

Co-enrollment in Employment Service is at the customer's option, as he/she accesses self-help resources. The customer may begin using self-help resources and Employment Services at any time. A referral may be made to the on-site Vocational Rehabilitation (VR) Counselor at any point in the customer service flow and could be based on the customer disclosing that he or she has a disability, revealing that he/she is receiving Social Security Income (SSI) or Social Security Disability Income (SSDI), or exhibiting behavior that suggests there might be a disability. The customer will be informed that the VR program works with individuals with a disability to set and achieve their career goals and that the VR Counselor may even be able to help determine whether the individual has a qualifying disability. The on-site VR Counselor will conduct orientations with customers on a drop-in basis, and will serve as a liaison to the other VR offices to connect our customers with the appropriate office for them based on geographic location or specialization. Pima Community College Adult Basic Education for College and Career registers students for GED classes at the

ARIZONA@WORK Job Center/One-Stop Center based on customer choice. These students are then provided an orientation to the ARIZONA@WORK/One-Stop program options.

Customers will be signed up for an orientation session at the Center that appears best suited to their needs. The orientation is periodically updated to address new programs and program changes. Orientation contains information about job search assistance, on site resources, emergency services, workshops, education, training, career pathways, and supportive services provided by the following programs:

- Arizona Department of Economic Security, Employment Service, including on-site Employment Specialists at both comprehensive ARIZONA@WORK Job Center/One-Stop Center locations.
- Pima Community College Adult Basic Education for College and Career and Pima County Adult Probation LEARN program, including the GED preparation classes offered by Pima Community College Adult Basic Education for College and Career on site at both comprehensive ARIZONA@WORK Job Center/One-Stop Center locations.
- Pima County WIOA Adult and Dislocated Worker Program.
- Pima County WIOA Youth Program.
- Arizona Department of Economic Security, VR, including on-site or on-call VR Counselor/liasons at both comprehensive ARIZONA@WORK Job Centers/One-Stop Centers.
- Other ARIZONA@WORK Partner programs.

The basic client flow for a person interested in training is introduction/orientation, intake/eligibility/initial assessment using the Test of Adult Basic Education (TABE), priority of service determination (if applicable), Employability Skills Seminar (or Youth Employability Skills), assignment to a Workforce Development Specialist (WDS), training if needed, and job referral. A client flow chart is attached to this guideline. Employability Skills Seminars, including the Computer Fundamentals Seminar, may be taken at any time; participants requesting individualized career services are required to take the five-day ES Seminar, and are informed of this requirement during Orientation.

Intake takes basic information and determines eligibility and priority of service, if applicable, for all workforce programs administered by Community Services, Employment and Training Department (CSET) staff. A person cannot be determined eligible until supporting documentation required by the funding source has been collected.

The Intake Specialist will follow guidelines/instructions issued by the funding agency in determining eligibility. Information shall be placed in the database required by the funding source.

For each eligible participant there will be:

- A signed intake that includes acknowledge of information release, receipt of grievance guideline and affirmative action guideline;
- Proof that the participant is eligible to work in the United States;
- Proof that the participant lives in the targeted area;
- Proof that the participant meets specific eligibility guidelines (such as income, dislocation, age, veteran status).

Documentation shall be held for the period required under the contract funding the eligible client's activities. Ineligible applications will be held for the period required under the contract funding the eligible client's activities.

Assessment at time of intake consists of a test of educational levels. The TABE is administered following CTB/McGraw Hill guidelines. An individual who has earned an Associate's degree or higher from a nationally accredited college is not required to take the TABE assessment, if he or she provides documentation of the degree attained. Assessments administered during workshops may include the Self-Directed Search, PESCO/SAGE battery, and other assessments obtained by CSET staff. An informal computer skills survey will also be administered at the time of intake.

The Intake Specialist will schedule the customer for the next available Employability Skills Seminar, unless a Supervisor or Manager determines after an interview with the customer that taking all or part of the Employability Skills Seminar is not in the customer's best interest because:

1. He/she is employed and the work schedule conflicts with the seminar schedule;
2. He/she presents a certificate from a comparable pre-employment workshop completed in the last six months; or
3. Other reason as determined by the Supervisor.

The Intake Specialist will also schedule the customer for next available appointment with a WDS. Customers will be assigned to WIOA Adult program slots in order of priority. All analysis of the TABE score and related service plans will be provided by the WDS. The Intake Unit does not interpret or discuss TABE results.

The Employability Skills (ES) Seminar covers expanded content, including:

- Transferable skills;
- Career exploration;
- Resume development;
- Interviewing skills; and
- Customer service/job retention skills.

The ES Seminar will run from 8:15 a.m. to 4:00 p.m. from Monday through Friday (unless other arrangements are made by the Center) at least three weeks per month at both the Rio Nuevo and Kino ARIZONA@WORK Job Centers/One-Stop Centers. During the course participants will assemble a portfolio of career assessments, interview video, resume, sample application and employability self-assessment, and complete full Employment Service registration with online resume in the Arizona Job Connection (AJC). At the end of the seminar each participant will receive a certificate of completion.

Additional stand-alone sessions will be offered intermittently such as Computer Basics, Internet (Applications) Computers, Word/Excel, Resume Writing, Pesco-Sage, 50+ Employability Skills, Career Exploration for Vets, Youth Employability Skills, Las Artes Youth Employability Skills, 123 Work (HPOG), and the annual Summer Youth Employability Skills Seminar.

The Intake Specialist will forward the completed applicant Intake file to the WDS. The assigned WDS will follow up with the Intake Specialist to confirm program enrollment.

The participant must present his or her Employability Skills completion certificate and portfolio to the WDS at the first appointment. The portfolio contents will assist in developing a career plan, training plan and job search strategies in consultation with the WDS. The Employability Skills portfolio will be included in the participant file as part of the Individual Employment Plan.

The WDS helps the client prepare for training and/or job search by:

- Conducting a comprehensive interview to determine the client's interests, educational background and work experience.
- Identifying any barriers to employment or training; including financial, legal, transportation, child care.
- Coordinating with the Adult Basic Education Liaison if the TABE score indicates a basic-skills deficiency, to connect the customer with literacy or adult education services so that they can bring their reading level up to the level needed to achieve their career goal.
- Scheduling the customer for a Computer Fundamentals Seminar to allow the customer to master basic computer skills needed for most job search activity.
- Providing referrals to community resources to assist with barriers as applicable.
- Reviewing resumes, job applications and providing job referrals.
- Explaining the training approval request process including a review of the training packet with assessments, information interview materials, training guidelines, financial assistance and timeframes.

An ARIZONA@WORK/One-Stop Program Manager may approve a modification or exception to this sequence of services, based on a case-by-case review of the justification or circumstances.