Applicant comes in to apply for assistance

Support triages, notifies the Resource Specialist and directs the customer to the computer lab

Customer completes DCF RFA

Customer chooses to leave and come back when cash case is pending

Customer completes DCF RFA

Customer chooses to provide the Resource Specialist with their DCF Access confirmation # and wants to complete orientation

Customer completes online orientation. Resource Specialist assists as needed

Customer meets with Resource Specialist:
1. Resource Specialist verifies orientation was completed.
2. Screens for UFD
3. Completes Referral Determination guide and schedules appropriate customers to ADM assessment.
4. Determines if customer is regular or re-employment track and provides appropriate What’s Next letter
5. Refers the customers to the appropriate next step
6. Completes OSST work registration if services are needed.

Support triages and notifies the Resource Specialist

Resource Specialist verifies the pending cash application and goes to get the customer and directs them to the computer lab.

Re-employment Track

Outreach Specialist Appt:
1. Informs applicant to apply for UC benefits
2. Discuss TS elig period and reason for job loss.
3. Assign Re-employment workshop
4. Personalized job search and provide job referrals.
5. Schedule appt for 1 week later to follow up on UC applic and job referrals.
6. At follow up appt, if everything is completed and applicant is still interested in cash, Outreach Specialist will provide the applicant with a follow up appt within 5 business days.

If medical or attending school, Outreach Specialist will:
1. Collect proof of UC application and waive the re-employment track.
2. Resource Specialist will provide the applicant with a follow up appt within 5 business days.
3. Waive all other re-employment track requirements and customer will now follow the Regular track

Resource Specialist notifies DCF of work registration via CLRC

Customer continues in activity and waits for next face to face appt. This is also when the case goes MN.