Customer Flow – Regular Track

**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**

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

**Support triages and notifies the Resource Specialist**

**Customer completes DCF RFA off site and is coming in to complete online orientation**

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

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

**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.

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

**Regular Track**

**Assigned to Job Smart Workshops**

Completes 4 hours, Resource Specialist will provide the applicant with a follow up appt with a Career Specialist within 5 business days.

**If in school, the Resource Specialist will:**
1. Collect proof of enrollment
2. One week time sheet if possible.
3. Provide the applicant with a follow up appt with a Career Specialist within 5 business days.

**If medical, the Resource Specialist will:**
1. Calls the Dr prior to the appt.
2. Makes an appt with the Deferred Specialist.

**Resource Specialist notifies DCF of work registration via CLRC**

Deferred Specialist:
1. Calls the Dr prior to the appt.
2. Reviews what will happen when the case goes MN (DPN orient, GW Vocational Evaluation, Exploring your possibilities seminar, etc.)
3. Discusses support services
4. Provides the applicant with a follow up appt with a Career Specialist within 5 business days.