Customer Flow – Regular Track

Applicant comes in to apply for assistance

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

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

Support triages and notifies the Resource Specialist

Customer completes DCF RFA

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

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

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.

Regular Track

Assigned to Job Smart Workshops

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. Provide or collect the Med Verif form.
2. Makes an appt with the Deferred Specialist.

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

Resource Specialist notifies DCF of work registration via CLRC

Deferred Specialist:
1. Calls the Dr prior to the appt.
Appt:
1. Reviews Med Verif form
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.

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