Talent Engagement (TE) Functional Area

1/15/2020

Customer enters NCWorks and is greeted by Front Desk TE: "Hello, Welcome to NCWorks! How can we help you today? (Ask if any Veterans in line- they receive Priority of Service)

Front Desk

Check-in at Front Desk: Staff establishes reason for visit, searches NCWorks registration status, and places customer on scheduler. Customer is given forms for appropriate partner if needed: NCBA, NextGen, Veterans, Re-entry (direct to Re-entry staff), WRLP (direct to WRLP staff), etc.

Not seeking job-related services → Will be referred to appropriate outside partner, using NCWorks Community Resource Assistance Guide (CRAG).

New or Returning?

New → Customer moves to Kiosks to create Service Intelligence System Identifier .

Returning → Best Practice: Unless it would cause backup, FD Staff also checks customer into Service Intelligence. Alternatively, customer can check themselves into SI at kiosks.

Do they want to meet with TE?

- No → Direct to Resource Room – continue to monitor and ask if needs assistance.
- Yes

New Customer directed to a computer in the Computer Resource Center (CRC) where staff can assist to create full NCWorks Registration and profile with updated background. If UI related, have them complete registration and TE Staff will provide packet and Wagner-Peyser registration or direct to RESEA/EAI appointment. .
Best Practice: If possible, customer will also create or upload at least one (1) resume and view the Orientation video.

Returning TE

Directed to computer or seated in customer waiting area, then called from scheduler for meeting with TE Staff. Determine reason for visit. Staff ensures jobseeker is 100% registered in NCWorks , up-to-date with general info, background, and has at least one (1) resume.

Active within past 90 days?

- No → Run reports and re-enroll WP <u>before 90 day.</u> (Reactivate WP so we can our placement with Case Closure numbers)
- Yes

New TE

Initial One-on-One meeting with Staff member to assess needs, begin case notes in NCWorks, ensure complete enrollment in Wagner-Peyser, and introduce (Product Box) resources/services.

As appropriate, TE staff provides assistance to customer based on assessment of needs and career interests.
This Includes: initial help with resume, assistance with applications, completion and review of STEP form (by staff) to assess skills, completing Traitify (needed for WIOA), appointment set for return visit, job referrals from NCWorks, job listings for jobs not requiring specific screenings, info on workshops offered, etc. Make no commitments based on eligibility or funding .

Customer receives folder for paperwork and instructions for next steps.

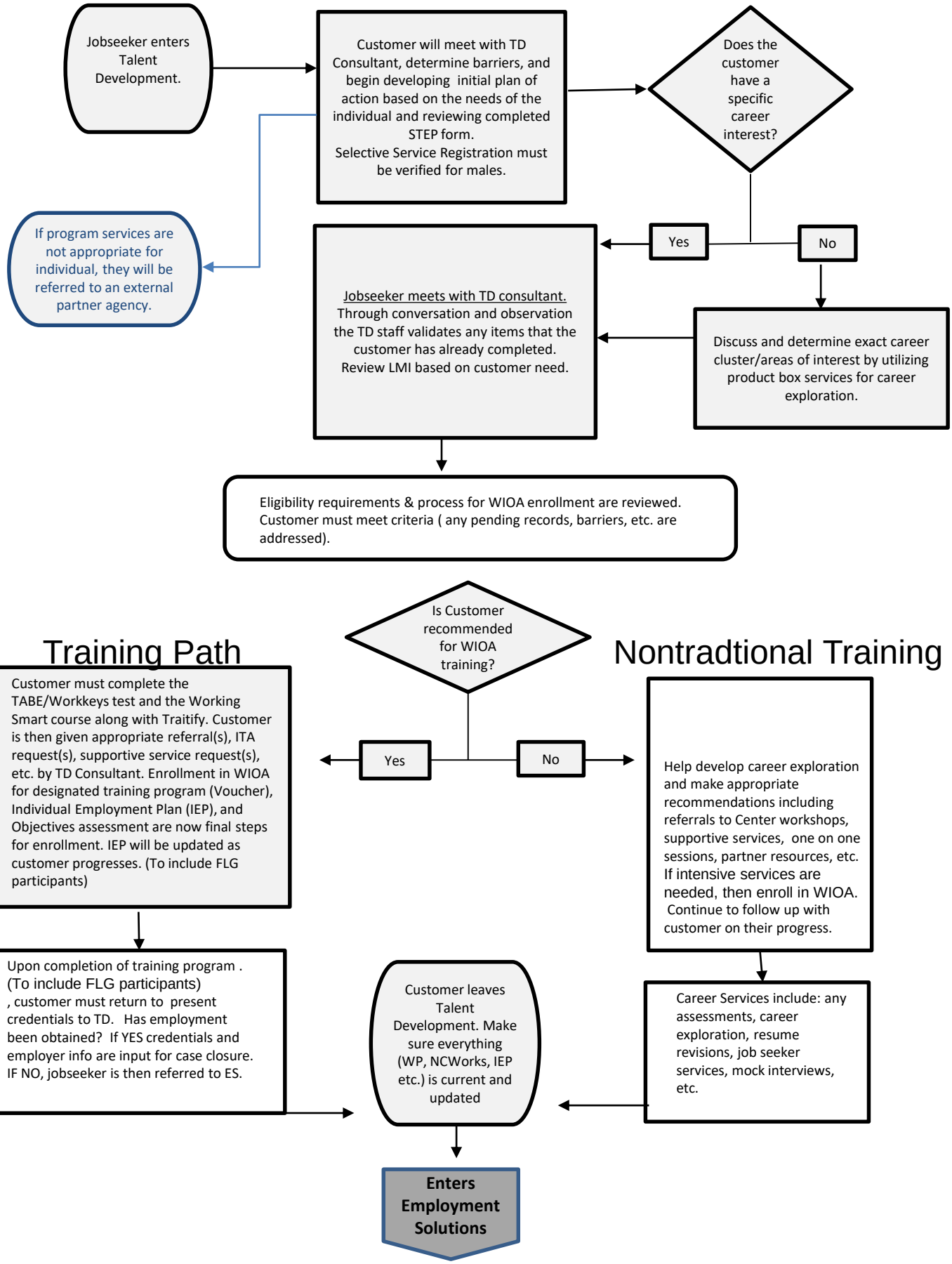
Customer leaves Talent Engagement. Are they work ready according to Work Readiness Checklist?
(If unemployed for 13+ weeks, refer directly to TD)

- No → **Enters Talent Development**
- Yes → **Enters Employment Solutions**

Watch out for Gaps in service during hand off! (return appointment dates, workshops info, CRC use, etc.

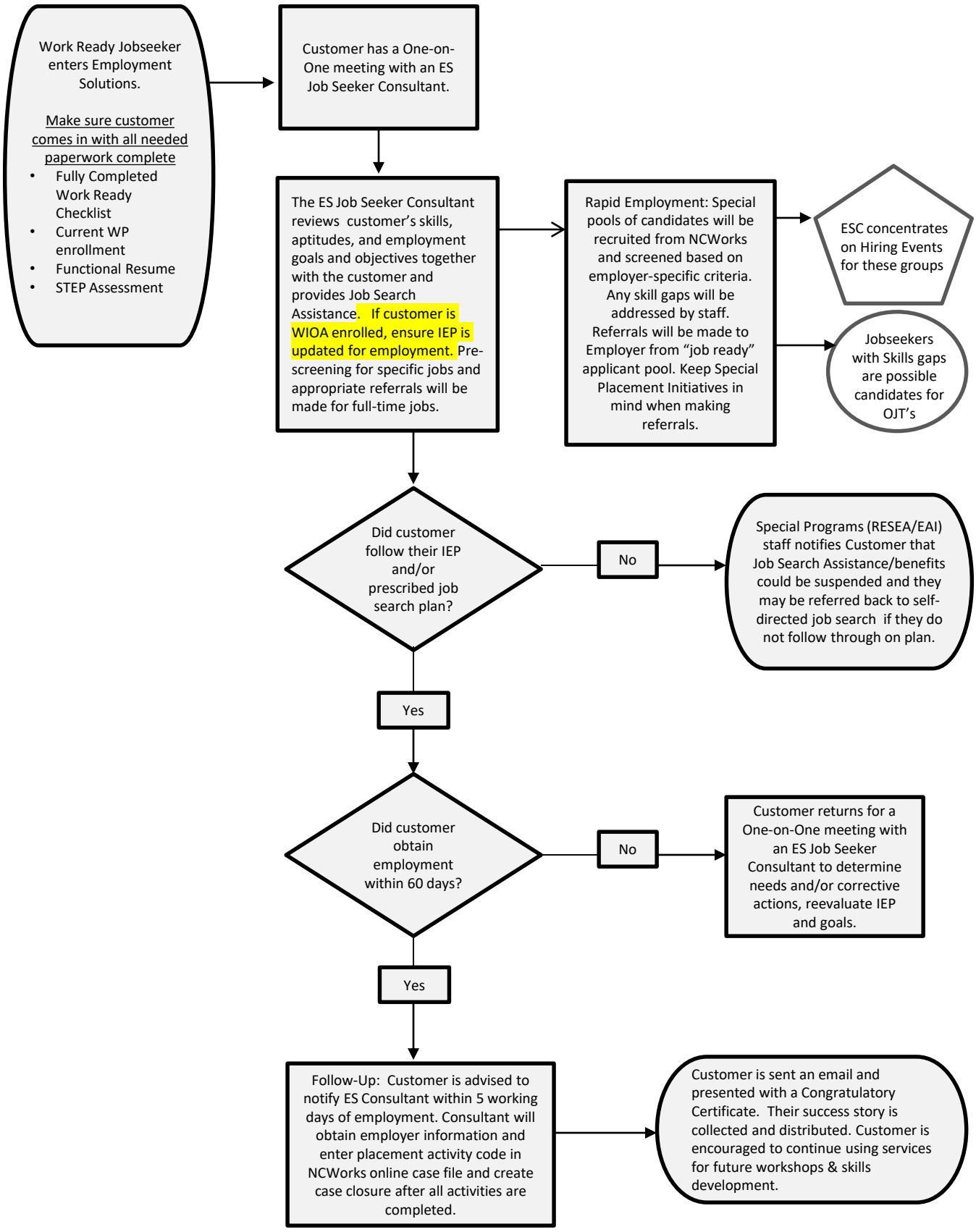
Talent Development (TD) Functional Area

1/15/2020

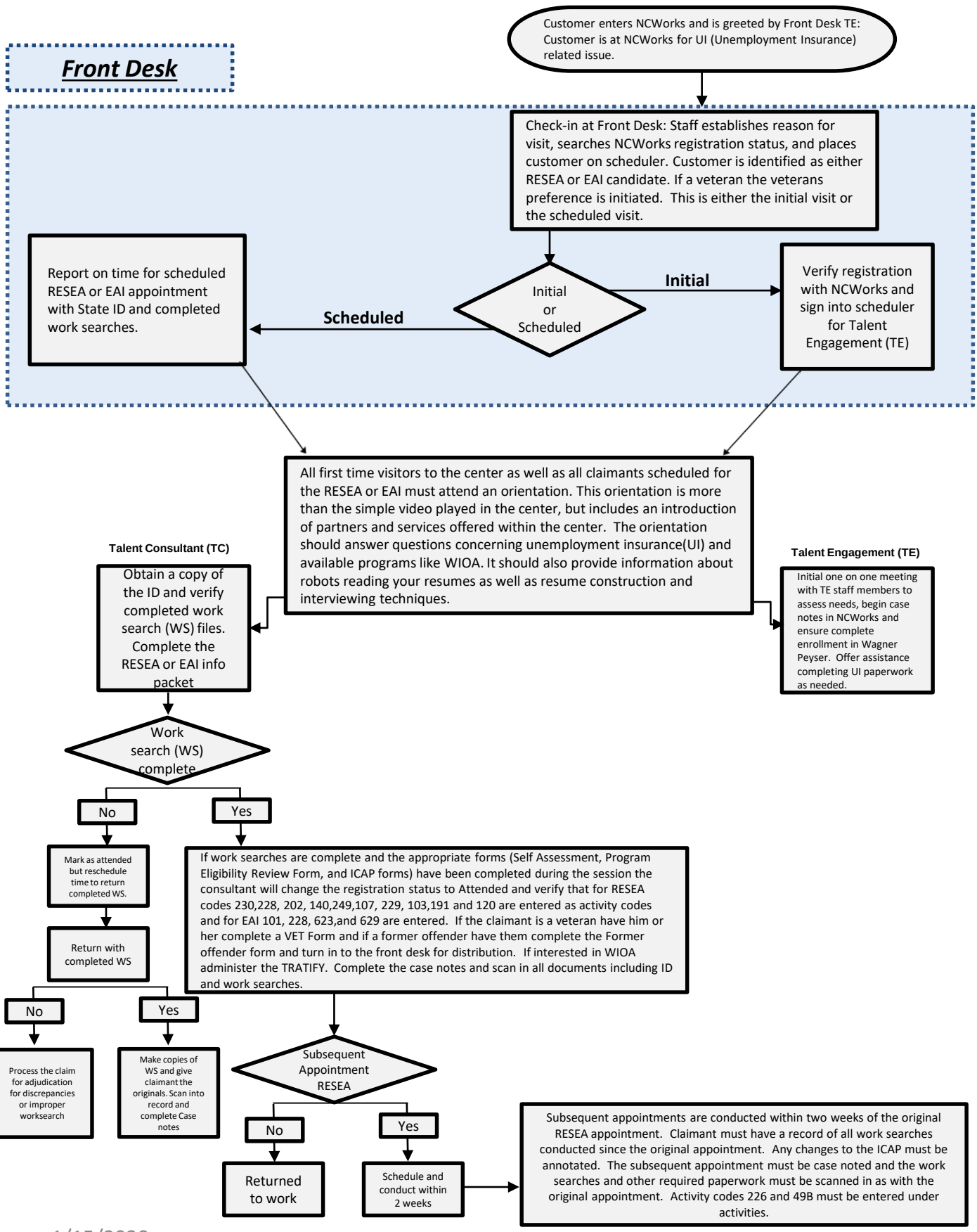


Employment Solutions (ES) Functional Area

1/15/2020



RESEA/EAI Functional Flow Chart



Still need:
Vets
ReEntry
Need to go over RESEA
How do people transition back into main customer
flow between the areas (FLG, RESEA, ReEntry, Vets etc)?