

- I. Standard
- II. Background
- III. Description of Service
- IV. Key Steps in the Process
- V. Performance Measures Associated with this Standard
- VI. Data Entry and Reporting Requirements
- VII. Information Resources for Staff
 - A. *Technical Assistance Guide – Directing Resident Customers to the Services Requested*
 - B. *Work Application Addendum – English*
 - C. *Work Application Addendum - Spanish*
 - D. *Use of the Paper Work Application or Addendum to determine when services may be funded by WIA Adult and WIA Dislocated Worker*
 - E. *Work Search Assessment Desk Aid*
 - F. *Instructions for Use of Worker Profiling Data System*
 - G. *Orientation Scripts*
 - 1. *Profiling - Serving customers who respond to a letter*
 - 2. *TANF Applicants – Power Point*
 - 2. A. *TANF Applicants – Power Point (Spanish)*

2. *B. TANF Applicants – Staff Guide*
3. *Food Stamp Recipients – Power Point*
3. *A. Food Stamp Recipients – Power Point (Spanish)*
3. *B. Food Stamp Recipients – Staff Guide*
4. *Ex-offenders*
5. *Worker Profiled UI Claimants*

H. Recruitment/Outreach Letters

1. *Food Stamp Recipients – ABAWDS*
 - a. *Food Stamp Recipients – General Population*
2. *Unemployment Insurance Recipients who are sent letters through the Worker Profiling System*
3. *TANF applicants exempt from mandatory participation*
4. *TANF customers who are not co-operating and may lose benefits*
5. *TANF customers who are currently receiving cash benefits but have not been to the office*
 - a. *Letter Instructions*
6. *Letter to TANF customer – next activity.*
 - a. *Letter to Food Stamp Recipient – Workfare*
7. *A. Follow up letter for working TANF customers*
8. *B. Follow up call for working TANF customer*

I. Survey

J. TWIST Data Entry Aid

- 1. Adding a customer to TWIST WIA Adult Fund*
- 2. Adding a customer to TWIST WIA Dislocated Worker Fund*
- 3. Adding a customer to TWIST TANF Applicant Fund*
- 4. Adding a customer to TWIST Choices Fund*
- 5. Adding a customer to TWIST Food Stamp E&T Fund*
- 6. Adding a customer to TWIST RIO Fund*
- 7. Changing a customer from TANF Applicant to Choices*

K. Documents Required in a Customer Paper File

L. Job Search Map

M. Placement Team

N. Enhanced Services

P. Exchange of Information Desk Aid

Attachments:

- 1. Greeter Job Description and Performance Expectations*
- 2. Greeter Customer Service Observation Form*
- 3. Resource Specialist Job Description and Performance Expectations*
- 4. Resource Specialist Customer Service and Knowledge of Resources Observation Form*
- 5. Employment Counselor Job Description*
- 6. Employment Counselor Customer Service Observation Form*
- 7. Workforce Solutions Quality of Referrals Rating – MS Word*
- 7.a. Workforce Solutions Quality of Referrals Rating - Excel*
- 8. Program Tracking Specialist Job Description*
- 8.a. Program Tracking Specialist Performance Measures*
- 8.b. Program Tracking Specialist Records Review Summary*
- 9. Office Manager Job Description and Performance Measures*
- 10. Office Manager Guide for One-on-One Sessions*
- 11. Manager Bonus Table*
- 12. The Numbers 2008*
- 13. Career Office Supervisor Job Description and Performance*
- 14. Career Office Supervisor Guide for One-on-One Perf. Review Sessions*
- 15. Staffing Specialist Job Description*