PIMA COUNTY

COMMUNITY SERVICES

Department Director Approval: _[signature]_

SUBJECT: DEPARTMENTAL INTAKE PROCEDURES

REVISION: November 12, 2015

PURPOSE: To establish procedures for customer intake, assessment and eligibility determination for Pima County Community Services, Employment and Training (CSET) Department's Workforce (including Workforce Innovation and Opportunity Act) programs.

PROCEDURE: All customers shall be greeted in a courteous, respectful manner.

Customers shall sign in and fill out a name tag. If this is their first time at the One Stop they will be asked to fill out the short Participant Tracking System (PTS) form. Information from this form is entered into the PTS.

A customer is then shown the Rules of Conduct and given a quick overview of options, including self-help services, when orientations are available, workshop options, and intake/assessment scheduling for various programs. Co-enrollment in Employment Service is at the customer's option, as he/she accesses self-help resources.

The customer may begin using self-help resources and complete Employment Service enrollment immediately.

If the customer requests individualized career services or training assistance, s/he will be signed up for an orientation session at the center that appears best suited to his/her needs. The orientation is periodically updated to address new programs and program changes.

Orientation contains information about job search assistance, on site resources, emergency services, workshops, training, supportive services provided by the Core Partners (as defined by the Workforce Innovation and Opportunity Act) and other partners.

The basic client flow for a person interested in training is introduction/orientation, intake/eligibility/ initial assessment using the Test of Adult Basic Education, priority of service determination, Employability Skills Seminar (or Youth Employability Skills), assignment to a Workforce Development Specialist, training (if needed), and job referral. A client flow chart is attached to this procedure. Employability Skills Seminars, including the Computer Fundamentals Seminar, may be taken at any time.