INDIANA
WORKFORCE
DEVELOPMENT
AND ITS WorkOne CENTERS

TO: Indiana's Workforce Investment System

FROM: Teresa L. Voors
Commissioner, Indiana Department of Workforce Development

THROUGH: Greg Vollmer
Deputy Commissioner, Field Operations
Indiana Department of Workforce Development

DATE: March 10, 2009

SUBJECT: DWD Policy 2008-35
WorkOne Center and WorkOne Express Triage Process

Purpose
This policy provides the methodologies that all WorkOne staff are to employ when greeting customers. This is to ensure that customers are handled in the most effective manner possible with the intent of providing customer satisfaction.

NOTE: The Indianapolis Private Industry Council shall be included as and considered a Regional Operator throughout this document.

Rescission
None

Background
Because large numbers of customers are visiting WorkOne Centers and WorkOne Express offices to file initial unemployment insurance claims, to file weekly vouchers or to correct issues arising from their online filing experiences, it has become necessary to implement a triage process for greeting customers within the context of the integrated services environment.

Content
These methodologies involve an initial triage process where it is determined if the customer is present to seek or participate in an employment or training service or if the customer is present for an unemployment insurance service. There are three (3) different levels of triage activity as described on the attached process flowchart.

Triage Level 1 is for customers that are unemployed on permanent layoff, underemployed or returning to the workforce. They are to be connected to the WorkOne integrated model and provided with a full menu of employment services.

Triage Level 2 is for customers that have unemployment insurance issues that can be assisted without (or with minimal) Workflow access. These individuals are to be assisted immediately.

Triage Level 3 is for customers that have issues that require Workflow access and review. These individuals will be assisted by unemployment insurance staff.

Flow

Customers will be greeted as they enter the facility and asked what the WorkOne staff can do to help them. If there is a standing line of customers, WorkOne staff will walk the line and inquire as to the customers' needs. During this initial triage, the staff individual will confirm that the customer has the required documentation with them. If not, the customer will be informed politely what documents are required and asked to return with the complete information.

When the customer is greeted, the time the customer arrived will be recorded into a daily log. When the customer receives service (meeting with a WorkOne representative other than the greeter) or is directed to an available computer (if appropriate), that time shall also be recorded into the daily log to provide a record of wait time for customers.

If the customer's needs fall into Triage Level 1, as described above, the customer will be referred to the Welcome Team for service where it will be determined if the customer needs to access a computer or enter the Welcome Team process with initial assessment, application, referral, training, job search, etc.

Customers who have unemployment insurance issues will receive more detailed triage (either Level 2 or Level 3). For those customers who have issues that are relatively easy or quick to resolve, they will work with a dedicated staff person to resolve their issue and allow them to depart or access other WorkOne services. These issues include wage transcript printing, documents that need to be faxed, Homeland Security checks, able and available questions answered incorrectly, exceeding return to work date, hiring hall documentation, work search issues, etc.

Level 3 customers will receive one-on-one support from WorkOne staff. This service includes more involved unemployment insurance issues such as Deductible Income, Extended Unemployment Compensation (EUC) and missing wage issues which require completion of Form 543.

At all times, a staff person shall be assigned to handle Level 2 Triage issues. However, if there are no Level 2 customers but there are Level 3 customers, the Level 2 Triage staff person should help those Level 3 customers if they are qualified to do so.

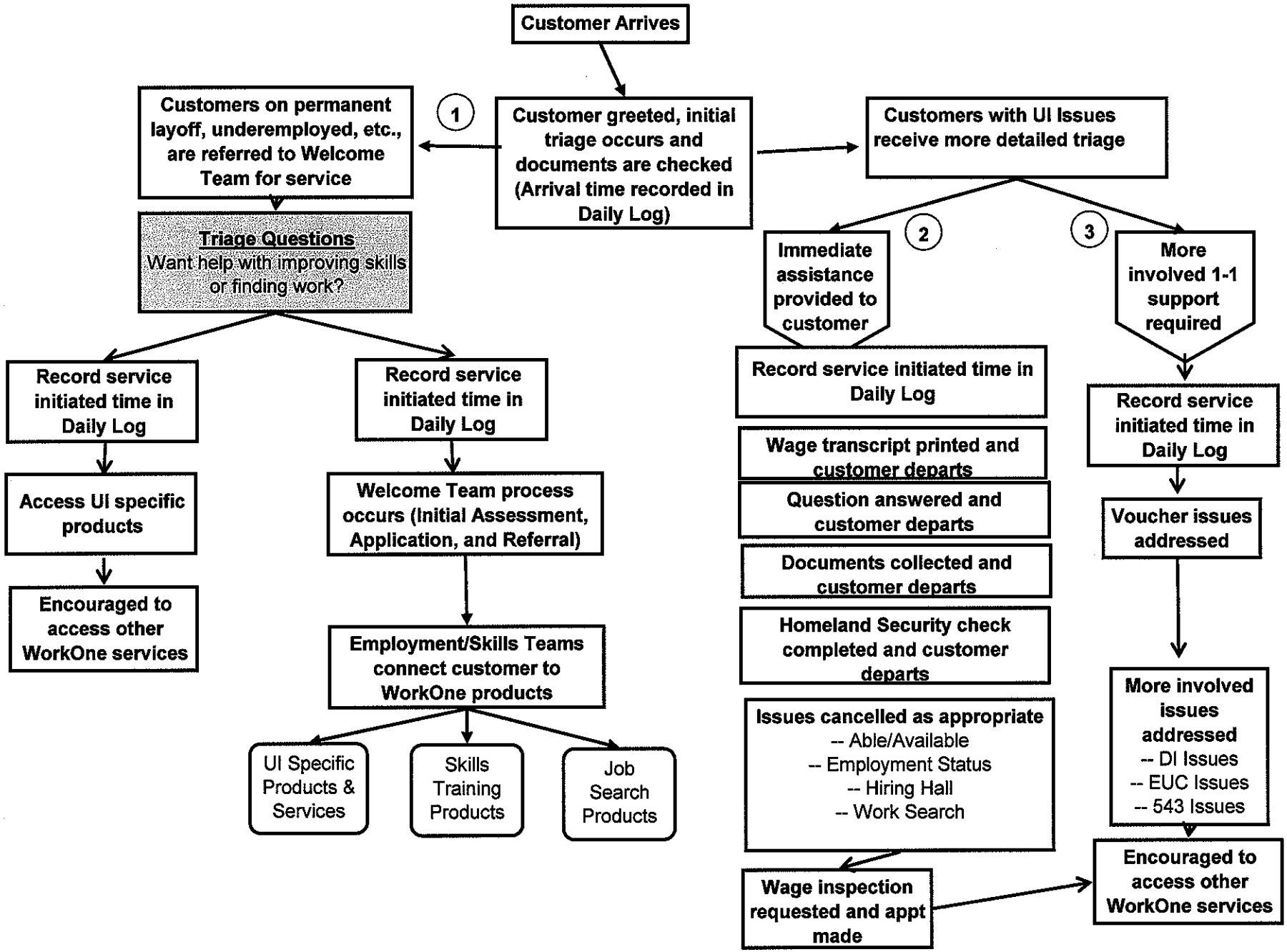
In all cases, customers will be encouraged to access other appropriate WorkOne services.

Review Date
March 31, 2011

Ownership
Field Operations
Indiana Department of Workforce Development
10 North Senate Avenue
Indianapolis, IN 46204
GVollmer@dwd.IN.gov

Effective Date
Immediately

Action
Regional Operators and the Indianapolis Private Industry Council shall follow the guidance contained within this policy in their respective WorkOne Centers and WorkOne Express offices. This information should be distributed to all appropriate staff.



Triage Level 1 = Customers on permanent layoff, underemployed, and returning to work, etc., are connected to the WorkOne integrated model and provided with full menu of services.

Triage Level 2 = Customers that can be assisted without Workflow access will be assisted immediately.

Triage Level 3 = Customers with an issue that requires Workflow access and review will be assisted in turn by unemployment insurance staff.