



UNITED STATES DEPARTMENT OF LABOR

Employment & Training Administration - Region 2

Creating a Chain of Success in Case Management



Re-Connecting...

....with the “Why”

So, what has changed?



Who is the “changed” customer?

- Experienced professional
- College educated
- Average or above average income earner
- Affected by lay-offs or plant closings
- Useful skill set without a place to use it
- Not your “typically served” customer



Does this look familiar?

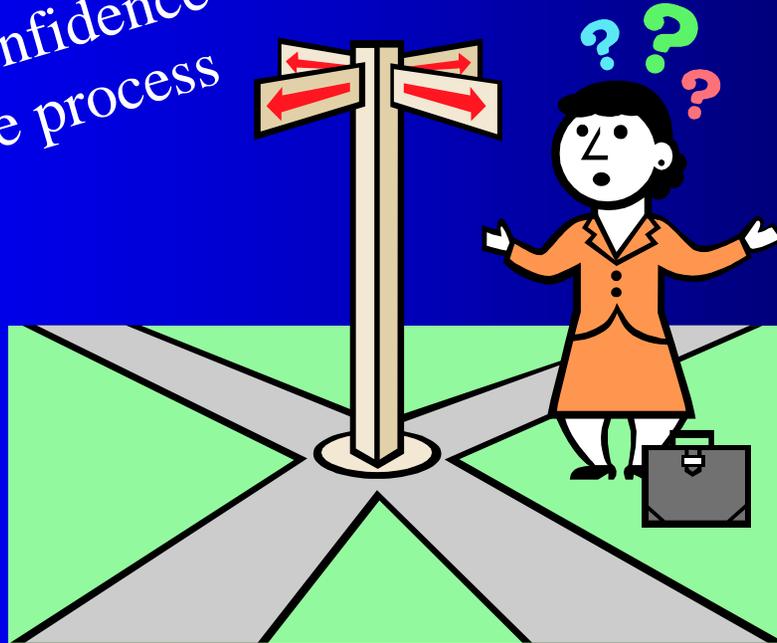
How do I compete?

No confidence in the process

Confused...

How am I going to pay my bills?

How do I navigate the system?



What are my goals?

But I already have a degree!

What's next?

This is embarrassing.

I don't know what I want to do.



Case Management Life Cycle





Outreach and Recruitment

- What strategies do you employ to recruit or reach out to potential customers?
- How does your strategy differ with this “changed” customer?

Enrollment

- Is the enrollment process different for an experienced professional?
- What things will be sought from an intake interview with the “changed” customer?



Assessment

- DOL's take: The results should yield information about an individual's skill levels, motivation, interest, and the support services needed to enable program staff to advise participants on training and reentering the labor market, and to refer them to sources of support.

IEP/ISS Development

- How do current service strategies differ with this "changed" customer?
- What obstacles can you anticipate?



Service Delivery

- What deliverables might the “changed” customer expect after visiting your office?
- What barriers do you foresee?

Follow-Up

- What differs in follow-up strategies given the obstacles we face today?
- Are there any notable differences?



Meeting the Challenges

What are some additional strategies to meet the challenges of the “changed” customer?



Summary

- Defined a changing customer and challenges in servicing him/her.
- Applied traditional case management steps to this “changed” customer with a new focus
- Identified options in servicing the “changed” customer
- Rejuvenated our dedication to servicing our customers.



Questions?