

# Barriers and Supportive Services

Indiana Department of Workforce Development  
Case Management Training



# Barriers

Obstacles customers face that must be resolved before the customer can accomplish identified goals



# How do you uncover barriers?



Open Ended  
Questions



Observations

# “Green” Barriers

Work History

Criminal  
Background

Education  
and Skill Gaps

# **“Yellow” Barriers**

**Housing/Homelessness**

**Insufficient Childcare**

**Insufficient  
Transportation**

**Lack of Food**

**Lack of Work  
Appropriate Clothing**

**Utility Issues**

# “Red” Barriers

Substance  
Abuse

Family  
Violence

Mental  
Health Issues

Physical  
Disabilities

# Three Types of Resources

Personal

WorkOne

Community

# Fire Drill!

*You have 2 minutes to jot down WorkOne or Community resources for each of the following barriers. Go!*



**Education/Skill Gap**  
**Work History**  
**Housing**  
**Clothing**  
**Substance Abuse**  
**Criminal Background**