Region 9 Workforce Board

WIOA Customer Flow, Orientation, and Informational Workshops Policy

In accordance with Department of Workforce Development, MEMORANDUM Implementing WIOA; State-Level Policy and Required Local Policy, dated June 8, 2015, this policy provides guidance on customer flow, orientation, and information workshops.

**Customer Flow** – The 2nd page provides guidance on customer flow within Region 9.

**Orientation** – Educating WorkOne customers to the range of programs and services offered through the WIOA system and its partners is essential for building a skilled workforce. WorkOne staff will conduct verbal orientations with customers and will have available the WorkOne Resource Guide and the assortment of brochures available at the WorkOne Brand portal.

**Informational Workshops** – Career Interest, Digital Literacy, Financial Literacy, Healthy Lifestyles, Interviewing, Job Search,, Resume, and Unemployment Insurance ( UI), and more are available as Basic Career Services. All six (6) WorkOne locations offer an assortment. A schedule of workshops is available at <http://workonesoutheast.org/calendars/>. These are designed to be informational in nature. Depending on the uniqueness or needs of the audience, WorkOne staff may adjust the curriculum to be more conducive in order to achieve favorable outcomes.

