

# Process Flow

UI Customer listed in weekly download

Profiled  
WARN layoff  
Veterans (not TLO, PD)  
Demographics similar to prior exhaustees

All other customers

On-line Process  
(for customers certifying  
on-line)

Mail-in Process  
(for customers certifying  
by phone)

In-person or 1:1 process

Sent Re-employment Appointment Letter

Customer completes scheduled process; triage based on Needs  
Survey and OSOS registration; initial assessment conducted

Customer fails to report

Customers with needs or barriers  
scheduled for in-person services:  
Interview with case manager  
Needs addressed  
Barriers to employment resolved  
UI issues referred to TCC  
Workshops offered  
Work Search Requirements explained  
Job Search Assistance provided  
Referrals to Supportive Services  
Work search plan (Profiled)  
Dislocated Workers services provided  
(Profiled)

No needs or issues:  
customer uses self-  
assistance

Scheduled for in-person  
services, triage and initial  
assessment

2<sup>nd</sup> failure to report: reported to TCC and checks suspended

Follow-up:  
1<sup>st</sup> follow-up mailing no later than 4<sup>th</sup> week after Initial Assessment  
2<sup>nd</sup> follow-up mailing 8 weeks after the 1<sup>st</sup> follow-up  
Continuous services until employment is attained or benefits exhausted