|  |  |  |
| --- | --- | --- |
| Client flow/steps | Delaware JobLink DJL Functions: | Area/staff |
| 1. DET One Stop Staff refer client to appropriate current workshop which is being centrally scheduled by the Fox Valley 3rd Floor Staff.
 | In order to schedule a client for a workshop, enter in the Service and Training Plan (S&T) in the Job Service enrollment\* “Referral to ***Workshop Name”*** with the status as “Completed” and all dates the day the referral was made. ***IMPORANT:*** If this client is tracked through a participant group (i.e. Vets, IADAPT, RES, REA), remember to select it. \*In the event the client is an REA or RES client and the Job service is locked, enter in the open RES/REA enrollment’s S&T.  | DET One Stop Staff |
| 1. Weekly, the Fox Valley 3rd Floor will schedule clients in accordance with the current workshop schedule for each One Stop. This will be accomplished by querying DJL for referrals, creating and then mailing out letters to referred clients. Clients will be mailed letters at least 1 week before scheduled workshop.
 | In the same S&T where the referral to the workshop being scheduled is, enter the service that correlates with the workshops being scheduled\* with a status of “Scheduled”, participant group\*\* with the Estimated Start date being the date the clients was mailed a letter and the Estimated End date being the date the client was scheduled for the workshop. \*For example, if the referral service is “Referred to Career Planning Workshop”, then the service entered in this step by the Fox Valley 3rd Floor Staff with a status of Scheduled would be “Career Planning Workshop”\*\*If the client is tracked by a participant group (found on the bottom of scheduling letter), enter it in the participant group drop down.  | Fox Valley 3rd Floor Staff |
| 1. Client attends scheduled workshop
 | In the same S&T where the referral to the workshop being scheduled is, click on the service that correlates with the workshops being scheduled\* with a status of “Scheduled”. **Change the status to “Completed”, enter participant group if applicable, and enter date the client attended in the Actual Start and Actual End dates and save the service.** Add any additional services the client is given/referred to at that time per LE #4.  | DET One Stop Staff  |
| 1. Client does not attend scheduled workshop.

If client is a recipient of UI, they are reported to UI as failed to report. See LE Policy #7, and LE Policy # 23. | In the same S&T where the referral to the workshop being scheduled is, click on the service that correlates with the workshops being scheduled\* with a status of “Scheduled”. **Change the status to “Failed to Report”, enter a participant group if applicable, and save the service.** No dates need to edited or entered.  | DET One Stop Staff  |
| 1. Reschedule Client for Workshop

In the event the local UI office determines the client should be reschedule for the workshop, they will send an e-mail to the Reschedule mailbox at DOL\_DET\_general\_WORKSHOP\_RESCHEDULE @state.de.us | In the same S&T where the referral to the workshop being scheduled is, enter a new service “Referral to ***Workshop Name***” with the status with the status as “Rescheduled” and all dates the day the referral was made. Then follow step 2 of this procedure.  | Local UI Office and Fox Valley 3rd Floor |
| 1. Client gets rescheduled
 | DET staff follow 3-4 of this procedure | DET One Stop Staff |