# Partner Customer Service Flow

WIOA emphasizes the need for local workforce development system partners to align their services, to reduce duplication and make the best use of resources. Understanding how customers flow through the different partner services will allow us to leverage each other’s strengths, identify opportunities to improve integration of services, make partner referrals, and maximize our respective performance metrics.

The table below will guide you through the process of mapping out your program’s customer service flow. We have completed it with answers for the AJC to provide you with a model for what we’re looking for.

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| --- | --- | --- | --- | --- |
| **Program Name:** |  | | |  |
|  | |  |  |  |
|  | | **Current Program Workflow** | **Key Activities or Milestones** | **Potential Next Steps** |
| **Components of Customer Service Flow** | | *Briefly describe the goals for each step in your customer service flow (left column).* | *Identify the key activities that occur or any milestones achieved by the client during each program component.* | *What are the options for what a customer can do next?* |
| **Outreach**  *Identify the ways that customers learn about this service/get connected to it.* | |  |  |  |
| **Intake and Registration**  *Describe who does this (staff role), how it’s done, and what information is collected.* | |  |  |  |
| **Start of Services**  *Describe the first service delivery engagement for the program.* | |  |  |  |
| **Main Service Activities**  *Provide a brief description of services by:*   * *Type (1-on-1 or group)* * *Frequency of activity* * *Duration of client participation* * *Which staff interact with clients* | |  |  |  |
| **Program Exit**  *Describe when exit occurs and what happens at that time.* | |  |  |  |
| **Follow-up**  *List any follow-up activities, who performs them, and when they take place.* | |  |  |  |
| **Other** | |  |  |  |