Welcome Flow

Region 14
Office: Canyon City

1. Office Procedure

When a customer comes through the door, welcome staff explains the four step Welcome process and the amount of time it will take the customer to complete the process.

First the customer completes WORP and ID Verification. Next, the customer completes their iMatchSkills profile and job match. Then the customer completes the initial skill review and finally meets with a staff member for the debrief. The Welcome Process is organized into four steps to allow the customers to better understand and follow the process. Staff refers to each step as step 1 or step 2, making it easier for customers to navigate the process.

2. Customer Documents

Each lobby computer and staff member has a one page laminated guide explaining the four step Welcome Process. The staff uses the guide to show the customer what they will see on the computer screen throughout the process and what are the steps the customer needs to complete. The customer can follow the step-by-step guide throughout the process. The guide has eliminated some confusion for the customer.

Customers who will be returning for additional services, such as classes or another staff appointment, are given a folder. The folder has the customer's ISR debrief, customer goals and an appointment and assignment record. The customer brings the folder when they return to the center.

3. Customer Flow

All staff approach and follow the Welcome Process in the same order. Each staff member will review with the customer what they can expect and what they need to complete before starting the four step Welcome Process. The steps stay in the same order for each customer so that any staff member may step in and assist a customer at any time.