Business Services Flow Chart - (DRAFT version 4, 9-1-15)

Entry points for Business	Assessment, Triage & Referral		Account Mgmt (w/regional coordination)	I	Service delivery	Outcome/ Metrics
Outreach to Business by career center, WIB or other intermediary; this outreach should be have a regional approach tie-in.	Assess business needs and prioritie	S -	If primary need is talent sourcing, career center is acct mgr	→	Talent Sourcing Identify hiring requirements, screen & assess candidates, orient candidates to specific business expectations, broker connection between candidate and business, follow up with business. If no candidates, may do onsite recruitment, look at OJT or reach out to apprenticeship or training programs for candidates	Fill position with qualified candidate, repeat business
			If primary needs is talent development, acct mgr could be career ctr or WIB	→	See talent development (page 2)	
Business attends Job Fair/ Expo	Assess business needs and prioritie	5	If primary need is other resources, career center is acet mgr See process above		Business (Wrap-around?) Services Career center refers business to agency that provides (wrap around?) supportive services to business (e.g. tax incentives, insurance, etc.) and follows up	Other resources are provided, repeat business
Posts job on JobQuest	Are there candidates that neet the position requirements?			\rightarrow	See service delivery for outreach to business in top box	Fill position with qualified candidate, repeat business
Reaches out to source talent for a specific job to WIB, career ctr, comm college, CBO, MRC, MCB, DTA, EOPSS, EOHED, EOLWD, city or local economic development office, ABE, Secretary of state, staffing agency or other intermediary	Are there candidates that meet the position requirements?		Initial contact manages the account or refers to career center		See service delivery for outreach to business in top box	Fill position or connect to other qualified talent source, repeat business
Business seeks rapid response services	Are there services that would support the business in saving jobs? How m workers affected? Assess needs of workers/ business.		Rapid Response or career center is acct. mgr.	⇒	Lay-off Aversion Management Refer business to address needs other than Rapid Response. Conduct outreach, case management w/laid-off workers. Identify training resources/programs & refer. May apply for NEG, or Rapid Response set-aside grant. Ongoing case management, job search & follow-up services. look to neighboring communities for trained workers that might be facing lay-off soon and eligible for transfer employment	Business receives other services. Workers re-employed, retention. repeat business

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Entry points for Business	Assessment, Triage & Referral	Account Mgmt (w/regional coordination)		Service delivery	Outcome/ Metrics
				Talent Development: Pipeline Training	
Requests support on pipeline development from career center, WIB, MRC, MCB, DTA, MOBD, DLS, executive office, community college, CBO, business/ HR association, vocational school, higher ed, training provider or other intermediary	Assess company skill needs, are there existing partnerships/training or apprenticeship programs that can meet that need? Would OJT meet the need? Are there other businesses w/ similar need? Is there enough demand to organize sector partnership or training/ed program? What resources will it take?	If OJT, career center manages acct. If sector partnership, WIB or other intermediary manages account. Partners may include career center, college, CTE, CBO, organized labor, MRC, MCB. city or local economic development office, ABE, Secretary of state or other	→	- · · · · · · · · · · · · · · · · · · ·	If OJT: hiring & retention. If sector partnership: Partnership created, training completed, hiring, retention, business impact goals/actual. If apprenticeship, curriculum developed and apprentice(s) progress through sequence, repeat business, continued involvement in the pipeline development, pipeline aligned with projected business goals
Requests support for incumbent worker training from comm corp or community college	Does bus ness pay into INTE? Companywide or specific workers? If company pays into WTFP, refer to regional intermed ary that assists with applications or to CommCorp for application assistance. Acct mgmt by career ctr, WIB or training/ed intermediary	Career ctr, WIB or training vendor is acct mgr; funding scurces a etermine, who manages anct.		If by siness pays into WTF, assess business needs that training can address, design training plan, identify potential providers such as community colleges, establish metrics, submit application. If funded, execute. If not funded, strengthen application, re-apply and if funded, execute.	Grant awarded, # trained, business impact goals/actual, employee promotion/wage increases, job creation goal/actual, repeat business
		WIB, career center or intermediary is Acct Mgr	⇒	If business does not pay into WTF and/or is in position to self-fund, assess business training needs, identify current capacity to meet that need, identify resources required. If current capacity, refer business to that training/education, community college, or apprenticeship program. If not, review options with business to design programs w/ training/education or apprenticeship vendor.	Referred to training/ed partner, # trained, business impact goals/actual, (e.g. increased sales, cost reductions, etc.) repeat business

WIB = Workforce Investment Board WTF= Workforce Training Fund MRC= MA Rehabilitation Commission MCB= MA Commission for the Blind MOBD= MA Office of Business Development DTA= MA Department of Transitional Assistance DLS= MA Department of Labor Standards CBO= Community Based Organization Comm Corp= MA Commonwealth Corporation OJT= On-the-Job training EOLWD= MA Executive Office of Labor and Workforce Development EOHED= MA Executive Office of Housing and Community Development EOPPS= MA Executive Office of Public Safety and Security, ABE=Adult Basic Education/English as a Second Language, NEG= National Emergency Grant