RESEA Customer Flow Scenario

Miles is 28 years old and has spent the past 5 years working as a machine operator at a local factory. Miles was recently laid off due to a downturn in the region's manufacturing sector and is currently receiving unemployment insurance benefits. In the past, Miles often found work through his network of friends and family but attempts to find work in his field have been unproductive so far.

americanjobcenter

WELCOME

Hi. Can I help you?

Yes, I hope so. I was recently laid off from my job and thought it would be easy to find a new one. But I haven't had much luck, so I applied for unemployment insurance. A few weeks later, I received a letter and follow-up email from the Unemployment Insurance (UI) office with instructions on how to schedule an appointment to meet with someone here for help with my job search.



RESEA WIOA Desk Reference: https://ion.workforcegps.org/resources/2017/11/21/09/45/Wagner-Peyser-ES-and-UI-Supporting-the-Reemployment-of-UI-Claimants

Case Management Resources: https://ion.workforcegps.org/resources/2015/09/23/11/13/Effective_Case_Management_ Counseling and Documentation



Miles, thank you for coming in. You came to our attention when you applied for unemployment insurance because we know, based on our information about the labor market, that there have been some changes in your industry.











Finding a new job is a job itself, but we are here to help. Also, we have tools to make things easier, like the online "My Reemployment Plan". The videos are easy to understand and ask questions that will help define your interests and document your skills and abilities. You can watch the videos here, from home, or on your phone.

I can also tell you about industries in the area that are hiring to help you explore possible careers.

To maintain your UI status, you need to be actively looking for work. We post job openings weekly, so we can review those, and I can help you apply. We also offer resume support here at the center.

Some of the activities on your reemployment plan may count towards your UI job search. Don't worry, I will point those out. This Reemployment Plan is so helpful. I realize I like doing things with my hands, and to work where I see progress. I don't have any skills with computers, but I know about manufacturing project work.

My Reemployment Plan



CareerOneStop.org:

https://www.careeronestop.org/toolkit/careers/occupations/ Occupation-profile.aspx

I have two assignments for you.

We offer a weekly Computer Basic class on Wednesday mornings. I'll introduce you to LaVerne at the front desk. She can sign you up.

My research shows there are jobs in digital manufacturing. LaVerne can connect you to Justine who can show you how to look up manufacturing companies that have jobs available.

That sounds great!

Great! Let's touch base again after the class.

LMI Data Resources:

https://lmi.workforcegps.org/resources/2015/06/18/11/23/Fine-Tuning_ Your_Strategic_Planning_Using_Labor_Market_Analysis





CareerOneStop.org: https://www.careeronestop.org/toolkit/careers/ occupations/Occupation-profile.aspx



careers as a Robotics Technician or Manufacturing Production Technician. I saw those positions when I researched local companies.





