

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.



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Hi. Can I help you?

WELCOME

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.

Thank you for coming in, Miles. I'll take you to Gina, one of our career counselors.

bcen

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.

My company laid me off; we were not getting new orders. I have been looking, but there are no jobs in machine operation right now. I am not sure what to do.

We can work together on a plan to get you back to work. Have you heard from UI yet?

Yes, I have received a couple checks. But I did not apply for UI right away, so I have been looking for work for several weeks. My last paycheck was four weeks ago.



LMI Resources:

https://lmi.workforcegaps.org/resources/2015/06/18/11/23/Fine-Tuning_Your_Strategic_Planning_Using_Labor_Market_Analysis

My Reemployment Plan:

https://rc.workforcegaps.org/resources/2016/10/03/05/28/My_Reemployment_Plan





