ATTACHMENT C: Customer-centered service design flowcharts for businesses

Statewide Model for Business Services Across Agency Partners

Entry Point for Business

- Core Partner Agencies (Workforce Boards, Career Center, VR - MRC/MCB, DTA, ABE)
- Community College
- Economic Development
- Business to Business Referral
- Job Fair
- Job Posting

Assessment, Triage & Referral

- Assess business need and priorities
- What are the skill needs?
- Are there existing programs, resources, or capacity to meet business needs?
- Are work-based training models appropriate?
- Is customer eligible for Workforce Training Fund?

Account Management

Account manager (agency) based on business need.
Examples:
- Talent sourcing & development = career center
- Incumbent worker training = Workforce Training Fund
- Economic incentives = MOBD

Service Delivery

- Layoff aversion
- Talent sourcing
- Business access to education and training resources
- Referral to incentives

Outcomes

- Successful hires
- Employee retention
- Repeat business referrals