WF Dev 2011-12

Improve Customer Flow

Summary:

The purpose of this initiative is to create a consist process for individuals who come to the WorkSource Lane site at LCC to ensure consistent information is given of all resources, all of the required process for eligibility are completed, and customers can be tracked for accountability purposes.

Description

Questions and Answers

How is the initiative linked to the Unit Plans most recently submitted?

1. **How does it continue the achievement of those goals?**
2. **If this is a continuation of an initiative started last year, make sure that relationship is clear.**

How is this initiative linked to the efficiencies and productivities plans you had last year?

1. **How does it continue the achievement of these plans?**
2. **If this is a continuation of an efficiency or productivity plan started last year, make sure that relationship is clear.**

With increase numbers of dislocated workers, the Workforce Development Department has increase grants, short term training options, and processes for determining eligibility.

This has created confusion for staff and faculty.

This initiative would provide for continuous improvement of existing processes.

Describe the resources needed:

Current grant funding will be used for this initiative

What specific measurable program outcomes do you expect to achieve with this initiative? The outcomes should be specific enough to be measurable. Also, outline the method that will be used to determine the results.

Improved customer flow

Department Priority:

2

Unit Resources:

Funding Request: Carl Perkins

Funding Request: Curriculum Development

Funding Request: Technology Fee