



Anoka County

JOB TRAINING CENTER

Job Training Center

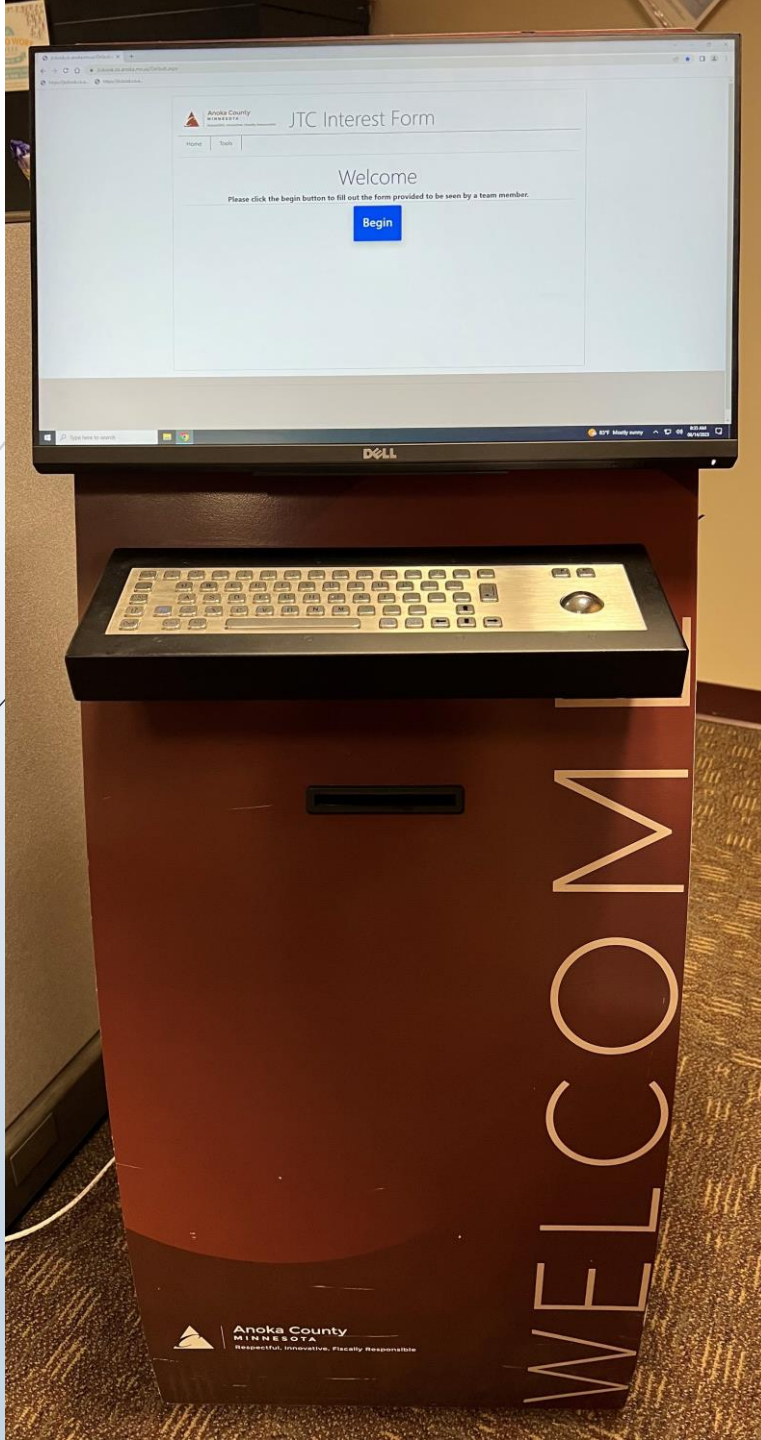
Online Inquiry System

"Building Tomorrow's Workforce"

Online Inquiry System



- 2019 Continuous Improvement Staff Workgroup
- Develop an enhanced person-centered experience
- Create efficiencies with program's application process
- Collaborated with IT and launched online and customer kiosk in October 2020
- 24/7 access to apply for programs
- A-Team follow-up within 24-hours of inquiry (M-F business hours)



Enhanced Opportunities

- ▶ Online access during COVID and 24/7 program information and application access
- ▶ Customer choice – phone follow-up, video chat or in-person meeting
- ▶ One on one personalized conversation with a Career Counselor
- ▶ Resource information and community connections
- ▶ Streamlined process for customers and staff workflow



Outcomes

Significant increase in returned and completed applications

More engaged customers and less confusion about eligibility requirements

Decrease in staff processing time due to more complete information

Enhanced efficiencies of staff workflow processes



Additional stats:

60% received helpful resources in a shorter period of time

53% of applications are processed within 3 days of inquiry

73% of applications are processed within 1 week from inquiry

Faster program enrollment, 3-week average

12% of customers are enrolled within 14 days of inquiry

40% of customers are enrolled within 28 days of inquiry

Service Road Map & Replication Opportunities



INTEREST FORM



A-TEAM
FOLLOW-UP
(CAREER
COUNSELOR)



INTAKE TEAM



APPLICATION



ENROLLMENT /
COUNSELOR
ASSIGNMENT



Anoka County

JOB TRAINING CENTER

www.anokacountymn.gov/jtcapply

Mission:

**Contributing to the success of individuals and employers
through workforce development services.**

www.anokacountymn.gov/jtc

Thank you!

Nicole Swanson, Department Director

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