



Anoka County  
MINNESOTA

# Online Inquiry System

Anoka County Job Training Center

# Agenda

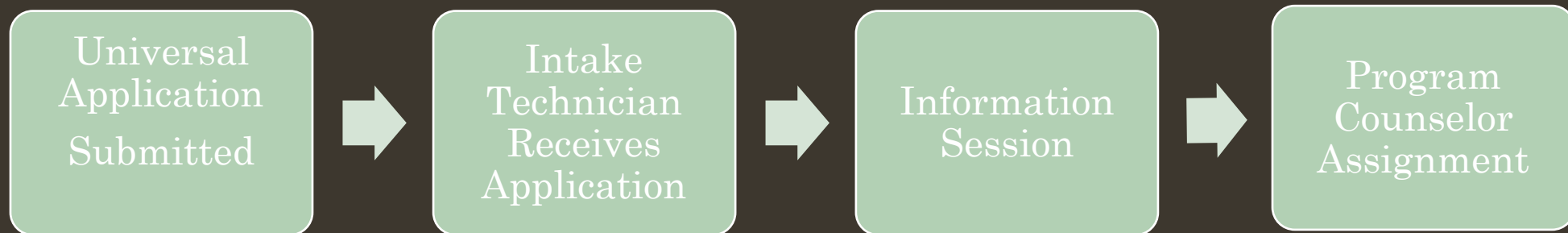
- Previous Intake Model
- Goals
- Current Intake Model
- Online Inquiry System Demonstration
- Impact



# Previous Intake Model



# Previous Intake Model



# Goals

Enhance Customer's Experience



Create Efficiency within the AC JTC  
Program Application Process



Create a Person-Centered Approach



Increase Enrollments



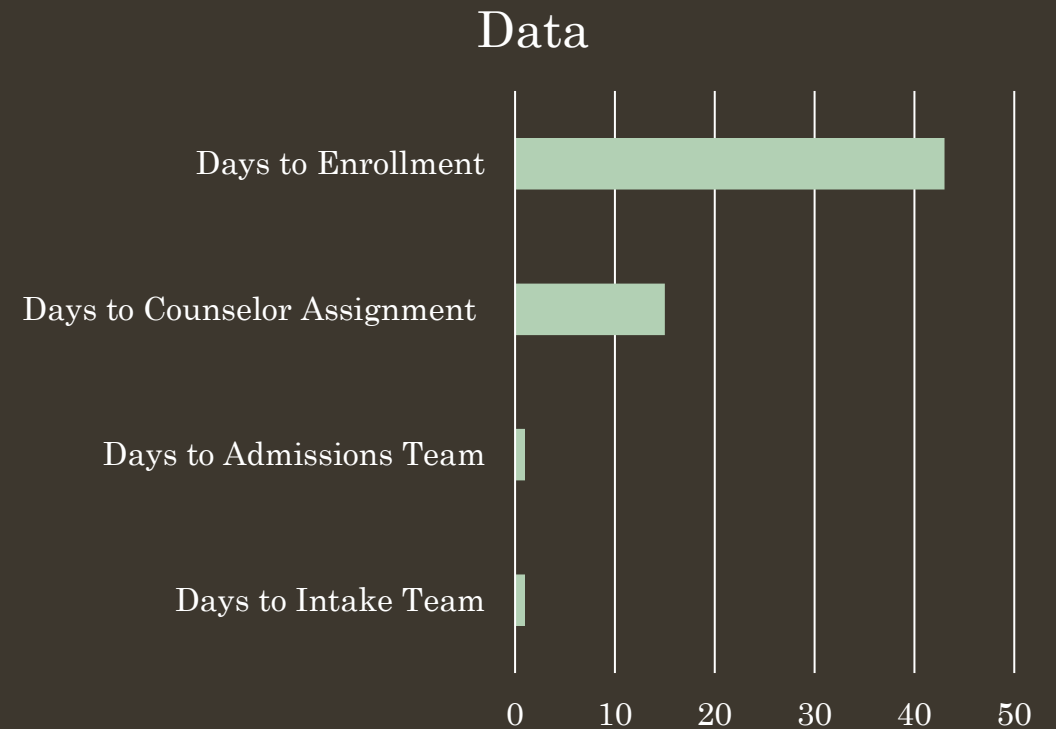
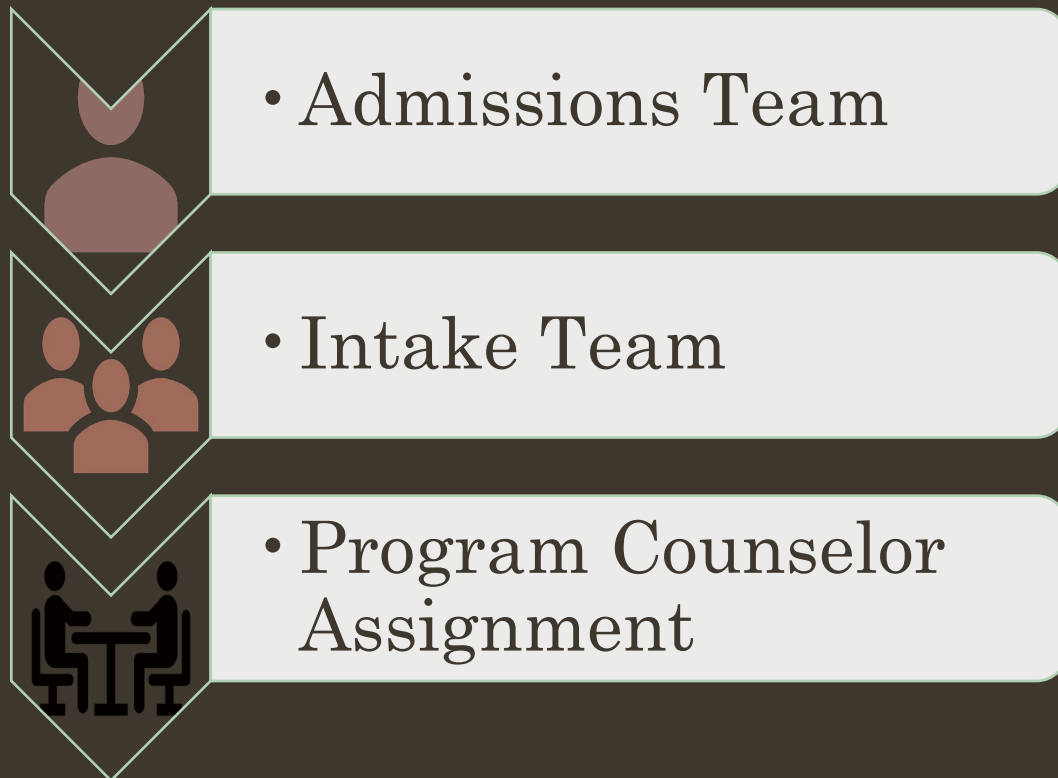
# Current Intake Model

Online Inquiry System



# Online Inquiry System Model

## Inquiry Submitted by Customer



# Online Inquiry System Demonstration

[www.anokacounty.us/jtcapply](http://www.anokacounty.us/jtcapply) - link for live system

Demo done on Test Site



# Impact

## Jobseeker Impact

- Enhanced Customer Experience
- Person-Centered Service
- Customer Confidence
- Timely Connection to Resources

## Employer/Community Impact

- Public Access to Online Inquiry and Kiosk in Anoka County JTC allows more people to inquire
- Job Seekers are employable sooner
- Strong partner relationships decreasing distractions for job seekers



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Questions/Comments

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