



Case Scenarios:

Scenario 1

Sharon is a 21 year old single mother from Toulon, Illinois who has come in to the Knox County Family Community Resource Center. She is accompanied by her 4 year old son and a friend who drove her, as Sharon has no transportation. Sharon states she is “looking for a job where I can care for people”. Sharon has recently been let go from her part time job at a grocery store. She reports, “Getting someone to watch my son and not having transportation make it hard to get to work. I’m so frustrated!”

Sharon tells you that she never finished school after having her son, and to go back now seems “impossible”. Says Sharon, “I don’t have a car and would need childcare all day long. Plus I was never really good at writing or reading anyway”. She said she does remember taking field trips to OSF for career days while she was in school and said she might like something like that.

Scenario 2

Juaquin is a 37 year old male who lives in Westchester, Illinois who is attending the Career Day at Triton College in River Grove, Illinois. Juaquin has been working seasonally doing roofing and dry walling for cash. Fifteen years ago Juaquin was convicted of a drug possession and served time. His record has been clean since and he has been drug free for 10 years.

Juaquin has had a very difficult time obtaining steady employment that will provide him benefits and security for his family. He tells you he is not optimistic regarding opportunities but will do anything to help provide better for his family. He knows several people who work at warehouses in the Westchester area and thinks a fork lift operator would be a good match. Also, as English is his second language, he would like a job where the amount of communication used will be minimal so as to not become a barrier for him.

Scenario 3

Steve is a 50 year old male who comes in to the Marion One Stop Business and Employment Center with his wife and is requesting assistance with employment. He is a Veteran of the Army and lives in Metropolis. Steve has been working for 25 years at a company close by Metropolis that has recently seen several sections of their production lines, including his, become outsourced. His job for the last 25 years has been to make the wiring components for dryers as well as assembling the dryer doors.

He has been offered an opportunity to get reassigned to a different area of the company in customer service. He is worried about learning something different and says, "all I have ever done is the job I have now. I can't learn anything new". His wife says that sitting for long periods is not good for him because "it's bad for Steve's diabetes".

Questions

For each Scenario consider the following questions:

- 1) What do you know for sure about this customer that will help you in providing services or integrating other WIOA partners?
- 2) What information, if any, do you still think would be useful to obtain about the customer?
- 3) What WIOA partners do you see playing a primary part with this customer?
What specific service or supports do they bring to the table that you think would be useful for this customer?

In your region are these partners co- located with you or are they at other locations?
- 4) How will you connect with this partner and also communicate this connection to the job seeker?
- 5) How would your employment plan be most effectively shared with other partners? How would other partners' services impact your employment plan development?
- 6) If co-enrolled what is your plan to communicate measurable skills gains, or concerns, with this customer. What do you expect to receive from the other WIOA partners involved?
- 7) What type of customer follow up will allow you to evaluate effectiveness?