

WIOA Desk Aide for Co-enrolled ISD in ETO

Version: 11/23/16

Table of Contents

<u>INTRODUCTION TO WIOA ENROLLMENT</u>	2
<u>WIOA ELIGIBILITY</u>	3
<u>EO DATA COLLECTION SIGNATURES</u>	7
<u>REGISTRATION PAPERWORK</u>	8
<u>WIOA PROGRAM ENROLLMENT</u>	8
<u>ENTERING SERVICES</u>	10
<u>INDIVIDUAL PARTICIPANT PLAN</u>	11
<u>ENTERING A JOB PLACEMENT</u>	12
<u>PROGRAM OUTCOME AND COMPLETION</u>	13
<u>ENTERING A FOLLOW-UP SERVICE</u>	16

Revisions may be made to this desk aide as changes to ETO are finalized and local policies released.

Introduction to WIOA Enrollment

Co-enrolled ISD is designed to meet a primary expectation of the workforce system – for staff from multiple programs to serve customers seamlessly, improving the customer experience and outcomes. Just like WIA, each Title of WIOA has eligibility criteria. The criteria for Title I and Title III are illustrated below.

TITLE I & III ELIGIBILITY CRITERIA	
-	Title III: All Job Seekers
-	Title I Adult: All Job Seekers who are also <ul style="list-style-type: none"> o legal to work, 18 or older; and registered for Selective Service (if appropriate)
-	Title I Dislocated Worker: All Job Seekers who are also <ul style="list-style-type: none"> o Legal to work, registered for Selective Service (if appropriate) <i>and</i> o unemployed due to general dislocation, facility closure/substantial lay-off, loss of self-employment, displacement as a homemaker, dislocation/separation from military service, or the spouse of an active military service member.

WIOA eliminated the sequence of service and identified a common set of Career Services that must be available to job seekers accessing WorkSource. Basic Career Services must be accessible to all job seekers. Individualized Career Services must be made available to job seekers who need these services to obtain or retain employment. Most job seekers will receive Basic Career Services and will be enrolled using a shortened Basic Career Services Only eligibility determination. Those receiving Individualized Career Services, including support service funds and/or training funds must complete a full eligibility determination and program enrollment.

WIOA CAREER SERVICES	
Basic Career Services	Individualized Career Services
<ul style="list-style-type: none"> • Eligibility determination for adult, dislocated worker, or youth program services; • Outreach, intake and orientation to one-stop services; • Initial skill assessment and supportive service needs assessment; • Labor exchange, including job search, placement, and career counseling as needed; • Referrals to and coordination with programs and services in and out of WS; • Local, regional, national labor market data; • Performance and program cost for eligible training providers by program/provider type; • Local one-stop performance accountability; • Availability of and referral to supportive services/assistance including: child care, child support; Medicaid and Children's Health Insurance Program; SNAP; earned income tax credit; housing counseling and HUD services; TANF, and supportive and transportation services provided through that program; • Eligibility for non-WIOA financial aid for training and education; and 	<ul style="list-style-type: none"> • Comprehensive and specialized assessments of skills and service needs of adults and dislocated workers; • Development of individual employment plans; • Group and/or individual counseling and mentoring; • Career planning (e.g. case management); • Short-term pre-vocational services (learning skills, communication skills, interviewing skills, etc. may include pre-apprenticeship); • Internships/work experiences linked to careers; • Workforce preparation activities that help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competences in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education, or training, or employment; • Financial literacy services; • Out-of-area job search assistance and relocation

- Information/ assistance regarding filing claims under UI programs, *although only merit staff may answer questions, provide advice, or make decisions that could affect claimants' UI eligibility, although other one-stop staff may assist in claims taking by routine acceptance of information.*

assistance; and

- English language acquisition and integrated education and training programs.

For more detailed information on Basic Career Services and Individualized Career Services, see pages 7-11 or [The Operations Manual for Integrated Service Delivery with Co-Enrollment in Washington](#).

Follow the steps below to complete eligibility determination and program enrollment.

WIOA ELIGIBILITY

A. Check the Job Seekers' Dashboard for previous enrollments

- 1) First, all job seekers need to have a single sign-in (SAW) account and create a profile in WorkSourceWA.com. If they do not already have one, assist the seeker in creating a profile. Data provided by UI customers when they file their claims will populate portions of their profiles once they create an account and enter their SSN.
- 2) Locate the job seeker in ETO. Go to the Quick Search tab at the top of the staff dashboard.

You can enter first name, last name, SSN, or SKIES Seeker ID (eventually it will be replaced by Case Number). A WorkSource search displays statewide records. Go to the job seeker's dashboard. If the seeker is not active in your office, add the seeker to your office.

- 3) On the left side of the screen, review **program enrollments** to see if they have already been enrolled in WIOA. If they do NOT have a WIOA program enrollment, proceed to complete the appropriate eligibility application (page 4). If they do have a WIOA program enrollment, follow additional step below.

If the job seeker already has a WIOA enrollment and you plan to provide the seeker with **Basic Career Services only**, you do not need to re-enroll them. You can proceed to provide the service and enter it as a touchpoint.

Take Action	Recorded By	Identifier	Office Name	Program of Enrollment	Enrollment Start Date	Enrollment End Date
	BRIANNA KIARIE	1214192_1	WorkSource Affiliate Downtown Seattle	WIA Adult	8/25/2016	

Check to see if the enrollment has an end date

If the job seeker already has a WIOA program enrollment and you plan to provide Individualized Career Services, check to see the *type* of WIOA Eligibility Application they completed, the dates of the Application and the case manager to determine if a new Application is necessary.

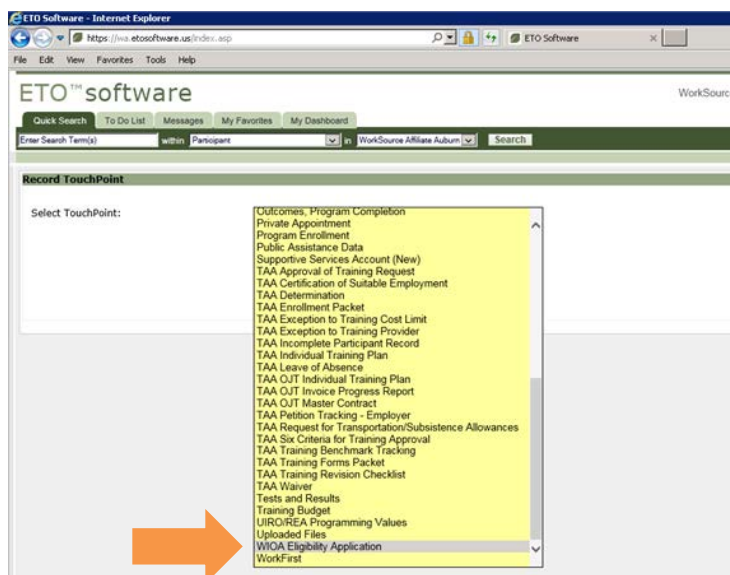
View the Eligibility Application to see if it is a Basic Services Only or Full Application

Program Management Forms				
Take Action	TouchPoint	Dashboard	Date Completed	Date Last Updated
	Basic Service		8/2/2016	8/5/2016
	Program Enrollment		8/2/2016	9/21/2016
	Individual Participant Plan		8/2/2016	8/5/2016
	Objective Assessment (New)		8/2/2016	8/5/2016
	Demographic Details	Demographic Details Dashboard	8/1/2016	8/1/2016
	WIOA Eligibility Application	WIOA Eligibility Application Dashboard	8/1/2016	8/1/2016
	Non-Federal Activity		8/1/2016	8/1/2016

In order to provide individualized services, support services or training funds, a full WIOA eligibility application must be completed.

B. Complete Appropriate Eligibility Application Touchpoint

From the seeker's dashboard, take a new touchpoint. From the drop down menu select **WIOA Eligibility Application**



Select which type of eligibility form you would like to complete: **Basic Career Services Only** or **Full WIOA Application** (for Individualized Career Services, Training Funds and Support Services). See page 2 for a description of Basic Career Services and Individualized Career Services.

If a job seeker enrolled via the Basic Career Services Only eligibility process would benefit from Individualized Career Services or a service with a specific cost – for example, a Training or Support Service, staff must complete a “full” eligibility determination, including documentation of eligibility as per state and local policy.

Follow either the **Basic Career Services Only** or **Full WIOA Eligibility** steps below.

Basic Career Services Only

Seekers receiving Basic Career Services must be at least 18 years old, eligible to work in the USA and registered for selective service, if required. Click Next Page.

Age and eligibility to work data flow from WorksourceWA into the seeker’s ETO record. Selective services and Dislocated Worker status are not included in ETO. Staff should use the script provided in **Appendix D: Basic Eligibility Script** of the **Operations Manual for Integrated Service Delivery** to help to complete this tab.

Only the **Questions for Staff Input** are required. Do NOT upload proof of selective service registration; or ask the other questions on this tab.

Full WIOA Eligibility

Seekers receiving Individualized Career Services, Training funds and/or Support funds resourced by WIOA Adult must be at least 18 years old, eligible to work in the USA and registered for selective service, if required. They must also meet income requirements or additional barriers to employment, or meet DW or NEG eligibility requirements (see [WIOA program Checklists](#)).

Select Adult and/or Dislocated Worker on the first tab and click Next Page.

Questions for Staff Input

Is the Applicant registered for the Selective Service?

☐ Yes
☐ No - determined that failure to register was not knowing and willful per local policy
☐ No (ineligible for WIOA)
☐ Not Applicable

Please document

Applicant's dislocated worker status, if applicable

☐ **1. General Dislocation** - (1.1) an individual who was terminated, laid off determined unlikely to return to previous industry or occupation (defined by I unemployment compensation OR (1.3.2) is not eligible for unemployment compensation duration.
☐ **2. Dislocation from Facility Closure / Substantial Layoff** - (2.1) an individual from employment at a plant, facility, or enterprise as a result of: Permanent facility at which the employer has made a general announcement that the facility will be closed or substantially reduced.
☐ **3. Self-employed Dislocation** - Was self-employed (including employee of general economic conditions in the community in which the individual resides).
☐ **4. Displaced Homemaker** - (4.1) an individual who was dependent on the income of that family member OR is the dependent spouse of a member significantly reduced because of a deployment, a call or order to active duty, is unemployed or underemployed and is experiencing difficulty in obtaining or maintaining employment.
☐ **5. Dislocated/Separating Military Service Members** - (5.1) a non-retiree service member under other than dishonorable, or has received a notice of military separation under 680.660, separating military service members automatically qualify as unlike exhausted entitlement to Unemployment Insurance. **NOTE:** Dislocated military for Priority of Service (POS) as described in POS Policy 1009, Revision 1.
☐ **6. Spouses of Military Service Members** - (6.1) the spouse of a member of employment as a direct result of relocation to accommodate a permanent member of the armed forces on active duty and who is unemployed or under employment. **NOTE:** a military spouse may also qualify as a displaced homemaker.

Seekers who answer at least one of the DW questions in this tab affirmatively should also be enrolled as Dislocated Workers.

On the Notes tab, type **Basic**

Application Type Basic Services Eligibility **Notes** Complaint, Grievance

Eligibility Case Note

Basic

Click Next Page.

Verify demographic data on the Demographic tab and Click Next Page. Collect copies of documents proving age, residency and eligibility to work.

On the Selective Service tab, select the appropriate box and collect proof of registration. Click Next Page.

Application Type Demographics **Selective Service Information** Veteran Information

Registered for Selective Service?

☐ Yes
☐ No-determined that failure to register was not knowing and willful
☐ No (ineligible for WIOA)
☐ Not applicable (explain exemption below)

[Click here to register for Selective Service](#) (or Check Registration)

On the Veteran Information tab, select the job seeker's eligible veteran status. Click Next.

Eligible Veteran Status

-- Select --

Complete the applicable questions on the Employment tab and click Next Page. Complete the questions on the Income Information tab. Click Next Page. Complete the two questions on the Barriers tab and click Next Page.

On the Notes tab, type **Full Eligibility**

Application Type Demographics Selective Service Information **Veteran Information**

Eligibility Case Note

Full Eligibility

Click Next Page.

EO AND DATA COLLECTION SIGNATURES

C. EO and Data Collection Signatures

Provide the seeker with copies of the [Complaint, Grievance, and EO documents](#) to read. Check the correct box if the seeker states that they understand the documents. See page 37 of the **Operations Manual for Integrated Service Delivery**.

Application Type | Basic Services Eligibility | Notes | Complaint, Grievance, and Equal Opportunity | Data Collection Signatures

RIGHTS You have the right to file a complaint if you feel you have a complaint relating to your employment and/or training and will not be penalized for filing a complaint. Your complaint must contain sufficient information for us to determine who is authorized to handle the complaint.

FILING A COMPLAINT To file a complaint, contact a local staff person and tell her/him that you want to file a complaint. Local staff will provide you with the necessary information and assistance to put your complaint in writing. Within 25 days of filing the complaint, a solution will be offered to resolve this matter. If you feel that your complaint is not resolved during this initial resolution effort, a hearing will be scheduled.

INFORMATION REGARDING HEARINGS A hearing will be provided within sixty (60) days of the receipt of a complaint, unless the complaint is resolved prior to the hearing date. The following information will be provided to you prior to the hearing date: The date of the notice, name of the complainant, and the name of the party against whom the grievance or complaint is filed. The date, time, and place of the hearing; A statement of the alleged violations; and The name, address, and telephone number of the contact person issuing the notice.

DECISION AND APPEAL PROCEDURE A hearing decision will be provided within 60 days of filing your complaint, unless the complaint is resolved without a hearing. If you are not satisfied with the final decision, or if a decision has not been reached within the 60 day timeframe, you may send a written and signed notice of appeal via e-mail to WCDOPolicy@wsd.wa.gov or by mail at:
Workforce Career Development Division
Employment Security Department
PO Box 5046
Olympia, WA 98567-5046
The Workforce Development Council is an Equal Opportunity Employer and Provider of Employment and Training Services. Auxiliary aids and services are available upon request to individuals with disabilities. For Washington Telecommunications Relay Service dial 711 or 1-800-833-6364.

Equal opportunity notice
"It is against the law for this recipient of Federal financial assistance to discriminate on the following basis:
Against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and Against any beneficiary of programs financially assisted under Title I of the Workforce Innovation and Opportunity Act of 2014 (WIOA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIOA Title I-financially assisted program or activity. Recipients, as program providers, must not discriminate in any of the following areas: Deciding who will be admitted, or have access, to any WIOA Title I-financially assisted program or activity; providing opportunities in, or treating any person with regard to, such a program or activity; or making employment decisions in the administration of, or in connection with, such a program or activity; what to do if you believe you have experienced discrimination: If you think that you have been subjected to discrimination under a WIOA Title I-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation."

U.S. Department of Labor
200 Constitution Avenue NW Room N-1223
Washington, DC 20210
If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above).
If the recipient does not give you a written notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for the recipient to issue that notice before filing a complaint with CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient).
If the recipient does give you a written notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action."

Equal opportunity and nondiscrimination complaint process
If you have questions regarding discrimination complaint matters in which WorkSource Washington or the Employment Security Department are a party, you may contact your local equal-opportunity officer (PDF 207 KB).
If you wish to file or inquire about filing a discrimination complaint in which WorkSource Washington or the Employment Security Department have not been a party, please contact:
The U.S. Equal Employment Opportunity Commission
Seattle Office
800-669-4000 (toll-free)
and/or
The Washington State Human Rights Commission
800-233-3247 (toll-free)

Full policy and links to resources here: <https://wsd.wa.gov/newsroom/equal-opportunity>

Applicant attests to reading and understanding the EEO and Complaint & Grievance Procedures

☐ Yes
☐ No

On the final tab, Data Collection Signature, the jobseeker signs on the screen to attest to the validity of the data in their profile. The staff member then signs on the screen. Click Save.

Application Type | Basic Services Eligibility | Notes | Complaint, Grievance, and Equal Opportunity | Data Collection Signatures

I certify that the information provided on this document is true and accurate to the best of my knowledge and belief. I understand that such information is subject to verification and further understand that the above information, if misrepresented or incomplete, may be grounds for immediate termination from any WIOA program and/or penalties as specified by law.

Applicant Signature

Signature: _____

I certify that the individual whose signature appears above provided the information recorded on this form.

Staff Signature

Signature: _____

BRIANNA KIARIE (Site: WorkSource)

REGISTRATION PAPERWORK

Basic Career Services Only	Full WIOA Eligibility
For enrollment in Basic Services, no additional paperwork or approval is required. <u>Continue on WIOA Program Enrollment.</u>	<p>PAPERWORK: Complete the following packet with the seeker:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Client Information Form <input type="checkbox"/> Collect copies of eligibility documents <input type="checkbox"/> Complete employment program assessment <input type="checkbox"/> Complete WIOA registration forms <input type="checkbox"/> Seeker signs ROI, Summary of Rights, and EO Notice <p>ELIGIBILITY CHECK: Providers may have a procedure for checking eligibility documentation before proceeding to the next step.</p>

WIOA PROGRAM ENROLLMENT

From the seeker's dashboard, click on Review Seeker/Participant Touchpoints, then Take New Touchpoint. Select **Program Enrollment**.

The screenshot shows a form titled "Record TouchPoint" with a green header bar. Below the header, there is a label "Select TouchPoint:" followed by a dropdown menu. The dropdown menu is open, showing "Program Enrollment" as the selected option.

From the drop-down menu, select the relevant program(s) for the seeker for which he/she is eligible and enter the start date. Click Next Page.

The screenshot shows a form titled "Enrollment" with a tab labeled "Demographics at Enrollment". The form has three main sections: "Office Name" (WorkSource Affiliate Auburn), "Legacy Office" (empty text field), and "Program of Enrollment" (dropdown menu). An orange arrow points to the "Program of Enrollment" dropdown menu, which shows "WIOA Adult" as the selected option. To the right of the form, there is an orange box with text: "Seekers who answer at least one of the DW questions affirmatively should also be enrolled as Dislocated Workers."

From the drop-down menu, select the relevant contract, if applicable. Select the status and answer the self-employment question, if applicable.

Contract (if applicable)

St

KCEER WIOA PY16 Out of School Youth PS
NH Sector Partnership NEG
NH WIOA PY16 Adult
NH WIOA PY16 DW
OIC - Kittitas
OIC - Yakima Upper
Other Contract Not Listed

▼ Items 1-20 out of 28

Status

-- Select -- ▼

Enrollment End Date

mm/dd/yyyy

Is Self-Employment among this Participant's Goals?

☐ Yes

☐ No

Clear Selection

It is not necessary to collect an additional signature to complete the enrollment process. In the Enrollment Comment box, type **Basic** to indicate that a Basic Service Only Eligibility Application was completed for this enrollment. Type **Full Eligibility** to indicate that a Full Eligibility Application was completed for this enrollment (for Individualized Career Serves, Training Funds and Support Services).

Participant Signature

Signature: _____

**Enrollment Comments**

Type **Basic** or **Full Eligibility**, depending on the type of eligibility application staff completed with the job seeker.

Click Next Page, review demographics and Click Save.

Note: The job seeker is NOT counted in the service pool until a qualifying service is accessed and recorded. For seekers enrolled to receive Individualized Career Services, Training Funds or Support Services Funds, you should also create an **Individual Participant Plan**.

If any of the dislocated worker categories were selected on the Basic Services Eligibility tab, staff should take the Program Enrollment touchpoint again, select WIOA Dislocated Worker, enter the start date and click on the "next page" button.

ENTERING SERVICES

Once the seeker has been enrolled in Basic Career Services or Individualized Career Services (Full WIOA Application), you may enter services. Seekers enrolled in **Basic Career Services** will only have services under Basic Services for Title I staff. Seekers enrolled in **Individualized Career Services** (Full Eligibility Application), may have services under Basic Services and/or Individualized, Training and Supportive Services. See the [WorkSource Services Catalog](#)

Record a new Touchpoint from the seeker's dashboard. Select **Basic Service** or **Individualized Training and Supportive Services**. *Job Seekers who have only completed the eligibility tab for Basic Career Services only, must complete a full eligibility to be entered in into other services funded by Title I Adult or Dislocated Worker resources.*

⊕ Basic Service	<u>Take New</u>
⊕ Demographic Details	
⊕ Individual Participant Plan	<u>Take New</u>
⊕ Individualized Training and Supportive Services	<u>Take New</u>
⊕ Non-Federal Activity	<u>Take New</u>
⊕ Program Enrollment	<u>Take New</u>
⊕ WIOA Eligibility Application	<u>Take New</u>

Both Job seekers enrolled in WIOA using a Basic Services Only Eligibility **AND** seekers enrolled using a Full Eligibility Application, may have basic service touchpoints.

Only job seekers enrolled in WIOA using a **Full Eligibility** Application are eligible for Individualized Training and Supportive Services through Title I Adult or DW resources.

Select the relevant program enrollment from the drop-down menu.

Active Program Enrollments

▼

WIA Adult_8/25/2016_WorkSource Affiliate Downtown Seattle_BRIANNA KIARIE

In the **Contract** field select the relevant provider contract.

Contract

▼

▼

NH Sector Partnership NEG
NH WIOA PY16 Adult
NH WIOA PY16 DW
OIC - Kittitas
OIC - Yakima Upper
Other Contract Not Listed

▼ Items 1-20 out of 28

A full eligibility application must be completed for individualized, training and/or support services funded by Title I Adult of Dislocated Worker resources.

Select the service provided from the drop-down menu. Note that the list of services provided will be different in Basic Service and in Individualized Training and Supportive Services. The latter gives the option of selecting an Eligible Training Provider and entering training information.

Service Provided *

-- Select --

Enter the activity date and any relevant case notes. Click Save.

Activity Date *

mm/dd/yyyy

Notes

INDIVIDUAL PARTICIPANT PLAN

Individual Participant Plans are only necessary for job seekers receiving individualized career services, training funds and/or support services. Go to the job seeker's dashboard. Click on **Review Seeker/ Participant Touchpoints**.

+ Basic Service	Take New
+ Demographic Details	
+ Individual Participant Plan	Take New
+ Individualized Training and Supportive Services	Take New
+ Non-Federal Activity	Take New
+ Program Enrollment	Take New
+ WIOA Eligibility Application	Take New

Click the + to the left to see the touchpoints in a particular category. Click Take New to take a new touchpoint.

Individual Participant Plan Take New							
Date Completed	Last Updated	Identifier	Collection	Program	Staff	Status	Take Action
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	No Filter	<input type="text"/>	
8/22/2014	8/22/2014			City of Seattle	Example SiteMgr		

Click Take New. Select Program Enrollment Related to This Plan from the drop-down menu. Select **Active** as the Status. Complete the goal, ONET code and justification for the goal. Enter an actual start date and a planned completion date. Click [Next Page](#).

Program Enrollment Related to This Plan

Status

Employment or Career Goal

O*Net Code:

Goal Justification

Actual Start Date

Planned Completion Date

Actual Completion Date

Select the job seekers Needs and Needs Met from the lists. Click [Next Page](#).

Needs

- ☐ Child Care
- ☐ Clothing
- ☐ Food
- ☐ Housing
- ☐ Language / Literacy
- ☐ Social (Behavioral Health, Alcohol/Substance Abuse)
- ☐ Tools
- ☐ Transportation
- ☐ Utilities
- ☐ Other (single or multiple)

Needs Met

- ☐ Child Care
- ☐ Clothing
- ☐ Food
- ☐ Housing
- ☐ Language / Literacy
- ☐ Social (Behavioral Health, Alcohol/Substance Abuse)
- ☐ Tools
- ☐ Transportation
- ☐ Utilities
- ☐ Other (single or multiple)

Complete the service plan by selecting from the lists. Click [Next Page](#).

Educational Goal

- ☐ High School Equivalency Certificate
- ☐ High School Diploma
- ☐ Vocational Certificate
- ☐ Associate of Arts / Associate of Science / Associate of Technical Arts
- ☐ Bachelor of Arts / Bachelor of Science
- ☐ No Education Needed

Career Services

- ☐ Labor Market Information
- ☐ Work Readiness
- ☐ Resume Preparation
- ☐ Interviewing Skills
- ☐ Job Referral and Placement
- ☐ Work Experience/Internship
- ☐ Basic/Career Readiness Skills
- ☐ Computer Skills
- ☐ Other

Training Services

- ☐ On-the-Job Training (OJT)
- ☐ Occupational Skills Training
- ☐ Contracted (Cohort) Training
- ☐ Customized Employer Training
- ☐ Registered Apprenticeship
- ☐ Entrepreneurship Training
- ☐ Incumbent Worker Training
- ☐ Transitional Jobs
- ☐ Other

Supportive Services

- ☐ Needs Related Payments
- ☐ Program Support Services (Transportation)
- ☐ Tutoring
- ☐ Program Support Services (Other)

Fill in the Case Manager information in the Case Staff tab. Enter any relevant case notes in the Notes tab. Click [Save](#).

ENTERING A JOB PLACEMENT or TRAINING CREDENTIAL

Staff can enter job placements in ETO in the touchpoint: **Outcomes, Program Completion**. If you intend to enter the job placement only and NOT to exit the seeker from the program, do NOT complete the first tab Outcomes/Program Completion.

The screenshot shows the 'Outcomes/Program Completion' tab selected. It contains fields for 'Enrolled Program', 'Reason for exit', 'Completion Date', and 'Completion Comment'. A large blue 'X' is drawn over the entire form, indicating that this tab should not be used for entering a job placement only.

This tab is only for when the job seeker has completed their service plan and exited from active program participation. Only for job seekers with Full Eligibility.

Instead, click on the **Employment** tab, select Yes, and fill in all of the employment details.

The screenshot shows the 'Employment' tab selected. It contains several sections: 'Employed' with radio buttons for 'Yes' (selected) and 'No', and a 'Clear Selection' button; 'Employment Start Date' with a date picker; 'Self-Employed' with a dropdown menu; 'Unsubsidized Employment' with a dropdown menu; 'Training-Related' with a dropdown menu; 'Non-Traditional Employment' with a dropdown menu; 'Employer' with a dropdown menu; 'Employer Name (if not listed above):' with a text field; 'Search for O*Net Code:' with two search boxes and a 'search' button; 'Occupational Code' with a text area; 'Wage Amount' with a text field; 'Wage Frequency' with a dropdown menu; and 'Annualized Wage' with a text field.

To enter a training credential, click on the Credentials tab, select Yes, and fill in all of the credential details. Click [Save](#).

PROGRAM OUTCOME & COMPLETION

For Seekers with Full Eligibility Only

Staff should only exit those job seekers who completed a full enrollment. If staff are aware that a seeker who never completed a full eligibility, gets a job, this information may be recorded in the Outcomes, Program Completion TouchPoint. The system will exit seekers who did not complete a full enrollment automatically 90 days after the last date of service. Staff are not expected to actively manage exits for these job seekers.

There are 3 steps to exiting an enrolled customer: Closing all active plans and activities, entering outcomes, and populating the enrollment end date.

1. Enter End Dates in all activities in Individual Participant Plan.

Go to the job seeker's dashboard. Click on **Review Seeker/ Participant Touchpoints**

	Basic Service	Take New
	Demographic Details	
	Individual Participant Plan	Take New
	Individualized Training and Supportive Services	Take New
	Non-Federal Activity	Take New
	Program Enrollment	Take New
	WIOA Eligibility Application	Take New

Click the + to the left to see the touchpoints in a particular category. Click Take New to take a new touchpoint.

Individual Participant Plan Take New							
Date Completed	Last Updated	Identifier	Collection	Program	Staff	Status	Take Action
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	No Filter	<input type="text"/>	
8/22/2014	8/22/2014			City of Seattle	Example SiteMgr		

Click the pencil icon to Edit the TouchPoint.

Enter the **Actual Completion Date** on the Goal Tab. Click the Save button at the bottom of the page.

Actual Completion Date

For **Individualized, Training and Supportive Services** you will need to look at each TouchPoint to make sure there is an Activity End Date. Look at the Most Recent (25) Individualized and Training Services part on the right side of the participant's dashboard.

Most Recent (25) Individualized and Training Services												
	Most Recent (25) Individualized and Training Services											
Take Action	Date Completed	Date Last Updated	Recorded By	Identifier	Office	Active Program Enrollments	Other Program	Service Provided	Deactivated or legacy service code	Activity Start Date	Activity End Date	Completion status

Click the pencil icon to Edit a TouchPoint. You will have to check every single TouchPoint to make sure each one has an Activity End Date.

Select the Active Program Enrollments, located near the top of each TouchPoint.

2. Enter Program Outcome/ Completion


Take New TouchPoint

Record a new touchpoint for the job seeker. Select Outcomes, Program Completion


Select TouchPoint:

Outcomes, Program Completion

Use the Outcomes, Program Completion TouchPoint to indicate a job placement, credential earned and youth placement status at completion. Select the relevant enrolled program from the drop-down menu. Select the relevant Contract from the drop-down menu, if applicable. Select the reason for completion. Enter the completion date. Click [Next Page](#).

Enrolled Program
<input type="text"/>
Contract (when applicable)
<input type="text"/>
Reason for Completion
-- Select --
Completion Date
<input type="text"/> 
Completion Comment
<input type="text"/>

Additional fields display when Employed? Click Yes

Outcomes/Program Completion	Employment	Credentials	Youth
Employed			
<input checked="" type="radio"/> Yes			
<input type="radio"/> No			
<input type="button" value="Clear Selection"/>			
Employment Start Date *			
<input type="text"/> 			
Self-Employed *			
-- Select --			
Unsubsidized Employment *			
-- Select --			
Training-Related *			
-- Select --			
Non-Traditional Employment *			
-- Select --			
Employer			
<input type="text"/>			
Employer Name (if not listed above):			
<input type="text"/>			

Search for O*Net Code:

Occupational Code

Wage Amount

\$

Wage Frequency

-- Select --

To enter a training credential, click on the Credentials tab, select Yes, and fill in all of the credential details.

Outcomes/Program Completion Employment **Credentials** Youth

Credential Earned

☒ Yes
☐ No

Type of Recognized Credential

-- Select --

Credential Earned Verification

-- Select --

Date of Credential

If applicable, complete the Youth tab. When all relevant information in the touchpoint is entered, click [Save](#).

3. Enter Program End Date

You cannot enter the Enrollment End Date in the Program Enrollment TouchPoint. After you have completed an Outcome, Program Completion TouchPoint the system is designed to display the Enrollment End Date in the Most Recent (5) Program Enrollments part on the job seeker's dashboard. It does not, however, display in the Most Recent (5) Program Enrollments part the same day that you enter the Outcome, Program Completion TouchPoint. It should display the next business day.

Most Recent (5) Program Enrollments						
Most Recent (5) Program Enrollments						
Take Action	Recorded By	Identifier	Office Name	Program of Enrollment	Enrollment Start Date	Enrollment End Date

FOLLOW-UP SERVICES

For Seekers with Full Eligibility Only

Staff should only provide follow-up/retention services to those job seekers who completed a full enrollment.

Go to the participant's dashboard and take a new touchpoint. From the drop-down menu, select **Follow Up**.

Take New TouchPoint

Select TouchPoint:

-- Select a TouchPoint --

Under **Follow-up Type** select from the drop-down menu:

Record a Follow-up Service

To record Q1, Q2, Q3, Q4 employment retention or self-employment retention

Record Performance Information

To record a new training completion or job placement which took place after customer was exited

Record Both

To record both Q1, Q2, Q3, Q4 employment retentions AND to record a new training completion or job placement or change in employment information which took place during the quarter

Follow-up Type | Follow - Up Form | Service Details | School and Education | Supplemental Employment Data | Youth Placement Information

Follow-up Type

-- Select --

Next Page

Cancel | Save and Record Similar | Save

Make your selection and then click **Next Page**.

On the **Follow-up Form**, there are several fields to enter.

Follow-up Type

Follow - Up Form

Service Details

School and Education

Supplemental Employment Data

Youth Placement Information

Office Name

WorkSource Affiliate So. Seattle Community College

Legacy Office

The "Program Enrollments" dropdown below populates with completed Program Enrollments. If the list is empty, this customer has no completed Program Enrollments.
Values are in this order:
Program Name - Start Date - End Date - Office

Program Enrollment related to this Follow-up

Select program of enrollment from drop-down menu

Other Program

-- Select --

Contract

nh

NH Sector Partnership NEG

NH WIOA PY16 Adult

NH WIOA PY16 DW

Exit:

Contract

Follow-up Quarter After Exit:

-- Select --

Multiple Follow-Up Attempts

☐ Yes
☐ No

Contact Type

-- Select --

Follow Up Contact Date

mm/dd/yyyy

Click Next Page.

Select the **Follow-Up Service** from the drop-down menu, enter the date of service and a corresponding case note.

Follow-up Type

Follow - Up Form

Service Details

School and Education

Supplemental Employment Data

Youth Placement Information

Follow-Up Services

Employed Q1 After Exit

Date of Service

mm/dd/yyyy

Case Note

If you have new school or education information to enter (for example: a training completion), continue on to the next tab. If you have new employment information to enter, continue on to the supplemental employment information tab. When you are finished entering all relevant information, click save.

Note: if you have already entered a job placement and there is no new employment information to report, you do NOT need to enter any employment details again.

Save