REGISTRATION AND ENROLLMENT
FOR WIOA ADULT – BASIC SERVICES ONLY

Spokane WorkSource System Procedures
POLICY #WS815 – Attachment C   **Effective Date:** December 2017

1. Purpose

This document describes the steps and considerations necessary for enrollment into the WIOA Title I Adult program for the purposes of providing Basic Services only. This process involves five steps - registration, program enrollment, assessment, case note, and documentation.

2. Procedure

a. Assessment and Registration

    i. **Verify Seeker Has WorkSourceWA.com account or Create a WorkSourceWA.com account**
Registration for WIOA Adult requires that a job seeker have an account in WorkSourceWA.com. Much of the information that must be collected for registration is entered by the job seeker when they create their account. If a seeker does not have a WorkSourceWA.com account, one will need to be created before registration can begin.

    ii. **Provide a Basic Assessment**
Before making a decision to register a job seeker, a basic assessment must be provided. This assessment will be used to determine if the seeker is appropriate for registration and what kind of services the individual is seeking. The assessment should determine at a minimum:

        1. Service needs;

        2. Employment goal;

        3. A general understanding of the seeker's education and employment history; and

        4. Selective service status

            a. If the job seeker indicates they are not registered for the Selective Service, are male, and are under the age of 27, you may register them for selective service with their permission.

            b. If the job seeker is not registered and they are 27 years of age or older, refer to https://www.sss.gov/Registration-Info/Who-Registration for information on a possible exemption from registration.

            c. If the job seeker is not registered and is not exempt they cannot be enrolled in WIOA Adult – Basic Services only.

    Refer to the Basic Assessment Desk Aid for assistance with providing a basic assessment.

    iii. **Determination to enroll in Adult Basic Services**
After the assessment is complete, it will be evident on whether or not to proceed with enrollment into WIOA Adult – Basic Services only. If a seeker is determined not to be appropriate for enrollment, a case note must be entered documenting the reason the seeker was not appropriate for enrollment. Otherwise, proceed to step iv for instructions on enrollment. To case note a decision not to enroll:

        1. **Open a new Case Note touchpoint**

            a. Click on Take New Touchpoint at the bottom of the review touchpoint list.

            b. Select the Case Note touchpoint from the take new touchpoint list.

        2. **Write Case Note**

            a. Type "Basic Enrollment" in the Identifier field.

b. In the Case Note field:

    i. Enter a brief summary of the Basic Assessment and explain reasoning for not proceeding with enrollment.

    ii. You can use the following text as a template:

> John's service needs and employment goal have been reviewed and it has been determined that enrollment in WIOA Adult – Basic Services only is not appropriate at this time.
>
> John came into the WorkSource center today asking about what services and information we have to offer. John mentioned he left his job voluntarily and plans on traveling a bit before looking for work. John's employment goal is Carpenter. John's highest level of education is high school and he has recent experience in carpentry.
>
> Let John know about some of our service offerings and offered to setup a follow-up appointment in a month or two, but he declined.

3. Ignore Upload Document, Subject Category, and Seeker Note ID.

4. Save the touchpoint.

iv. **Enter registration information into ETO**

Most information for registration is entered by the job seeker in WorkSourceWA.com. The remaining information gets entered into ETO under the touchpoint "WIOA Eligibility Application". A staff person assisting the job seeker should walk through each of the required data elements in ETO with the job seeker in-person. The steps for creating the WIOA Eligibility Application are as follows:

1. **Open a new WIOA Eligibility Application touchpoint**

a. Navigate to the job seeker's dashboard.

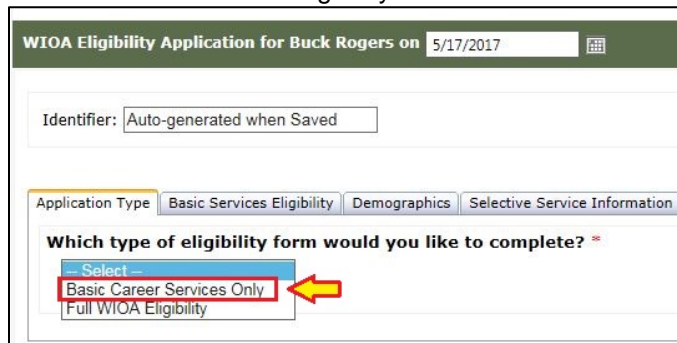b. Click on Review Seeker/Participant Touchpoints at the top of the seeker's dashboard.
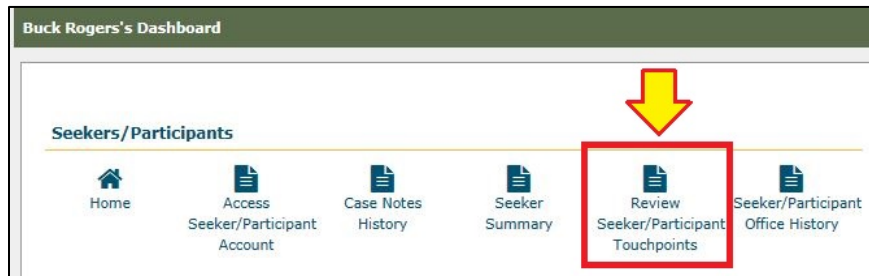
c. Click on Take New Touchpoint at the bottom of the review touchpoint list.

d. Select the WIOA Eligibility Application touchpoint from the take new touchpoint list.

2. **Enter data for Basic Services Eligibility**

a. **Application Type tab**

    i. Choose Basic Services Eligibility.

b. **Basic Services Eligibility tab**

i. Answer *Is the Applicant registered for the Selective Service?* and *Is the Applicant receiving SSI/SSDI?*. The other questions marked for staff input, such as Date of actual dislocation, are not needed for WIOA Adult basic services eligibility.

ii. Ignore the Selective Service documentation upload field.

c. **Notes tab**

    i. Ignore this tab. The eligibility case note will be entered using a standard Case Note touchpoint.

d. **Complaint, Grievance, and Equal Opportunity tab**

    i. The information on this tab must be read by the job seeker. It is suggested that this information be printed and provided to the job seeker. After the seeker has read the information, select "Yes" at the bottom of the touchpoint.

e. **Data Collection Signatures**

    i. After reviewing the Basic Services Eligibility information and the Complaint, Grievance, and Equal Opportunity information, have the job seeker sign the form electronically certifying that the information entered is accurate. The staff person reviewing this information with the seeker must also sign on this tab.

    ii. Save the touchpoint.

b. Program Enrollment

  i. **Open a new Program Enrollment touchpoint**

    1. Click on Take New Touchpoint at the bottom of the review touchpoint list.

    2. Select the Program Enrollment touchpoint from the take new touchpoint list.

  ii. **Enter data for Program Enrollment**

    1. Choose "WIOA Adult" from the Program of Enrollment dropdown menu.

    2. Ignore Local Program.

3. Select "WDA12 – Basic Adult Basic Services Only" from the Contract dropdown menu. This is a type ahead field so you can enter "WDA12" and it will filter to this option automatically.

4. Select the seeker's highest grade completed based on their answer in job match, which is listed below the Highest level of Education at Time of Enrollment field.

5. Choose "Enrolled" from the Status dropdown menu.

6. Enter an Enrollment Start Date. This date should match the date the job seeker signs the WIOA Eligibility Application.

7. Ignore Is Self-Employment among this Participant's Goals?, Participant Signature, and Enrollment Comments.

8. Save the touchpoint.

c. Enter Service

i. **Open a new Basic Service touchpoint** – to finalize enrollment, an initial service must be entered and attached to the WIOA Adult Basic Services program. This initial service is the Basic Assessment conducted in Section 2.a. above.

1. Click on Take New Touchpoint at the bottom of the review touchpoint list.

2. Select the Basic Service touchpoint from the take new touchpoint list.

ii. **Enter data for service delivery**

1. Ignore Legacy Office.

2. Choose "WIOA Adult" from the Active Program Enrollments dropdown menu.

3. Ignore Migration Program ID and Other Program.

4. Select "WDA12 – Basic Adult Basic Services Only" from the Contract dropdown menu. This is a type ahead field so you can enter "WDA12" and it will filter to this option automatically.

5. Select "Basic Assessment 2.0" from the Service Provided dropdown menu.

6. Ignore the provider and course fields.

7. Enter an Activity Date. This date should match the Enrollment Start Date on the Program Enrollment touchpoint.

8. Ignore the Notes and Date of next contact fields.

9. Save the touchpoint.

d. Case Note

i. **Open a new Case Note touchpoint**

Case note needs to be created to explain eligibility and enrollment into WIOA Adult Basic Services only and to describe the Basic Assessment provided.

1. Click on Take New Touchpoint at the bottom of the review touchpoint list.

2. Select the Case Note touchpoint from the take new touchpoint list.

ii. **Write Case Note**

1. Type "WIOA Basic Enrollment" in the Identifier field.

2. In the Case Note field:

   a. Explain eligibility, indicate enrollment in WIOA Adult Basic Services Only, and enter a brief summary of the Basic Assessment.

   b. You can use the following text as a template:

> John is eligible for WIOA Adult Basic Services based on the following: he is 18 or older, he is legally authorized to work in the United States, and he is registered for the Selective Service.
>
> John's employment goal is Carpenter. John's highest level of education is high school and he has recent experience in carpentry. John is seeking assistance with his resume, interviewing skills, and job search techniques.
>
> John has been enrolled in WIOA Adult Basic Services as of 5/1/2017.

3. Ignore Upload Document, Subject Category, and Seeker Note ID.

4. Save the touchpoint.

Identifier: Basic Enrollment

Case Note

Case Note

Verified John's date of birth of 1/1/1990 using his Driver's License, #DOEJT201BG.

John is eligible for WIOA Adult Basic Services based on the following: he is 18 or older, he is legally authorized to work in the United States, and he is registered for the Selective Service.

569/8000

Uploaded Document

[ ] Select

Subject Category

[ ]

Seeker Note ID

[ ]

3. **Other Considerations**

   a. **Continuation of Service** – once enrolled additional Basic Services may be provided as needed. However, at least one service must be provided within 90 days to keep the seeker enrolled. Each service given extends the timeframe in which another service must be provided by an additional 90 days. If another service is not provided within 90 days of enrollment or the last service provided, then the WIOA Adult program enrollment will end. If the Adult program ends, the enrollment process will need to be repeated to provide additional services. An Adult program that has ended is indicated by an Enrollment End Date on the Program Enrollment Touchpoint. This date is automatically generated based on the last date of service.

   b. **Need for Individualized, Training, or Supportive Services** – if it is determined that a seeker is need of additional services beyond the basic level, then enrollment in WOIA Adult or Dislocated Worker for individualized and training services is required. Refer to SAWDC Policy W401 – Eligibility and Documentation Requirements for more information regarding requirements for enrollment in WIOA Adult or Dislocated Worker for individualized and training services.