

# Illinois Workforce Development System (IWDS)



# Background

- Illinois Department of Commerce and Economic Opportunity (DCEO) awards Workforce Innovation and Opportunity Act (WIOA) state-wide grants (grants issued directly from DCEO to an agency); these grants are housed under LWIA 90 within IWDS
- All activities for Federal Reporting on the State-wide grant recipients requires the client have their application in IWDS under LWIA 90
- Local Workforce Innovation Areas (LWIA's) receive formula grants each year from DCEO
- Individuals can be enrolled in services under both State-wide Grants as well as LWIA formula grants
- The key is the service plans for both the State-wide Grant and the LWIA formula grant clients must be coordinated

# Additional Background

- For the LWIA 7 application, it was built under Career Connect, and then an interface has been created that feeds the information from the Career Connect application into IWDS, as IWDS serves as the official system of record the State of Illinois uses for WIOA Reporting.
- So it is important to understand that if you are wanting to co-enroll an individual in a State-wide Grant, who is a current WIOA LWIA 7 Registrant, you must make sure to find their LWIA 7 record in IWDS when creating the LWIA 90 record.

# Why Co-Enroll

- Customers should **ONLY** be co-enrolled when there is a programmatic reason to leverage both traditional WIOA and state-wide grants, and when both grantees agree to co-enroll and coordinate services.
  - Examples for Co-enrollment reasons might be an instance where a State-wide Grant is set-up for an innovative, non-traditional training program that is not available under traditional WIOA formula funding
  - Other reasons might be if a State-wide grant is specifically set-up for a program that meets the clients assessed needs to regain full-time, self-sustaining employment. An example is enrollment in an Adult Apprenticeship currently administered by some of our state-wide grantees
  - Other reasons could include limited training dollars are available under traditional WIOA formula funding, so the State-wide grant picks up the training service and the LWIA formula grant might fund the supportive services
- ***Only co-enroll if both state-wide grant and formula grant have services the individual needs***

# Objective

- The primary objective of this power point is to demonstrate the steps required for creating an application in IWDS under LWIA 90, for a client who is a current WIOA Registrant with their application appearing under LWIA 7 in IWDS.

# Secondary Objectives

- Secondary objectives include discussing the importance of coordinating the plan for serving individuals who are going to be co-enrolled clients under State-wide Grants and traditional formula grants, demonstrating enrollment in services, closing services, recording credentials earned while in services, and documenting a measurable skill gain on a client.
- Lastly this power point will demonstrate exiting a client who had completed services and enrolling the client in Follow-up services.

# LWIA 90 in IWDS

- LWIA 90 is the location in IWDS that houses all of the state-wide grants regardless of the title under which the client will be served

# Working with IWDS

- A Career Planner who will work with clients under a State-wide Grant, must have a LWIA 90 IWDS User ID and password.
- This LWIA 90 IWDS User ID will be held separately from the traditional LWIA IWDS User ID and password.
- The LWIA 90 ID must be used for clients who you would like to serve with your State-wide grant



# Working with IWDS

- When you have an IWDS User account, you must log-in to your IWDS User account at least once every 35 days or you will be locked out of IWDS due to long term inactivity

# Working with IWDS

- If you are locked out of your LWIA 90 IWDS account, you contact either James (Jim) Potts at (217) 558-2456 or e-mail at [james.potts@illinois.gov](mailto:james.potts@illinois.gov) OR
- Kristofer (Kris) Theilen at (217) 557-5559 or e-mail at [kristofer.theilen@illinois.gov](mailto:kristofer.theilen@illinois.gov)

# Logging in IWDS



## IWDS Illinois Workforce Development System

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**Department of**  
**Commerce and**  
**Economic**  
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### Staff Logon

Welcome to the Illinois Workforce Development system. Please enter your user name and password below.

User Name:

Password:

**NOTICE: IWDS only supports Internet Explorer versions 6.0 and above.**

### Forgot your Password?

If you have forgotten your user name or password, please click the button below.

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# IWDS Systems Administrator

- Up to five times you can attempt log-in before getting locked out
- Your local systems administrator is the contact to reset your IWDS account if you get locked out
- So for the state-wide grants housed under LWIA 90 you would contact either myself or my office partner Kris Theilen as we serve as systems administrator for LWIA 90



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[FAQs](#)

[I'm Done: Log Off](#)

### Informational Message:

Last login was 01/23/2019 09.43 AM.

Next >

Welcome to Training.

Next >

Next >

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# First thing you do?

- From the “Staff Menu” you must always search for the individual at the “Customer” level in IWDS
- Why is it important to search customers first before just adding an application?



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### Case Management

- [My Applications](#)
- [My Registrants](#)
- [My Exiters](#)
- [My Customers](#)
- [Search Applications](#)
- [Search Customers](#)
- [Add Local Services By Card](#)

### Entity Information

- [Add Entity](#)
- [Search Entity](#)
- [Add Location](#)
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- [Add Contact](#)
- [Search Contacts](#)
- [Add Relationship](#)
- [Search Relationships](#)

### My Information

- [Change My Password](#)

## Staff Menu

### Performance Management

- [View Your LWA Goals](#)
- [View State Goals](#)
- [Search Goals](#)
- [Outcomes-Preliminary\(PostQtrWages not complete\)](#)
- [Outcomes-YTD Mqrs\(PostQtrWages firm\)](#)
- [Outcomes-Final\(PYs reported to DOL\)](#)

### Training Provider Information

- [Pending Training Programs](#)
- [Search Training Programs](#)
- [Add Training Program](#)
- [Add Training Provider](#)
- [Evaluate Training Programs](#)

### Reporting

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## IWDS Illinois Workforce Development System

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### Search Customers

Last Name:

First Name:

SSN # (Last 4 Digits):

Birth Date:

Filter List of Career Planners by LWA:

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# You can search many ways...

- What are the ways?

# No Longer Search Full SSN

- For protection of Personally Identifiable Information (PII) the ability to search for a customer or applicant by complete Social Security Number (SSN) was removed from IWDS

# Searching for a customer....

- IWDS will Search for exact spellings; different search ways:
  - Last Name
  - Last Name and First Name
  - Part of Last Name
  - Part of last Name and part of first name
  - Part of last Name and last four of SSN
  - Entire last Name and last four of SSN

# Other newer search options....

- Added other ways to search for a customer which includes:
  - Just searching the last four of SSN
  - Part of first name and last four of SSN
  - Also the ability to use any of the previously listed combinations along with birth date could be used to search for a customer

# Other newer search options....

- These other search options were needed because without the ability to search full SSN's, when a client was previously put in IWDS with a unique name, the client was difficult to identify

# Searching for a customer....

- With many people who have the same name or in IWDS with misspelled names, I recommend search customer by first letter of the client's first name and first letter of last name along with last four of SSN for the best chance of identifying if your client is currently in IWDS

# First Try This Way:



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### Search Customers

Last Name:

First Name:

SSN # (Last 4 Digits):

Birth Date:

Filter List of Career Planners by LWA:

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# Other Good Ways - especially for female clients

## Search Customers

Last Name:   
 First Name:   
 SSN # (Last 4 Digits):   
 Birth Date:   
 Filter List of Career Planners by LWA:

---

## Search Customers

Last Name:   
 First Name:   
 SSN # (Last 4 Digits):   
 Birth Date:   
 Filter List of Career Planners by LWA:

---

# Any of those Searches would have found the record



## IWDS Illinois Workforce Development System

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[I'm Done: Log Off](#)

### List Customers

1 found


Page 1 of 1

	Name	SSN	Address	Applications	LWA
<input type="button" value="View"/>	Howard, David	***-**-1441	4821 N. Austin Chicago, IL 60634	<a href="#">1</a>	7

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# “View” brings up Customer Menu



The screenshot shows the IWDS Case Management interface. On the left is a blue sidebar menu with various options. The main content area is titled 'Customer Menu' and shows a user profile for 'David Howard'. Under the 'Applications' section, there is a link 'List Applications' which is highlighted by a red arrow. Below that, under the 'Reports' section, there are links for 'Customer Info Report' and 'View Wages'. At the bottom right, there is a 'Rect' button.

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**Customer Menu**

[David Howard](#)

**Customer Profile**

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- [Additional Contacts](#)
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- [Credentials List](#)
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- [Generate Swipe Card](#)

**Referrals**

- [List Referrals](#)

**Applications**

- [List Applications](#)

**Reports**

- [Customer Info Report](#)
- [View Wages](#)

Rect

# If Going to Co-enroll

- If you are going to co-enroll a current LWIA 7 Registrant, and if you are not the LWIA 7 Provider who currently has the client registered via Career Connect, you need to make contact with the current LWIA 7 WIOA Service Provider

# List Application



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Illinois Workforce  
Development System

**Case Management**

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## List Applications

[David Howard](#)

Add Application

Return

1 found

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	Name	SSN	App Date	Program	Status	TAA Status	Career Planner
<a href="#">View</a>	Howard, David	***-**-1441	07/02/2018	WIOA	Registrant		<a href="#">Danny Carlson</a>

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Add Application

Return

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# Information on LWIA 7 Career Planner

## View Staff Information

**Name:** Danny Carlson

**Partner:** Chicago Cook Workforce Partnership

**Illinois workNet(TM)Center:** Chicago Cook Workforce Partnership

**Address:** 69 West Washington Street Suite 2860  
Chicago, IL 60602

**Work Phone:** (312)603-0294

**Email Address:** [dcarlson@workforceboard.org](mailto:dcarlson@workforceboard.org)

Return

# If not your LWIA 7 Client

- If you are going to co-enroll a current LWIA 7 Registrant who is not your original client, do your homework and check the following items on the clients current application:
  - Eligibility Certification Titles and the Documentation Used
  - Services the “Registrant” has had and continues to receive through the LWIA 7 grantee
  - Review Case Notes for any possible information about the current plan and contact that has been occurring

# Review LWIA 7 Application



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**Case Management**

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## Application Menu

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SSN: 1441 App LWA:7 App Date:07/02/2018

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- [Characteristics](#)
- [LWA Specific Data](#)
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- [Eligibility Determination](#)

### Profile

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- [Additional Contacts](#)
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- [Measurable Skill Gains](#)
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### Services

- [List Enrolled Services](#)
- [ITA Characteristics](#)
- [List Part Time/Distance Learning](#)

### Exit

- [Exit Summary](#)
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- [Performance Impact](#)



# Eligibility Determination

## Eligibility Determination

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:7 App Date:07/02/2018

		Certify	Title / Program	Eligibility Date	Certification Date
<a href="#">Documentation</a>	<a href="#">Criteria</a>	Yes	1A - Adult BSD Career Services	07/02/2018	<a href="#">07/02/2018</a>
<a href="#">Documentation</a>	<a href="#">Criteria</a>	Yes	1A - Adult BSD Training Services	07/02/2018	<a href="#">07/02/2018</a>
<a href="#">Documentation</a>	<a href="#">Criteria</a>	Yes	1A - Adult Low Income Career Services	07/02/2018	<a href="#">07/02/2018</a>
<a href="#">Documentation</a>	<a href="#">Criteria</a>	Yes	1A - Adult Low Income Training Services	07/02/2018	<a href="#">07/02/2018</a>

\* Application Date: 07/02/2018

\* Eligibility Determination Date:

[Printable Application](#)

[Determine Eligibility >](#)

Cancel

Criteria	Conjunction
<b>Documentation and Subcriteria</b>	
( <b>Authorized to Work in the U S</b> Birth Certificate	AND
<b>Compliant With Selective Service</b> Selective Service Registration Card	AND
<b>Age 18+ at Enrollment</b> Birth Certificate	AND
( <b>WIOA Income Eligible</b>	OR
<b>Food Stamp Recipient</b> Public Assistance Records/Printout	OR
<b>Homeless</b>	OR
<b>Foster Child</b>	OR
<b>Cash Welfare Recipient</b>	) AND
<b>Received an Assessment</b> By LWIA	AND
<b>Has an Individual Employment Plan</b> By LWIA	AND
<b>Meets Qualifications of Selected Training Program</b> Assessment Records	AND
<b>Selected Training Program in Demand</b> Demand Occupation Training List	AND
<b>Other Grant Sources are Unavailable or Inadequate</b> Training Budget Worksheet	AND
( <b>Non-Veteran Status</b>	OR
<b>Veteran Status with acceptable documentation</b>	))

Cancel

# Services Screen

## Services

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:7 App Date:07/02/2018

Add Enrolled Service

Printable Services

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Start Date	End Date	Service Provided	Status	Created By
11/19/2018	11/19/2018	<a href="#">Diagnostic Testing - 1A</a>	Successful Completion	<a href="#">James Potts (LWIA 7)</a>
08/22/2018		<a href="#">Adult education and literacy activities - 1A</a>	Open	<a href="#">James Potts (LWIA 7)</a>
08/21/2018	08/21/2018	<a href="#">Diagnostic Testing - 1A</a>	Successful Completion	<a href="#">James Potts (LWIA 7)</a>
07/17/2018	08/20/2018	<a href="#">Adult education and literacy activities - 1A</a>	Successful Completion	<a href="#">James Potts (LWIA 7)</a>
07/10/2018	07/10/2018	<a href="#">Job Club - 1A</a>	Successful Completion	<a href="#">James Potts (LWIA 7)</a>
07/02/2018	12/24/2018	<a href="#">Case Management - 1A</a>	Successful Completion	<a href="#">James Potts (LWIA 7)</a>
07/02/2018	11/19/2018	<a href="#">Development of an IEP - 1A</a>	Successful Completion	<a href="#">James Potts (LWIA 7)</a>

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Add Enrolled Service

Printable Services

Return

## List Case Notes

[David Howard](#) Application Summary

SSN: 1441 App LWA:7 App Date:07/02/2018

[Add Case Note](#) [Search Case Notes](#) [Printable Notes](#) [Return](#)

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	Contact Date	Note Category	Program	Note Subject	Updated By
<a href="#">View</a>	12/24/2018	Case Note Supporting Same Day Service	WIOA	Two way Communication	James Potts (LWIA 7)
<a href="#">View</a>	11/19/2018	Case Note Supporting Same Day Service	WIOA	Post assessment reading test	James Potts (LWIA 7)
<a href="#">View</a>	11/19/2018	Case Note Supporting Same Day Service	WIOA	Updated IEP to reflect new TABE Scores and Plan	James Potts (LWIA 7)
<a href="#">View</a>	10/22/2018	Case Note Supporting Same Day Service	WIOA	Two way Communication	James Potts (LWIA 7)
<a href="#">View</a>	09/22/2018	Case Note Supporting Same Day Service	WIOA	Two way Communication	James Potts (LWIA 7)
<a href="#">View</a>	08/22/2018	Case Note Supporting Same Day Service	WIOA	Updating IEP	James Potts (LWIA 7)
<a href="#">View</a>	08/21/2018	Case Note Supporting Same Day Service	WIOA	Here to take post assessment math test	James Potts (LWIA 7)
<a href="#">View</a>	08/02/2018	Case Note Supporting Same Day Service	WIOA	Two way Communication	James Potts (LWIA 7)
<a href="#">View</a>	07/10/2018	Case Note Supporting Same Day Service	WIOA	Attended Monthly Job Club	James Potts (LWIA 7)
<a href="#">View</a>	07/02/2018	Case Note Supporting Same Day Service	WIOA	Initial Case Management	James Potts (LWIA 7)
<a href="#">View</a>	07/02/2018	Case Note Supporting Same Day Service	WIOA	Initial Individual Employment Plan (IEP)	James Potts (LWIA 7)

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# Client Not From Your Agency

- Now that you have done your homework on the client, reach out to the current WIOA Service Provider and work with them in regards to your communication and plan with the client.
- When co-enrolling from a current WIOA Registrant you can just get a copy of the current WIOA application and documentation that was used to support the eligibility on the original WIOA application; also get copies of scoring sheets of previous assessment tests.

# Creating the LWIA 90 Application

- Now, regardless of if the client is your LWIA 7 client or if the client is from another LWIA 7 Service provider, the steps you will take are the same.
- First go back to the LWIA 7 “Application Menu” screen, click on “Application Definition” and get the original “Contact date”; in this example it is 7/2/2018 - note that as you will want to use this same date when you create your LWIA 90 application

# Application Menu

## Application Menu

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:7 App Date:07/02/2018

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- [Education Status - In Program Update](#)
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### Exit

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- [Performance Impact](#)

# Application Definition

## Application Definition

[David Howard](#)

**Statutory Program:** WIOA

**TAA Petition Number:-** [Verify TAA Petition Number](#)

**TAA Act:**

**NAFTA Petition Number:-** [Verify NAFTA Petition Number](#)

**LWA:** 07 - Chicago Cook Workforce Partnership

**Illinois workNet(TM)Center:** Arlington Heights Workforce Center - 8100

Arlington Heights Workforce Center - 8100

**Contact Date:** 07/02/2018

**Partner:** Chicago Cook Workforce Partnership

**Career Planner:** Carlson, Danny

Carlson, Danny

**Show on My Applications:**

Cancel



## Time to Create the LWIA 90 Application

- Go back to the original Customer record, click on “List Application”, which will take you to the screen on the next slide.

# Original “List Application”



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## List Applications

[David Howard](#)

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	Name	SSN	App Date	Program	Status	TAA Status	Career Planner
<a href="#">View</a>	Howard, David	***-**-1441	07/02/2018	WIOA	Registrant		<a href="#">Danny Carlson</a>

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[Add Application](#)

[Return](#)

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# Creating LWIA 90 Application

- When you are logged in with your LWIA 90 IWDS User ID, and click on “List Application” it will bring up the LWIA 90 “Application Definition Screen” for the client.

# Application Definition Screen

## Application Definition

[David Howard](#)

\*Statutory Program:

TAA Petition Number:  -  [Verify TAA Petition Number](#)

TAA Act:

NAFTA Petition Number:  -  [Verify NAFTA Petition Number](#)

LWA: 90 - State Workforce Investment Area

\*Illinois workNet(TM)Center:

\*Contact Date:

Partner: 90-State Workforce Investment Area

Career Planner: Potts, Jim

Show on My Applications:

# Application Definition Screen

- Statutory Program is WIOA.
- LWA will be auto populated with LWA 90, if not, then you are not logged in with your LWIA 90 User ID.
- Illinois workNet Center: populate with LWA 007-007
- Contact Date, as mentioned earlier for this example client is 7/2/2018 (more on this in a bit)
- Partner is 90 - State Workforce Investment Area
- Your Name goes in Career Planner
- Show Application: Populate with “Yes”

# Contact Date for Application

- The importance of the Contact Date is that no activity can ever be recorded on the application on any date prior to whatever date you record as the application contact date
- This is especially important if you are working with a client who is a current Registrant under a traditional LWIA, and you intend to co-enroll under your State-wide Grant housed under LWIA 90
- In this case, I recorded the contact date as 7/02/2018

# Once Completed Click “Next”

## Application Definition

[David Howard](#)

\*Statutory Program:

TAA Petition Number:  -  [Verify TAA Petition Number](#)

TAA Act:

NAFTA Petition Number:  -  [Verify NAFTA Petition Number](#)

LWA: 90 - State Workforce Investment Area

\*Illinois workNet(TM)Center:

\*Contact Date:

Partner: 90-State Workforce Investment Area

Career Planner:

Show on My Applications:

# Guided Applications

## Create WIOA Application

[David Howard](#)

[Application Summary](#)

SSN: 1441

App LWA:90

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Next >

▶ 1Y

- ☐ In-School Youth
- ☐ Out-of-School Youth

▶ 1A

- ☐ Adult Career Services
- ☐ Adult Training Services

• Recta

▶ 1D - 1N - 1S - 1E -  
1DC - 1EC

- ☐ Dislocated Worker Career Services - Displaced Homemaker
- ☐ Dislocated Worker Career Services - Formerly Self-Employed
- ☐ Dislocated Worker Career Services - Plant Closure or Substantial Lay-off
- ☐ Dislocated Worker Career Services - Spouse of Active Duty Service Member
- ☐ Dislocated Worker Career Services - Unlikely to Return to Previous Industry or Occupation
- ☐ Dislocated Worker Training Services - Displaced Homemaker
- ☐ Dislocated Worker Training Services - Formerly Self-Employed
- ☐ Dislocated Worker Training Services - Plant Closure or Substantial Lay-off
- ☐ Dislocated Worker Training Services - Spouse of Active Duty Service Member
- ☐ Dislocated Worker Training Services - Unlikely to Return to Previous Industry or Occupation

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## Different applications ask different questions?

- The application(s) are selected will determine the questions that will be asked
- For this example client, since the client is an Adult Client under the LWIA 7 application, and we are using that application, we will check the guided for Adult Career Services and Adult Training Services.

# Guided Applications

## Create WIOA Application

[David Howard](#)

[Application Summary](#)

SSN: 1441

App LWA:90

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▶ 1Y

- ☐ In-School Youth
- ☐ Out-of-School Youth

▶ 1A

- ☒ Adult Career Services
- ☒ Adult Training Services

Recta

▶ 1D - 1N - 1S - 1E -  
1DC - 1EC

- ☐ Dislocated Worker Career Services - Displaced Homemaker
- ☐ Dislocated Worker Career Services - Formerly Self-Employed
- ☐ Dislocated Worker Career Services - Plant Closure or Substantial Lay-off
- ☐ Dislocated Worker Career Services - Spouse of Active Duty Service Member
- ☐ Dislocated Worker Career Services - Unlikely to Return to Previous Industry or Occupation
- ☐ Dislocated Worker Training Services - Displaced Homemaker
- ☐ Dislocated Worker Training Services - Formerly Self-Employed
- ☐ Dislocated Worker Training Services - Plant Closure or Substantial Lay-off
- ☐ Dislocated Worker Training Services - Spouse of Active Duty Service Member
- ☐ Dislocated Worker Training Services - Unlikely to Return to Previous Industry or Occupation

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Next >

# Guided Applications

- When you go through the Guided Application for a client that you are co-enrolling under LWIA 90, you will need the following items:
  - Copy of the original LWIA 7 completed and signed application along with copies of all documentation used to support eligibility
  - Copies of the previous assessment tests scoring sheets

# LWIA 90 Application

- Most of the information from the original LWIA 7 application will carry over in the LWIA 90 application. Items that do not carry over, you can get from the copy of the original LWIA 7 application.
- Once you have completed the LWIA 90 application you will want to certify the clients eligibility. This is where it is important to have copies of all the documentation used from the original LWIA 7 application certification.

# Two Separate Files

- Even if you are the provider for both the LWIA 7 and the LWIA 90 application, there needs to be two complete separate files for each grant because they will be monitored separately and could get selected for Data Validation separately.
- However, both files should look the same for the application and eligibility certification/documentation, but then the different paperwork on the services provided after certification of course will be different as it should support the services that the grant funds.

# Duplicate IEP's

- For co-enrolled Adult (or Dislocated Worker clients) under both LWIA 7 and LWIA 90, the Individual Employment Plan (IEP) should explain which grant is funding which service(s), but the overall objectives and goal for both IEP's should mirror one another.

## Same for Youth

- Same for Youth, for co-enrolled clients under both LWIA 7 and LWIA 90, the Individual Service Strategy (ISS) should explain which grant is funding which service activities, but the overall objectives and goal for both ISS' should mirror one another.

# Career Connect IEP/ISS

- Demonstration of how to label IEP/ISS Objectives in CC when a customer is co-enrolled.
- At this time Dena is going to demonstrate in “test” Career Connect



# Now you have seen:

- An LWIA 90 application created in IWDS
- This application encompassed an Adult application, in this example it is based off of LWIA 7 Adult Registrant David Howard
- For the next portion we will determine eligibility, certify the client in the same WIOA titles that were certified under the LWIA 7 application, and then demonstrate enrollment in a WIOA Service of “Development of IEP” under a WIOA State-wide Grant

# Eligibility Determination

## Eligibility Determination

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90

Guided Application

	Certify	Title / Program	Eligibility Date	Certification Date
No Title/Programs were found.				

\* Application Date:

• Recta

\* Eligibility Determination Date:

Printable Application

Determine Eligibility >

# Eligibility Determination Date(s)

- For this client, his eligibility determination should be whenever the LWIA 90 Career Planner began working with the individual.
- It could be any date on or after 7/2/2018 since that was the original contact date and certification date of the LWIA 7 application which the eligibility is derived from.
- In this example the LWIA 90 Career Planner staff began working with the client after the new year, so we are using the date of 1/2/2019 for both the eligibility determination and certification date.

# Eligibility Determination Date(s)

## Eligibility Determination

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90

Guided Application

	Certify	Title / Program	Eligibility Date	Certification Date
No Title/Programs were found.				

\* Application Date: 1/2/2019

\* Eligibility Determination Date: 1/2/2019

[Printable Application](#)

[Determine Eligibility >](#)

# Titles for Eligibility

## Eligibility Determination

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90

		Certify	Title / Program	Eligibility Date	Certification Date
<a href="#">Documentation</a>	<a href="#">Criteria</a>	<input type="checkbox"/>	1A - Adult Career Services	01/02/2019	
<a href="#">Documentation</a>	<a href="#">Criteria</a>	<input type="checkbox"/>	1A - Adult BSD Career Services	01/02/2019	
<a href="#">Documentation</a>	<a href="#">Criteria</a>	<input type="checkbox"/>	1A - Adult Training Services	01/02/2019	
<a href="#">Documentation</a>	<a href="#">Criteria</a>	<input type="checkbox"/>	1A - Adult BSD Training Services	01/02/2019	
<a href="#">Documentation</a>	<a href="#">Criteria</a>	<input type="checkbox"/>	1A - Adult Low Income Career Services	01/02/2019	
<a href="#">Documentation</a>	<a href="#">Criteria</a>	<input type="checkbox"/>	1A - Adult Low Income Training Services	01/02/2019	

Show All Subgroups

**Application Date:** 01/02/2019

Printable Application

Certify >

# Adult Titles

- Since we are using the Adult application from a current LWIA 7 Registrant for the LWIA 90 application, the client should be, and in this case is, eligible under the exact same criteria as the client was under the LWIA 7 Grant.
- Since we received copies of the original signed application and documentation that supported the eligibility from the current LWIA 7 application, everything should match.
- A word of caution on this, IF the original LWIA 7 application incorrectly determined an individual eligible, and there is not documentation to support eligibility, DO NOT use the incorrect documentation and certify the LWIA 90 application.

## More on this.....

- When you are co-enrolling a client with a current WIOA application, if you determine the original application and documentation does not support the client being eligible to receive WIOA services, you cannot use the original application.
- You could then only serve the client by taking a new application and collecting the documentation that can support WIOA Eligibility.
- I would then recommend letting the original grantee who determined the client eligible incorrectly know what you have discovered.

# From slide 35 - documentation from LWIA 7 Application

Cancel

Criteria	Conjunction
<b>Documentation and Subcriteria</b>	
( <b>Authorized to Work in the U S</b>	
Birth Certificate	AND
<b>Compliant With Selective Service</b>	
Selective Service Registration Card	AND
<b>Age 18+ at Enrollment</b>	
Birth Certificate	AND
( <b>WIOA Income Eligible</b>	
	OR
<b>Food Stamp Recipient</b>	
Public Assistance Records/Printout	OR
<b>Homeless</b>	
	OR
<b>Foster Child</b>	
	OR
<b>Cash Welfare Recipient</b>	) AND
<b>Received an Assessment</b>	
By LWIA	AND
<b>Has an Individual Employment Plan</b>	
By LWIA	AND
<b>Meets Qualifications of Selected Training Program</b>	
Assessment Records	AND
<b>Selected Training Program in Demand</b>	
Demand Occupation Training List	AND
<b>Other Grant Sources are Unavailable or Inadequate</b>	
Training Budget Worksheet	AND
( <b>Non-Veteran Status</b>	
	OR
<b>Veteran Status with acceptable documentation</b>	))

Cancel



# Now I will populate LWIA 90 Documentation for Adult Low Income Training

Criteria	Conjunction
<b>Documentation and Subcriteria</b>	
<b>(Authorized to Work in the U S</b>	
Birth Certificate	AND
<b>Compliant With Selective Service</b>	
Selective Service Registration Card	AND
<b>Age 18+ at Enrollment</b>	
Birth Certificate	AND
<b>( WIOA Income Eligible</b>	
	OR
<b>Food Stamp Recipient</b>	
Public Assistance Records/Printout	OR
<b>Homeless</b>	OR
<b>Foster Child</b>	OR
<b>Cash Welfare Recipient</b>	OR
<b>) AND</b>	
<b>Received an Assessment</b>	
By LWIA	AND
<b>Has an Individual Employment Plan</b>	
By LWIA	AND
<b>Meets Qualifications of Selected Training Program</b>	
Assessment Records	AND
<b>Selected Training Program in Demand</b>	
Demand Occupation Training List	AND
<b>Other Grant Sources are Unavailable or Inadequate</b>	
Training Budget Worksheet	AND
<b>( Non-Veteran Status</b>	
	OR
<b>Veteran Status with acceptable documentation</b>	))

# Now I will populate LWIA 90 Documentation for Adult BSD Training

Save Cancel

Criteria	Conjunction
<b>Documentation and Subcriteria</b>	
<b>(Authorized to Work in the U S</b>	
Birth Certificate	AND
<b>Compliant With Selective Service</b>	
Selective Service Registration Card	AND
<b>Age 18+ at Enrollment</b>	
Birth Certificate	AND
<b>Received an Assessment</b>	
By LWIA	AND
<b>Has an Individual Employment Plan</b>	
By LWIA	AND
<b>Meets Qualifications of Selected Training Program</b>	
Assessment Records	AND
<b>Selected Training Program in Demand</b>	
Demand Occupation Training List	AND
<b>Other Grant Sources are Unavailable or Inadequate</b>	
Training Budget Worksheet	AND
<b>( Non-Veteran Status</b>	OR
<b>Veteran Status with acceptable documentation</b>	) AND
<b>( Basic Skills Deficient</b>	
Results from an Authorized Assessment Test	OR
<b>English Language Learner</b>	))

Save Cancel

# Certification on LWIA 90 Adult Priority Titles

## Eligibility Determination

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90

		Certify	Title / Program	Eligibility Date	Certification Date
<a href="#">Documentation</a>	<a href="#">Criteria</a>	<input type="checkbox"/>	1A - Adult Career Services	01/02/2019	
<a href="#">Documentation</a>	<a href="#">Criteria</a>	<input checked="" type="checkbox"/>	1A - Adult BSD Career Services	01/02/2019	
<a href="#">Documentation</a>	<a href="#">Criteria</a>	<input type="checkbox"/>	1A - Adult Training Services	01/02/2019	
<a href="#">Documentation</a>	<a href="#">Criteria</a>	<input checked="" type="checkbox"/>	1A - Adult BSD Training Services	01/02/2019	
<a href="#">Documentation</a>	<a href="#">Criteria</a>	<input checked="" type="checkbox"/>	1A - Adult Low Income Career Services	01/02/2019	
<a href="#">Documentation</a>	<a href="#">Criteria</a>	<input checked="" type="checkbox"/>	1A - Adult Low Income Training Services	01/02/2019	

Show All Subgroups

**Application Date:** 01/02/2019

Printable Application

Certify >

# Certification Screen

## Certification

[David Howard](#)[Application Summary](#)

SSN: 1441

App LWA:90

**Title / Program(s):** 1A - Adult Low Income Career Services  
1A - Adult Low Income Training Services  
1A - Adult BSD Career Services  
1A - Adult BSD Training Services

I have reviewed the eligibility criteria for this Title or Program, along with any required documents, and certify that the above named customer is eligible.

Date:

# Certification Date

## Certification

[David Howard](#)[Application Summary](#)

SSN: 1441

App LWA:90

**Title / Program(s):** 1A - Adult Low Income Career Services  
1A - Adult Low Income Training Services  
1A - Adult BSD Career Services  
1A - Adult BSD Training Services

I have reviewed the eligibility criteria for this Title or Program, along with any required documents, and certify that the above named customer is eligible.

**Date:**

# Applicant Record

## Services

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90

Next >

Add Enrolled Service

0 found

Page 1 of 1

Start Date	End Date	Service Provided	Status	Created By
There is nothing to display.				

Page 1 of 1

Add Enrolled Service

Next >

# Applicant Record

- Once a client is certified, they are considered an “Applicant” within the IWDS logic.
- An individual can stay as an “Applicant” for up to 45 days after certification. If not enrolled in services within 45 days after certification the record is really just a “lame duck” application as no services can be added.
- Typically a client is only going to be certified when a grantee is getting ready to enroll a client in WIOA services.

# Enrollment in Career Services

## Select Service Level and Start Date

[David Howard](#)[Application Summary](#)

SSN: 1441

App LWA:90

Title: 1A

\*Service Level: Career Services ▾

\*Start Date: 1/2/19

&lt; Back

Next &gt;

Cancel



# Enrollment in WIOA Services

- For the LWIA 90 applications, it is really important for the grantee to know their grant number as all grantee's have access to all other state-wide grants under the same title

# Adult Career Services

## Select Activity

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90

**Title:** 1A  
**Service Level:** Career Services  
**\*Activity:** Asset Development  
**Start Date:**

< B

- Asset Development
- Career Planning
- Case Management
- Child/Dependent Care
- Development of an IEP
- Diagnostic Testing
- English language acquisition and integrated education and training
- Federal Job Referral and Placement Services
- Financial Literacy Education
- Follow-up Services
- Group Counseling
- Health Care
- Holding
- Housing Assistance
- In-depth interviewing and evaluation
- Individual Job Development
- Integrated Resource Team
- Internship
- Job Club
- Job Referral and Placement Services
- Job Search Skills Training
- Needs Related Payments
- NEG Disaster - Temporary Job
- Other Job Search Assistance
- Other Supportive Services
- Out-of-Area Job Search
- Paid Work Experience
- Personal Counseling
- Relocation
- Screened Referral

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ement and

# Development of an IEP

- IWDS logic requires that every WIOA client must be enrolled in the Career Service of “**Development of an IEP**” before the client can be enrolled in any training services.
- Next several slides will demonstrate enrollment in this service under a State-wide grant.

# Development of an IEP

## Select Activity

[David Howard](#)

[Application Summary](#)

SSN: 1441

App LWA:90

Title: 1A

Service Level: Career Services

\* Activity: Development of an IEP

Start Date: 01/02/2019

< Back

Next >

Cancel

# Know your Grant #

## Add Required Activity Information

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90

Created By: Jim Potts

Title: 1A

Service Level: Career Services

Activity: Development of an IEP Same Day Service

\*Grant:

Provider: \*

Start Date: 01/02/2019

End Date:

\*Current Status:

\*Weekly Hours:

Comments:

# Select your Grant #

## Add Required Activity Information

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90

Created By: Jim Potts

Title: 1A

Service Level: Career Services

Activity: Development of an IEP Same Day Service

\*Grant:

Provider:

Start Date:

End Date:

\*Current Status:

\*Weekly Hours:

Comments:

16633441-State Workforce Investment Area - ABC IL
17634050-DCEO - Chicago Women in Trades
17634051-DCEO - Institute for Latino Progress
17634052-DCEO - Career Link
17634053-DCEO - McHenry County College District 528
17634054-DCEO - Safer Foundation
17634055-DCEO - Skills for Chicagoland's Future
17634056-DCEO - SIU E
17634057-DCEO - SYMBOL
17634058-DCEO - Prairie State College
17634059-DCEO - National ABLE
17634061-DCEO - CALUMET
17634062-DCEO - Moraine Valley CC

< Back

Save

Cancel

# In this example using Symbol

## Add Required Activity Information

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90

Created By: Jim Potts

Title: 1A

Service Level: Career Services

Activity: Development of an IEP Same Day Service

\*Grant: 17634057-DCEO - SYMBOL

Provider: \* Search Providers

Start Date: 01/02/2019

End Date:

\*Current Status: Open

\*Weekly Hours:

Comments:

Additional Info

< Back

Save

Cancel

# Provider Relationships

## Click “Search Provider”

### Add Required Activity Information

[David Howard](#)

[Application Summary](#)

SSN: 1441

App LWA:90

App Date:01/02/2019

Created By: Jim Potts

Title: 1A

Service Level: Career Services

Activity: Development of an IEP Same Day Service

\*Grant: 17634057-DCEO - SYMBOL

Provider: \* Search Providers

Start Date: 01/02/2019

End Date:

\*Current Status: Open

\*Weekly Hours:

Comments:

Additional Info

< Back

Save

Cancel



# Click on “Show All”

## Search Provider Relationships

 ←**Provider Relationship Name:****Relationship Number:**- **Statutory Program:** WIOA**Title:** 1A**Service Level:** Career Services**Activity:** Development of an IEP**Start Date:** 01/02/2019

## List Provider Relationships

[Return To Search](#)

5 found

Page 1 of 2

Next Page >

	Provider Name	Relationship ID	Relationship Type
Pick	Jane Addams Resource Corp	<a href="#">17252014-90</a>	Contract
Pick	Moraine Valley Community College	<a href="#">17634062-90</a>	Contract
Pick	Prairie State College	<a href="#">PrairieSt90-90</a>	Contract

Page 1 of 2

Next Page >

Return To Search

## List Provider Relationships

[Return To Search](#)

5 found

Page 2 of 2

< Prev Page

	Provider Name	Relationship ID	Relationship Type
Pick	Southern Illinois University Edwardsville	<a href="#">17634056-90</a>	Contract
Pick	Symbol Training Institute	<a href="#">RR 16654121-90</a>	Contract

Page 2 of 2

< Prev Page

Return To Search

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# If your Provider is not shown:

- Couple things, first make sure you have the correct title selected that your State-wide Grant states you can serve clients. 1A is self-explanatory, but many times if your grant is serving Dislocated Workers, often the title under State-wide grant is 1E.
- If you have the correct title and your Provider is not appearing, as previously mentioned, myself or my office partner Kris Theilen serve as Local Systems Administrators for LWIA 90 and we can work with you to get your Provider/Entity Relationship set-up correctly

# Same Day Service

## Add Required Activity Information

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90

Guided Application

Created By: Jim Potts

Title: 1A

Service Level: Career Services

Activity: Development of an IEP Same Day Service

\*Grant: 17634057-DCEO - SYMBOL

Provider: [RR 16654121-90 Symbol Training Institute](#)

\* Search Providers

Start Date: 01/02/2019

End Date:

\*Current Status: Open

\*Weekly Hours: 2

Comments:

Additional Info

< Back

Save

Cancel

# Same Day Service

- In IWDS there are several services that are considered “Same Day Services” meaning the system will auto close the service on the date it is created.
- On these same day services it automatically sends you to same day service case note.
- When you finish the note and save, the service will then display the end date and mark the service as Successful.

# Same Day Service Case Note

## Informational Message:

A Case Note needs to be completed when a Same Day Service is added to the application. Please enter the required fields, then click on Save and Return to complete this Case Note record. Note that the Same Day Service status has been set to Successful Completion with a Service End Date equal to the Service Start Date. When you click on Save and Return, a Case Note will be added for this Same Day Service.

## Add Case Note

[David Howard](#)

[Application Summary](#)

Staff Name: [Jim Potts](#)

• Recta

Contact Date: 01/02/2019

Program:

\* Note Category:

\* Confidential:

\* Note Subject:

\* Case Note:

Save and Return

# Same Day Service Case Note

## Informational Message:

A Case Note needs to be completed when a Same Day Service is added to the application. Please enter the required fields, then click on Save and Return to complete this Case Note record. Note that the Same Day Service status has been set to Successful Completion with a Service End Date equal to the Service Start Date. When you click on Save and Return, a Case Note will be added for this Same Day Service.

## Add Case Note

[David Howard](#)

[Application Summary](#)

Staff Name: [Jim Potts](#)

• Recta

Contact Date: 01/02/2019

Program: WIOA ▼

\*Note Category: Case Note Supporting Same Day Service ▼

\*Confidential: No ▼

\*Note Subject: Initial Individual Employment Plan (IEP)

\*Case Note: This is a co-enrolled LWIA 7 client who had been receiving services with BCS; see the hard copy of the IEP in the file.

Save and Return

# Services Screen

## Services

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90

Next >

Add Enrolled Service

1 found

Page 1 of 1

Start Date	End Date	Service Provided	Status	Created By
01/02/2019	01/02/2019	<a href="#">Development of an IEP - 1A</a>	Successful Completion	<a href="#">Jim Potts</a>

Page 1 of 1

Add Enrolled Service

Next >



# Client is now a LWIA 90 Registrant

- Once your LWIA 90 client is enrolled in a service, they then are considered a “Registrant”.
- As mentioned, for any client who is co-enrolled under LWIA 90 and LWIA 7, the services must be coordinated between both grantees and the plan (IEP for Adult or Dislocated Worker & ISS for Youth) must be coordinated and address which grants are funding the various services the co-enrolled client will be receiving.

# Other Services

- I am going to go ahead and record the other LWIA 90 services for this example client:
  - Career Planning
  - Case Management
  - Occupational Classroom Training

# LWIA 90 Services

## Services

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90 App Date:01/02/2019

Add Enrolled Service

Printable Services

Return

4 found

Page 1 of 1

Start Date	End Date	Service Provided	Status	Created By
01/07/2019		<a href="#">Occupational Classroom Training - 1A</a>	Open	<a href="#">Jim Potts</a>
01/02/2019	01/02/2019	<a href="#">Development of an IEP - 1A</a>	Successful Completion	<a href="#">Jim Potts</a>
01/02/2019	01/02/2019	<a href="#">Career Planning - 1A</a>	Successful Completion	<a href="#">Jim Potts</a>
01/02/2019	01/07/2019	<a href="#">Case Management - 1A</a>	Successful Completion	<a href="#">Jim Potts</a>

Page 1 of 1

Add Enrolled Service

Printable Services

Return

# Co-enrolled Under LWIA 7 & 90

## List Applications

[Return](#)

2 found

Page 1 of 1

	Name	SSN	App Date	Program	Status	TAA Status	Career Planner
<a href="#">View</a>	Howard, David	***-**- 1441	07/02/2018	WIOA	Registrant		<a href="#">Danny Carlson</a>
<a href="#">View</a>	Howard, David	***-**- 1441	01/02/2019	WIOA	Registrant		<a href="#">Jim Potts</a>

Page 1 of 1

[Return](#)

# CC Co-enrollment Services

- Demonstration of adding a “Co-enrollment” services in CC.

# LWIA 7 Services

- So now lets go back and review the LWIA 7 services this client is enrolled in under the formula grant

# Co-Enrolled under LWIA 7

## Services

[David Howard](#) [Application Summary](#)  
SSN: 1441 App LWA:7 App Date:07/02/2018

[Add Enrolled Service](#) [Printable Services](#) [Return](#)

9 found

Page 1 of 1

Start Date	End Date	Service Provided	Status	Created By
01/07/2019		<a href="#">Transportation - 1A</a>	Open	<a href="#">James Potts (LWIA 7)</a>
01/07/2019		<a href="#">Training in Other Title - 1A</a>	Open	<a href="#">James Potts (LWIA 7)</a>
11/19/2018	11/19/2018	<a href="#">Diagnostic Testing - 1A</a>	Successful Completion	<a href="#">James Potts (LWIA 7)</a>
08/22/2018		<a href="#">Adult education and literacy activities - 1A</a>	Open	<a href="#">James Potts (LWIA 7)</a>
08/21/2018	08/21/2018	<a href="#">Diagnostic Testing - 1A</a>	Successful Completion	<a href="#">James Potts (LWIA 7)</a>
07/17/2018	08/20/2018	<a href="#">Adult education and literacy activities - 1A</a>	Successful Completion	<a href="#">James Potts (LWIA 7)</a>
07/10/2018	07/10/2018	<a href="#">Job Club - 1A</a>	Successful Completion	<a href="#">James Potts (LWIA 7)</a>
07/02/2018	01/07/2019	<a href="#">Case Management - 1A</a>	Successful Completion	<a href="#">James Potts (LWIA 7)</a>
07/02/2018	01/02/2019	<a href="#">Development of an IEP - 1A</a>	Successful Completion	<a href="#">James Potts (LWIA 7)</a>

Page 1 of 1

[Add Enrolled Service](#) [Printable Services](#) [Return](#)

# Details of Co-enrolled Clients

- It is essential both grantees record services accurately and timely; it is of the utmost importance to close service lines when a clients actual service ends.
- Both grantees must understand the client cannot be exited from one grant, if the client has open services with another grant.
- This is yet another reason that the communication between both grantees is essential and as mentioned, each plan should mirror the objectives and overall goal for any co-enrolled client.



# Exit - When Should it Occur?

- A WIOA Registrant must be exited when they are no longer are receiving any WIOA service (under either grant) for 90 days.
- The exit date is always going to reflect back to the last date the client received a WIOA service.

# Exiting a Co-enrolled Client

- The LWIA 7 and LWIA 90 staff must coordinate the closure/exit in both programs.
- All services must be closed in both systems. (The Career Connect “Co-enrollment” service should be closed with an end date equal to the exit date.)
- As previously mentioned, both grantees must understand the client cannot be exited from one grant if the client has open services with another grant.

# Exiting a Co-enrolled Client

- For internal Career Connect logic, the LWIA 90 Exit must be completed in IWDS first. (The LWIA 7 exit will not transmit to IWDS if the LWIA 90 application is still open.)
- The LWIA 7 Closure/Exit should be completed in Career Connect ***immediately after (on the same date)*** that the LWIA 90 exit is completed.

# Closing the LWIA 90 Services

## Edit Required Activity Information

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90 App Date:01/02/2019

**Created By:** Jim Potts  
**Date Created:** 02/20/2019  
**Last Updated By:** Jim Potts  
**Last Updated:** 02/20/2019  
**Title:** 1A  
**Service Level:** Training Services  
**Activity:** Occupational Classroom Training  
**\*Grant:** 17634057-DCEO - SYMBOL

**ITA Funded Training:** No  
**Contract Funded Training:** Yes  
**\*Green Related:** No

**Provider:** [RR 16654121-90 Symbol Training Institute](#)  
**Certified Program:** CNC 203: CNC Programming, Setup and Operation

**CIP Code:** 143601  
**CIP Description:** Manufacturing Engineering  
**\*O\*Net Code:** 514012    
 Requires O\*Net

**Start Date:** 01/07/2019  
**End Date:** 2/20/2019  
**\*Current Status:** Successful Completion

**\*Weekly Hours:** 15.0  
**\*Bridge Program Activity?** No

**Comments:**

# Closing the LWIA 90 Services

**Informational Message:**  
Update Successful

## Services

[David Howard](#) [Application Summary](#)  
SSN: 1441 App LWA:90 App Date:01/02/2019

[Add Enrolled Service](#) [Printable Services](#) [Return](#)

4 found

Page 1 of 1

Start Date	End Date	Service Provided	Status	Created By
01/07/2019	02/20/2019	<a href="#">Occupational Classroom Training - 1A</a>	Successful Completion	<a href="#">Jim Potts</a>
01/02/2019	01/02/2019	<a href="#">Development of an IEP - 1A</a>	Successful Completion	<a href="#">Jim Potts</a>
01/02/2019	01/02/2019	<a href="#">Career Planning - 1A</a>	Successful Completion	<a href="#">Jim Potts</a>
01/02/2019	02/08/2019	<a href="#">Case Management - 1A</a>	Successful Completion	<a href="#">Jim Potts</a>

Page 1 of 1

[Add Enrolled Service](#) [Printable Services](#) [Return](#)

# Recording Earned Credentials

- All industry recognized credentials earned while in WIOA services must be recorded.
- In this “example” client, he earned a CNC Certified Machinist credential on 2-20-19 so I will demonstrate recording that credential.

# Record Credential

## Application Menu

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90 App Date:01/02/2019

[Printable Application](#)

### Application

- [Guided Application](#)
- [Application Definition](#)
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- [WIOA Training Criteria](#)
- [Eligibility Determination](#)

### Profile

- [Contact Information](#)
- [Additional Contacts](#)
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### Services

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• [Rec](#)

### Exit

- [Exit Summary](#)
- [View Wages](#)
- [Performance Impact](#)

# Record Credential Earned

## Add Credential

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90 App Date:01/02/2019

\*Credential: Occupational Skills Certificate or Credential

\*Institution: NIMS

\*Source: Copy of certificate

\*Date Attained: 2/20/2019

\*Description of Credential/Diploma: Certified CNC Machinist

[Save](#) [Cancel](#)

**Informational Message:**  
Update Successful

## List Credentials

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90 App Date:01/02/2019

[Add Credential](#) [Return](#)

1 found

Page 1 of 1

Credential	Institution	Date Attained	Updated By	Created
<a href="#">Occupational Skills Certificate or Credential</a>	NIMS	02/20/2019	<a href="#">Jim Potts</a>	2019-02-20 13:40:18.479

Page 1 of 1

[Add Credential](#) [Return](#)



# Record Measurable Skill Gain

- A newer performance indicator (separate power point will be conducted on the details of Measurable Skill Gains).
- In this “example” client his credential earned also meets the criteria of a Measurable Skill Gain, so the next few slides will demonstrate recording the Measurable Skill Gain.

# Record Measurable Skill Gain

## Application Menu

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90 App Date:01/02/2019

[Printable Application](#)

### Application

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- [Application Definition](#)
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- [Employment History](#)
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- [Education Status - In Program Update](#)
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- [List All Documents](#)

### Services

- [List Enrolled Services](#)
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### Exit

- [Exit Summary](#)
- [View Wages](#)
- [Performance Impact](#)

# Add Skill Gain

## List Measurable Skill Gains

[David Howard](#)   [Application Summary](#)

SSN: 1441   App LWA:90   App Date:01/02/2019

Add Skill Gain

Return

Skill Type	Date Skill Attained	PY	Comment
There is nothing to display.			

# Skills Progressions/Diploma

## Maintain Measurable Skill Gain

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90 App Date:01/02/2019

\* Skill Type: Skills Progression/Diploma

\* Date Skill Attained: 2/20/2019

Comment: Certified CNC Machinist

Verification: ☒ I have verified that this customer has met the requirements listed below for the Skill Type selected.

Save Cancel

Skill Type	Requirement
Postsecondary Transcript/Report Card	Participant's transcript or report card for postsecondary education who complete a minimum of 12 hours per semester, or for part time students a total of at least 12 credit hours over the course of two completed consecutive semesters during the program year, that shows a participant is meeting the State unit's academic standards.
Secondary Transcript/Report Card	Participant's transcript or report card for secondary education for one semester showing that the participant is meeting the State unit's academic standards.
Skills Progression/Diploma	Participant successfully completed an exam that is required for a particular occupation, or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams and/or diploma.
Training Milestone	Participant had a satisfactory or better progress report towards established milestones from an employer/training provider who is providing training (e.g., completion of on-the-job training (OJT), completion of one year of a registered apprenticeship program, etc.).
Educational Functioning Level (EFL)	Will be automatically generated by the system.

# Preparing Client for Exit in CC

- Demonstration closing of services of a “Co-enrollment” client in CC.
- Recording Measurable Skill Gains in CC.
- Making Sure Credentials are Recorded in CC.

# Co-Enrolled Services Closed

## Services

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:7 App Date:07/02/2018

[Add Enrolled Service](#) [Printable Services](#) [Return](#)

9 found Page 1 of 1

Start Date	End Date	Service Provided	Status	Created By
01/07/2019	02/20/2019	<a href="#">Transportation - 1A</a>	Successful Completion	<a href="#">James Potts (LWIA 7)</a>
01/07/2019	02/20/2019	<a href="#">Training in Other Title - 1A</a>	Successful Completion	<a href="#">James Potts (LWIA 7)</a>
11/19/2018	01/21/2019	<a href="#">Diagnostic Testing - 1A</a>	Successful Completion	<a href="#">James Potts (LWIA 7)</a>
08/22/2018	01/21/2019	<a href="#">Adult education and literacy activities - 1A</a>	Successful Completion	<a href="#">James Potts (LWIA 7)</a>
08/21/2018	08/21/2018	<a href="#">Diagnostic Testing - 1A</a>	Successful Completion	<a href="#">James Potts (LWIA 7)</a>
07/17/2018	08/20/2018	<a href="#">Adult education and literacy activities - 1A</a>	Successful Completion	<a href="#">James Potts (LWIA 7)</a>
07/10/2018	07/10/2018	<a href="#">Job Club - 1A</a>	Successful Completion	<a href="#">James Potts (LWIA 7)</a>
07/02/2018	01/07/2019	<a href="#">Case Management - 1A</a>	Successful Completion	<a href="#">James Potts (LWIA 7)</a>
07/02/2018	01/02/2019	<a href="#">Development of an IEP - 1A</a>	Successful Completion	<a href="#">James Potts (LWIA 7)</a>

Page 1 of 1

[Add Enrolled Service](#) [Printable Services](#) [Return](#)

# Exiting the LWIA 90 Application

- As previously addressed, a WIOA Registrant must be exited when they are no longer are receiving any WIOA service for 90 days.
- For this “example” client we are going to go ahead and demonstrate the steps for exiting the client now.
- In IWDS, on the LWIA 90 application at the “Application Menu”.
- Click on “Exit Summary”

# Employment at Exit

- For this example client, he was fortunate enough to obtain employment on the date he completed training (wouldn't it be nice if every client had this magically occur!)



# Employment at Exit

- In IWDS the “Employment at Exit” is recorded on the “Exit Summary” screen.
- So the next several slides will demonstrate the steps to record this “example” clients new employment.

# Application Menu

## Application Menu

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90 App Date:01/02/2019

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- [ITA Characteristics](#)
- [List Part Time/Distance Learning](#)

Rec

### Exit

- [Exit Summary](#) ←
- [View Wages](#)
- [Performance Impact](#)

# Update - Employment at Exit

## Exit Control Panel

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90 App Date:01/02/2019

[Return](#)

<b>GENERAL</b>		<a href="#">Update</a>
Exit Date: NOT EXITED		
<u>Title</u> 1A	<u>Registration Date</u> 01/02/2019	<u>Exit Reason</u>
<b>CREDENTIALS</b>		<a href="#">Update</a>
Enter Credentials Attained		
<b>EMPLOYMENT AT EXIT</b>		<a href="#">Update</a>
No Employment Specified		
<b>Q1 POST EXIT</b>		
UI Wages: No Supplemental Q1 Information Specified		
<b>Q2 POST EXIT</b>		
UI Wages: No Supplemental Q2 Information Specified		
<b>Q3 POST EXIT</b>		
UI Wages: No Supplemental Q3 Information Specified		
<b>Q4 POST EXIT</b>		
UI Wages: No Supplemental Q4 Information Specified		

# Click on “Pick Job”

## Employment at Exit

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90 App Date:01/02/2019

Exit Date:

School Status at Exit:

Employer Name: Employment Start: Employment End: Contact Name: Contact Phone: O*Net: Non Traditional:	<b>Pick Job</b>
---	-----------------

Source Employed:

Job Type:

\*Related to Training?

Determination Method:

- ☐ Comparison of the Occupation codes between training activity and job
- ☐ Compared industry of employment with the Occupation of training using an appropriate crosswalk
- ☐ Other appropriate method

Save

Cancel

# Add Job

## List Work History

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90 App Date:01/02/2019

Add Job

Return

0 found

Page 1 of 1

Employer Name	Employment Dates	Dislocation Job?
There is nothing to display.		

Page 1 of 1

Add Job

Return

# Record Employment at Exit

**Add Job**

[David Howard](#) [Application Summary](#)

SSN: 1441   App LWA:90   App Date:01/02/2019

Save
Cancel

\*Employer Name:  Search

\*Employment Status:

\*Start Date:  End Date:

Job Title:  Add Rec'd

Street Address:

City:

State:  Zip Code:

Contact Name:

Contact Phone:  Extension:

Wages:  Per:

\*Hours Per Week:

Job Duties:

Received Rapid Response Services:

Last Date Received Rapid Response Services:

\*NAICS Code:  Search

Description:

\*O\*Net(SOC):  Search

Description:

\*Green Job?:

Low Growth?:

Show All

---

Save
Cancel

# New Employment

**Edit Job**

[David Howard](#) [Application Summary](#)  
 SSN: 1441 App LWA:90 App Date:01/02/2019

\*Employer Name:

\*Employment Status:

\*Start Date:  End Date:

Job Title:

Street Address:

City:

State:  Zip Code:

Contact Name:

Contact Phone:  Extension:

Wages:  Per:

\*Hours Per Week:

Job Duties:

Received Rapid Response Services:

Last Date Received Rapid Response Services:

\*NAICS Code:

Description:

Declining:

\*O\*Net(SOC):

Description:

\*Green Job?:

Low Growth?:

# Employment at Exit

## List Work History

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90 App Date:01/02/2019

Add Job

Return

1 found

Page 1 of 1

	Employer Name	Employment Dates	Dislocation Job?
Pick	<a href="#">Metraflex Compnay Inc</a>	02/20/2019 -	<a href="#">Recd</a>

Page 1 of 1

Add Job

Return



# Pick Job

**Informational Message:**

Please click Save to confirm your changes.

## Employment at Exit

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90 App Date:01/02/2019

Exit Date:

School Status at Exit:

<p><b>Employer Name:</b> Metraflex Compnay Inc</p> <p><b>Employment Start:</b> 02/20/2019</p> <p><b>Employment End:</b></p> <p><b>Contact Name:</b> Jim Smith</p> <p><b>Contact Phone:</b> (847)738-2312</p> <p><b>O*Net:</b> 514032 - Drilling and Boring Machine Tool Setters, Operators, and Tenders, Metal and Plastic</p> <p><b>Non Traditional:</b></p>	<p>Pick Job</p> <p>Remove Job</p> <p>Details</p>
---	--

Source Employed:

Job Type:

\*Related to Training?

Determination

Method:

- ☐ Comparison of the Occupation codes between training activity and job
- ☐ Compared industry of employment with the Occupation of training using an appropriate crosswalk
- ☐ Other appropriate method

Save

Cancel

# Source of Employment

## Employment at Exit

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90 App Date:01/02/2019

Exit Date:

School Status at Exit:

<b>Employer Name:</b> Metraflex Compnay Inc <b>Employment Start:</b> 02/20/2019 <b>Employment End:</b> <b>Contact Name:</b> Jim Smith <b>Contact Phone:</b> (847)738-2312 <b>O*Net:</b> 514032 - Drilling and Boring Machine Tool Setters, Operators, and Tenders, Metal and Plastic <b>Non Traditional:</b>	<a href="#">Pick Job</a> <a href="#">Remove Job</a> <a href="#">Details</a>
--	---

Source Employed:

Job Type:

\*Related to

Training?

Determination

Method:

- Copy of pay stub
- Copy of W2 form
- Copy of 1099 form
- Written documentation

Comparison of the Occupation codes between training activity and job

- ☐ Compared industry of employment with the Occupation of training using an appropriate crosswalk
- ☐ Other appropriate method

Save

Cancel

# Job Type

## Employment at Exit

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90 App Date:01/02/2019

Exit Date:

School Status at Exit:

<b>Employer Name:</b> Metraflex Compnay Inc <b>Employment Start:</b> 02/20/2019 <b>Employment End:</b> <b>Contact Name:</b> Jim Smith <b>Contact Phone:</b> (847)738-2312 <b>O*Net:</b> 514032 - Drilling and Boring Machine Tool Setters, Operators, and Tenders, Metal and Plastic <b>Non Traditional:</b>	<a href="#">Pick Job</a> <a href="#">Remove Job</a> <a href="#">Details</a>
--	---

Source Employed:

<b>Job Type:</b>	Covered Under UI
<b>*Related to</b>	Federal Civilian
<b>Training?</b>	Federal Contractor
<b>Determination</b>	Military
<b>Method:</b>	Not Covered/Agricultural
	Not Covered/Domestics
	Not Covered/Family Business Employment
	Not Covered/Insurance Agents
	Not Covered/Local Government Employees
	Not Covered/Non-Profit Religious Institution
	Not Covered/Other Excluded Employment
	Not Covered/Self Employed or Independent Contractor
	Not Covered/Student Interns/Nurses
	Railroad Employees
	Real Estate Salespersons
	U.S. Postal Service

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# Employment Related to Training

## Employment at Exit

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90 App Date:01/02/2019

Exit Date:

School Status at Exit:

<b>Employer Name:</b> Metraflex Company Inc <b>Employment Start:</b> 02/20/2019 <b>Employment End:</b> <b>Contact Name:</b> Jim Smith <b>Contact Phone:</b> (847)738-2312 <b>O*Net:</b> 514032 - Drilling and Boring Machine Tool Setters, Operators, and Tenders, Metal and Plastic <b>Non Traditional:</b>	<input type="button" value="Pick Job"/> <input type="button" value="Remove Job"/> <input type="button" value="Details"/>
--	--

**Source Employed:**

**Job Type:**

**\*Related to Training?**

**Determination Method:**

- ☐ Cannot be determined
- ☐ Did not attend training
- ☐ No
- ☐ Training did not impart job-specific skills
- ☐ Yes
- ☐ Other appropriate method

# Determination Method

## Employment at Exit

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90 App Date:01/02/2019

Exit Date:

School Status at Exit:

<b>Employer Name:</b> Metraflex Compnay Inc <b>Employment Start:</b> 02/20/2019 <b>Employment End:</b> <b>Contact Name:</b> Jim Smith <b>Contact Phone:</b> (847)738-2312 <b>O*Net:</b> 514032 - Drilling and Boring Machine Tool Setters, Operators, and Tenders, Metal and Plastic <b>Non Traditional:</b>	<a href="#">Pick Job</a> <a href="#">Remove Job</a> <a href="#">Details</a>
--	---

**Source Employed:**

---

**Job Type:**

**\*Related to Training?**

**Determination Method:**
☒ Comparison of the Occupation codes between training activity and job  
☐ Compared industry of employment with the Occupation of training using an appropriate crosswalk  
☐ Other appropriate method

[Save](#)
[Cancel](#)

# Pick Credentials

## Exit Control Panel

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90 App Date:01/02/2019

[Return](#)

<b>GENERAL</b>			<a href="#">Update</a>
Exit Date: NOT EXITED			
<u>Title</u> 1A	<u>Registration Date</u> 01/02/2019	<u>Exit Reason</u>	<a href="#">Rec</a>
<b>CREDENTIALS</b>			<a href="#">Update</a>
Enter Credentials Attained			
<b>EMPLOYMENT AT EXIT</b>			<a href="#">Update</a>
<p><b>Employer Name:</b> Metraflex Compnay Inc  <b>Employment Start:</b> 02/20/2019  <b>Employment End:</b> null  <b>Contact Name:</b> Jim Smith  <b>Contact Phone:</b> <a href="tel:(847)738-2312">(847)738-2312</a>  <b>Green Job:</b> No - Drilling and Boring Machine Tool Setters, Operators, and Tenders, Metal and Plastic  <b>Job Title:</b> Machinist  <b>Job Duties:</b></p>			

# Pick Credentials

## List Credentials

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90 App Date:01/02/2019

Add Credential

Return

1 found

Page 1 of 1

	Credential	Institution	Date Attained	Updated By	Created
Pick	<a href="#">Occupational Skills Certificate or Credential</a>	NIMS	02/20/2019	<a href="#">Jim Potts</a>	2019-02-20 13:40:18.479 Rect

Page 1 of 1

Add Credential

Return

### Please fix the following before continuing:

You have chosen to associate the Occupational Skills Certificate or Credential from NIMS to the current application at exit time. Please click on Pick Credential to confirm your changes.

Pick Credential

Cancel

# Actual Exit

## Exit Control Panel

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90 App Date:01/02/2019

[Return](#)

<b>GENERAL</b>		<a href="#">Update</a>
Exit Date: NOT EXITED		
<u>Title</u> 1A	<u>Registration Date</u> 01/02/2019	<u>Exit Reason</u>
<b>CREDENTIALS</b>		<a href="#">Update</a>
<u>Type</u> Occupational Skills Certificate or Credential	<u>Institution</u> NIMS	<u>Date</u> 02/20/2019
<b>EMPLOYMENT AT EXIT</b>		<a href="#">Update</a>
<b>Employer Name:</b> Metraflex Compnay Inc <b>Employment Start:</b> 02/20/2019 <b>Employment End:</b> null <b>Contact Name:</b> Jim Smith <b>Contact Phone:</b> <a href="tel:847738-2312">(847)738-2312</a> <b>Green Job:</b> No - Drilling and Boring Machine Tool Setters, Operators, and Tenders, Metal and Plastic <b>Job Title:</b> Machinist <b>Job Duties:</b>		



# School Status at Exit

## General Exit

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90 App Date:01/02/2019  
Exit Date: 02/20/2019

School Status At Exit:

Title	Registration Date	LWA	Reason
1A	01/02/2019	90	
1A	07/02/2018	7	Please contact The Partnership to exit the Career Connect application.

Save

Cancel

## General Exit

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90 App Date:01/02/2019  
Exit Date: 02/20/2019

School Status At Exit:

Title	Registration Date	LWA	Reason
1A	01/02/2019	90	In-school, Alternative School
1A	07/02/2018	7	In-school, H.S. or less
			In-school, Post-H.S.
			Not attending school or H.S. Dropout
			Not attending school; within age of compulsory school attendance
			Not attending school; H.S. graduate

# Exit Reason

## General Exit

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90 App Date:01/02/2019

Exit Date: 02/20/2019

School Status At Exit:

Not attending school; H.S. graduate

Title	Registration Date	LWA	Reason
1A	01/02/2019	90	
1A	07/02/2018	7	Attained Credential/Diploma

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Cannot Locate  
Criminal Offender  
Deceased  
Entered Unsubsidized Employment  
Family Care  
Foster Care  
Health/Medical  
Incarcerated  
Institutionalized  
Lacks Transportation  
Other, Services Completed  
Other, Services Not Completed  
Program Ended  
Reserve Forces Called to Active Duty  
Retirement

e Career Connect

[User Agreement](#) and

# Exit Reason

## General Exit

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA: 90 App Date: 01/02/2019

Exit Date: 02/20/2019

School Status At Exit:  ▼

Title	Registration Date	LWA	Reason
1A	01/02/2019	90	<input type="text" value="Entered Unsubsidized Employment"/> <span>▼</span>
1A	07/02/2018	7	Please contact The Partnership to exit the Career Connect application.

### Please fix the following before continuing:

You are about to exit this application. Once the application is exited you will not be able to change the Exit Date. Exit Anyway?

# Completed LWIA 90 Exit

## Exit Control Panel

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90 App Date:01/02/2019 Exit Date:02/20/2019

[Return](#)

<b>GENERAL</b>			<a href="#">Update</a>
Exit Date: 02/20/2019			
School Status At Exit: Not attending school; H.S. graduate			
<u>Title</u>	<u>Registration Date</u>	<u>Exit Reason</u>	<a href="#">Recd</a>
1A	01/02/2019	Entered Unsubsidized Employment	
<b>CREDENTIALS</b>			<a href="#">Update</a>
<u>Type</u>	<u>Institution</u>	<u>Date</u>	
Occupational Skills Certificate or Credential	NIMS	02/20/2019	
<b>EMPLOYMENT AT EXIT</b>			<a href="#">Update</a>
Employer Name: Metraflex Compnay Inc			
Employment Start: 02/20/2019			
Employment End: null			
Contact Name: Jim Smith			
Contact Phone: <a href="#">(847)738-2312</a>			
Green Job: No - Drilling and Boring Machine Tool Setters, Operators, and Tenders, Metal and Plastic			
Job Title: Machinist			
Job Duties:			

# Legislatively Mandated Follow-up Services

- Training and Employment Guidance Letter (TEGL) 19-16 - dated March 1, 2017 requires that follow-up services for adults and dislocated worker participants who are placed in **unsubsidized employment, for up to 12 months after the first date of employment.**
- All Youth are required to have 12 months of follow-up services after exit.

# Recording Follow-up in IWDS

## Add Required Activity Information

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90 App Date:01/02/2019 Exit Date:02/20/2019

Created By: Jim Potts

Title: 1A

Service Level: Career Services

Activity: Follow-up Services

\*Grant: 17634057-DCEO - SYMBOL

Provider: [RR 16654121-90 Symbol Training Institute](#) \* Search Providers

Start Date: 02/21/2019

End Date:

\*Current Status: Open

\*Supports Bridge Program?: No

Comments:

Additional Info

< Back

Save

Cancel

# Recording Follow-up in IWDS

- The IWDS service of follow-up stays open and the actual recording the action of follow-up will be completed by recording a case note.
- See the next slide for an example case note.

# Follow-up Does Not Extend Enrollment

## Services

[David Howard](#) [Application Summary](#)

SSN: 1441 App LWA:90 App Date:01/02/2019 Exit Date:02/20/2019

[Add Enrolled Service](#) [Printable Services](#) [Return](#)

5 found

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Start Date	End Date	Service Provided	Status	Created By
02/21/2019		<a href="#">Follow-up Services - 1A</a>	Open	<a href="#">Jim Potts</a>
01/07/2019	02/20/2019	<a href="#">Occupational Classroom Training - 1A</a>	Successful Completion	<a href="#">Jim Potts</a>
01/02/2019	01/02/2019	<a href="#">Development of an IEP - 1A</a>	Successful Completion	<a href="#">Jim Potts</a>
01/02/2019	01/02/2019	<a href="#">Career Planning - 1A</a>	Successful Completion	<a href="#">Jim Potts</a>
01/02/2019	02/08/2019	<a href="#">Case Management - 1A</a>	Successful Completion	<a href="#">Jim Potts</a>

Page 1 of 1

[Add Enrolled Service](#) [Printable Services](#) [Return](#)



# Recording Follow-up in IWDS

- The actual IWDS service of follow-up stays open and you would record the action of follow-up will be documented by recording case notes.
- An exited clients employment is followed for WIOA performance outcomes through four quarters post exit.
- At a minimum, each quarter the client should have follow-up action recorded on your client who was exited as “Entered Employment”.

# Case Note from F/U Service

## Add Case Note

[David Howard](#) [Application Summary](#)

Staff Name: [Jim Potts](#)

\*Contact Date: 2-21-2019

Program: WIOA

\*Note Category: Post-Exit Follow-Up

\*Confidential: No

\*Note Subject: Began Employment at Metraflex

\*Case Note: David completed his CNC training yesterday, 2-20-19 and had been in communication with Metraflex Inc. who had stated all along that when he graduated they had a job waiting from him. He

Save, Add Another

Save and Return

Cancel

# Conducting Follow-up

- This “example” clients last date of service was on 2-20-19 and the individual also began their employment on that same date.
- So his follow-up service began being recorded on 2-21-19.

## Exiting a Co-enrolled Client in CC

- Dena will demonstrate this step now in test CC.
- Once the LWIA 7 Closure/Exit is completed and transfers to IWDS, check to make sure that LWIA 7 and LWIA 90 Exit Dates match.
- If not, email [helpdesk@workforceboard.org](mailto:helpdesk@workforceboard.org) and The Partnership will make sure the exit dates are corrected to match.

# Co-enrollment Reports

- IWDS Co-enrollment report is forthcoming
- In Career Connect, can run a “Services Provided Individual” report on the “Co-enrollment” service

# Overview

- This power point demonstrated the steps required for creating an application in IWDS under LWIA 90, for a client who was a current WIOA Registrant under LWIA 7.
- Additionally, this power point discussed the importance of coordinating the plan for serving individuals that are co-enrolled under State-wide Grants and traditional LWIA 7 formula grants.
- This power point also demonstrated enrollment in services, closing services, recording credentials earned while in services, and documenting a measurable skill gain on a client.
- Lastly this power point demonstrated exiting a client who had completed services and enrolling the client in Follow-up services.

# Questions?