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# **Remote Eligibility**

## **In Career Connect v20.0**

### **12/3/2020**

# Technical Check



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*Good Afternoon,*

*Please confirm that you can hear and see screen by introducing yourself in the chat box.*

*Your lines are muted. Please enter questions in the chat box and we will answer.*

# Presenters

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**Patti Prado**  
Regional Manager

**Dena Al-Khatib**  
Career Connect Administrator

**Kristi Chevali**  
Program Coordinator

For more information about The Partnership, visit  
[www.chicookworks.org](http://www.chicookworks.org) call 312.603.0200, follow us on social  
media @ChiCookWorks, or Subscribe to [In the Works](#), The  
Partnership's monthly eNewsletter.

# Agenda



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- Welcome
- Overview of Changes
- Updated Jobseeker Registration Instructions
- Jobseeker Document Upload
- Staff Document Review & Upload
- Retrieval of Individual's Login Info



- Career Connect is built on Geographic Solutions, Inc's Virtual One-Stop (VOS) Platform.
- **Monday 12/7**, GSI is releasing VOS version 20 (aka Sapphire)
- In v20, the WIOA Pre-application is going away
- We have new procedures for WIOA Remote Eligibility

# Remote Eligibility



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- New/Updated Instructions:
  - Jobseeker Self-Registration (Profile Creation)
  - Jobseeker Document Upload
  - Staff Remote Eligibility Guide
  
- Jobseeker Resources: <https://workforceboard.zendesk.com/hc/en-us/articles/360052806712-Remote-Eligibility-Job-Seeker-Instructions-and-Resources>
  
- Staff Resources:
  - Remote Eligibility: <https://workforceboard.zendesk.com/hc/en-us/articles/360042420211-Remote-Eligibility-WIOA-Staff-Resources>
  - DocuSign: <https://workforceboard.zendesk.com/hc/en-us/articles/360042498232-DocuSign-Procedures-Updated-5-8-2020>

# Existing WIOA Pre-Applications



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- Existing WIOA Pre-Applications will be available until **Dec. 22<sup>nd</sup>**.
- **You must convert all Pre-Applications by then.**
- Uploaded documents will still be available, even if the pre-application is removed.

# Jobseeker Self-Registration



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- Due to some on-going issues, The Partnership:
  - Is removing “Guest Access” option
  - Removed option to create an account with a resume
  - Updated the “Welcome Message” sent to confirm account creation to direct individual back to the agency
- Updated Jobseeker Instructions:
  - Removed references to WIOA Pre-Application
  - Updated screen shots
  - Added information about account creation if SSN is already in Career Connect



# Jobseeker Document Upload



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- New instructions for jobseekers to upload documents without the Pre-Application
- Simplified document checklists that agencies can tailor to the client:
  - Adult / DW Checklist
  - Youth Checklist

## DOCUMENT UPLOAD DEMONSTRATION



- Staff guide includes:
  - Instructions for finding existing job seeker accounts
  - Resetting job seeker passwords
  - Linking uploaded documents to the WIOA Application
  - Uploading documents
- DocuSign Instructions (unchanged)

## STAFF PROCEDURE DEMONSTRATION



## QUESTIONS??



# Potential Future Upgrades



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- Career Exploration & Case Note Templates – coming in January
- Eligibility Explorer (similar to WIOA Pre-Application)
- In-system Document Signing (would replace DocuSign)
- Service/Enrollment Templates
- Resume/Job Match

# Help Desk Coverage 12/23-1/1



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The Partnership is closed Dec. 23<sup>rd</sup> to Jan 1 for the holidays.

- Help Desk will be closed 12/24, 12/25, 12/31 and 1/1
- Help Desk will be open with limited support on 12/23 and 12/28 – 12/30:
  - Password/Account Resets for staff and jobseeker users
  - Job seeker support
  - System bugs/issues
- Data alters requests will be handled the week of 1/4



**In case you missed it: Career Connect v20 overview webinar is posted at:**  
**<https://workforceboard.zendesk.com/hc/en-us/articles/360053260631-Career-Connect-v20-A-New-Look-Webinar>**

## **Jim Potts WIOA Eligibility Training – All sessions are from 9:00-10:30am:**

- Thursday, February 4, 2021: WIOA General Eligibility and WIOA Low Income
- Monday, February 8, 2021: WIOA Adult and Youth Eligibility
- Wednesday, February 10, 2021: Dislocated Worker Eligibility and Mandated Follow up Requirements



# Upcoming BSR Trainings



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## ➤ On-the-Job Training (OJT)

**Date:** Tues 12/8 10:00am-2:00pm

**Registration Link:** <https://attendee.gotowebinar.com/register/2433971708223863563>

## ➤ Customized Training

**Date:** Tues. 12/15 – 2:00-4:00pm

**Registration Link:** <https://attendee.gotowebinar.com/register/4032918900732686096>

## ➤ BSR Career Connect Training

➤ No training Nov or Dec - will be reviewing v20 changes

➤ Starting Jan. 2021, trainings every other month on the 4<sup>th</sup> Thursday

**Date:** Jan. 27, 2021 10:00am-Noon

**Registration Link:**

<https://attendee.gotowebinar.com/register/5301360594514390284>