WorkinTexas.com Cross Program Content Case Management Training Guide

Approved by the

Texas Workforce Commission

Training and Development Department

Training and Development Mission

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Texas Workforce Commission

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Contents

Cross Program Content Case Management Training

Course Objectives

After completing this course, you will be able to:

- Apply terms, business concepts and program features to navigate correctly and efficiently the WorkinTexas.com (WIT) website to manage program participants.
- Perform system registration on behalf of program applicants.
- Search for and assist system-registered individuals.
- Perform data entry to determine program eligibility on behalf of program applicants.
- Provide basic program services to program participants.
- Perform data entry to document the programmatic needs and achievements of program participants.
- Perform ancillary staff responsibilities as needed, e.g., manage case notes, communications, and assessments on behalf of program participants.

About This Training

As we progress through this training guide, you will be working as a Staff user type while assisting an Individual user type. Although your staff training account privileges will be set high, your staff privileges when operating in production WIT may not be as robust. The benefit of this scheme enables training participants to realize how powerful the WIT system can be.

The data in the training environment is fictitious. Make sure that you do not enter any Personal Identifiable Information (PII) in the training environment.

Glossary of Terms

Throughout the case management training you will receive, we will reference the following terms:

- **Individual or Job Seeker** – Terms used interchangeably to describe a person who receives program services.
- **Applicant** – An Individual for whom program eligibility determination has yet to be determined.
- **Participant** – A program applicant who is actively receiving program services.
- **Staff** – Synonymous with case manager or workforce agency employee, a program expert who manages service delivery for program participants.
- **Assist** – Following system registration, staff can access a customer's profile by selecting **Manage Individuals > Assist an Individual** to manage the customer's information.
- **Currently Managing** – The section located within staff's left navigation menu that displays the name of the individual (or employer) whose account the staff user is currently managing.
- **Left Navigation Menu** – The list of staff user options staff access by selecting the **Menu** hyperlink at the top left center portion of the WIT screen.

- **Release Individual** – A hyperlink command displayed in the Currently Managing section that when selected, enables staff to stop assisting the current individual (or employer).
- **Ribbons** – The panels or containers displayed on the Programs tab screen for each program that maintain specific program details such as program services.
- **Widgets** – Quick links to specific information that are commonly used and easily accessed from the Staff dashboard. The job seeker and employer dashboards also have corresponding widgets. Widgets can be configured and customized by the staff member, job seeker or employer.
- **Wizard** – A step-by-step guide for completing a process in WIT, such as a program application form to determine program eligibility.
- **Dashboard** – Primarily used as the landing page, or the first page displayed upon Log In. The dashboard is a quick way for staff members to view common items and information through widgets.
- **Enrollments** – A term synonymous with program activities or services provided to a program participant.
- **Registration** – A term with dual meaning. System Registration is how an individual (or staff user on their behalf) creates an account profile, while Program Registration refers to completion of the program application form.
- **Soft Exit** – The process by which the system automatically closes a participant's active service delivery for a single

program (i.e., Wagner Peyser, WIOA, SNAP E&T, Choices, or Trade) due to non-service for 90 consecutive days.

- **Combined Soft Exit** – The process by which the system automatically closes a participant's active service delivery in two or more programs (Wagner Peyser, WIOA, SNAP E&T, Choices, and/or Trade), due to non-service for 90 consecutive days for each program affected.
- **Hard Exit** – The process by which staff manually creates a program outcome for the individual. This usually occurs if the individual satisfies a global exclusion reason (i.e., the individual is deceased).
- **Case Closure** – An interim step/process to officially stop the delivery of planned program services until the soft (or hard) exit process occurs.
- **Authorized Staff** – Staff users whose privileges enable them to perform specific functions in the system.
- **Co-enrollment** – This term is applied when an individual is enrolled in two or more federal programs simultaneously. In this context, the combined soft exit procedure will apply to individuals co-enrolled in the WP, WIOA, SNAP E&T, Choices, and/or Trade programs.
- **Case Assignment** – The process by which an individual is assigned to a specific case manager or a group of case managers for the purpose of receiving specialized assistance.
- **Formula Eligibility Determination** – The automated process by which the system determines applicant eligibility

for program services based solely on the data entry performed and the business rules that govern eligibility determination.

- **Business Rule** – In software development, a l**ogic qualifier** usually in the form of an **If-Then** clause that enforces local, state, and federal regulatory requirements.
- **Grant Enrollment** – The process by which staff manually set program eligibility for specific grant codes. This occurs in addition to formula eligibility determination.
- **Document Management** – The process by which staff obtain client documents electronically and add them to the client's account profile.
- **Remote Signature** – The ability to affix required signatures digitally on various program forms on behalf of staff, the individual, and others as needed.
- **Case Note** – Staff-entered documentation that provides a fact-based description of an individual's interaction with the Work in Texas system.
- **Partner Programs (Ribbon)** – Staff use this section to review and document whether a program participant received services from known partner programs during enrollment in the current program.
- **Credentials (Ribbon)** – Staff use this ribbon to document and capture information related to credentials received during program participation.

- **Add/Entered Employment (Ribbon) –** Staff use this ribbon to capture information for program participants who enter employment during a program participation window.

About the Cross Program Content

The Work in Texas system provides common case management tools and features regardless of the program(s) to which they apply. The goal of this training is to reduce training content redundancy and increase the focus and training time needed to address program-specific features. To accomplish this goal, all program staff will receive this Cross Program training to isolate these common case management features. These features will not be covered in detail during program case management training to promote a more efficient training model for staff pre-deployment training.

Getting Started: Staff Login

To manage service delivery for individuals, staff must first log in to the WIT system.

Note: Staff users do not create their own accounts. The System Administrator creates and manages staff accounts, staff logins, staff privileges, and Workforce Area assignments.

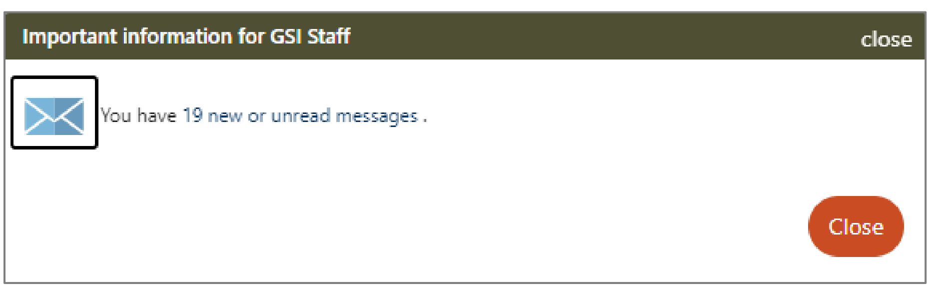
The production environment uses a **single sign-on** approach which enables you to use the same login credentials for other Workforce applications such as The Workforce Information System of Texas (TWIST). The staff training login is generic and applies to the training environment only.

To log in as a staff user type, follow these steps:

1. Access the Home page according to the trainer's directions.
2. Click Sign In / Register.
3. Enter **Username**.
4. Enter **Password**.
5. Select **I'm not a robot** checkbox for reCAPTCHA, if applicable.
6. Click **Sign In**.
7. Review Staff Sign-in Notice text.
8. Click **I agree**.

Message Prompt

When any user type enters the WIT system, they will be presented with a New or Unread Message prompt like the following figure if they have at least one qualifying message.

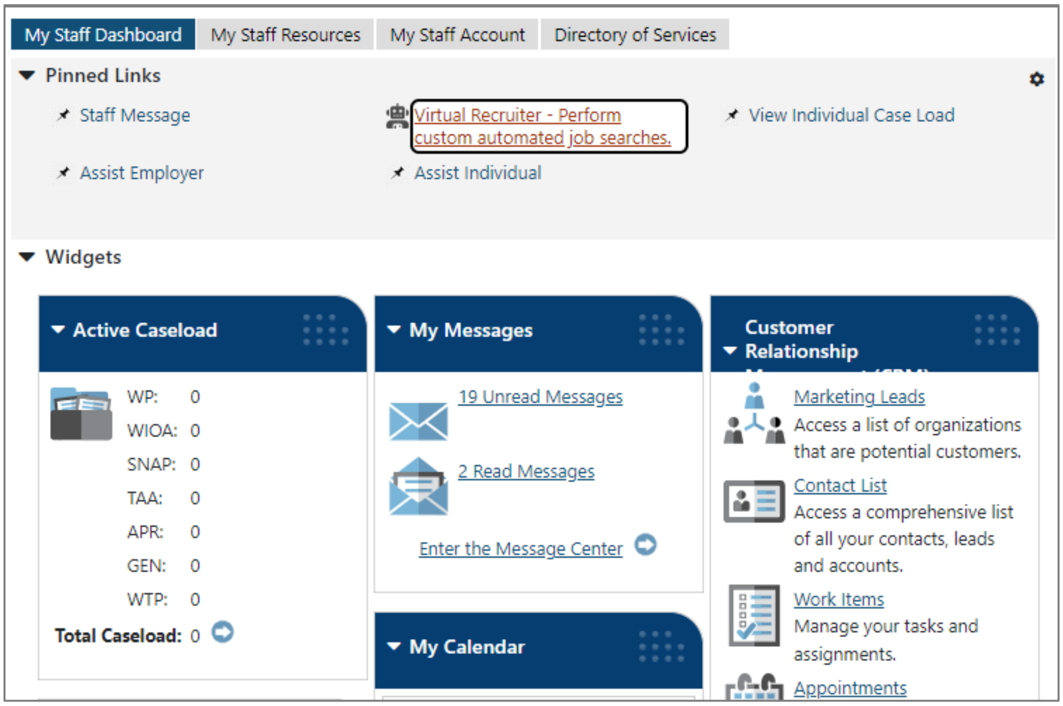


New or Unread Message Prompt

Staff may access their Message Center inbox by selecting the hyperlink text (or the envelop icon) or click Close to view their message(s) later. For more information, see the System Overview training video.

My Staff Dashboard

By default, the WIT system will display My Staff Dashboard, as shown in the sample figure that follows.



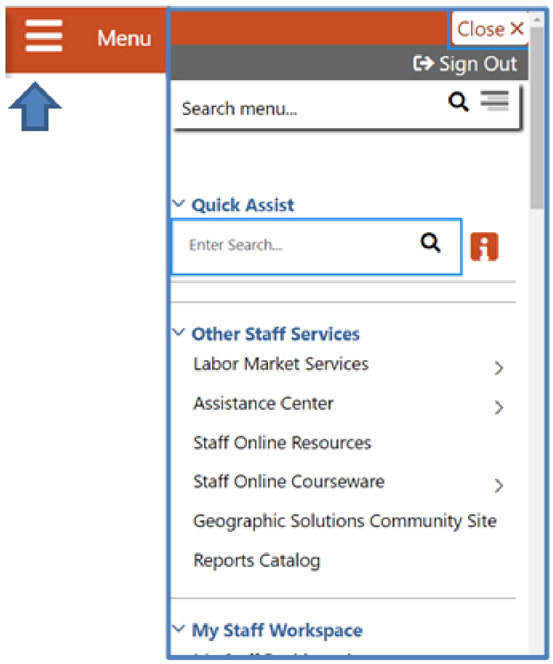
My Staff Dashboard, Excerpt

This feature is a quick way for staff members to view common items and information through widgets as soon as they log in. Widgets provide quick visual access to information that is also available through links or selections within the system. Staff can configure widgets to display at the top of the home screen. For more information, see the System Overview video.

Left Navigation Menu

The following left side-bar menu groups and headings are located under the Menu icon on the top left side of the WIT page.

Note: The order in which staff menu options display may vary. To edit the display, go to the **My Staff Account** and scroll down to the **Preferences section**. Find **Menu Preferences** and then select your menu preferences.



Left Side-Bar Menu

The left navigation menu consists of the following options or groups for staff:

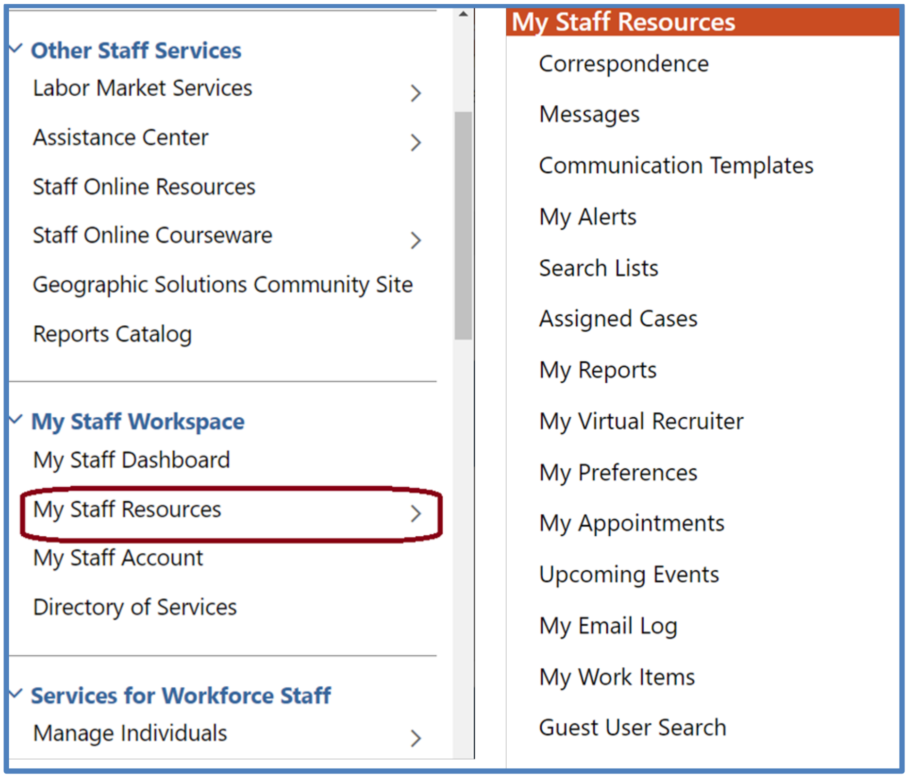
My Staff Workspace

- **My Dashboard** - Landing page when logged on to WIT that consists of Widgets.

- **Quick Assist** - The Quick Assist is available at the top of the left side-bar menu and is based on the last four digits of an individual's SSN, last name, an employer's company name or Federal Employer Identification Number (FEIN), or other criteria.
- **Other Staff Services**
  - **Labor Market Services** - View information about labor markets in your state.
  - **Assistance Center** - Find general site use information such as Quick Reference Cards.
  - **Staff Online Resources** - Develop and maintain a directory of staff member resource information using the Content Management tool in Admin.
  - **Staff Online Courseware** - Access numerous professional online training videos and courses developed for workforce staff members.
  - **Geographic Solutions (GSI) Community Site** - GSI is the vendor for the new WorkinTexas.com software. The community site is a portal to share software **best practices** and to stay current with events and news pertinent to a specific region, state of the U.S. labor market, and GSI product releases.
  - **Reports Catalog** – Access a catalog of standard reports and email a report to other staff members. Allows for formatting a report.

- **My Staff Workspace** – General tools for staff to communicate and set preferences.
- **My Staff Resources** - Provides links to tools commonly used by staff (see Figure below). These include:
    - **Correspondence** - View and manage letters that you have created.
    - **Messages** - View and manage your messages.
    - **Communication Templates** - View communication templates that you may have created.
    - **My Alerts** - View set alerts.
    - **Search Lists** - View saved search lists.
    - **Assigned Cases** – List of individuals currently assigned to you.
    - **My Reports** - View any saved reports.
    - **My Virtual Recruiter** - View and manage Virtual Recruiter scheduler for recurring searches for job openings or candidates.
    - **My Preferences** - Change the interface settings and user experience.
    - **My Appointments** - View and manage scheduled appointments.
    - **Upcoming Events** - View and manage upcoming events.

- **My Email Log** - View and manage emails sent or received via the system.
- **My Work Items** - For case management, this heading is not currently used.



Staff Left Side-Bar Menu - My Staff Resources

- **My Staff Account** - Provides information on how your staff account is configured, including basic login, name, address, phone, and email. Other options include:
  - **Office** - Workforce region and office to which you are assigned.
  - **Preferences** - Adjust system default settings for interface screens including alerts, landing pages for assisting individuals and employers, case note sort

orders, and menu preferences for summary and detail landing pages.

- **Staff Signature** – Maintains a digital copy of the signature you created using your mouse.

- **Directory of Services** - A consolidated list of the left side-bar menu groups and functions including Services for Workforce Staff, Reports, Customer Relationship Management, Communications, Templates, Document Management, Schedules, and Other Staff Services.

Services for Workforce Staff

- **Manage Individuals**
  - **Create an Individual** - Create an individual user account.
  - **Common Intake** – Create one application to collect data requirements for multiple federal programs simultaneously.
  - **One Case Note to Multiple Individuals** - Create one case note to distribute to multiple individuals accounts.
  - **Assist an Individual** - Assist an existing individual account.
  - **TAA Eligible Worker Layoff List** – List of individuals approved to be served under an eligible TAA petition.
  - **Upload Rapid Response Individuals** – Import offline registrations for Rapid Response participants.

- **Manage Outreach Pool** – Used by SNAP E&T & Choices staff to manage recipient referrals, to set up and manage initial client appointments, and manage appointment rosters.

- **Manage Employers**
  - **Create an Employer** - Create an employer user account.
  - **Assist an Employer** - Assist an existing employer account.
  - **Employer Access Rights** - Modify the employer's access to the system through setting access rights.
  - **Employers Posting Jobs** - Review jobs from internal and external employers.
  - **Local Employer Sites** - Review company profiles from the Data Axle database.
  - **One Case Note to Multiple Employers** - Create one case note to distribute to multiple employer accounts.
- **Manage Resumes**
  - **Create a Résumé** - Create a candidate résumé in the system.
  - **Search for Résumés** - Search for candidate résumés within the system.
  - **Match Resumes to Jobs** - Perform a search for jobs using criteria from a résumé.
  - **Candidate Referrals** - Create a candidate referral based on job search.

- **Manage Job Orders**
    - **Create an Internal Job** - Create or manage internal jobs.
    - **Search for Internal Job** - Search for an existing internal job order.
    - **Search for All Jobs** - Search for internal or external jobs.
- **Manage Labor Exchange**
    - **Mass Job Referrals** - Create job referrals for individuals.
    - **Mass Candidate Referrals** - Create candidate referrals for employers.
    - **Enter Referral Results** - Enter job referral results.
    - **Referrals Pending Review** - Manage pending referrals to suppressed jobs.
    - **Job Candidate Follow-up** - Manage follow-up referrals.
    - **Job Skill Sets** - Manage custom job skill sets.
    - **External Job Options** - Manage criteria to control the display of external jobs in the system.
- **Manage Activities**
    - **Individual Services** - Manage service plan data for individuals.

  - **One Service to Multiple Individuals** - Create one service for distribution to multiple individuals.
  - **Employer Services** - Manage service plan data for employers.
  - **Event Rosters** - Manage the events roster for registered event participants.
  - **One Service to Multiple Employers** - Create one service for distribution to multiple Employers.
  - **Scheduled Services** - Displays a list of schedules and services for a specific date, office, and service.
  - **Events** - Create events, add participants, and manage the events calendar for system users.
- **Manage Providers** – Create and manage training and service provider accounts.
- **Manage Case Assignment** – Presents options to create and manage case assignment groups for program participants.
- **Manage Funds** – Advanced Individual Fund Tracking (AIFT) module to track fundable services and manage the budgets that support them. Not in use at this time.
- **Manage WARN Notifications** – Functions to manage the Worker Adjustment and Retraining Notification (WARN) Act for workers laid off due to plant closings and mass layoffs.
- **Manage Visitors** – For VOS Greeter functions. Not covered in this manual.

- **Manage Surveys** - Access to preview, edit, and manage active surveys.
- **Manage Online Forms** - Allows staff to create and fill out forms on the individual's or employer's behalf.

Reports – This group offers multiple ways to access, generate and save standard and customized workforce reports. Not covered in this manual.

Customer Relationship Management (CRM) - Offers Employer Outreach Specialists and Business Services Representatives the tools and resources to actively manage employer recruitment efforts, convert potential business customers into Marketing Leads for the purpose of helping these businesses, and to track the profile details they manage on behalf of these potential recruiting employers.

- **Create a Marketing Lead** - Access and complete a mini-registration for a potential employer recruit.
- **Contacts List** - Displays all primary and secondary contacts from when Marketing Lead employers were created.
- **Marketing Leads** - Displays all primary contacts from when Marketing Lead employers were created.
- **Work Items** - For case management, this heading is not currently used.
- **Appointments** - Create or view a list of existing appointments.
- **Online Surveys** - Create new survey forms and display all current forms (surveys) created within the CRM module.

Communications - Tools used for communicating with individuals and/or employers:

- **Messages** - Manage messages sent or received with your login.
- **Correspondence** - List letters you saved in the system.
- **Alerts** - Manage staff alerts and text watches on behalf of your customers.
- **Virtual Recruiter** - Set up and manage recurring job and résumé searches.
- **Email Log** - View emails you sent or received.

Communication Templates

- **Job Order Skill Sets** - Create or modify detailed skill sets to find candidates for job openings.
- **Job Order Templates** - Create and manage templates for job orders.
- **Communication Templates** - Create or modify correspondence letter templates and print correspondence.
- **Case Note Templates** - Create and manage templates for case notes.
- **Search List** - Manage your saved search lists for individuals and employers.

Schedules

- **Appointment Calendar** - Create and manage appointments.

- **Events Calendar** - View and create upcoming events, track attendees.
- **Event Roster** - Displays event information per office.

Document Management

- **Search Documents** - Search for electronic documents stored in the system, which have been uploaded and attached to an individual's account portfolio.

Individual System Registration

Training Objectives

After completing this lesson, you will be able to:

- Successfully navigate to **Manage Individuals > Create an Individual**, when tasked with assisting individuals with system registration.
- Understand what it means to be a **registered individual**.
- Recognize questions that are required versus optional.
- Understand questions defined as conditional that may require additional questions to be completed based on participant answers.
- Successfully complete system registration for the individual.

Before a program applicant can receive program services in the WIT system, they must have an account profile. To meet this requirement, staff training participants will manually create a sample individual account by performing the steps that follow.

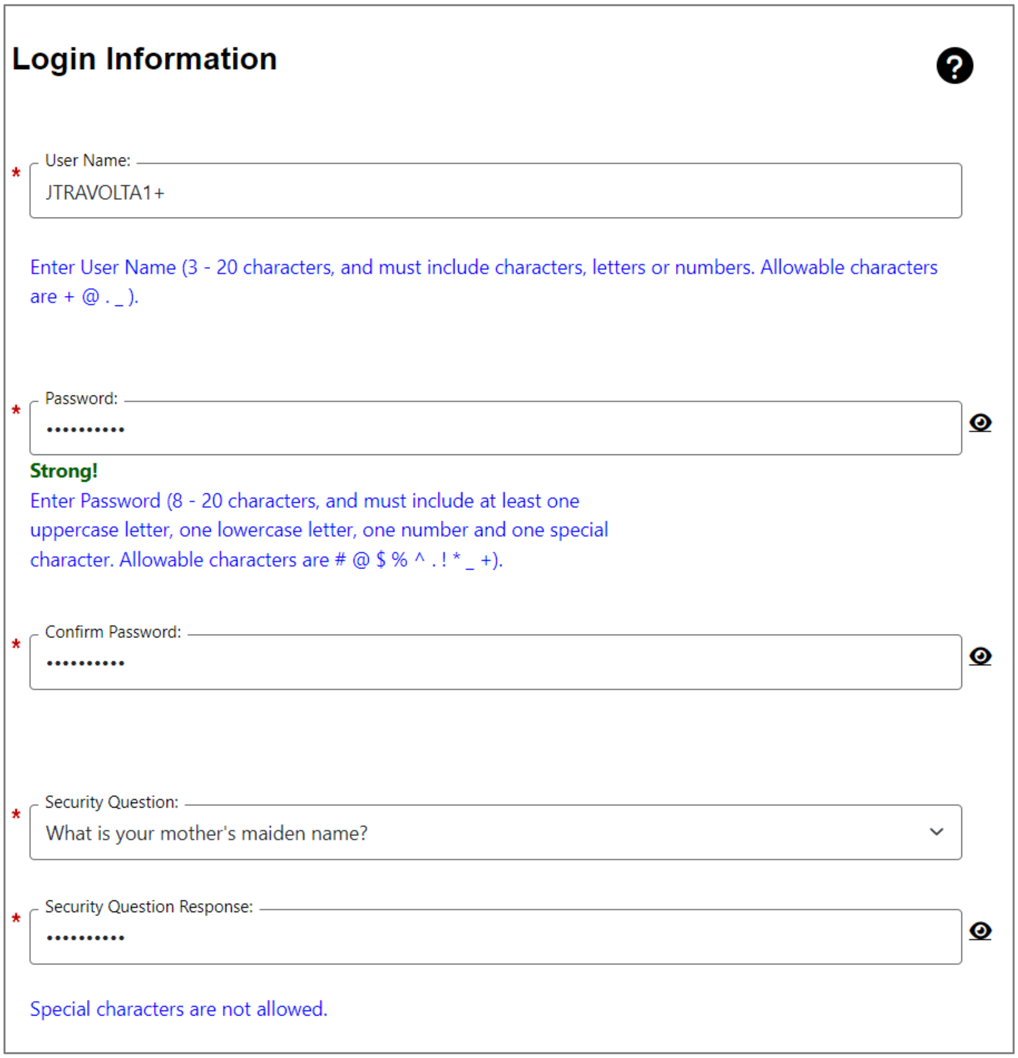
Notes: Fields marked with a red asterisk (*) are required. Please note that screen appearances are subject to change, but the data entry requirements will remain the same.

To create an individual account:

1. From the Services for Workforce Staff menu group in the left navigation menu, click **Manage Individuals > Create an Individual**.

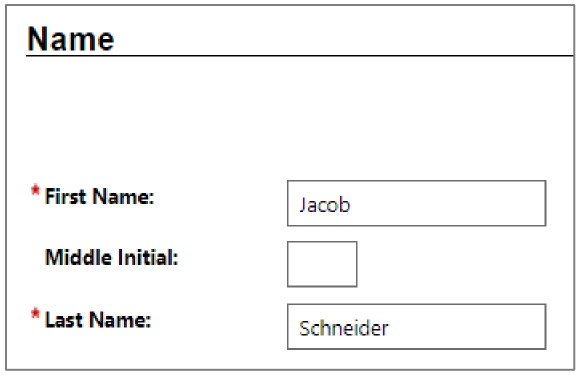
2. Complete the Login Information section to enter the individual's desired username and password for system login purposes.

3. Choose a security question the individual desires and enter a response.



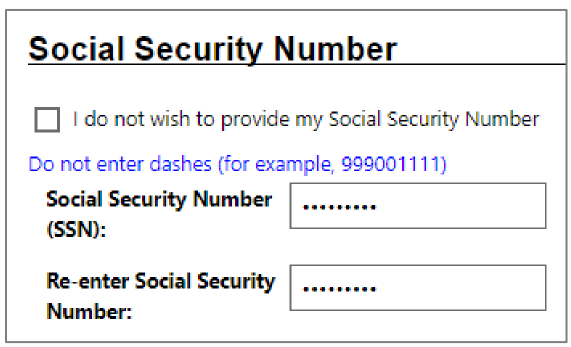
Login Information Section of Create Individual Account Process

4. In the Name section, enter the individual's first and last name.



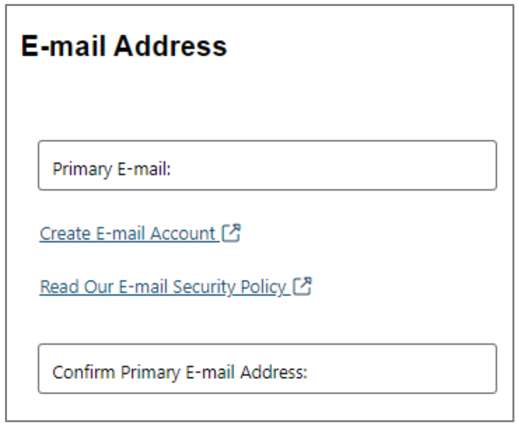
Name Section of Create Individual Account Process

5. In the Social Security Number section, enter the individual's unique nine-digit number and re-enter it. If the individual does not have or provide their Social Security Number (SSN), select the checkbox.



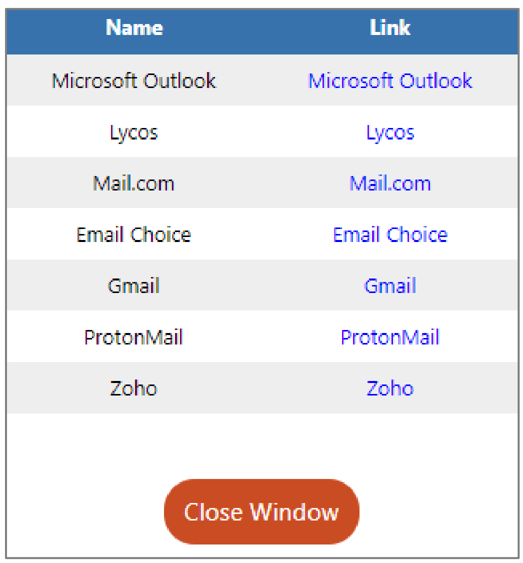
Social Security Number Section

6. In the Phone Number section, enter the individual's primary phone number.
7. In the E-mail Address section, enter the individual's primary email address and re-enter it in the Confirmation text box.



Email Address Section of Create Individual Account Process

Note: If desired, click the **Create E-mail Account** link to create a new email account from a list of free providers.



Name	Link
Microsoft Outlook	Microsoft Outlook
Lycos	Lycos
Mail.com	Mail.com
Email Choice	Email Choice
Gmail	Gmail
ProtonMail	ProtonMail
Zoho	Zoho

Close Window

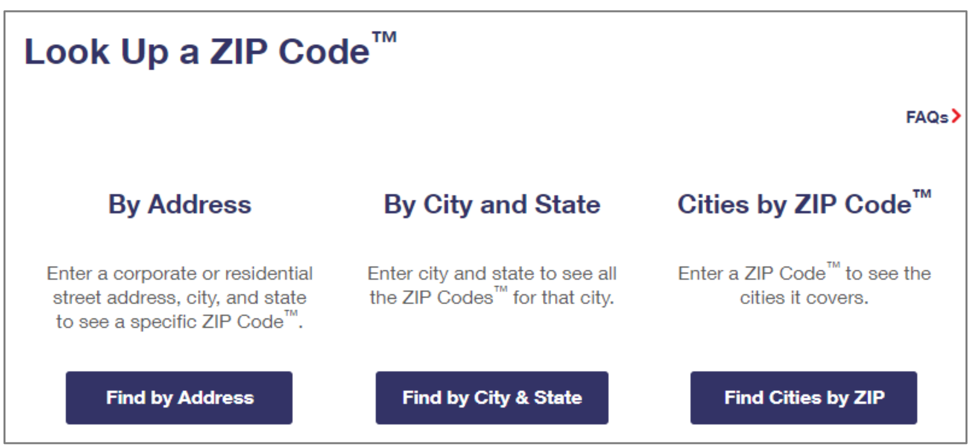
Create New Email Account Window

8. In the Primary Location Information section, select the individual's country of residence and select whether they are authorized to work in the U.S.

Primary Location Information Section

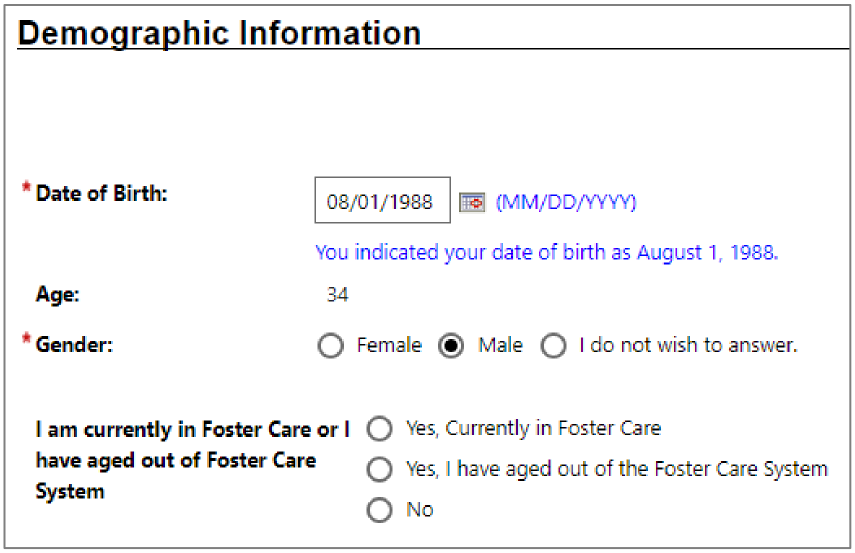
9. In the Residential Address section, select whether the individual is homeless and enter their address details accordingly. If the individual's mailing address differs, select the checkbox to indicate this, and enter the individual's mailing address in the fields displayed.

Note: If unsure of the individual's ZIP Code, select the **Find zip code** link to access a search screen from the U.S. Postal service.



USPS Zip Code Look Up Webpage

10. In the Demographic Information section, enter the individual's date of birth and select their gender. (Optional) Select their Foster Care status.



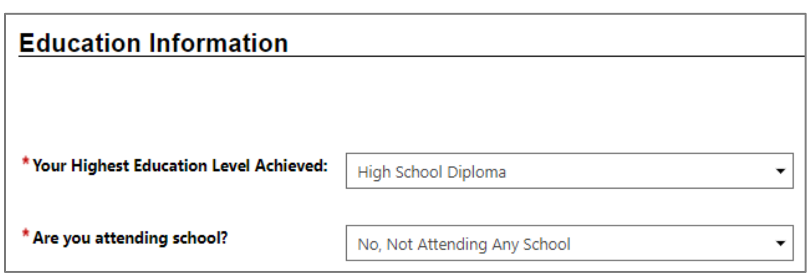
Demographic Information Section

Note: When you click outside of the Date of Birth field, the system will calculate the person's age.

11. In the Citizenship section, indicate the individual's citizenship status.

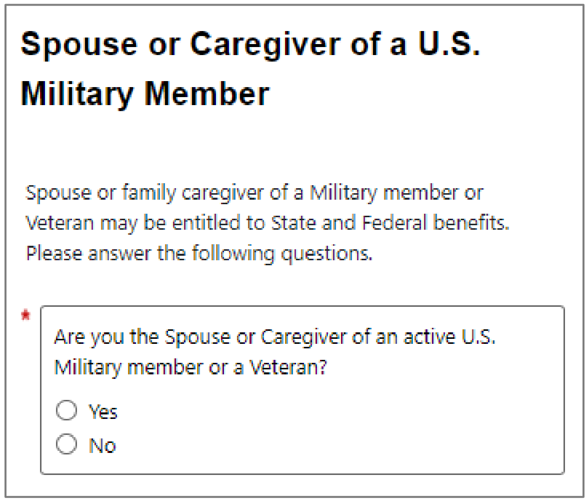
12. In the Disability section, select to indicate whether the individual has a disability.

13. In the Education Information section, select the individual's highest education achievement level and their current school status.



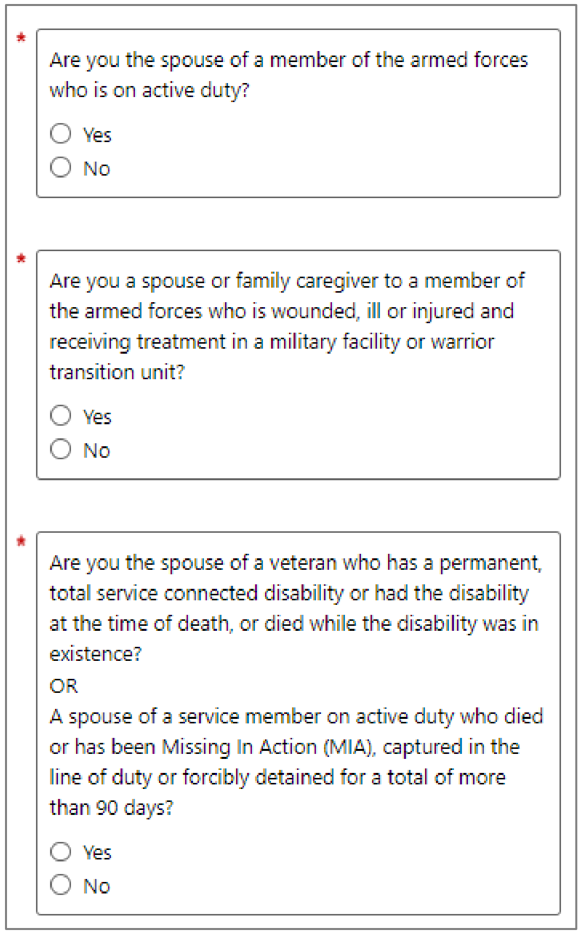
Education Information Section of Create Individual Account Process

14. In the Spouse or Caregiver of a U.S. Military Member section, provide a response for the question displayed.



Spouse or Caregiver of a U.S. Military Member Section

A Yes response will trigger the display of additional information, as shown below. These responses are required.



* Are you the spouse of a member of the armed forces who is on active duty?

- Yes
- No

* Are you a spouse or family caregiver to a member of the armed forces who is wounded, ill or injured and receiving treatment in a military facility or warrior transition unit?

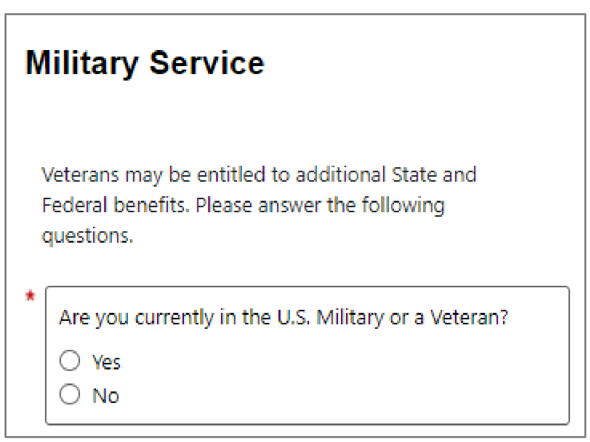
- Yes
- No

* Are you the spouse of a veteran who has a permanent, total service connected disability or had the disability at the time of death, or died while the disability was in existence?
OR
A spouse of a service member on active duty who died or has been Missing In Action (MIA), captured in the line of duty or forcibly detained for a total of more than 90 days?

- Yes
- No

Spouse or Caregiver of a U.S. Military Member Section (Expanded)

15. In the Military Services section, provide a response to the question.



Military Service

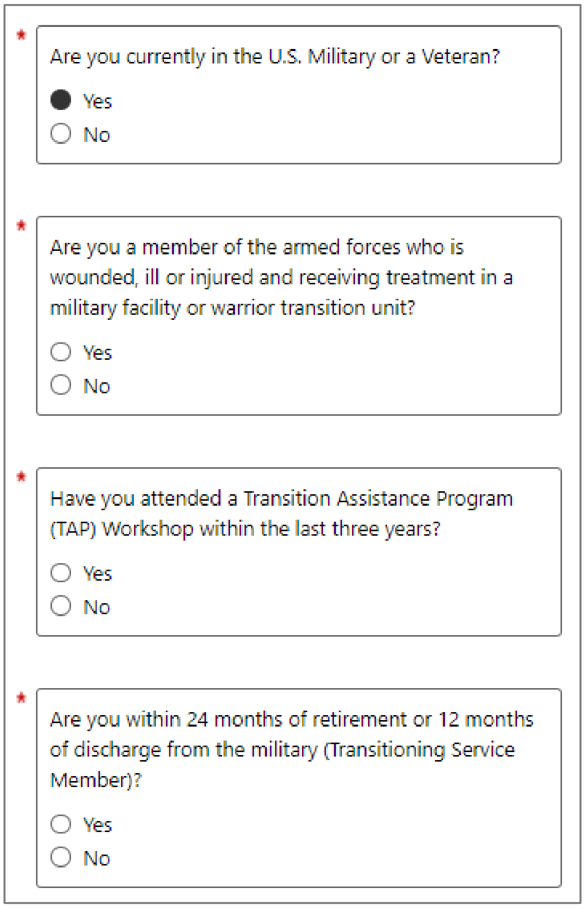
Veterans may be entitled to additional State and Federal benefits. Please answer the following questions.

* Are you currently in the U.S. Military or a Veteran?

- Yes
- No

Military Service Section of Create Individual Account Process

16. A Yes response will trigger the display of additional information you must complete, as shown in the sample figure that follows.


* Are you currently in the U.S. Military or a Veteran?

- Yes
- No

* Are you a member of the armed forces who is wounded, ill or injured and receiving treatment in a military facility or warrior transition unit?

- Yes
- No

* Have you attended a Transition Assistance Program (TAP) Workshop within the last three years?

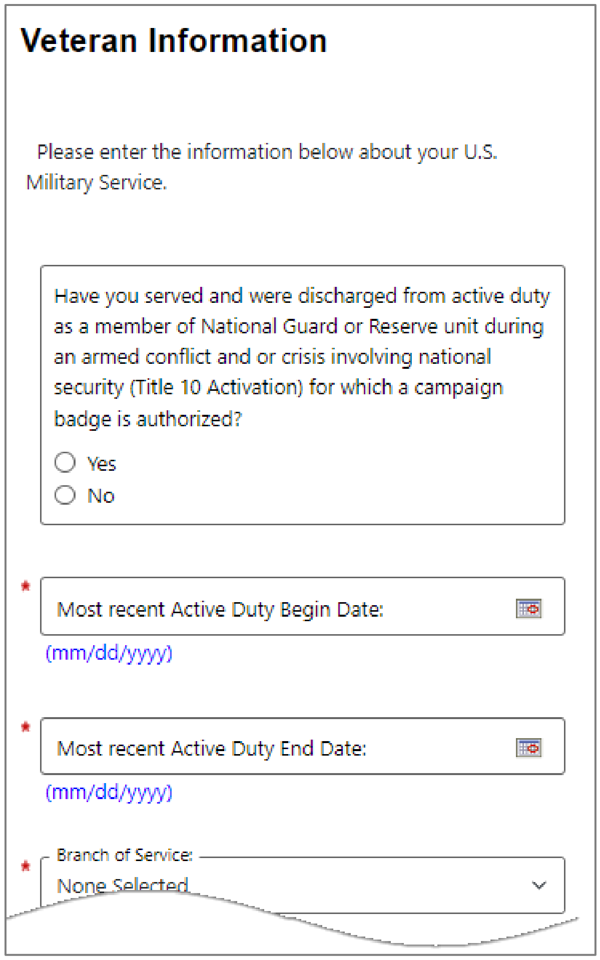
- Yes
- No

* Are you within 24 months of retirement or 12 months of discharge from the military (Transitioning Service Member)?

- Yes
- No

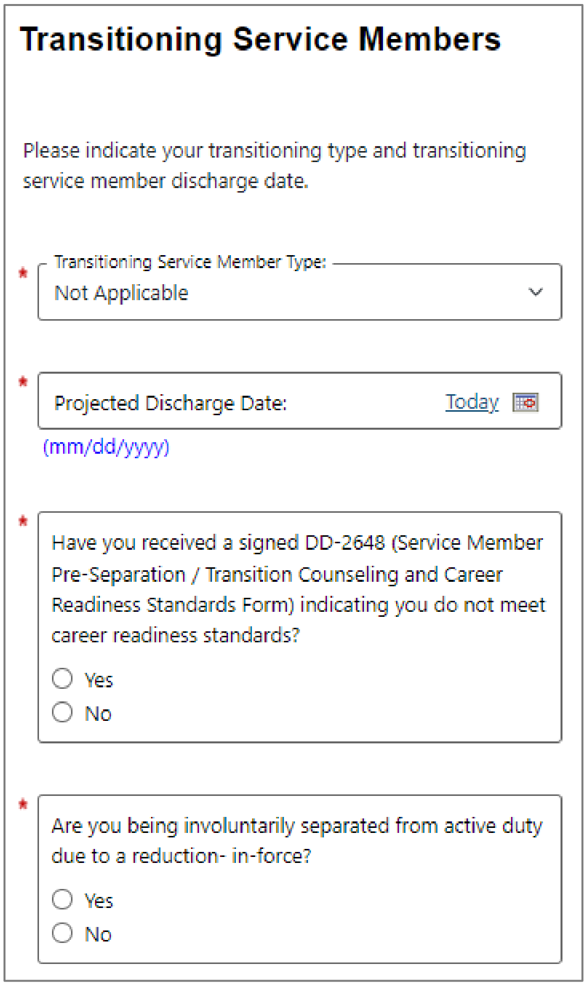
Military Service Section of Create Individual Account Process (Expanded)

17. (Conditionally required if user selects Yes for Are you currently in the U.S. Military or a Veteran?) Minimally, provide a response for each required item as shown in the sample excerpt that follows.



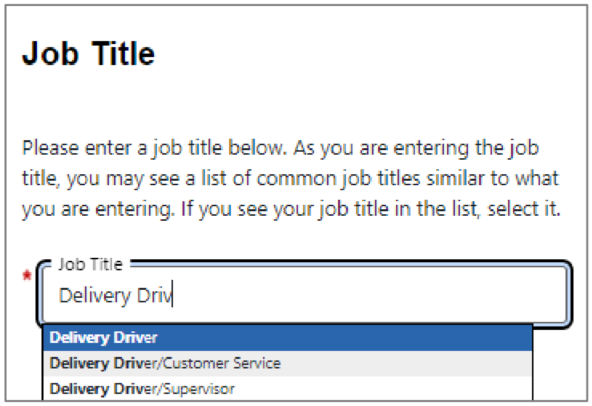
Veteran Information Section of Create Individual Account Process

18. (Conditionally required if user selects Yes for Are you within 24 months of retirement or 12 months of discharge from the military (Transitioning Service Member)). Transitioning service members must provide the following responses:



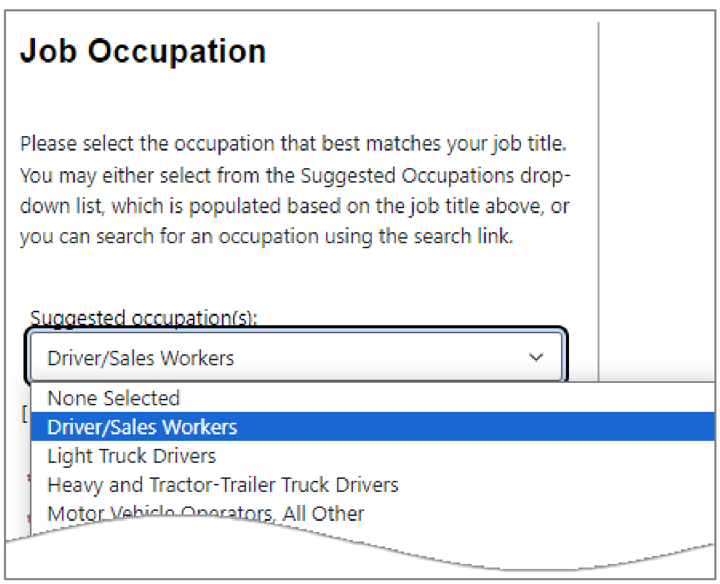
Transitioning Service Member Section of Create Individual Account Process (Expanded)

19. In the Job Title section, enter the individual's preferred job title. As you type, suggested matches will display, from which you may select a title.



Job Title Section of Create Individual Account Process

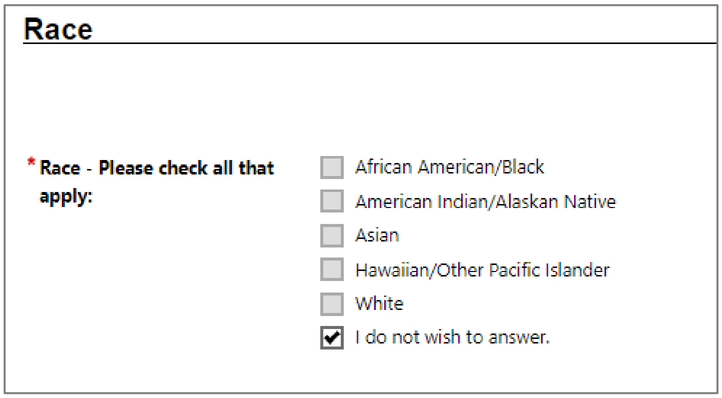
Note: If the system recognizes the job title you entered, it will display suggested occupations for selection from the O*NET database. If the system cannot recognize the job title you entered, select the **Search for an occupation** link to select the best matching occupation code. As a result, the system will display in bold text the matching occupation title and code.



Job Occupation Section of Create Individual Account Process

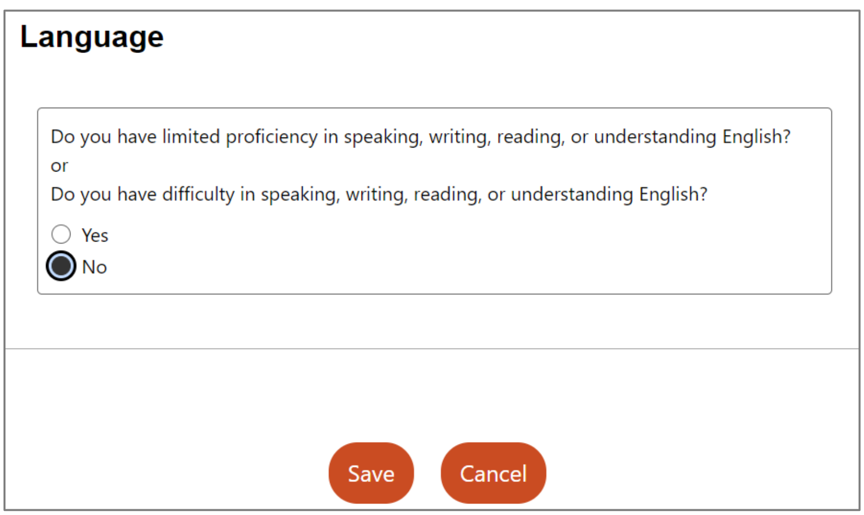
20. In the Ethnic Origin section, select whether the individual is of Hispanic or Latino heritage.

21. In the Race section, select all races that apply. (Your choice)



Race Section of Create Individual Account Process

22. In the Language section, provide a response.

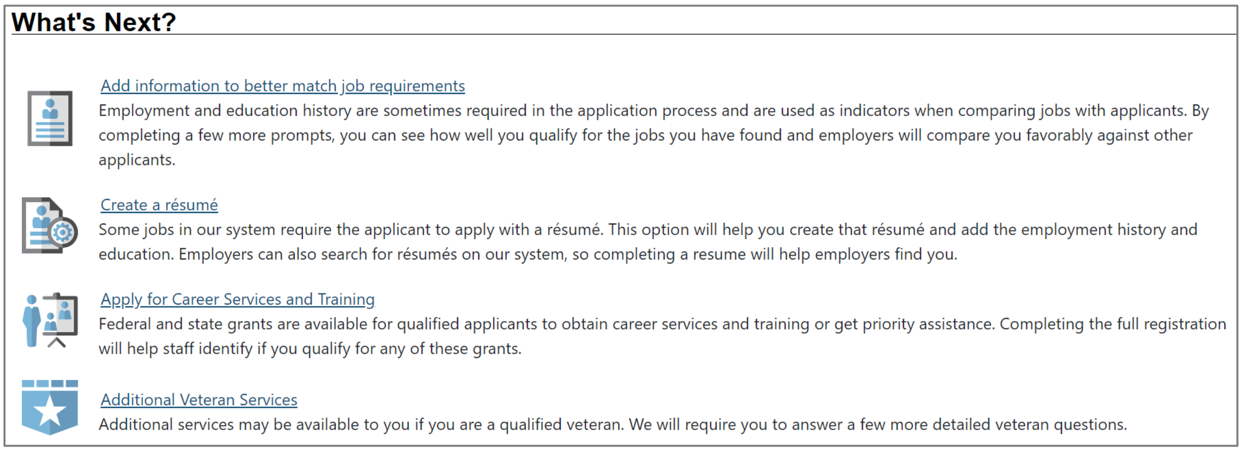


Language Section

23. Select the **Save** button to complete the registration.

Note: If you encounter an error upon saving the data entry, the system will display an error message in red bullet point text at the top of the page.

Upon successfully saving the data entry, the system displays a Registration Confirmation page (see figure below).



Sample Registration Confirmation Page

Use links on this page to continue assisting the individual, if appropriate.

Staff Assisting Individuals

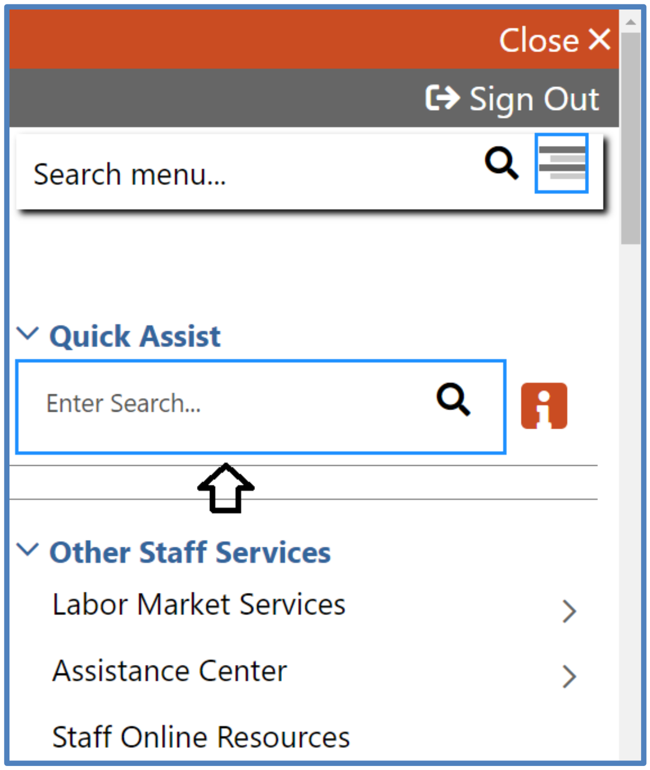
Searching for an Individual and Assisting

Note: The information that follows supports information presented in the System Overview training video.

Once an individual has completed system registration, you can perform a search for their account and provide assistance using any of the following search methods:

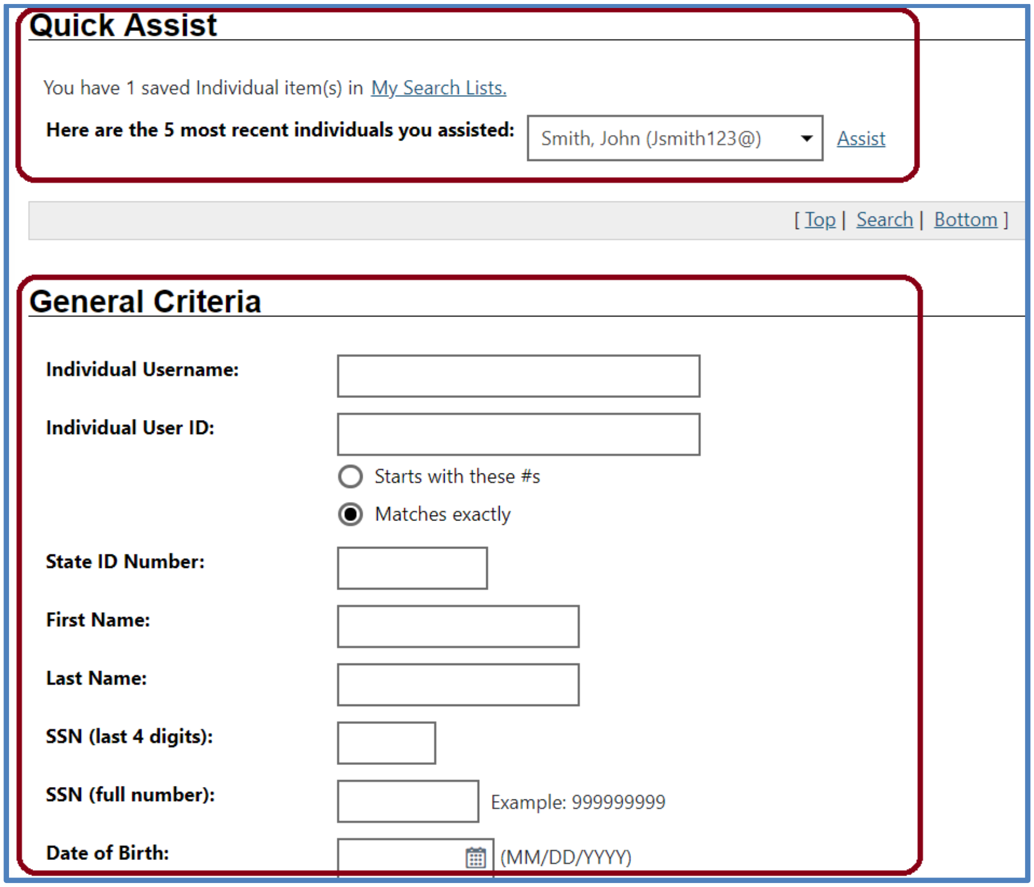
- **Quick Assist** - The Quick Assist is a convenient way to search for an individual or employer and is located at the top of the left side-bar menu and is based on the last four digits of an individual's SSN, last name, an employer's company name or Federal Employer Identification Number (FEIN), or other criteria. (see Figure below)

Note: The full range of criteria used in the search can be identified by clicking the Help icon at the right of the search entry field, as shown in the figure that follows.



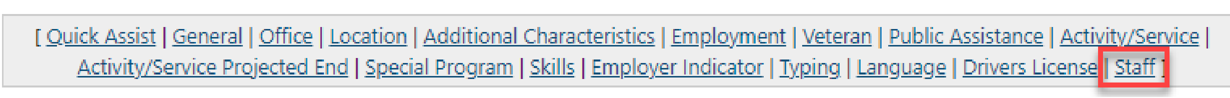
Quick Search Menu / Help Icon

- **General Search** – To perform a general search for an individual:
    - Select **Manage Individuals > Assist an Individual** from the left side-bar menu.
    - A search window is displayed allowing you to specify information about the individual you want to assist.
    - Select a desired name from the **Quick Assist** drop-down box to quickly access one of the last **X** accounts you previously accessed or enter criteria to find a desired individual in the **General Criteria** section.



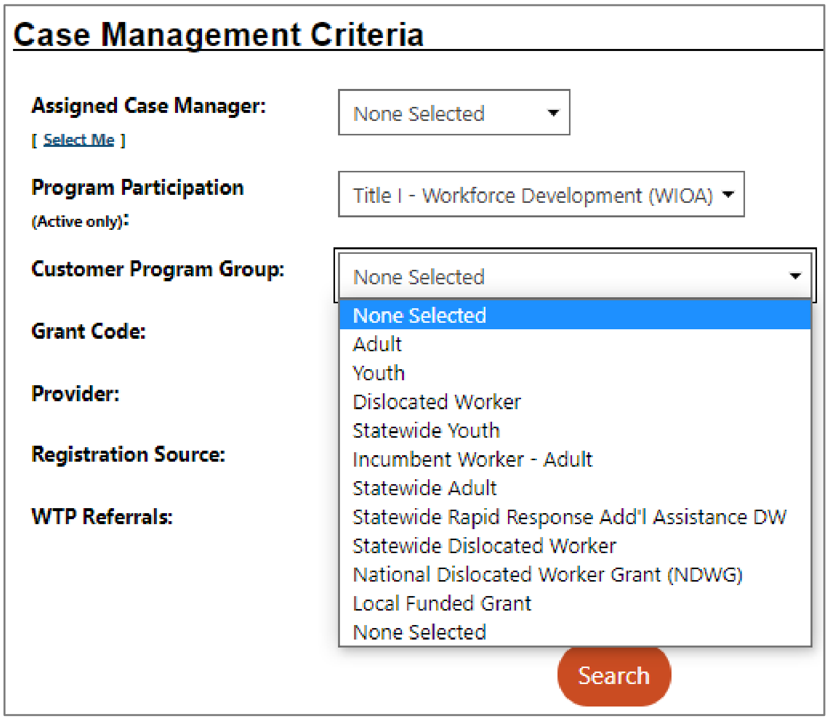
Search General Criteria

- **More Search Options** – The **More Search Options** link near the bottom of the page will launch a link menu at the top of the page with additional search options. For example - to conduct a general customer search based on program participation, click the **Staff** jump link. (see Figure below)



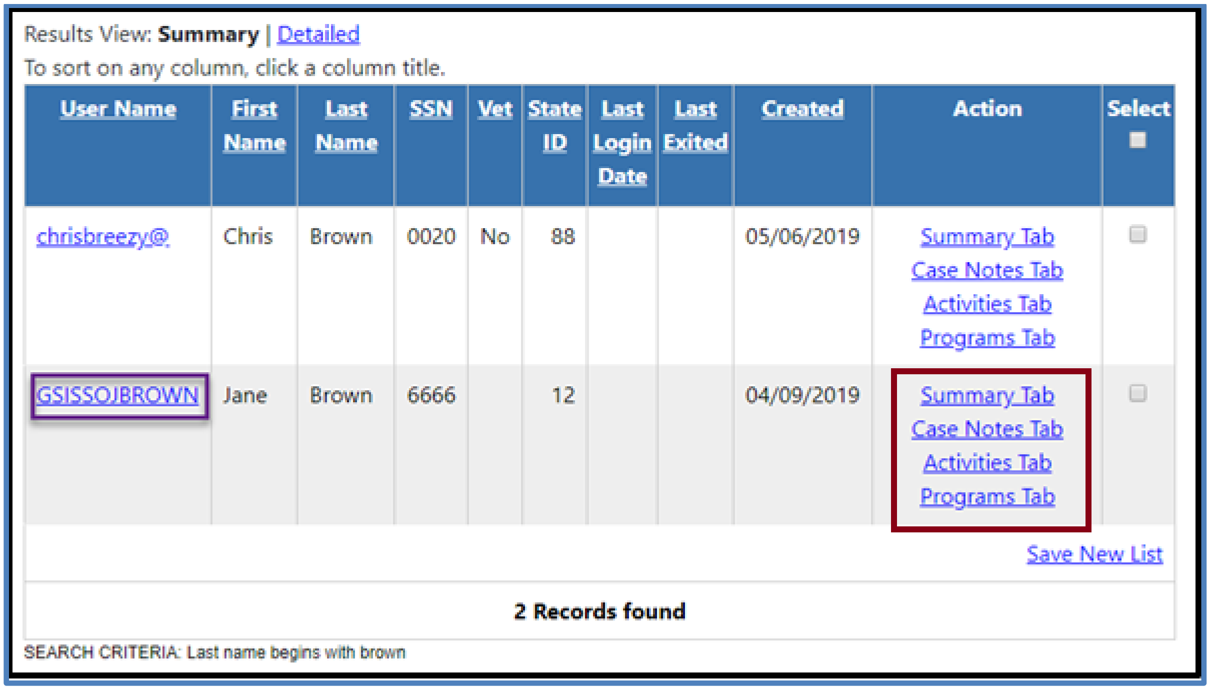
Criteria Options for Performing a Job Seeker Search

If you select a desired program, the system will refresh or redraw the screen to display related custom program groups to filter your selection (see figure below).



Case Management Criteria Search Option

- Click **<u>Search</u>** link at the bottom of any section or click the **Search** button at the bottom of the page.
- Sort on any column header to reorganize results.
- Click **Modify current criteria** at the bottom of the page to add or remove criteria to change results.
- When you locate your Individual, click on the **Username** (see Figure below).



Results View: **Summary** | Detailed

To sort on any column, click a column title.

User Name	First Name	Last Name	SSN	Vet	State ID	Last Login Date	Last Exited	Created	Action	Select
chrisbreezy@	Chris	Brown	0020	No	88			05/06/2019	Summary Tab Case Notes Tab Activities Tab Programs Tab	
GSISSOJBROWN	Jane	Brown	6666		12			04/09/2019	Summary Tab Case Notes Tab Activities Tab Programs Tab	

Save New List

2 Records found

SEARCH CRITERIA: Last name begins with brown

Search Results with Available Actions Highlighted

Search Result Actions

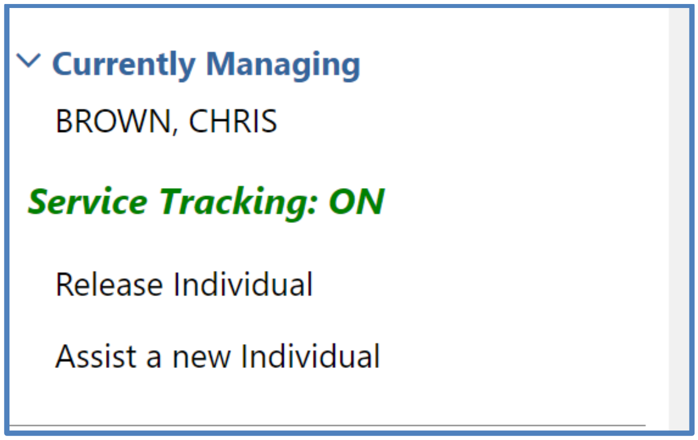
- **Summary Tab** - Case summary of services.
- **Case Notes Tab** - Case Notes for the individual.
- **Activities Tab** - Activities for the individual.
- **Programs Tab** - Wagner-Peyser program details.

Note: Using the My Staff Account feature, staff may customize the hyperlink display under the Actions column.

Currently Managing

When assisting an individual or employer, **Currently Managing** displays on the left side-bar menu with their name and links to the folders, profiles, and specific functions (see Figure below). Currently Managing also displays at the top of the page.

Note: A flag and/or (MSFW) will also display next to the name if the individual is a veteran or a Migrant Seasonal Farm Worker.

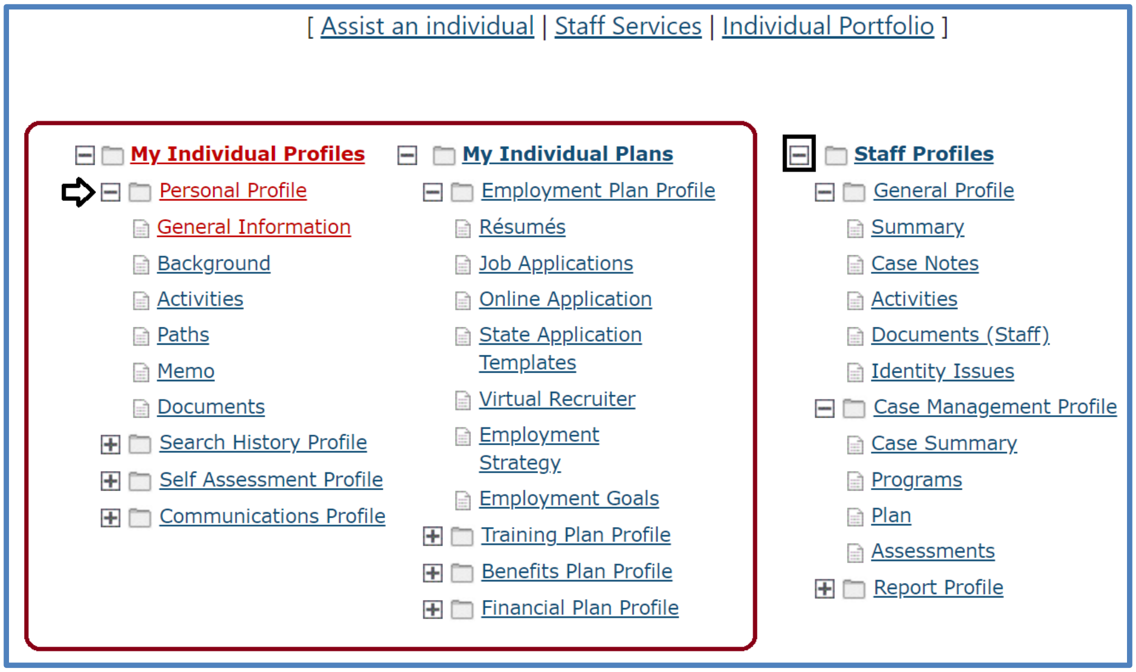


Currently Managing

- **Service Tracking: ON** (indicator) - Refers to the tracking and recording of some services and activities automatically without the need for staff to enter them manually. The **automatic service tracking** design helps staff focus more attention on their customers' needs. (see Figure above)
- **Release Individual** - When finished working with an individual, select **Release Individual** from the **Currently Managing** menu group. (see Figure above)

Individual Portfolio Folders

Individual Portfolio Folders are quick links to an individual's profiles and plans and are located at the top of the page when assisting an individual. (see Figure below)



Individual Profile Folders

To view or modify the information in the individual’s profiles and plans, click the name of the individual currently being assisted, under **Currently Managing** on the left side-bar menu.

My Individual Profiles

My Individual Profiles stores all the individual’s personal information, keeps track of all searches they performed in the system, provides access to self-assessment tools, and lets them communicate with employers or others regarding their career interests (see Figure above).

Folders include:

- **Personal Profile**
  - **General Information** - Contact and profile information about the individual as recorded during system registration.
  - **Background** - Information that can be used in a résumé or application.
  - **Activities** - Self-evaluations and other assessments.
  - **Memo** - Blank memo text box where an individual can maintain reminder messages to themselves, or staff can write case notes.
  - **Documents** - A list of the individual's documents that have been uploaded to the system.
- **Search History Profile**
  - **Jobs** - Searches the individual made of viewed jobs.
  - **Employers** - Searches the individual made of viewed employers.
  - **Programs** - Lists training programs in which the individual has participated.
  - **Occupations** - Searches for specific occupations.
  - **Industries** - Searches for a specific industry.
  - **Areas** - Displays a list of areas previously viewed.

- **Self-Assessment Profile**

  Use the individuals listed skills to search for occupations and jobs in the system that require those skills by clicking the **Find Matching Occupations and Jobs** button in each of the following sections:

  - **Job Skills** - Displays the job skills selected during registration.
  - **Personal Skills** - Displays the personal skills selected during registration.
  - **Work Interests** - Displays the scores for the Work Interests and Work Interest Analyzer assessments, if taken.
  - **Work Values** - Displays the scores for the Work Values and Work Values Analyzer assessments, if taken.
  - **Tools and Technology** - Shows the typical tools and technology tools saved to the system, if any.
  - **Multiple** – Allows selection of multiple types of self-assessments and combines them to produce a list of occupations that match the selected skills during registration.

- **Communications Profile** - Contains tools to access and manage communications. Tools include:

  - **Messages** – Collects and stores system messages received, sent, saved, or removed.

- **Correspondence** - Lists information about the letters and correspondence created in the system.
- **Communication Templates** – Contains default templates, such as a cover letter for job seekers who are applying for jobs, or a rejection letter for employers who are reviewing job applicants. Also allows creation of new templates.
- **Subscriptions** - Displays System Alert messages received in your Message Center through your e-mail address or as a text message. System alerts are helpful messages and reminders that the system sends to users who have configured and requested alerts.
- **Email log** - Contains a list of email messages from the WIT system that have been sent or received. Use the drop-down list to filter between sent and received messages.

My Individual Plans

The following folders quickly display an individual's employment, training, benefits for which they may be eligible, and financial plan profiles.

- **Employment Plan Profile**
  - **Résumés** - Select to display all résumés that the individual has created in the system.
  - **Job Applications** - Select to display the applications and information about the jobs for which the individual has applied.

  - **Online Application Form** - Select to display a brief summary of saved background history used for pre-populating the system application when applying for jobs.
  - **State Application Templates** - Select to display a list of created State of Texas Applications. Allows for creating a new template or application.
  - **Virtual Recruiters** -Select to display the virtual recruiter job alerts set up in the system. Allows for creating new alerts.
  - **Employment Strategy** - Select to access a powerful tool and strategy to quickly find a new job nearby that matches the individual's background.
  - **Employment Goals** - Select to develop an Individual Employment Plan (IEP) and/or Service Strategy.
- **Training Plan Profile** - Displays information about classroom or online training in which an individual has participated.

  Folders include:

  - **Classroom Training** - Displays information about training activities that the individual has undertaken, typically through state or federal benefit programs, and allows the user to search for training providers or programs.

  - **Online Training** - Displays the online training courses that the individual has taken or are currently working on.

- **Benefits Plan Profile** - Access basic information on government benefits for which the individual may be entitled. Folders include:

  - **Workforce Innovation and Opportunity Act (WIOA)** – Provides an overview of the WIOA Adult and Dislocated Worker programs, as well as the WIOA Youth program.

  - **Trade Adjustment Assistance (TAA)** – Provides an overview of the TAA program with links to additional information.

  - **Other Benefits** - Includes a list of resources to local, state, and federal benefits for unemployment claimants, veterans, youth, and seniors.

- **Financial Plan Profile** - Provides tools for individuals to create overall budgets, training budgets, and transition budgets. Folders include:

  - **Financial Literacy** - List of resources to manage personal funds.

  - **Overall Budget** - Tools to create a budget for income and expenses.

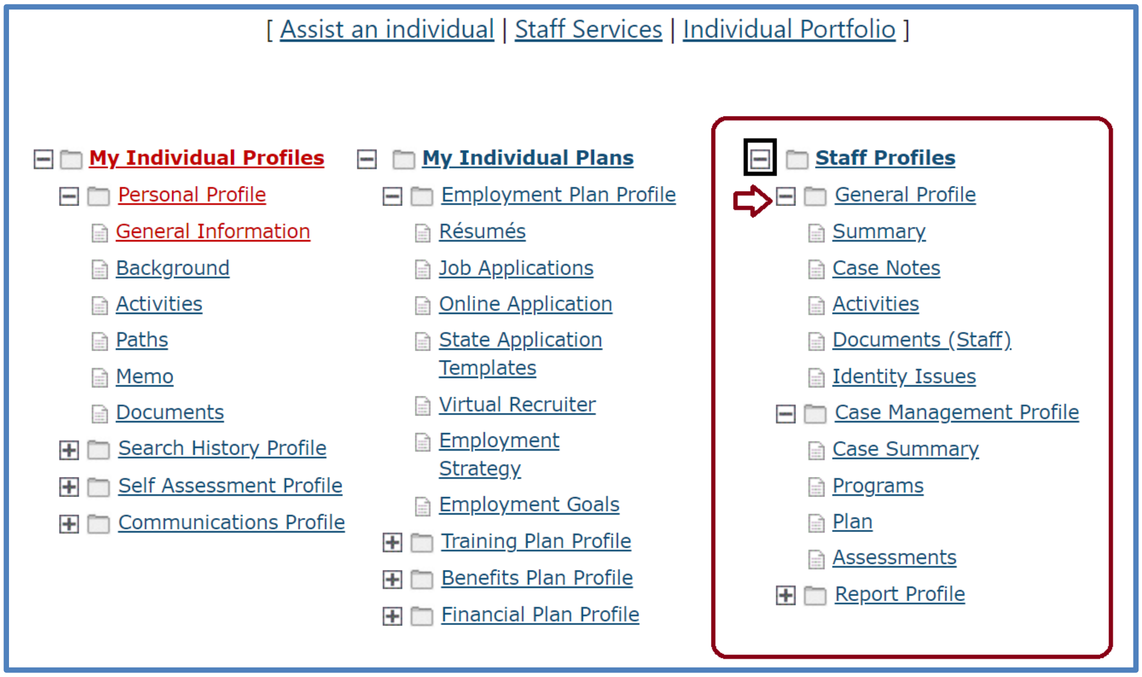
  - **Training Budget** - Tools to create a budget for training and a list of training resources.

- **Transition Budget** - Tools to create a transition budget that allows individuals to analyze expenses and income for a selected time period and create a plan for a job transition.

Staff Profile Folders

When you are Currently Managing an individual or an employer, the **Staff Profiles** menu will display staff-specific folders.

Note: Only staff members can view this profile menu. (see Figure below)



Staff Profile Folders

Staff profiles consist of the following folders:

- **General Profile** - Enables staff to review summary information on an individual, create case notes, or conduct Wagner-Peyser services.
    - **Summary** - Select to view general information about the individual through several summary panels and review an individual's background.

  - **Case Notes** - Select to create case notes pertaining to the individual in a central location no matter where they are created.
  - **Activities** - Select to review an individual's involvement in the Wagner-Peyser program.
  - **Documents (Staff)** - Select to interactively upload/import or scan documents into the system. Staff can attach an electronic document to a client's record.
  - **Identity Issues** – Select to review a summary of possible fraud indicators associated with an individual's account at the time of registration.
- **Case Management Profile** - Enables staff to manage services for various federal programs, create an Individual Employment Plan (IEP), and maintain recorded assessments. **Folders include:**
  - **Case Summary** - Select to display information about the individual through several summary panels. Allows staff to review an individual's background.
  - **Programs** - Select to display details of an individual's involvement in the **Wagner-Peyser** program. Allows staff to create and manage applications and enrollments for the individual in various programs.
  - **Plan** - Select to display a customer's career goals, skills assessments, and an IEP. This information provides a comprehensive plan or needs analysis that helps direct the types and number of program services provided to the individual.

    - **Assessments** - Select to create and manage assessments that can only be entered by staff (such as Basic Skills Assessments - TABE Test and WorkKeys® tests).

- **Report Profile** - Allows staff to review an individual's tasks, system access, and assessments. **Folders include:**
    - **Tracking** - Select to review when an individual has accessed specific system components.
    - **Statistics** - Select to monitor an individual's site usage. Contains links to specific created items such as résumés and/or the Virtual Recruiter.
    - **Combined Assessment** - Allows staff to view and print assessments, both self-assessment and case management-related, all on one screen.
    - **Labor Exchange** - Maintains a list of dates and times employers viewed individual's résumés and provides access to employer and résumés details.

Ribbons

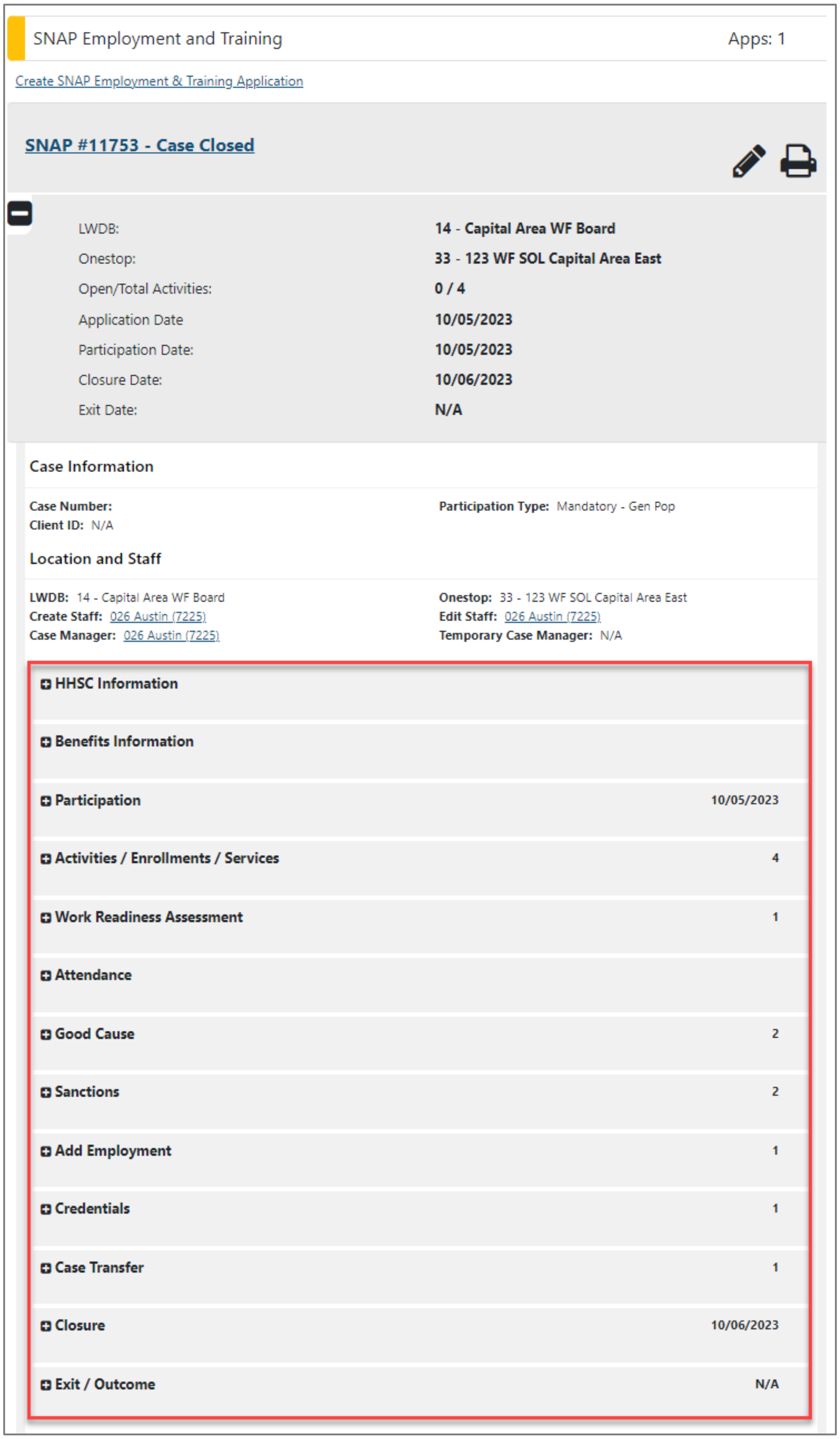
Training Objectives

After completing this lesson, you will be able to:

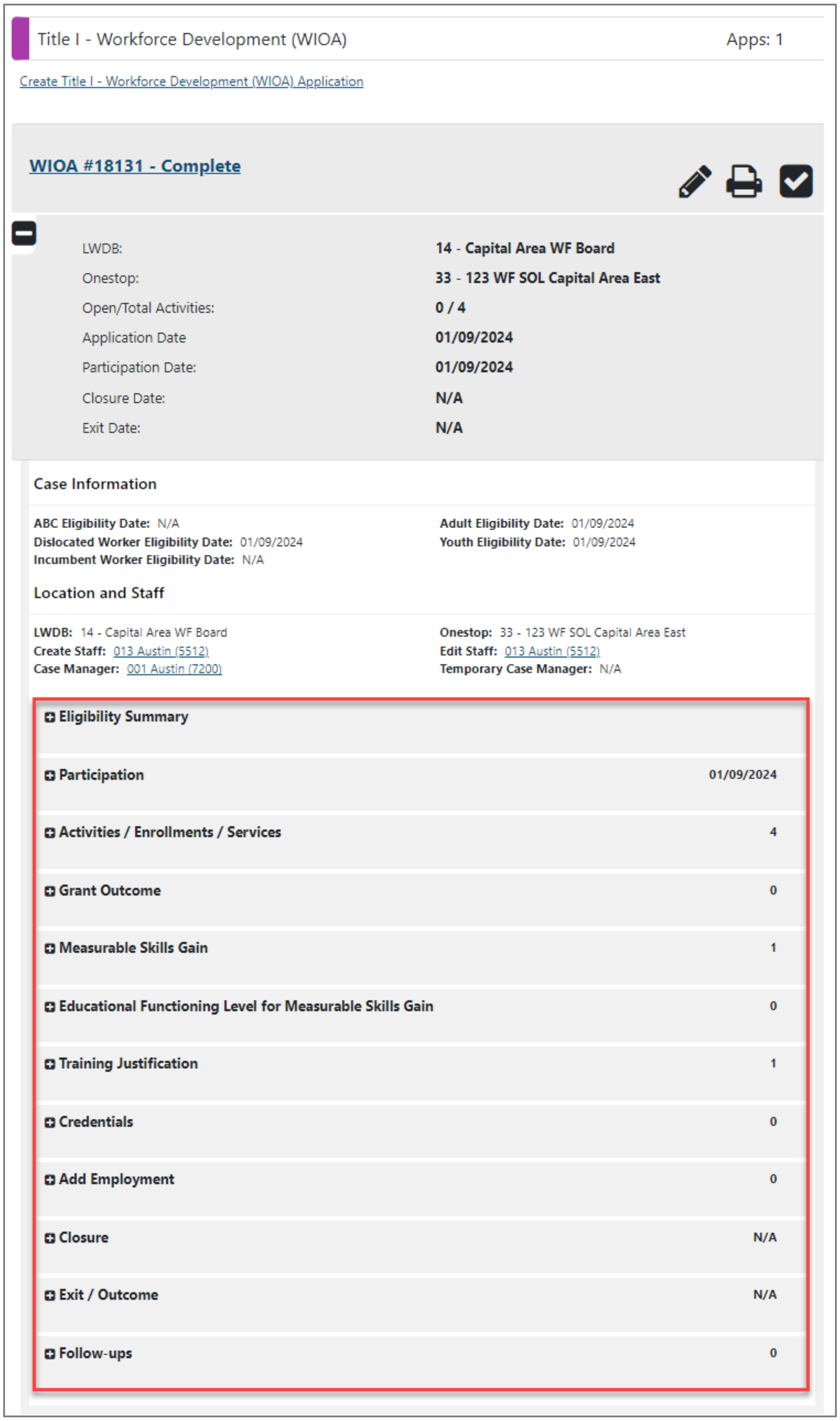
- Use the term **ribbon** to accurately describe program panels.
- Locate where ribbons are maintained.
- Open and close ribbons successfully.

Once an application has been started, you can click the **plus sign icon** ⊞ below the Program application ID number to expand the application panel and see the program ribbons (see figure below). The following figures display the ribbons for the WIOA, SNAP E&T, Choices, and Trade Programs.

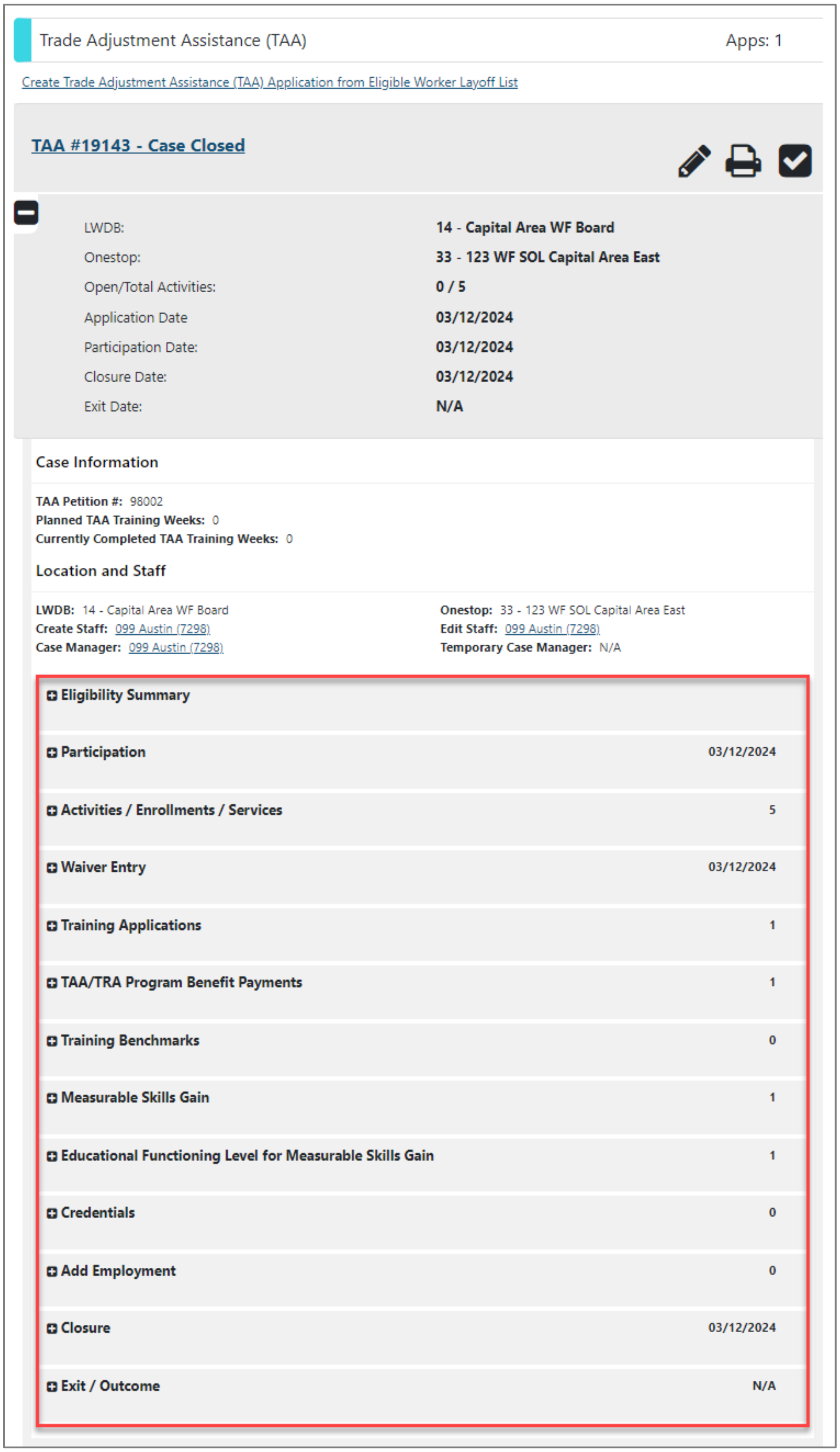
- To access the data within each ribbon, staff select the ribbon name of its preceding **plus sign icon** ⊞ to open and expand ribbon content.
- To close each ribbon, staff select the ribbon name of its preceding minus sign to close the ribbon and its content.



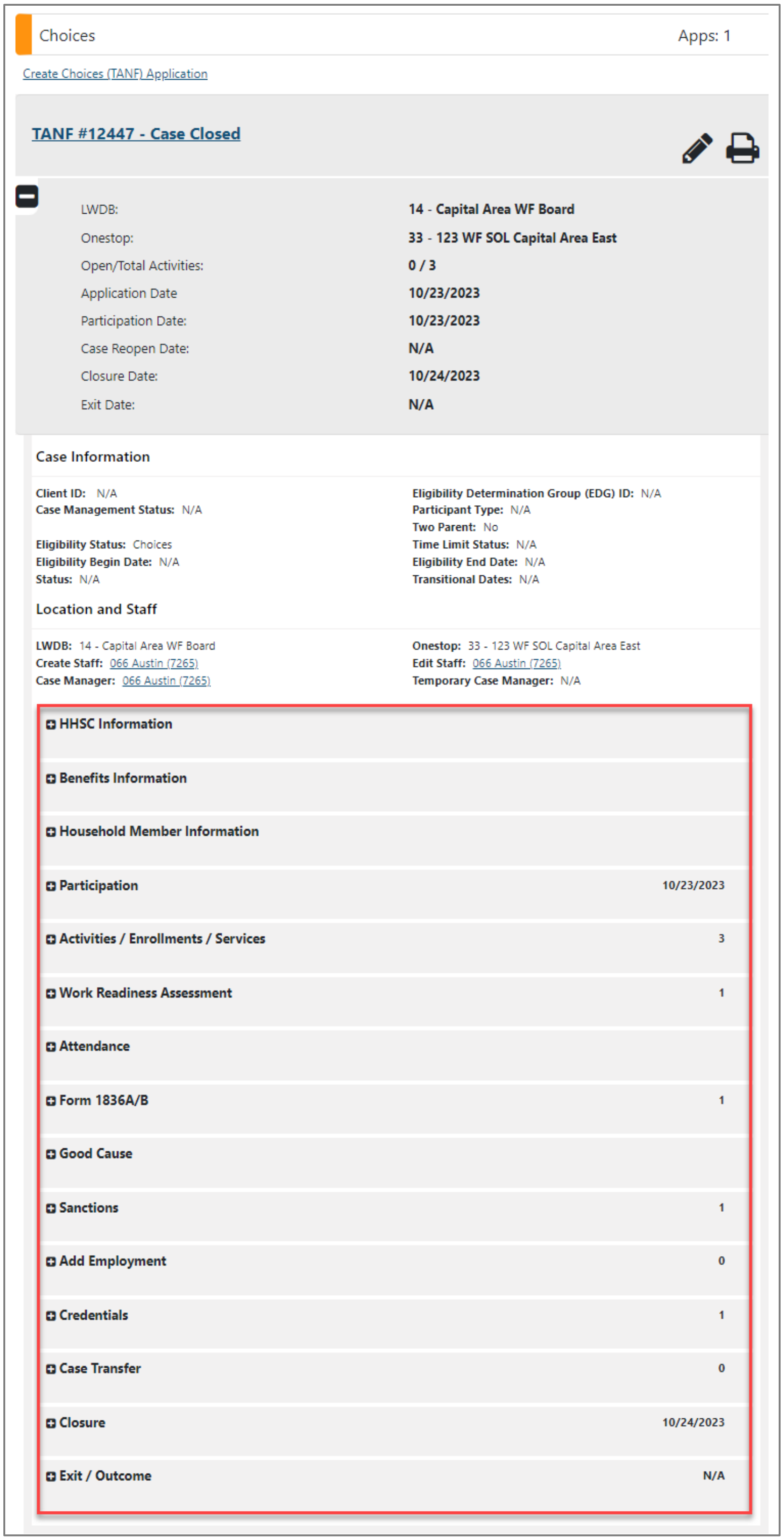
SNAP Program Ribbons



WIOA Program Ribbons



Trade Program Ribbons



Choices Program Ribbons

Multiple Program Enrollment

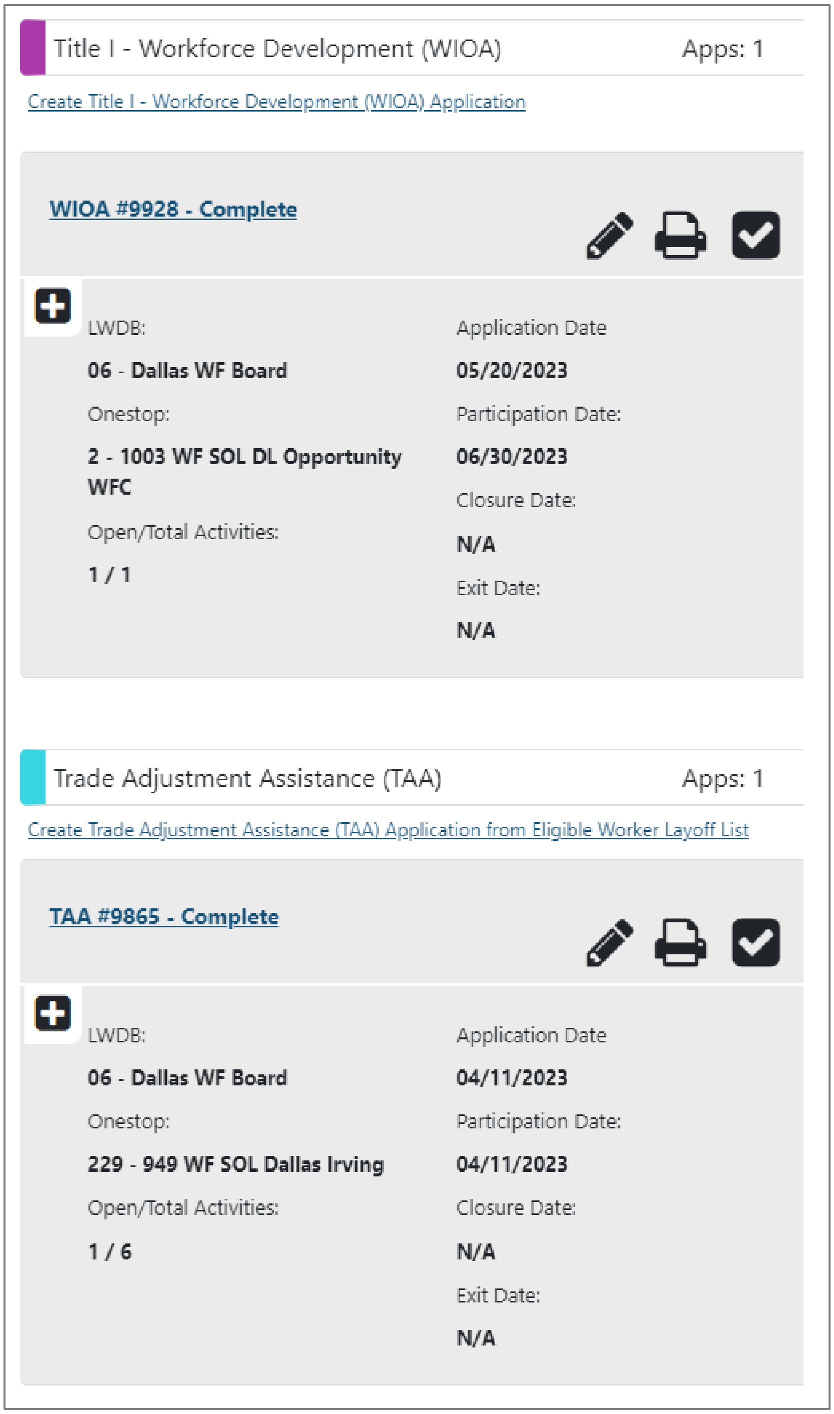
Training Objectives

After completing this lesson, you will be able to:

- Apply the term **co-enrollment** successfully.
- Recognize evidence of co-enrollment as displayed in the Programs tab of staff's Case Management Profile.
- Identify the programs for which co-enrollment may occur.
- Recognize that common case management resources such as the IEP can be managed by staff from multiple programs simultaneously.

While some participants may only be enrolled in one program at a time, others will find that they are eligible to participate in multiple programs simultaneously. The Programs Tab of the Case Management Profile includes a panel for each of the major programs offered within the WIT system (WIOA, Choices, Wagner Peyser, SNAP E&T, TAA, etc.).

To validate which program(s) a participant is currently enrolled in, review the status of each program from the Program Tab screen. By clicking the **plus sign icon** ⊞ next to a particular program, staff can view information contained within the appropriate ribbons (according to staff privilege settings).



Client Co-Enrollment in the WIOA and TAA Programs

Case Assignment

Training Objectives

After completing this lesson, you will be able to:

- Locate the menu for Case Assignment options.
- Establish case assignment groups.
- Assign staff members to these groups.
- Assign an individual to a case manager or case assignment group.
- Become familiar with additional case assignment options.
- View assigned case loads.

The system enables supervisors or other authorized users to assign staff members to unique groups of case managers for groups that manage specific programs (e.g., WIOA, Trade, SNAP E&T, or Choices). Groups may be created according to LWDB or office designation. By design, a particular case manager or a case management group may be assigned to individuals. Select the **Individual Case Assignment** option in the Services for Workforce Staff menu (on the Navigation pane) to open the Individual Case Assignment menu screen (as shown in the following figure).

Manage Individual Case Assignment Menu Screen

Staff Permissions

The following describes staff permissions associated with case assignment:

- **Manage Groups** – Supervisors **must** create case management groups to utilize all Individual Case Assignment service options.
- **Staff Group Assignment** – Supervisors **must** assign staff members to case assignment groups to use the Individual Assignment, Case Re-Assignment, and Temporary Assignment options.
    - Staff members who belong to a particular LWDB/region may only manage groups, staff, and individuals for that

region, unless they are State staff members and are enabled to manage a caseload.

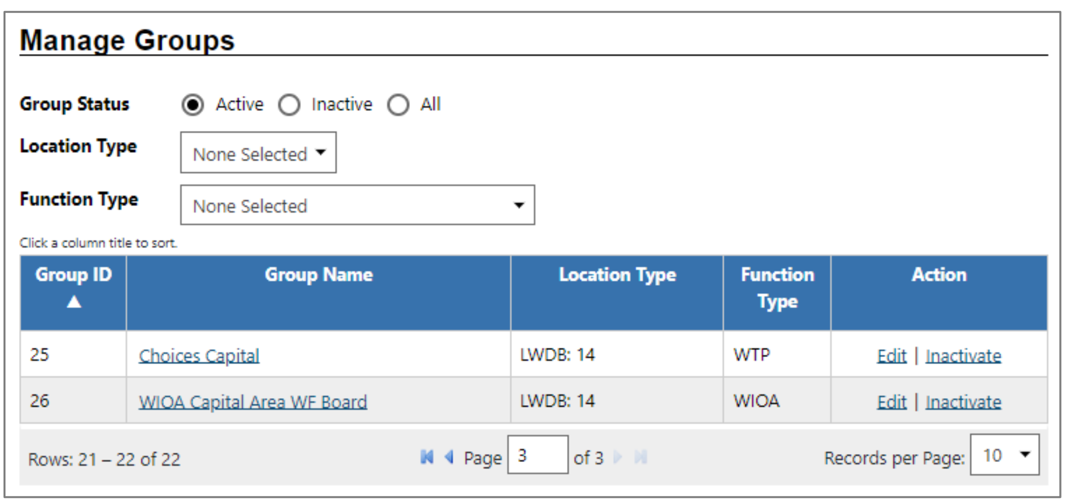
- **The Manage Groups** and **Staff Group Assignment** subcomponents are reserved for staff with Local Admin or State Admin privileges only.

Manage Groups

The **Manage Groups** option is used to create, edit, and delete groups and group privileges. This will be the first step to manage the case assignment effort, as groups must be created before staff can assign case managers to those groups.

> **Note:** The system administrator will set up the security and access rights for certain staff to use this functionality.

To open the Manage Groups screen, click **Manage Case Assignment > Individual Case Assignment > Manage Groups** on the Navigation Menu.



Manage Groups Screen

From the Manage Groups screen, staff can filter the information displayed by group status, location type, and/or function type.

Staff can select the following link options:

- **Group Name** – Click a link in the Group Name column to perform staff group assignment. For details, refer to the Staff Group Assignment.
- **Edit** – Click the **Edit** link in the **Action** column to edit the group name, program name, location type, location, or group description.
- **Activate/Inactivate** – Click the **Inactivate** link in the Action column to remove the group from the list. To view groups that have been inactivated, select the **Inactive** radio button at the top of the screen. Staff then can click the **Activate** link to reactivate the group.
- **New** – Click the **Create New Group** button to add a new group.

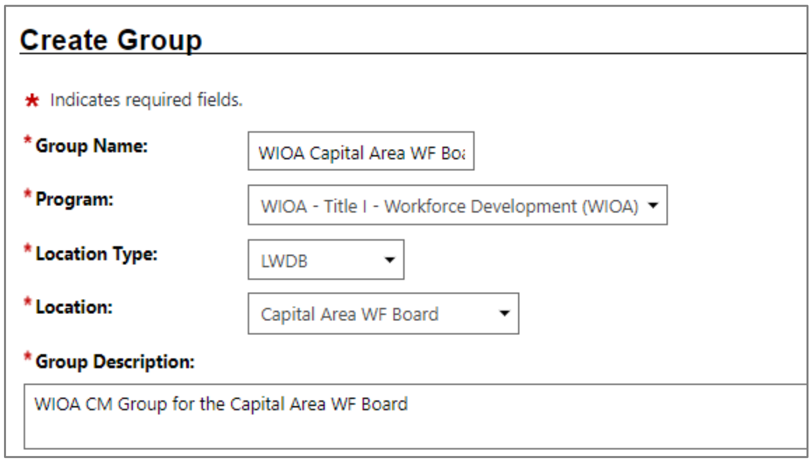
Create a Group

To create a new group, click the **Create New Group** button.

The Create a Group screen first displays only the Group Name and Program fields. As the staff member continues to make selections on the screen, additional fields will appear based on those selections. In this way, the system builds the screen dynamically based on user input.

- **Name** – Enter a name in the Group Name field.
- **Program** – Select the program from the Program drop-down list.

- **Location Type** – Select the **Location Type** (LWDB or Office).
- **Location** – Enter the region or office name.
- **Group Description** – Enter the purpose of the group.
- Click **Save** to save the group.



Create a Group Screen

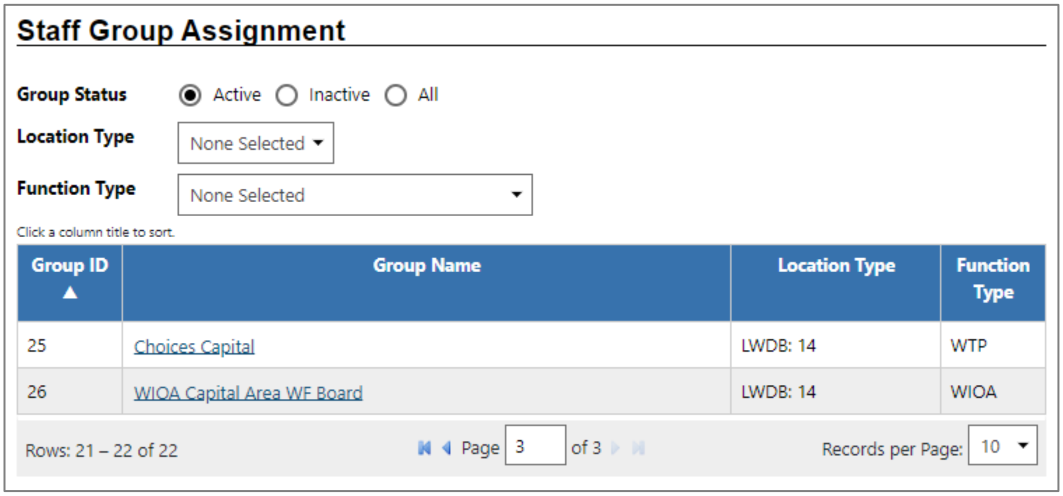
Click **Cancel** only to exit the screen without saving the group.

Staff Group Assignment

Supervisors use the **Staff Group Assignment** option to assign staff members to specific case management groups (WIOA, TAA, Wagner-Peyser, etc.) for access to certain case files. This is the second step to managing case assignment protocol.

To open the Staff Group Assignment screen, click **Manage Case Assignment > Individual Case Assignment > Staff Group Assignment** on the Navigation Menu.

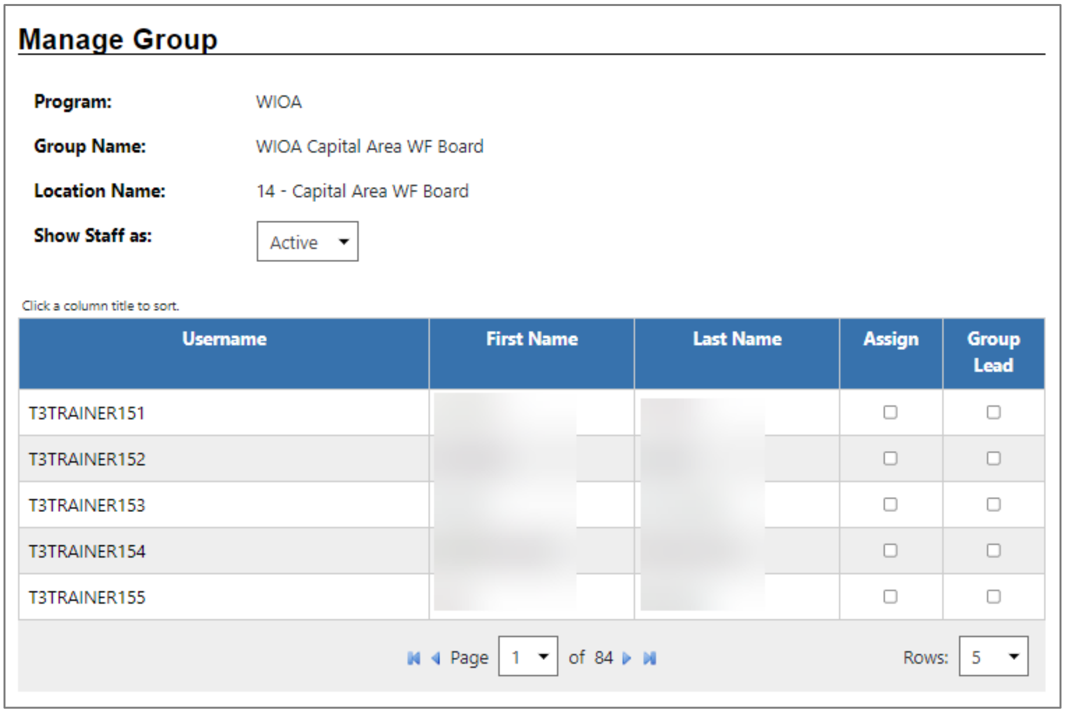
The following figure displays a sample Staff Group Assignment screen.



Staff Group Assignment Screen in Table Format

On the Staff Group Assignment screen, click the **Group Name** link to access a screen displaying a list of eligible staff members who can be assigned to this group.

The following figure displays a sample Group Assignment List screen.



Staff Group Assignment List Screen with Staff Filtered to All

- To filter the list of staff, select an option (Active, Inactive or All) from the **Show Staff as drop-down list**.
- To assign a staff member to the group, click the desired checkbox in the Assign column. Staff must assign one person as the group lead by selecting one checkbox in the Group Lead column. If staff select more than one group lead, the system will display a warning message and will not save the assignments until only one group lead is selected.
- If the staff members that should be assigned are not on the list, click the **Select a Different Group** link to return to the Staff Group Assignment screen.

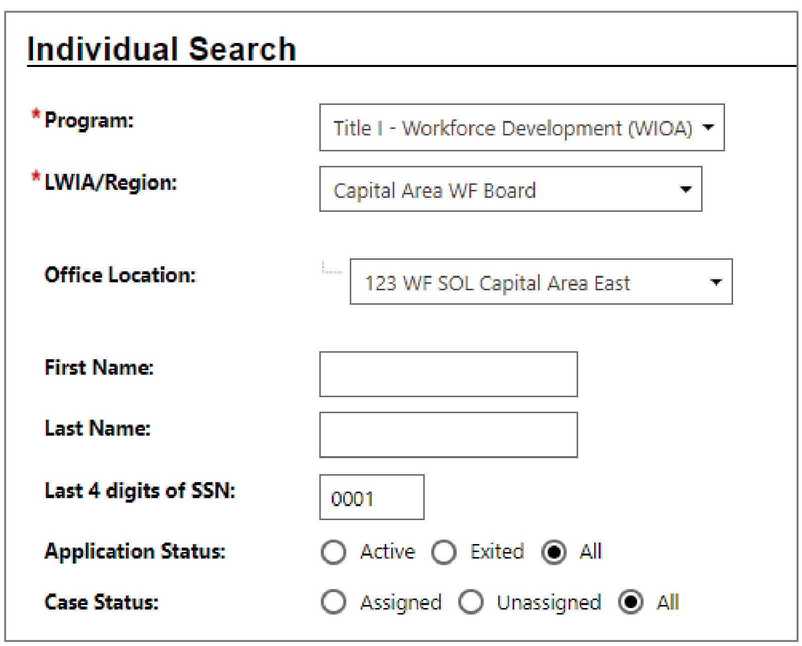
- After selecting all the users to assign to the group, click the **Assign Users to Group** button. The Staff Group Assignment screen will redisplay.

Individual Assignment

The **Individual Assignment** option is used to assign a primary case manager or a case management group to an individual. Staff may use this feature to assign case managers or case management groups to unassigned cases. Staff will use the Re-assignment function to work with cases already assigned.

To assign a case manager or group to an individual, click **Manage Case Assignment > Individual Case Assignment > Individual Assignment** on the Navigation Menu. The first screen that opens allows staff to search for an individual to be assigned a case manager or group.

The following figure displays a sample Individual Case Assignment Search screen.

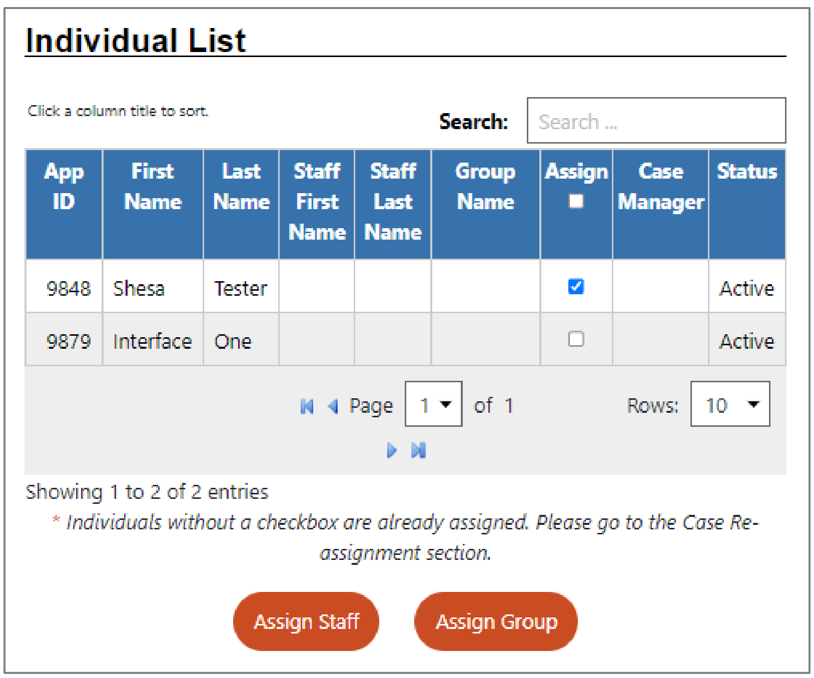


Individual Case Assignment Search Screen

To search for the individual, enter as much information as needed to perform the search. The **Program and LWDB/Region** must be selected; all other fields are optional.

Select a program to which the individual belongs. To narrow the search to only individuals who are not yet assigned, select the **Assigned Case Status** radio button. To access a specific individual, enter the First and Last Name, and/or the last four digits of the Social Security Number (SSN) and click **Search**.

After clicking **Search** on the Individual Assignment – Search screen, the system displays the Case Selection screen.



Individual List

Click a column title to sort.

Search: Search ...

App ID	First Name	Last Name	Staff First Name	Staff Last Name	Group Name	Assign	Case Manager	Status
9848	Shesa	Tester				☑		Active
9879	Interface	One				☐		Active

Page 1 of 1 Rows: 10

Showing 1 to 2 of 2 entries

* *Individuals without a checkbox are already assigned. Please go to the Case Re-assignment section.*

Assign Staff Assign Group

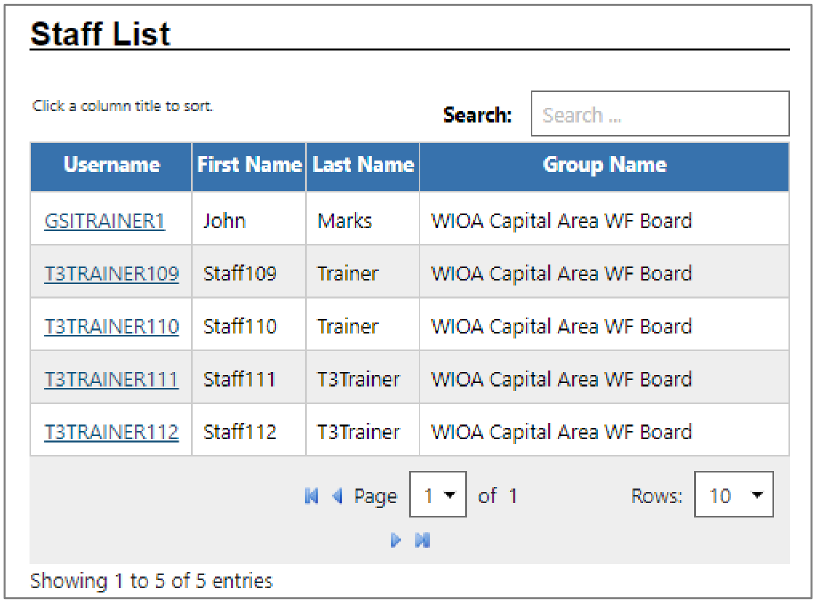
Case Selection Screen

To assign a case manager or group to an individual, click the checkbox in the **Assign** column and click the **Assign Staff** or

Assign Group button. For details on both options, refer to the applicable topics that follow.

Assign Staff

After clicking the **Assign Staff** button on the Case Selection screen, the system displays a list of eligible case managers.


Staff List

Click a column title to sort.

Search: Search ...

Username	First Name	Last Name	Group Name
GSITRAINER1	John	Marks	WIOA Capital Area WF Board
T3TRAINER109	Staff109	Trainer	WIOA Capital Area WF Board
T3TRAINER110	Staff110	Trainer	WIOA Capital Area WF Board
T3TRAINER111	Staff111	T3Trainer	WIOA Capital Area WF Board
T3TRAINER112	Staff112	T3Trainer	WIOA Capital Area WF Board

Page 1 of 1 Rows: 10

Showing 1 to 5 of 5 entries

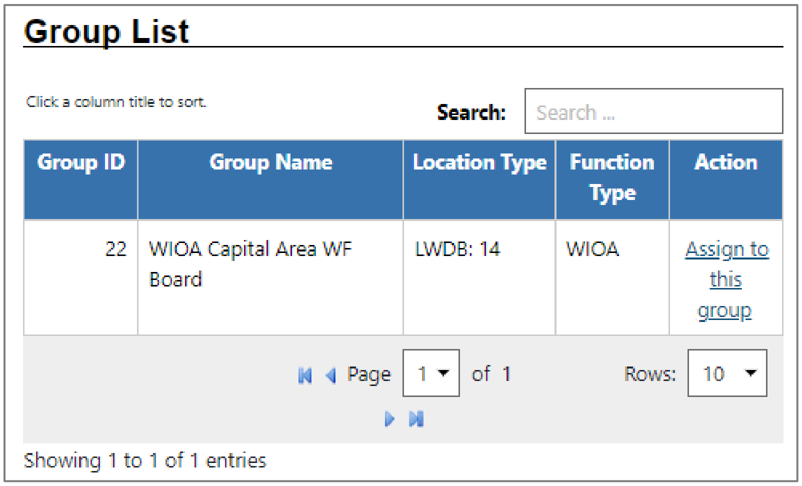
Individual Case Staff Assignment Screen

Note: Case managers may belong to more than one case management group, so be certain to select the appropriate Username associated with the correct **Group Name** when selecting a case manager.

To select a case manager to assign, click the **Username** link. The assignment will be completed, and the system will display a confirmation message.

Assign Group

After clicking the **Assign Group** button on the Case Selection screen, the system displays a list of eligible case management groups.


Group List

Click a column title to sort.

Search: Search ...

Group ID	Group Name	Location Type	Function Type	Action
22	WIOA Capital Area WF Board	LWDB: 14	WIOA	Assign to this group

Page 1 of 1 Rows: 10

Showing 1 to 1 of 1 entries

Individual Case Group Assignment Screen

To select a case management group to assign, click the desired link in the Action column. The assignment will be completed, and the system will display a confirmation message.

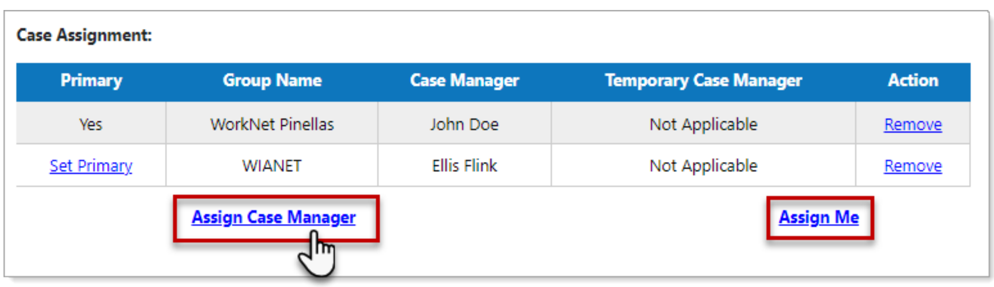
Note: When a group is assigned, the system automatically assigns the case to the group lead. To reassign the case to another group member, use the Case Reassignment function described in a later section of this chapter.

Case Assignment within Program Forms (In Context)

In addition to using the Manage Case Assignment options for individual case assignment, described within this chapter, staff can also use an **Assign Case Manager** link in many program forms to perform case assignment for the individual they are assisting (see figure below). This link is included in forms such as:

- **Program Application** forms (e.g., WIOA application, Eligibility Summary page).
- **Activity Enrollment** forms (e.g., TAA Enrollment, General Information tab).
- **Program Outcome** forms (e.g., Wagner Peyser Outcome, Staff Information tab).

The system will display the appropriate case assignment options, based on the staff member's profile and individual profile, to allow assignment of case managers for associated function types (i.e., customer program groups) and local workforce regions (see figure below).


Case Assignment:

Primary	Group Name	Case Manager	Temporary Case Manager	Action
Yes	WorkNet Pinellas	John Doe	Not Applicable	Remove
Set Primary	WIANET	Ellis Flink	Not Applicable	Remove

Assign Case Manager

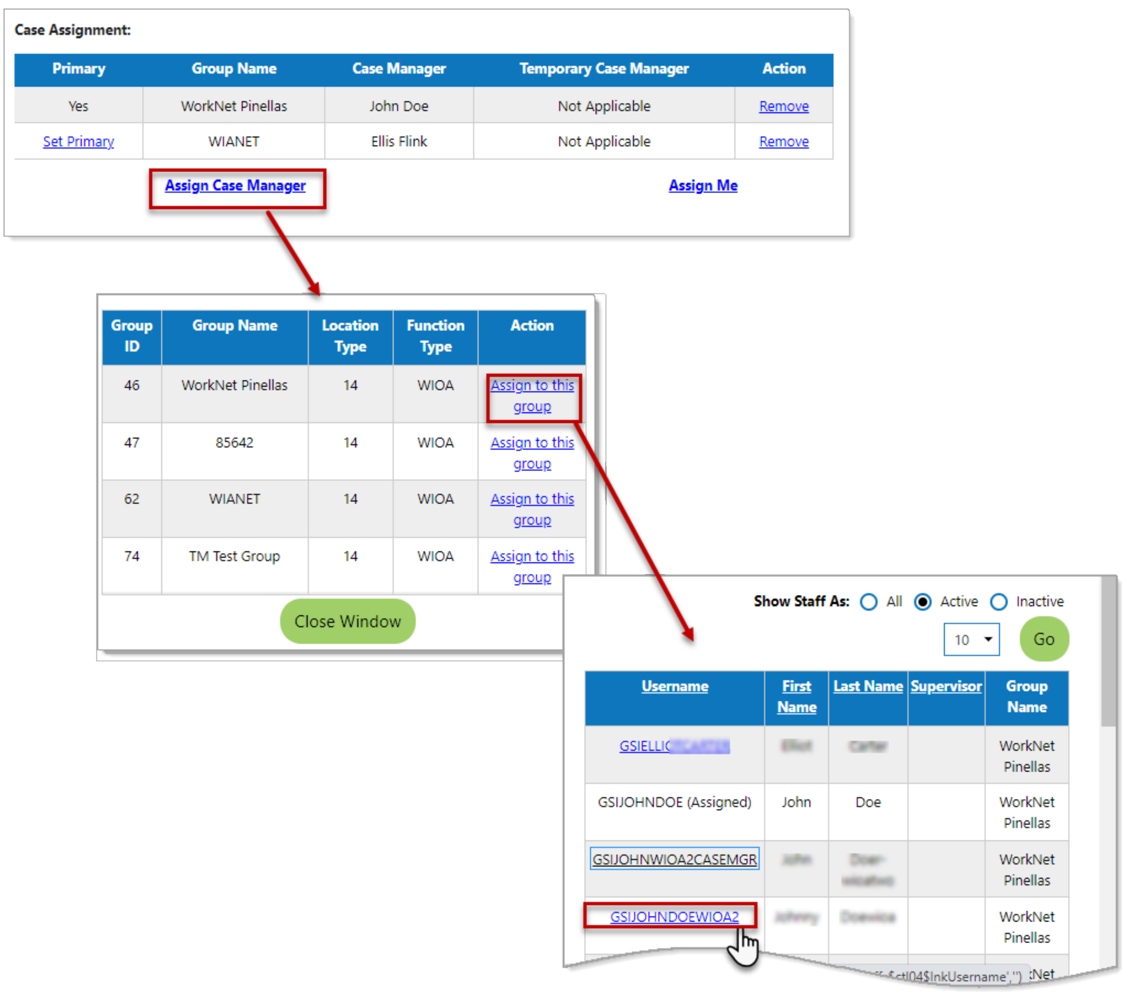
Assign Me

Case Assignment Links on WIOA Application,Eligibility Summary Page

The system checks to ensure that the staff member has the necessary privileges to manage this individual, including being local staff, not state staff, assigned to the LWDB/regions, and in an associated Case Assignment group (if **Assign Me** is selected), or that at least one case assignment group is active for this program, and at least one staff person has been assigned to that group (if **Assign Case Manager** is selected).

You can also click a **Remove** link by the current or previously assigned case manager to remove_them, or a **Set Primary** link by a previous case manager (if displayed) to make them current/primary case manager.

The allowable Case Assignment groups will display in a separate window when you click a link for assignment, and you can open a group to assign a user in the Case Manger group as the current case manager (see figure below).



Selecting Case Manager for Assignment from a Case Management Group

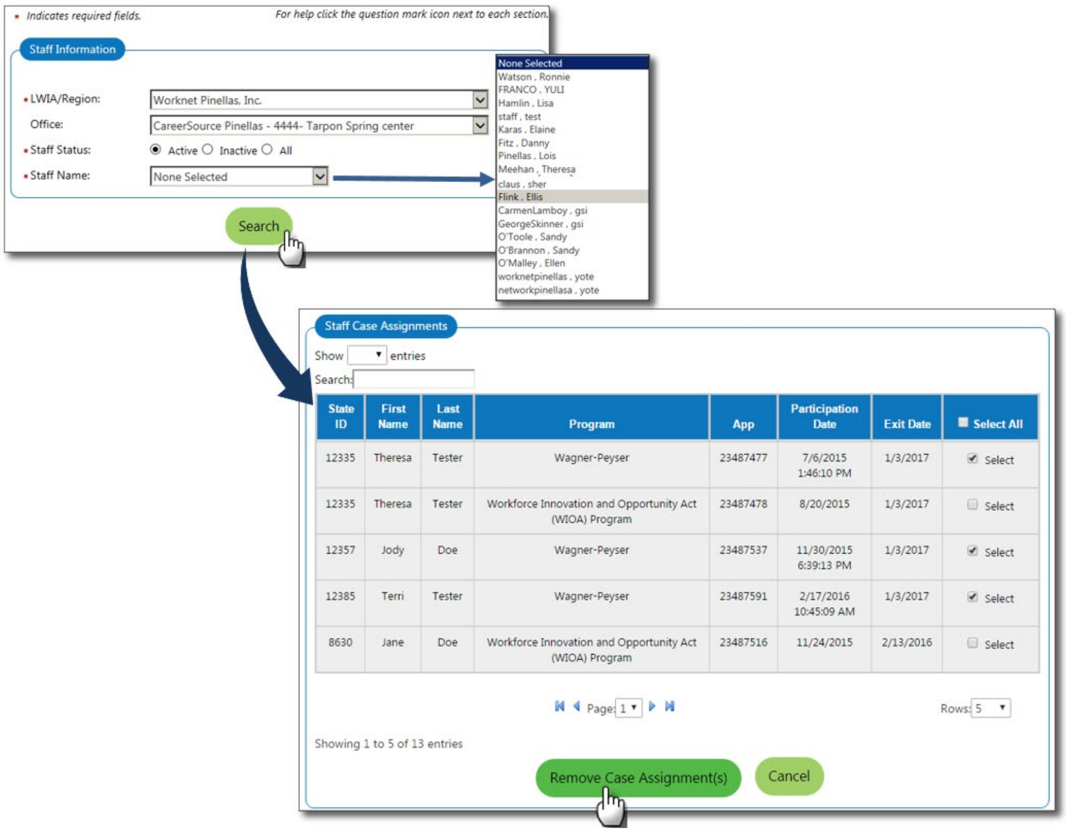
Individual Case Un-Assignment

The **Individual Case Un-Assign** option is used to remove one staff member's assigned cases. It lets staff select and view the individuals assigned for one specific staff member, and then select individuals and remove their case assignments (i.e., un-assign them).

To un-assign an individual for a specific case manager:

- Click **Manage Case Assignment ▸ Individual Assignment** from the Navigation Menu.
- Select the link for the **Individual Case Un-Assign** option.

The first screen that opens lets the user select a staff member and search for their assigned cases (as shown below).



Individual Case Un-Assign Search Screen (for Staff Member)

- Select the LWDB/Region, Office (optional), and Staff Status (defaulted to Active).
- Use the Staff Name drop-down list to select the staff member (a list is based on the previous choices).
- Click **Search** to see all the staff member's case assignments.
- Select the individuals to be unassigned (checkboxes in the last column).

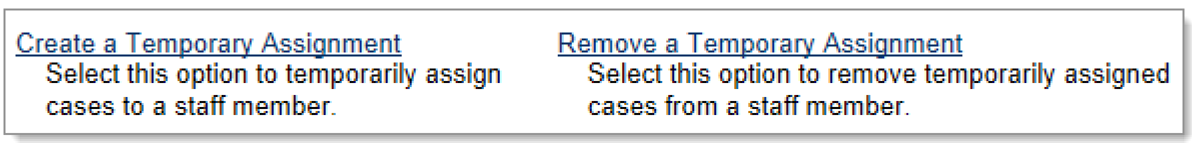
- Click the **Remove Case Assignment(s)** button.

The screen will redisplay with the unassigned individuals removed.

Temporary Assignment

Staff can use the **Temporary Assignment** option to remove cases from one case manager and assign them to another on a temporary basis. This feature is helpful if a case manager is away on medical leave or vacation.

To open the Temporary Assignment menu, click **Manage Case Assignment > Individual Case Assignment > Temporary Assignment** on the Navigation menu. There are two menu options – create or remove a temporary assignment.

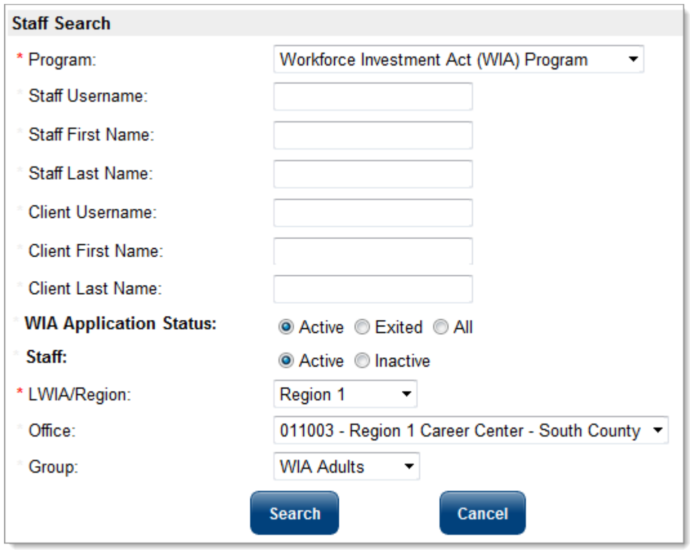


Temporary Assignment Options Screen

Create a Temporary Assignment

To temporarily reassign the individual(s) in a case manager's caseload:

1. Click **<u>Create a Temporary Assignment</u>**. A Staff Search screen will open to search for and select the case manager.



Temporary Assignment Search Screen

2. Select the program from the Program drop-down list.
3. To search for a specific staff person, enter the **Username**, **First**, and/or **Last Name**.
4. To search for the current case manager of a specific individual, enter the individual's **Username**, **First**, and/or **Last Name** in the **Client** fields.
5. If searching for the current case manager of a specific individual, select a radio button option to search by the individual's **WIOA Application Status** (Active, Exited, or All).
6. Select a radio button option to search for staff by status (Active or Inactive).
7. Select a **LWDB/Region** from the drop-down list. Select an office from the **Office** drop-down list, if desired.
8. Select a Case Management Group to which the staff member belongs, if any, from the **Group** drop-down list.

9. Click the **Search** button to begin the search.

10. On the Search Results screen, click the link in the Staff Username column to select the staff person.

Group Name	Staff Username	First Name	LastName	Function	Cases
LWIA Region 1	gsieflink	Ellis	Flink	WIA	5
LWIA Region 1	STAFFTEST11	STAFF	TEST11	WIA	2
Testing Group	gsibdas[illegible]glocal	bonniel	dassingl	WIA	1

Temporary Assignment – Staff Search Results Screen

The system will display a list of cases currently assigned to the selected staff member.

Program	Staff Username	App ID	Client Username	FirstName	LastName	Re-Assign
WIA	STAFFTEST11	14188	GSIJANEDOE	Jane	Doe	☑
WIA	STAFFTEST11	14192	GSIOKENO	Oke	Eno	☐

Temporarily assign to staff

Temporary Assignment – Client Selection Screen

11. Click the **Re-Assign** checkbox for all cases to be reassigned to another case manager. Click the **Temporarily assign to staff** button to view a list of eligible staff persons, as shown in the following figure.

Group Name	Username	First Name	LastName	Function
LWIA Region 1	gsilaura	Laura	Bhandari	WIA
LWIA Region 1	gsibdassinglocal	bonniel	dassingl	WIA
LWIA Region 1	gsidansta	Dan	C	WIA
LWIA Region 1	STAFFTEST123	STAFF	ACCT123	WIA

Select different case(s)

Temporary Assignment – New (Temporary) Case Manager Selection Screen

12. From this screen, select the staff member who will temporarily assume case responsibility by clicking the desired Username link. The system will return to the Case Assignment Options screen.

Remove a Temporary Assignment

To reassign clients to their former case manager after they were temporarily assigned to a backup case manager, click **Temporary Assignment > Remove a Temporary Assignment**. The same Staff Search screen that is used to create a temporary assignment will open.

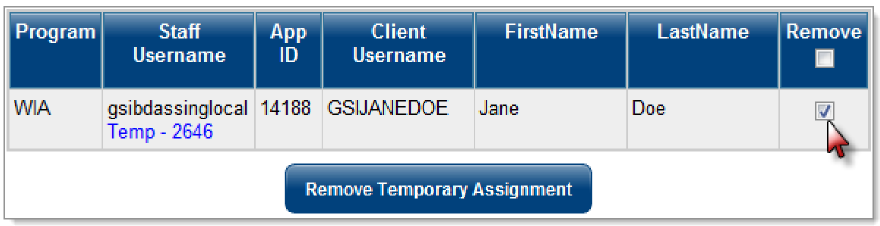
When searching for the current (temporary) case manager, the system will display a prompt to alert staff to the fact that the case manager has a temporary assignment (as shown in the figure below).

Group Name	Staff Username	First Name	LastName	Function	Cases
LWIA Region 1	gsieflink	Ellis	Flink	WIA	1
LWIA Region 1	STAFFTEST11 Temp - 2646	STAFF	TEST11	WIA	2

Staff Search Results Screen Showing Temporary Assignment

Use the same process described in the previous section (**Create a Temporary Assignment**) to search for and select the current case manager, the individual(s), and the case manager to be reassigned to the case(s).

After selecting the current temporary case manager, the system displays the Case Selection screen. Click the Remove checkbox for the case(s) to be removed from temporary assignment and click the **Remove Temporary Assignment** button. The system will return to the Case Assignment Options screen.



Program	Staff Username	App ID	Client Username	FirstName	LastName	Remove
WIA	gsibdassinglocal Temp - 2646	14188	GSIJANEDOE	Jane	Doe	☑

Remove Temporary Assignment

Remove Temporary Assignment Screen

Case Reassignment

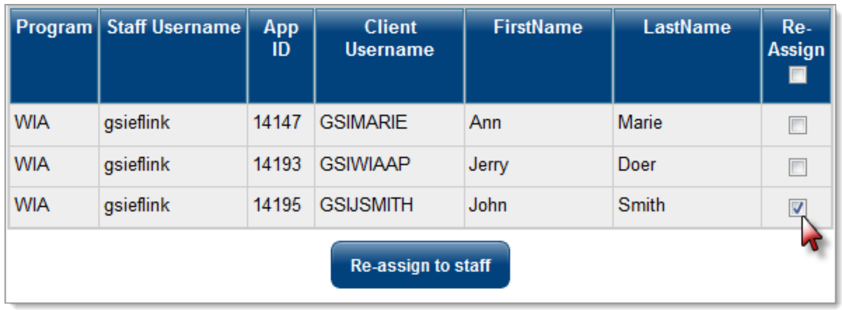
Use the **Case Re-Assignment** option to remove cases from one case manager and assign them to another. The process and screens used to do this are like those used to create a temporary case assignment, covered in the **Temporary Case Management** topic.

To reassign a case:

1. Click **Manage Case Assignment > Individual Case Assignment > Case Re-assignment** on the Navigation menu. The same Staff Search screen that is used to create or remove a temporary assignment will open (see the **Temporary Case Management** topic).

2. Search for and select the current case manager.

3. From the next screen, select the individual(s) to be reassigned and click the **Reassign to staff** button (as shown below).

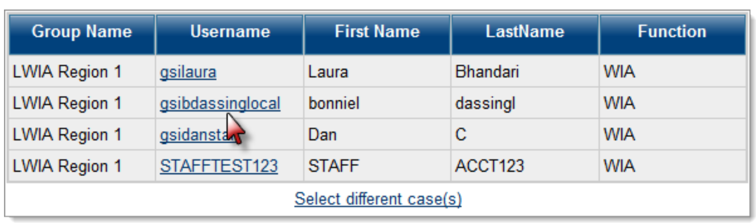


Program	Staff Username	App ID	Client Username	FirstName	LastName	Re-Assign
WIA	gsieflink	14147	GSIMARIE	Ann	Marie	
WIA	gsieflink	14193	GSIWIAAP	Jerry	Doer	
WIA	gsieflink	14195	GSIJSMITH	John	Smith	✓

Re-assign to staff

Case Reassignment Screen

4. On the next screen, select the staff member to reassign the case to by clicking the link in the Username column.



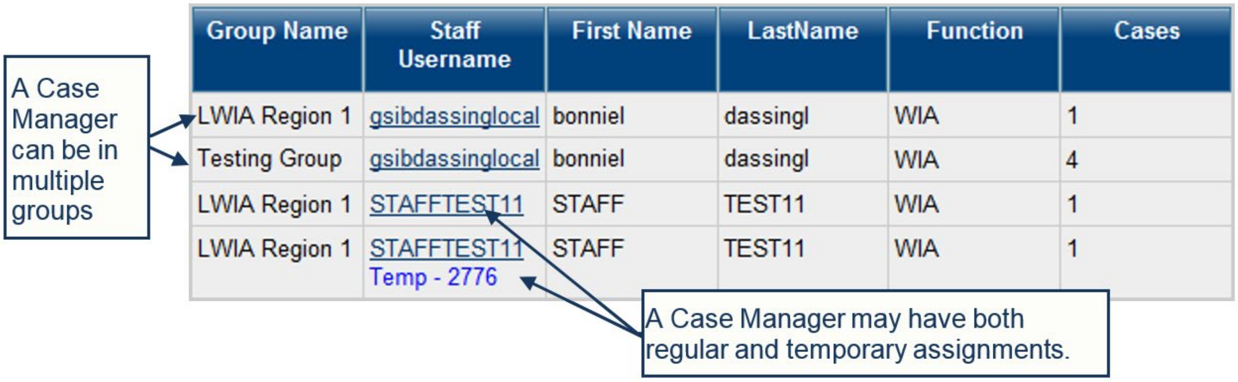
Group Name	Username	First Name	LastName	Function
LWIA Region 1	gsilaura	Laura	Bhandari	WIA
LWIA Region 1	gsibdassinglocal	bonniel	dassingl	WIA
LWIA Region 1	gsidansta	Dan	C	WIA
LWIA Region 1	STAFFTEST123	STAFF	ACCT123	WIA

Select different case(s)

New Case Manager Selection Screen

The individual is now reassigned to another case manager. The system will return to the Case Assignment Options screen.

Note: The Case Manager Selection screen displays separate rows for the same case manager's regular assignments and their temporarily assigned cases (as shown in the figure below).



Group Name	Staff Username	First Name	LastName	Function	Cases
LWIA Region 1	gsibdassinglocal	bonniel	dassingl	WIA	1
Testing Group	gsibdassinglocal	bonniel	dassingl	WIA	4
LWIA Region 1	STAFFTEST11	STAFF	TEST11	WIA	1
LWIA Region 1	STAFFTEST11 Temp - 2776	STAFF	TEST11	WIA	1

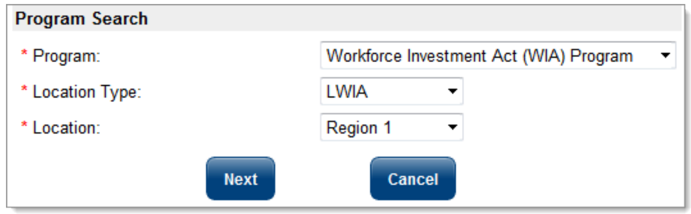
Case Reassignment Selection Screen

Group Reassignment

Staff can use the **Group Re-assignment** option to remove cases from one case management group and assign them to another group. To reassign case management groups:

1. On the Navigation menu, click **Manage Case Assignment > Individual Case Assignment > Group Re-assignment.**
2. The first Group Reassignment screen initially displays only the Program field. As the staff member continues to make selections on the screen, additional fields will appear based on those selections. In this way, the system builds the screen dynamically based on user input.
3. **Program** – Select the program from the Program drop-down list. The Location Type field will appear.
4. **Location Type** – Select the Location Type (LWDA or Office). The Location field will appear.
5. **Location** – Select the location from the Location drop-down list.

6. Click the **Next** button to proceed.



Group Reassignment – Program Selection Screen

7. On the next screen, indicate the group and staff the case is moving from and to.

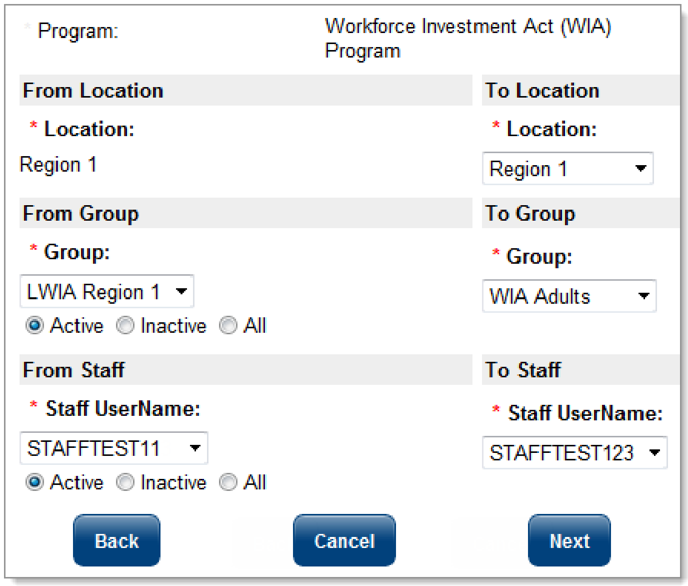
    i. **From Group** – Select the group the case is assigned to currently from the drop-down list.

    ii. **To Group** – Select the group the case is being reassigned to from the drop-down list.

    iii. **From Staff** – Select the case manager the case is assigned to currently from the drop-down list.

    iv. **To Staff** – Select the case manager the case is being reassigned to from the drop-down list.

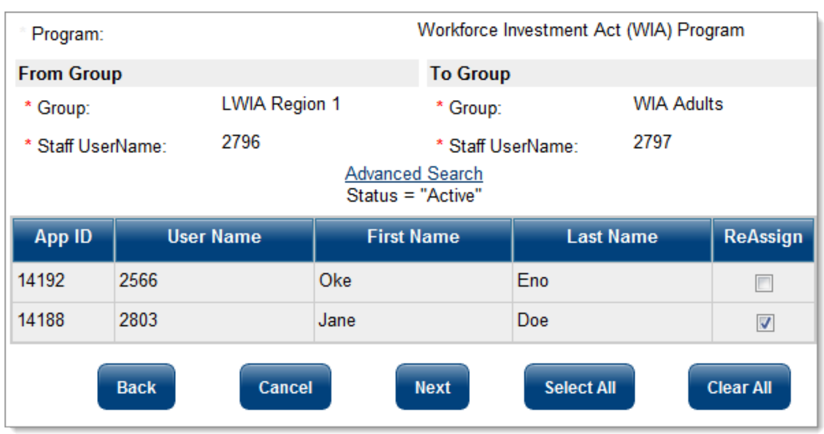
8. Click the **Next** button to proceed.



Group Reassignment – Group Selection Screen

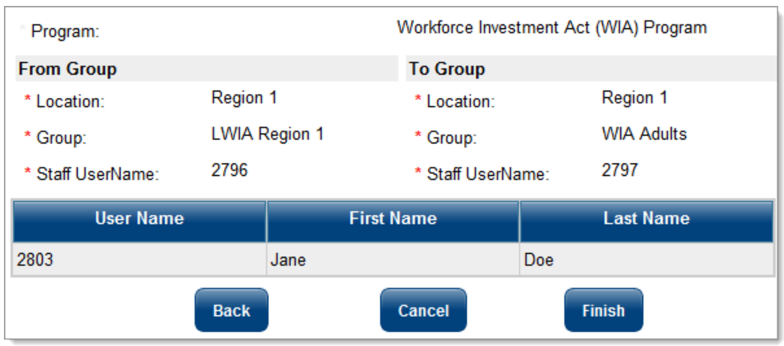
9. On the Search Results screen that opens, select the checkbox(es) for the individual(s) (currently assigned to the selected group and staff member) who will be reassigned to the new group.

10. Click the **Next** button to proceed.



Group Re-Assignment Screen, Individual Case Selection

11. The final Group Reassignment screen displays the information that was just selected on the previous screens. If everything is correct, click the **Finish** button to finalize the reassignment. To make changes to any of the information, click the **Back** button (and continue clicking the **Back** button on the previous screens, as needed, to arrive at the screen that needs to be changed).



Group Reassignment Summary and Confirmation Screen

12. After clicking the **Finish** button, a pop-up box will confirm reassignment. Click **OK** to confirm.

View Case Load

The View Case Load screen displays staff members' caseload statistics. From this screen, staff can drill down to the individuals handled by each case manager and from there, open the individual's Profile.

To open the View Case Load screen, on the Navigation menu, click **Manage Case Assignment > Individual Case Assignment > View Case Load**.

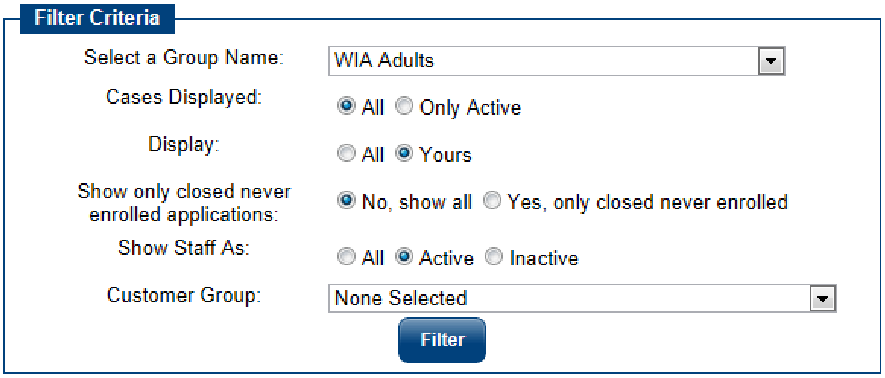
Note: Staff members whose LWDA/Region is set to **State** in the Administration system can view all caseloads; those whose

LWDB/Region is set to anything other than **State** will see only caseloads for groups to which they belong.

Filter

To filter the list on the View Case Load screen:

1. Click the **Show Filter Criteria** link to open the filter fields:
   i. **Group** – Select a group from the drop-down list to display only individuals in that case management group.
   ii. **Case Status** – Select the case status to display (All or Only Active) by selecting the appropriate **Cases Displayed** radio button.
   iii. **Case Manager** – Select whose cases to display (All or Yours) by selecting the appropriate **Display** radio button.
   iv. **Closed, Never Enrolled** – Select whether to display only individuals with closed applications (who never enrolled) by selecting the appropriate radio button.
   v. **Staff Status** – Select to show active or inactive (or both) by selecting the appropriate **Show Staff as***:* radio button.
2. Click the **Filter** button to set the filter.



Case Load Filters

The following figure displays an example of the Case Load Staff Selection screen. The screen displays general data on the cases assigned to all case managers and groups (and the staff user's own cases), as determined by the filters selected at the top of the screen (if any).

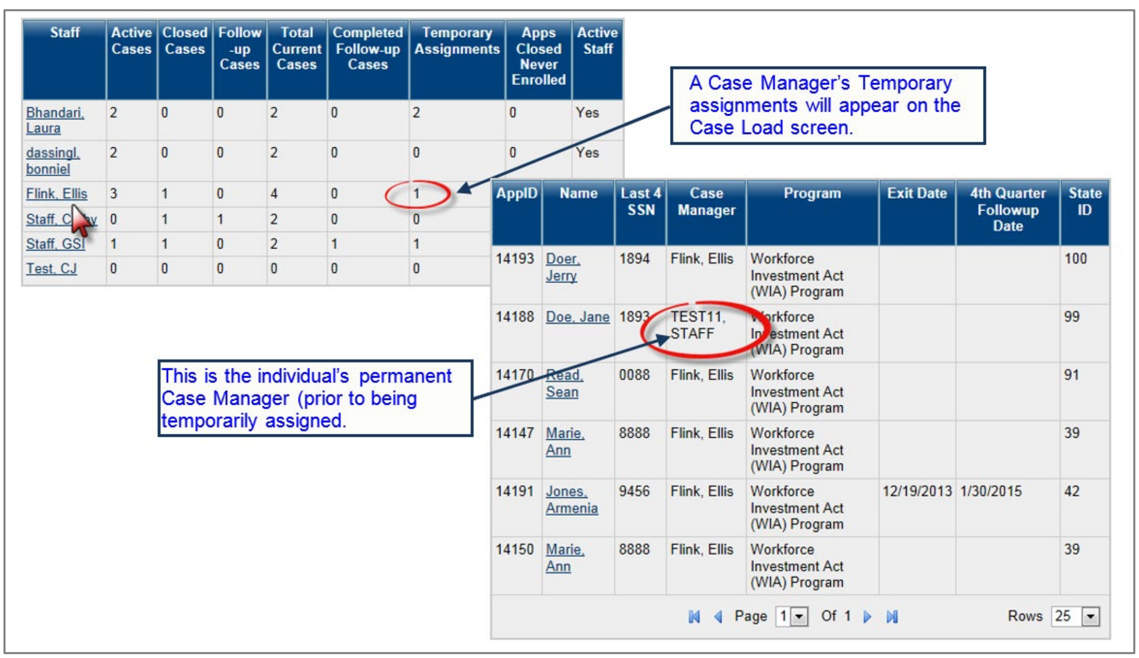
Staff	Active Cases	Closed Cases	Follow-up Cases	Total Current Cases	Completed Follow-up Cases	Temporary Assignments	Apps Closed Never Enrolled	Active Staff
Bhandari, Laura	2	0	0	2	0	2	0	Yes
dassingl, bonniel	2	0	0	2	0	0	0	Yes
Flink, Ellis	3	1	0	4	0	1	0	Yes
Staff, Cathy	0	1	1	2	0	0	0	Yes
Staff, GSI	1	1	0	2	1	1	0	Yes
Test, CJ	0	0	0	0	0	0	1	No

Case Load – Staff Selection Screen

The Case Load screen displays the following data:

- **Active Cases** – This is the number of active cases, i.e., the number not **exited** (by hard or soft exit).
- **Closed Cases** – This is the number of cases where the staff closed cases.

- **Exit Cases** – This is the number of cases where the individual has formally exited the program.
- **Follow-up Cases** – This is the number of cases where the follow-up dates have expired.
- **Temporary Assignments** – This is the number of cases temporarily assigned to this case manager.
- **Apps Closed Never Enrolled** – This is the number of individuals under assignment to that case manager who were never enrolled and whose applications were closed.
- **Active Staff** – This column indicates whether the staff member is active or inactive.
- To view a case manager's caseload, click the link in the Staff column. This will open the Case Load screen for that case manager (as shown in the figure below).



Staff	Active Cases	Closed Cases	Follow-up Cases	Total Current Cases	Completed Follow-up Cases	Temporary Assignments	Apps Closed Never Enrolled	Active Staff
Bhandari, Laura	2	0	0	2	0	2	0	Yes
dassingl, bonniel	2	0	0	2	0	0	0	Yes
Flink, Ellis	3	1	0	4	0	1		
Staff, C	0	1	1	2	0	0		
Staff, GSI	1	1	0	2	1	1		
Test, CJ	0	0	0	0	0	0		

AppID	Name	Last 4 SSN	Case Manager	Program	Exit Date	4th Quarter Followup Date	State ID
14193	Doer, Jerry	1894	Flink, Ellis	Workforce Investment Act (WIA) Program			100
14188	Doe, Jane	1893	TEST11, STAFF	Workforce Investment Act (WIA) Program			99
14170	Read, Sean	0088	Flink, Ellis	Workforce Investment Act (WIA) Program			91
14147	Marie, Ann	8888	Flink, Ellis	Workforce Investment Act (WIA) Program			39
14191	Jones, Armenia	9456	Flink, Ellis	Workforce Investment Act (WIA) Program	12/19/2013	1/30/2015	42
14150	Marie, Ann	8888	Flink, Ellis	Workforce Investment Act (WIA) Program			39

Page 1 Of 1 Rows 25

Case Load Screen

The Case Load screen displays the individuals in the selected case manager's caseload, the programs in which they are enrolled, and any exit date for follow-up that applies.

Click the link in the Name column to open the individual's Staff's Profile screen from which staff can access the General Information, Case Management, and Report profiles, etc.

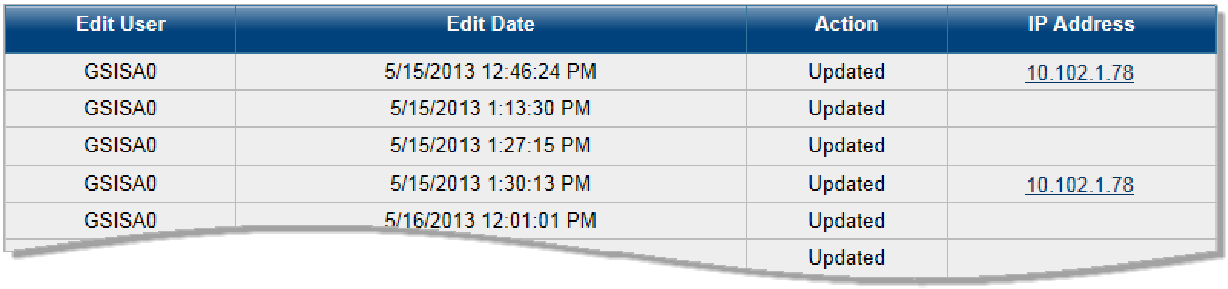
Case Assignment History

The **Case Assignment History** menu option lets a staff member, with the necessary privileges, view all changes or reassignments that he or she made to individuals' initial case assignments. The **Case Assignment History** link opens a case assignment history table. Each time a case is assigned to a different case manager, or reassigned, the system writes a record to the case assignment history table.

When the staff member views this history, all assignment changes in the history table, made by that staff member, can be displayed.

To open the Case Assignment History screen, on the Navigation Menu, click **Manage Case Assignment >Individual Case Assignment > Case Assignment History**.

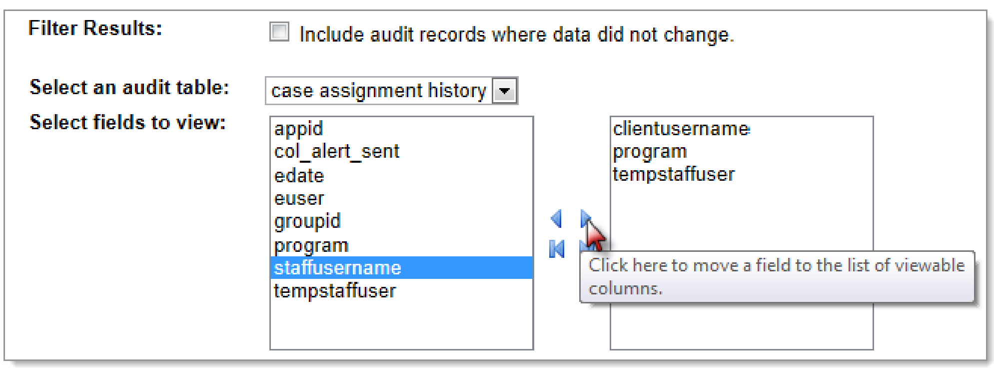
The screen initially displays a table with four columns of information – the staff member's Username, the date the record was edited, the action taken, and the IP Address from which the action was taken.



Edit User	Edit Date	Action	IP Address
GSISA0	5/15/2013 12:46:24 PM	Updated	10.102.1.78
GSISA0	5/15/2013 1:13:30 PM	Updated	
GSISA0	5/15/2013 1:27:15 PM	Updated	
GSISA0	5/15/2013 1:30:13 PM	Updated	10.102.1.78
GSISA0	5/16/2013 12:01:01 PM	Updated	
		Updated	

Case Assignment History Screen – Initial View (Partial)

Staff can select additional columns to view. To add a column of information to the table, click on an item in the Select fields *to* view field and click the right arrow to select it. The item will move into the box on the right. Continue selecting items to view, as needed. To select multiple items, hold the Control key down while selecting.



Case Assignment History – Column Selection

The table will refresh, showing the additional columns of information (as shown below). File changes are displayed in bold.

Edit User	Edit Date	Action	IP Address	clientusername	program	staffusername	tempstaffuser
GSISA0	5/15/2013 12:46:24 PM	Updated		2587	3	2733	
GSISA0	5/15/2013 1:13:30 PM	Updated		**2555**	**2**	2733	
GSISA0	5/15/2013 1:27:15 PM	Updated		2555	3	**2582**	
GSISA0	5/15/2013 1:30:13 PM	Updated		2555	3	**2586**	
GSISA0	[illegible]			2555	3	**2582**	
					3	2733	

Case Assignment History (Partial)

View Case Assignment Groups

Supervisors use the **Staff Group Assignment** option to assign staff members to specific case management groups (WIOA, TAA, Wagner-Peyser, etc.) for access to certain case files. This is the second step in managing case assignments.

Note: Only staff with administrator privileges may utilize this function.

To open the Staff Group Assignment screen, click **Manage Case Assignment > Individual Case Assignment > Staff Group Assignment** on the Navigation Menu.

The following figure displays the Staff Group Assignment screen.

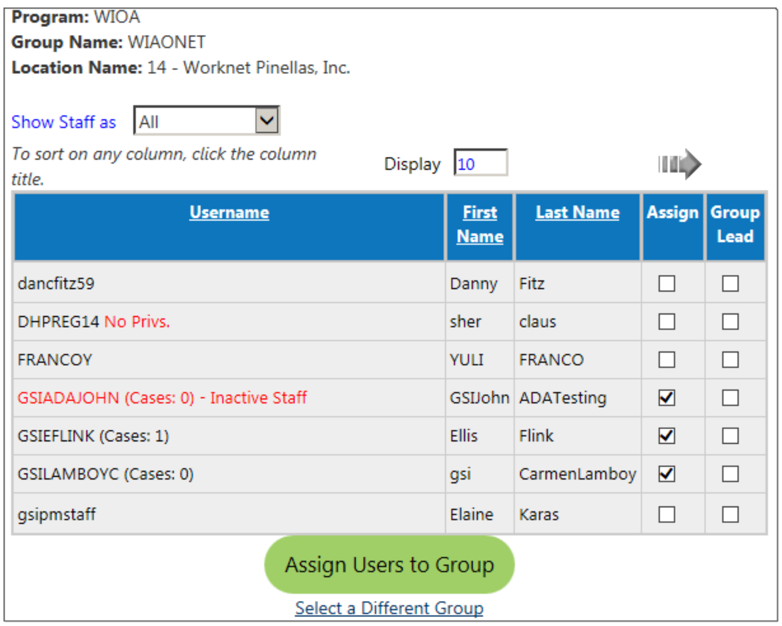
Group ID	Group Name	Location Type	Function Type
46	WorkNet Pinellas	LWIA: 14	WIOA
47	85642	LWIA: 14	WIOA
48	Yote TAA Region 14 WorkNet Pinellas	LWIA: 14	TAA
58	VetReps	LWIA: 14	WP
62	WIAONET	LWIA: 14	WIOA
72	355417 test WP Worknet Pinellas	LWIA: 14	WP
73	NFJP	LWIA: 14	NFJP

Staff Group Assignment Screen

On the Staff Group Assignment screen, click the Group Name link to access a screen displaying a list of eligible staff members who can be assigned to this group.

Note: Only active staff members who have privileges to work within a specific program (WIOA, TAA, Wagner-Peyser, etc.) for the selected group, and who belong to the group's geographic location, will display in the list.

The following figure displays a sample Group Assignment List screen.



Staff Group Assignment List Screen

- To filter the list of staff, select an option (Active, Inactive or All) from the Show Staff *as* drop-down list.
- To assign a staff member to the group, click the desired checkbox in the Assign column. Staff must assign one person as the group lead by selecting one checkbox in the Group Lead column. If staff select more than one group

lead, the system will display a warning message and will not save the assignments until only one group lead is selected.

- If the staff members that should be assigned are not on the list, click the **Select a Different Group** link to return to the Staff Group Assignment screen.
- After selecting all the users to assign to the group, click the **Assign Users to Group** button. The Staff Group Assignment screen will redisplay.

Document Management

Training Objectives

After completing this lesson, you will be able to:

- Scan, upload, and access documents needed for case management.
- Manage documents within specific workflows and through the document management tab.
- Search for documents previously uploaded or entered into the system.

The Document Management module enables individuals, employers, and staff to scan, upload, store, and link electronic copies of supporting documents needed for case management of various federal and local programs maintained withing the WIT system. For the purposes of cross program case management training, we will address how staff use the Document Management module.

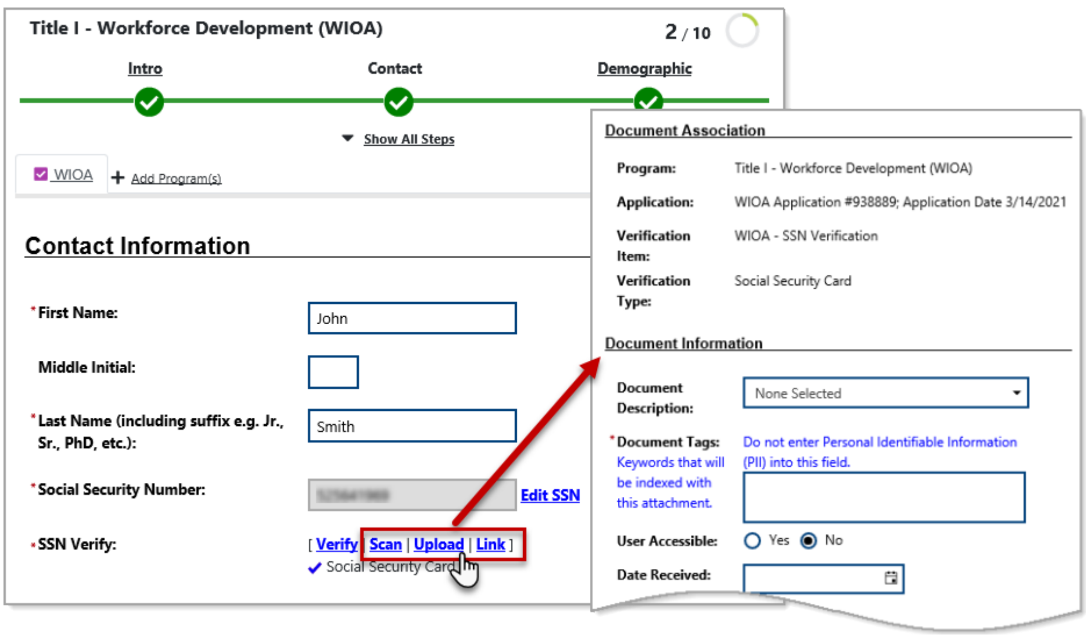
You can use documents for various purposes, such as verification of provided data (e.g., birth certificate, Social Security card), documentation added to case notes (e.g., a letter of employment effecting RESEA Orientation), or copies of progress reports for ongoing training activities.

Document management functions for staff include the following:

- **In-Context Verification Documents** – As you complete program applications, many fields require verification based on supporting documents. You can use links to upload or scan the documents, **in-context**, at the point where they identify the verification. See the topic **Adding Documents In-Context for Verification** for details.
- **Documents Tab (Staff)** – Staff's view of the Documents tab lets you access multiple options to manage all documents associated with the individual. You can view documents, add annotations, edit program associations, adjust metadata, control the view of, or delete documents, and upload or scan new ones. See the topic **Managing Documents on the Documents (Staff) Tab** for details.
- **Verification Summary Panel** – From this panel, you can see which fields required verification in a program application and have attached documents, see a summary of all attached documents, or filter for just the missing documents for a specific program. See the topic **Using the Verification Summary Panel** for details.
- **Search Documents** – You can search for documents in the system, regardless of the associated individual, based on metadata or program associations, such as the program type, verification type and item, or a case note. The minimum search criterion is the LWDB. See the topic **Searching for Documents** for details.

Adding Documents In-Context for Verification

At many points in system workflows, you can attach documents to a user's account using **in-context** hyperlinks to upload, scan, or link them, such as when completing program applications or other activities that require verification. These links display to the right of the **Verify** link (see figure below). After you identify the type of record used to verify the data, such as a Social Security card, birth certificate, or driver's license, you can use these links to attach the document by uploading it, scanning it, or linking to it.



In-Context Links to Add a Document for Verification on WIOA Application

The first two sections of the windows that display for the Scan, Upload, and Link options are identical. Procedures follow for each option to attach a document to a verification.

Note: The State has requested to turn off SSN verification and not make it a requirement.

Uploading a Document for Verification

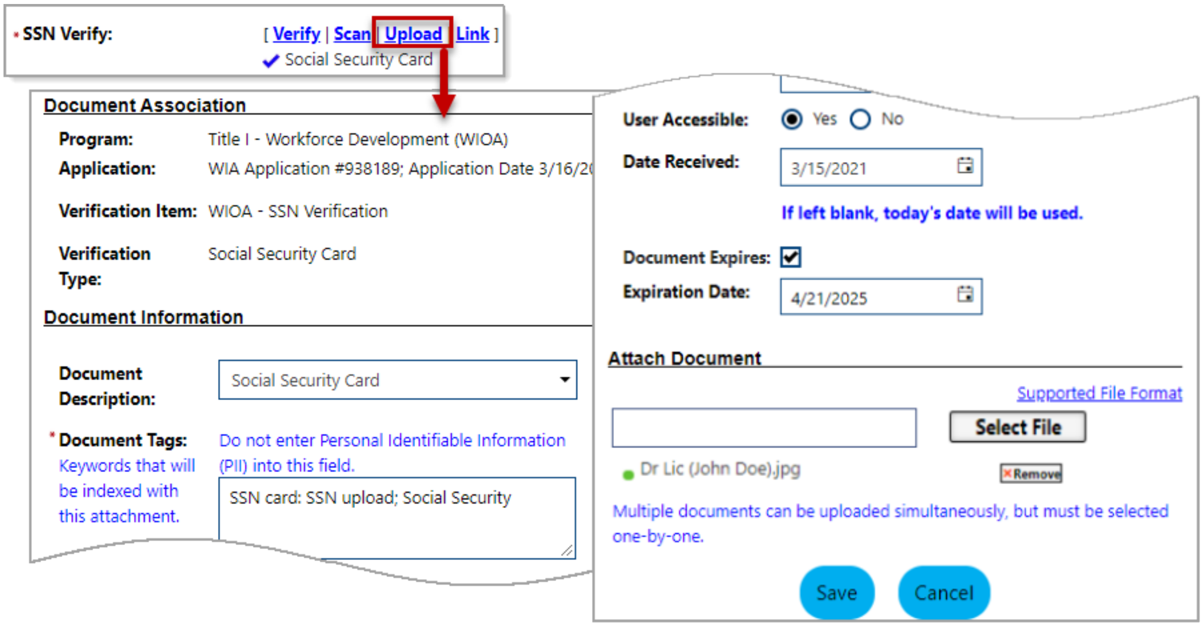
If an individual provides you with electronic copies of their documents, you can upload these documents **in-context** to associate them with the appropriate verifications in a program application.

To upload a document for verification:

1. Find and assist the desired individual, then navigate to their Programs tab.
2. Click the **Edit Application Wizard (pencil)** icon in the desired Programs panel to open the application and navigate to the page with the required verification.
3. Click the desired **Verify** link and select from the displayed list of verification documents. Click again to close the list.

Note: If a Verify document is already selected, ensure it is correct. Documents automatically uploaded, such as from converted pre-applications, can default to the first choice in the list.

4. Click the **Upload** link. The Upload Documents page displays (see sample figure below).



Upload Documents Page

5. In the Document Association section, review fields to ensure you chose the correct verification.

6. In the Document Information section:

    i. Select a **Document Description**. This should match the Verification Type, but the list supplies additional choices if needed.

    ii. Enter **Document Tags**, using any keywords that may help you find this document later. You can enter multiple tags with a semicolon separating each entry.

    iii. If you want the user to see the document on their Documents tab, select *Yes* for **User Accessible**.

    iv. If the document was received earlier, enter a **Date Received.**

v. If the document expires, such as a Driver's License, check **Document Expires** and enter an **Expiration Date**.

7. In the Attach Document section:

   i. Click the Select File button to open a File Explorer window.

   ii. Navigate to the desired file location and select the file for upload. The filename displays below the Select File box, along with a x Remove button (see figure above).

8. Click the **Save** button. The uploaded file's name displays as a link below the **Verify** link and type on the application page (see figure below).

Edit Link for Uploaded Document on Application Page

- To edit the document, click the **[File Name]** link to open the Edit Document page. See the topic **Editing a Document Image and Creating Annotations** for more details.
- To delete the file, click the **[remove]** link, for example, if you need to attach a different document.

Scanning a Document for Verification

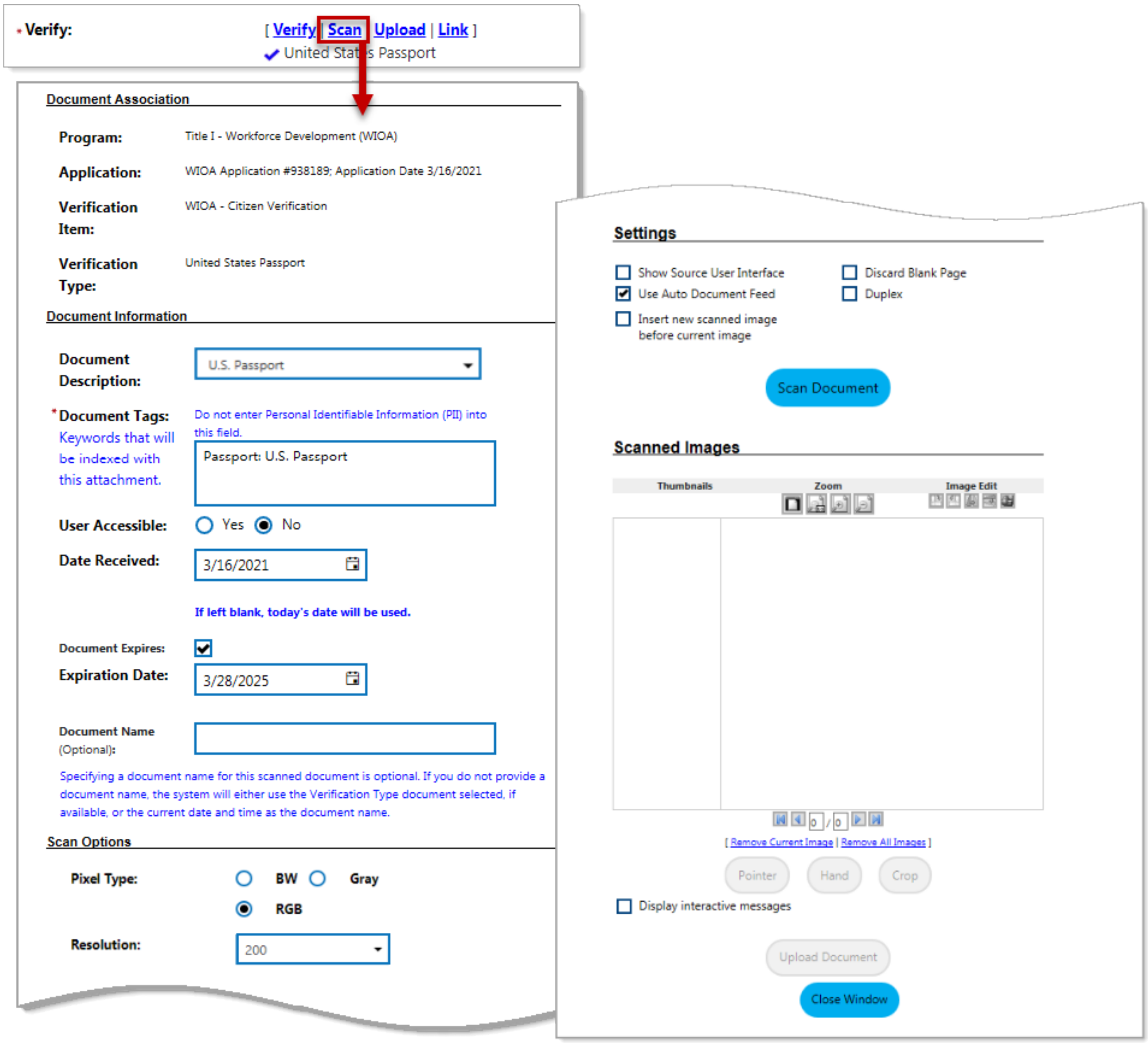
If an individual provides hardcopies of supporting documents staff members with privileges to use a scanner can scan documents to associate them **in-context** with the appropriate verifications in a program application.

To scan a document for a verification:

1. Find and assist the desired individual, then navigate to their Programs tab.
2. Click the Edit Application Wizard (pencil) icon in the desired Programs panel to open the application and navigate to the page with the required verification.
3. Click the **Verify** link and select from a list of verification documents. Click again to close the list.

Note: If a Verify document is already selected, ensure it is correct. Documents automatically uploaded, such as from converted pre-applications, can default to the first choice in the list.

4. Click the **Scan** link. The Scan Documents page displays (see figure below).



Scan Documents Page before Starting the Scan

5. In the Document Association section, review fields to ensure you chose the correct verification.

6. In the Document Information section:

   i. Select a **Document Description**. This should match the Verification Type, but the list supplies additional choices.

ii. Enter **Document Tags**, using any keywords that may help you find this document later. You can enter multiple tags with a semicolon separating each entry.

iii. If you want the user to see the document on their Documents tab, select *Yes* for **User Accessible**.

iv. If the document was received earlier than today's date, enter a **Date Received**.

v. If the document expires, such as a Driver's License or U.S. Passport, check **Document Expires** and enter an **Expiration Date**.

vi. Enter a **Document Name** for the document you will scan. If you leave this blank, your selected Verification Type is used for the name (e.g., United States Passport in the figure above).

Note: The Scan Options, Settings, and Scanned Images sections are the same as when you click a Scan Document button on the Manage Documents tab. See the topic **Scanning a Document** for more details on the fields/options in the following steps.

7. In the Scan Options section:

i. Use the drop-down list to **Select Source**, if more than one scanner is available.

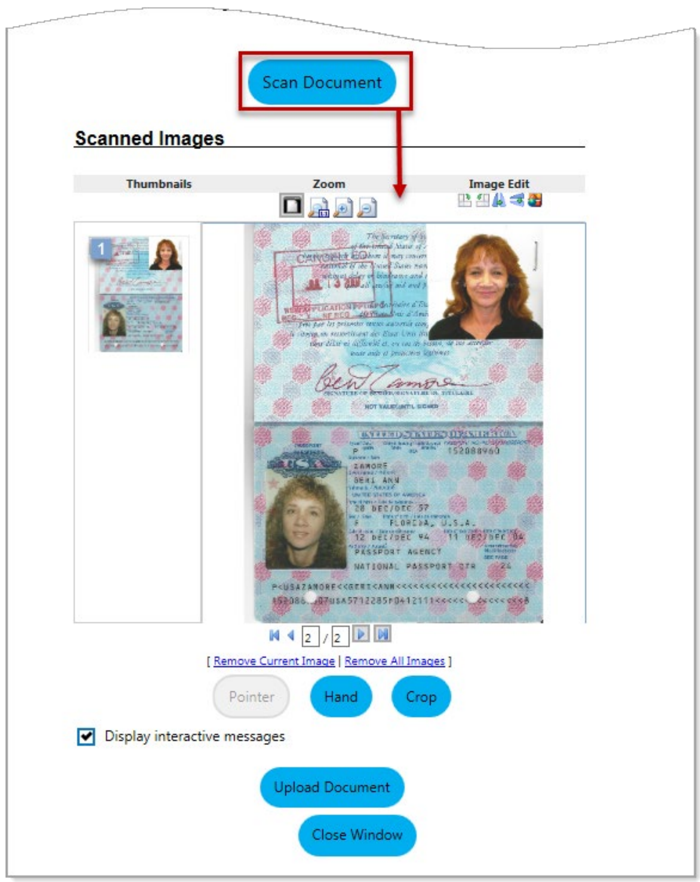
ii. Select the **Pixel Type**.

iii. Select the **Resolution** level.

iv. Select any **Settings** checkboxes if they apply when scanning for a specific verification.

v. Ensure that the document is on the scanner. Then click the **Scan Document** button.

vi. The image and a thumbnail display in the Scanned Images section (see figure below).



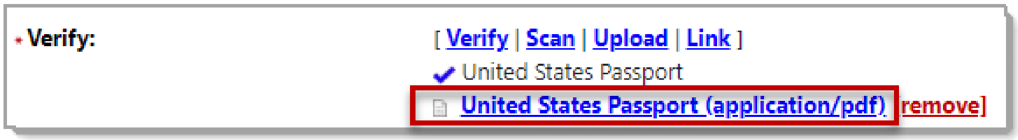
Scan Documents Page with Scanned Image

8. In the Scanned Images section:

i. To adjust the displayed image, use the mouse to define an area on the image and click the **Hand** or **Crop** button.

ii. Click the **Upload Document** button to add the scanned image to the verification.

9. Click **Save** to upload and save the document. The **Verify** link and selection display on the application page with the name of the uploaded file displaying as a link below them (see figure below).



Edit Link for a Scanned Document on Application Page

- To edit the document, click the **[File Name]** link to open the Edit Document page. See the topic **Editing a Document Image and Creating Annotations** for more details.
- To delete the file, click the **[remove]** link, for example, if you need to attach a different document.

Linking a Document for Verification

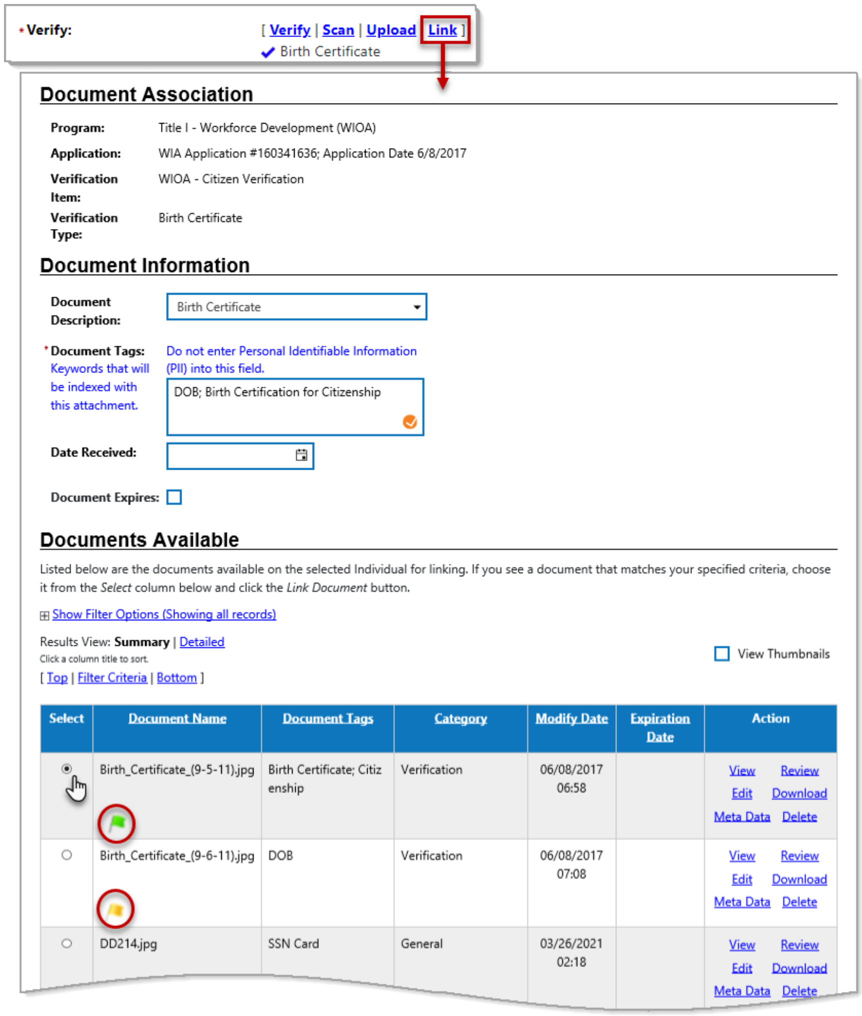
Linking a previously uploaded or scanned document is a convenient option when done **in-context** at key points in the verification of an individual's information, such as in program applications. The Document Association selections are pre-populated when **in-context,** and flags may be displayed to indicate likely matching documents that meet the verification requirements. See the topic **Linking a Document** for details on the fields and controls that display from the Documents (Staff) tab, rather than **in-context** from an application.

To link a document for verification:

1. Find and assist the desired individual, then navigate to their Programs tab.
2. Click the **Edit Application Wizard (pencil)** icon in the desired Programs panel to open the application and navigate to the page with the required verification.
3. Click the desired **Verify** link and select a verification document. Click again to close the list.
4. Click the **Link** hyperlink for the verification item. The Link Document page displays.
5. In the Document Association section, review fields to ensure you chose the correct verification.
6. In the Document Information section:
    i. Select a **Document Description**. This should match the Verification Type, but the list supplies additional choices.
    ii. Enter **Document Tags**, using any keywords that may help you find this document later. You can enter multiple tags with a semicolon separating each entry.

Note: It may be useful to include keywords that identify the verification item, such as **Date of Birth** or **Proof of Citizenship**.

    iii. Do not select a Date Received or identify a Document Expires date. These dates are determined by the dates of the document you select to link for this verification.



Top of Link Document Page from In-Context Link of a Program Application

7. In the Documents Available section:

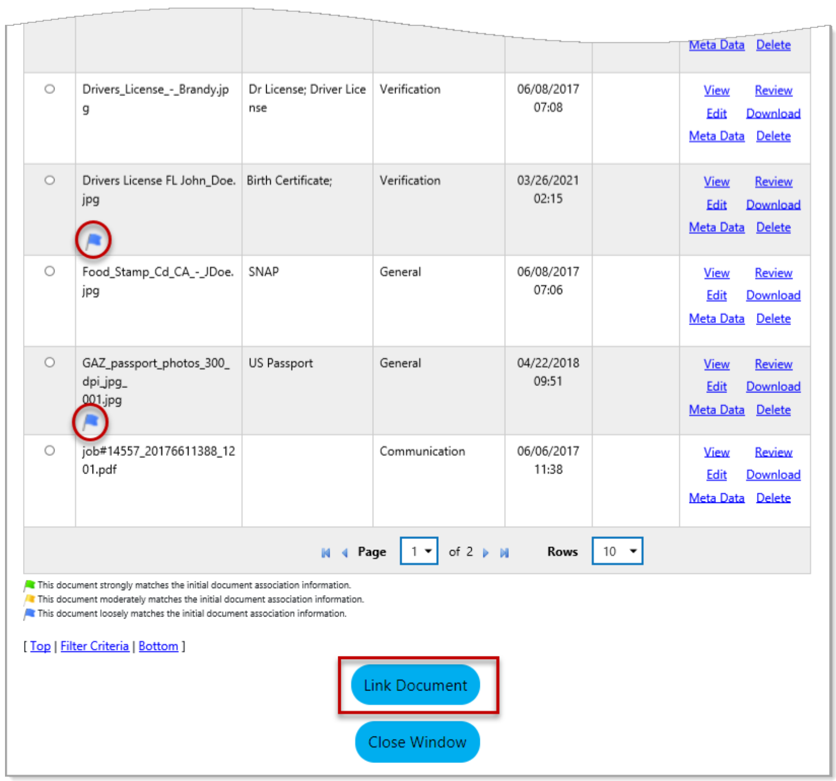
    i. Review the documents list to identify the document you want to link to the verification; consider data in the Document Name, Document Tags, and Category fields.

    ii. Review the list for any **matching** flags to identify likely documents for verification (see figures above and below). If flags display, the flags indicate matches to Document Association fields.

1) **Green** equals a strong match – matching all Document Association fields, including both Verification Item and Verification Type fields.

2) **Yellow** equals a moderate match – matching on only Verification Item field.

3) **Blue** equals a loose match – matching on only the Verification Type field.



Bottom of Link Document Page from In-Context Link of a Program Application

iii. If desired, click **View** to see the document image, or click **Meta Data** to see the Document Associations and Document Information fields of a document you want to link.

Note: See the topic **Managing Documents on the Documents (Staff) Tab** for more details on the links in the Action column that can be used from the Link Document page. From this page, Action column links should only be used for viewing documents that you may choose to link.

iv. Click a radio button in the Select column for the document you want to link to the verification.

8. Click the **Link Document** button. The **Verify** link and the type of verification display on the application page with the name of the linked file displaying below them (see figure below).

Edit Link for a Linked Document on Application Page

- To edit the document, click the **[File Name]** link to open the Edit Document page. See the topic **Editing a Document Image and Creating Annotations** for more details.
- To delete the file, click the **[remove]** link, for example, if you need to attach a different document.

See the topic **Linking a Document** for more details on the fields and controls that display for linking a document from the Documents (Staff) tab, rather than **in-context** from an application.

Managing Documents on the Documents (Staff) Tab

From the Documents (Staff) tab, you can upload or scan a verification or support document for an individual you are assisting, attaching it to their entire case, or attaching it later to a specific record for them, such as an application or program enrollment. Any document images that are added, scanned, or otherwise uploaded for an individual, whether by staff, by system processes, or by individuals will display on the Documents (Staff) tab (see figure below).

Documents (Staff) Tab – Summary View

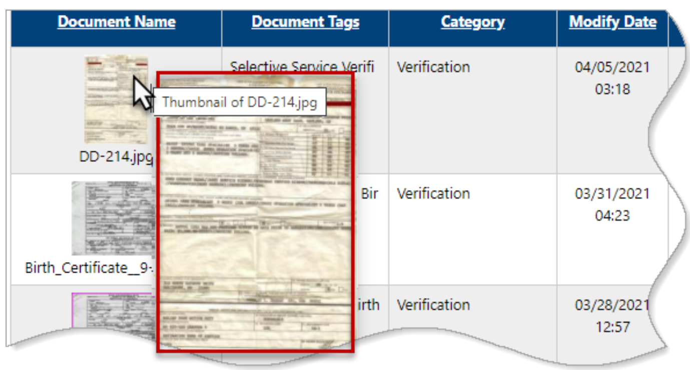
To access the Documents (Staff) tab:

1. Find and assist the desired individual, then navigate to the **Staff Profiles folder**.
2. Navigate to the General Profile and click on the **Documents (Staff)** tab.
   i. **The Documents (Staff) tab** displays. You can you access multiple options to manage the listed documents, such as viewing documents, adding annotations, editing program associations, adjusting

metadata, deleting documents, and uploading or scanning new ones.

ii. From the **Documents (Staff) tab**, you can perform the following actions:

- **View thumbnail images** – Click the **View Thumbnails** checkbox at the top right of the tab to display thumbnails in the Document Name column (see figure above). If you mouse over a thumbnail, a larger view displays over the thumbnail (see figure below).



Viewing Thumbnails on Documents (Staff) Tab

- **View a document image** – Click the **<u>View</u>** link in the Action column. A pop-up window displays the attached document. Both staff and individuals can view file types supported for the image tools (like TIFF, PDF, JPG, JPEG, JIFF, GIF, or BMP files). Individuals must use their password to view files from their Documents tab. For non-image file types (such as sound files, WAV or .MP3, or word processing or spreadsheet files, .DOCX, or .XLS), you will see a download prompt from your browser, and can then open the file using an application associated with the file type.

- **Edit a document image** – Click the **Edit** link in the Action column. The Edit Document page displays, with controls for creating annotations and changes to the image. See the topic **Editing a Document Image and Creating Annotations** for more details.
- **Edit a document's metadata** – Click the **Meta Data** link in the Action column. The Edit Meta data page displays. You can edit Document Information fields, including the document description, name, keyword tags for searches, user accessibility, and the date the document was received, or a date it expires. You can also change Document Association fields; however, this is not advised if all fields are already selected since it will break an **in-context** association of the document to the verification in a program application.
- **Review a document** – Click the **Review** link in the Action column. The Review Document page displays all information shown in the Edit Document page, but in view-only mode. Accessing the History Information and Download options depend on your staff permissions.
- **Download a document** – Click the **Download** link in the Action column to open a separate window for saving a copy of the document to your local drive.
- **Delete a document** – Click the **Delete** link in the Action column. A pop-up window requires you to confirm the deletion. Click OK to remove the document from the Documents (Staff) tab. This also removes it from any

program verification that it is tied to by its document association fields.

- **Upload a document** – Click the **Add a Document** button at the bottom of the page. An Upload Document page displays, from which you can select a document description, add document tags, identify document associations, such as program, application, and verification data, and then locate and upload the document from a local or network location. See the topic **Adding a Document** for details.
- **Scan a document** – Click the **Scan a Document** button at the bottom of the page. A Scan Document page displays, from which you can identify scan options and settings, identify document associations, if desired, select a document description, add document tags, and scan the document. You can then view the scanned image and save it to the Documents (Staff) tab. See the topic **Scanning a Document** for details.
- **Link a document to a verification** – Click the **Link a Document** button at the bottom of the page. A Link Document page displays, from which you can select document associations fields to link to a document. You can then add document tags and select the document to be linked to the chosen document associations. If you link a document to all associations, including Verification Item and Verification Type, this will link the document to the related verifications on a program application. See the topic **Linking a Document** for details.

Adding a Document

Adding a document to the Documents (Staff) tab is like uploading a document **in-context** as part of a program application except that fields in the Document Association area are neither prefilled nor required. You can add a document to this tab without any program associations and still use it later for program verifications.

To add a document to the Documents (Staff) tab:

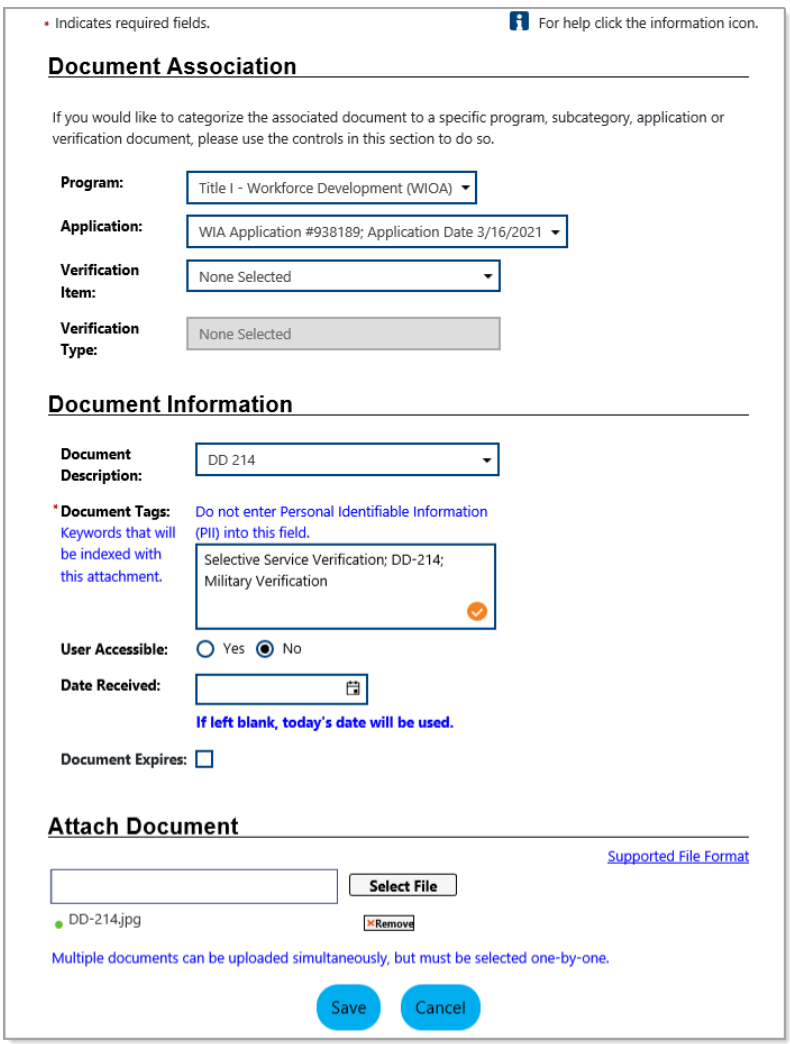
1. Find and assist the desired individual, then navigate to the Staff Profiles folder.
2. Navigate to the General Profile and click on the **Documents (Staff)** tab.
3. Click the **Add a Document** button at the bottom of the page to access the Upload Document page.
4. In the Document Association section, make desired selections from drop-down lists to associate the document with a specific Program, Application, Verification Item, and/or Verification Type. Each selection affects available options on the subsequent drop-down lists. If you do not select a Verification Item, the document will receive a **General** category. If you select a Verification Item, then Document Tags will not be editable after you save the document.
5. In the Document Information section:
    i. Select a **Document Description**. This should match the Verification Type. The list supplies additional choices, if needed.

ii. Enter **Document Tags**, using any keywords that may help you find this document later.

iii. If you want the user to see the document on their Documents tab, select *Yes* for **User Accessible**.

iv. If the document was received earlier, enter a **Date Received.**

v. If the document expires, such as a Driver's License, check **Document Expires** and enter an **Expiration Date**.



Add Document Page

6. In the Attach Document section:

i. Click the **Select File** button to open a File Explorer window.

ii. Navigate to the desired file location and select the file for upload. The filename displays below the Select File box, along with a **Remove** button (see figure above).

7. Click the **Save** button. The added file displays at the top of the Documents (Staff) tab.

Scanning a Document

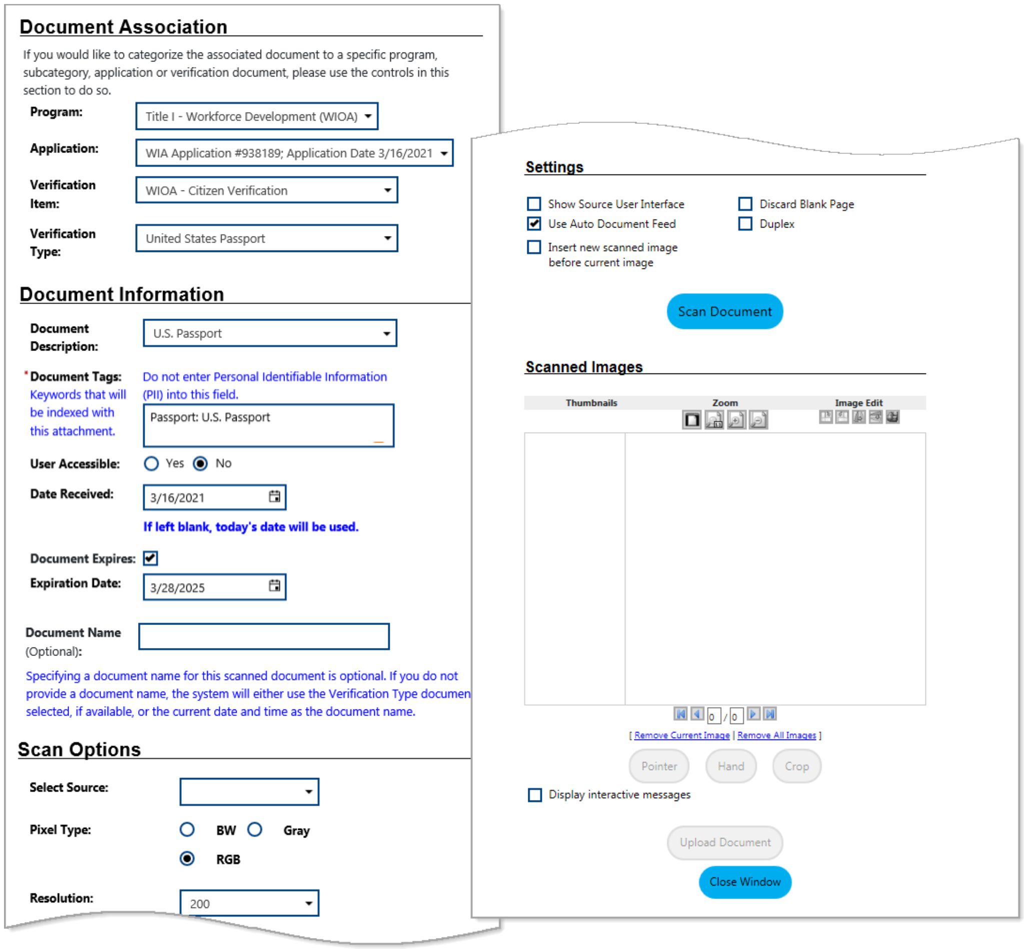
The Document Imaging module lets staff with the necessary privileges use attached scanners to scan documents for individuals they are assisting, and then manage the documents from their Documents (Staff) tab. This lets you later associate the documents with the appropriate verifications in a program application.

To scan and upload a document to the Documents (Staff) tab:

1. Find and assist the desired individual, then navigate to the Staff Profiles folder.

2. Navigate to the General Profile and click on the **Documents (Staff)** tab.

3. Click the **Scan a Document** button at the bottom of the page. The Scan Document page displays (see figure below).



Scan Document Page

4. In the Document Association section, make desired selections from drop-down lists to associate the document with a specific Program, Application, Verification Item, and/or Verification Type. Each selection affects available options on the subsequent drop-down lists. If you do not select a Verification Item, the document will receive a **General** category. If you select a Verification Item, then Document Tags will not be editable after you save the document.

5. In the Document Information section:

i. Select a **Document Description**. This should match the Verification Type. The list supplies additional choices, if needed.

ii. Enter **Document Tags**, using any keywords that may be help you find this document later.

iii. If you want the user to see the document on their Documents tab, select *Yes* for **User Accessible**.

iv. If the document was received earlier, enter a **Date Received.**

v. If the document expires, such as a Driver's License or U.S. Passport, check **Document Expires** and enter an **Expiration Date**.

6. Enter a **Document Name** for the document you will scan. If you leave this blank, your selected Verification Type is used for the name (e.g., **United_States_Passport** in the figure above). If you do not select a Verification Type, a system date/time stamp will be used for the name.

7. In the Scan Options section:

   i. Use the drop-down list to **Select Source** if you have more than one scanner available.

   ii. Select the **Pixel Type**.

Note: RGB may be desirable for color images that will not scan well in black and white. However, resolution settings and pixel types for RGB color, black and white (BW), or gray scale selections affect the file size. You will receive an error message if the image size is larger than a system maximum, but you can change scan options to limit the file size.

iii. Select the **Resolution** level.

iv. Select any **Settings** checkboxes if they apply when scanning for a specific verification.

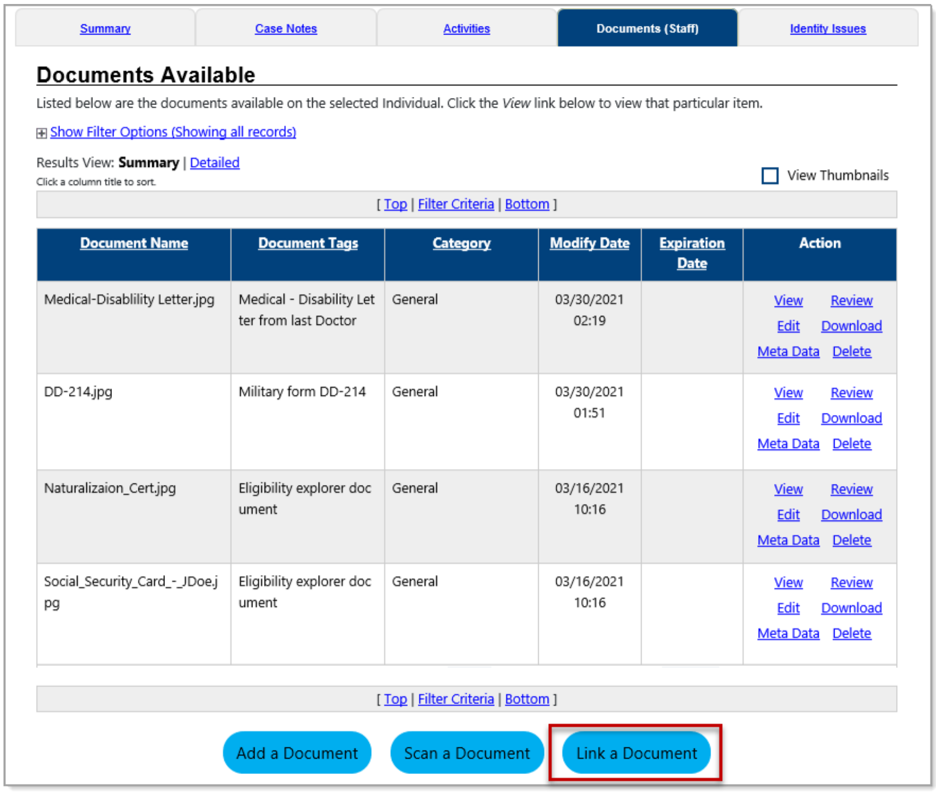
v. Ensure that the document is on the scanner, then click the **Scan Document** button. The image and a thumbnail will display in the Scanned Images section (see figure below).

Scan Documents Page with Scanned Image

8. To adjust the displayed image, use the mouse to define an area on the image and click the **Hand** or **Crop** button.
9. Click the **Upload Document** button to add the scanned image. The added file displays at the top of the Documents (Staff) tab.

Linking a Document

Any previously uploaded or scanned documents on the Documents (Staff) tab can be linked to program application verifications for an assisted individual from the Documents (Staff) tab. The basic Document Association selections can help the matching done during **in-context** linking for verifications. For example, an individual can upload some documents through Eligibility Explorer and upload others from their Documents tab. You can identify the previously uploaded documents on the Documents (Staff) tab and link them to the same program application as those linked through Eligibility Explorer (see figure below).

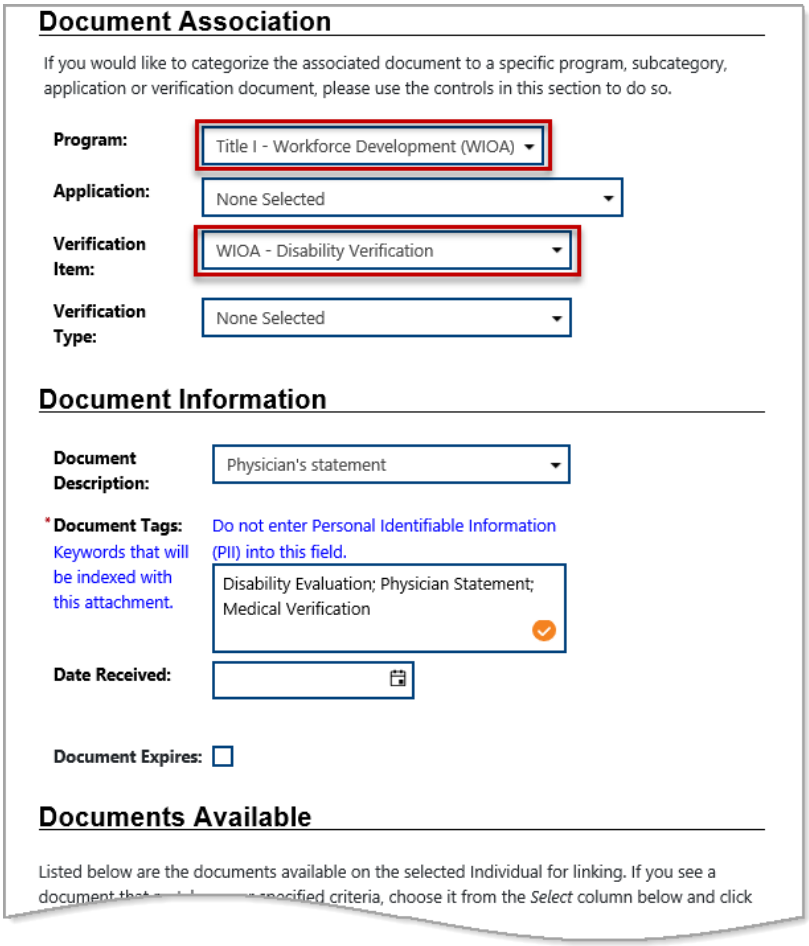


Documents (Staff) Tab with Unassociated Documents

To link a document from the Documents (Staff) tab:

1. Find and assist the desired individual, then navigate to the Staff Profiles folder.
2. Navigate to the **General Profile** and click on the **Documents (Staff)** tab.
3. Click the **Link a Document** button at the bottom of the page. The Link Document page displays (see figure below).
4. In the **Document Association section**, make desired selections from drop-down lists to associate the document with a specific **Program**, **Application**, **Verification Item**, and/or **Verification Type**. Each selection affects available options on

the subsequent drop-down lists. When linking a document from the Documents (Staff) tab, you will normally select two association values, such as Program and Verification Item (see figure below).



Link Document Page from Staff Tab, Document Association and Information Sections

5. In the Document Information section:

    i. Select a **Document Description**. This should match the Verification Type, but the list supplies additional choices.

ii. Enter **Document Tags**, using any keywords that may be useful to find the document later, even when you are not assisting the individual.

Note: It may be useful to include keywords that identify the verification item.

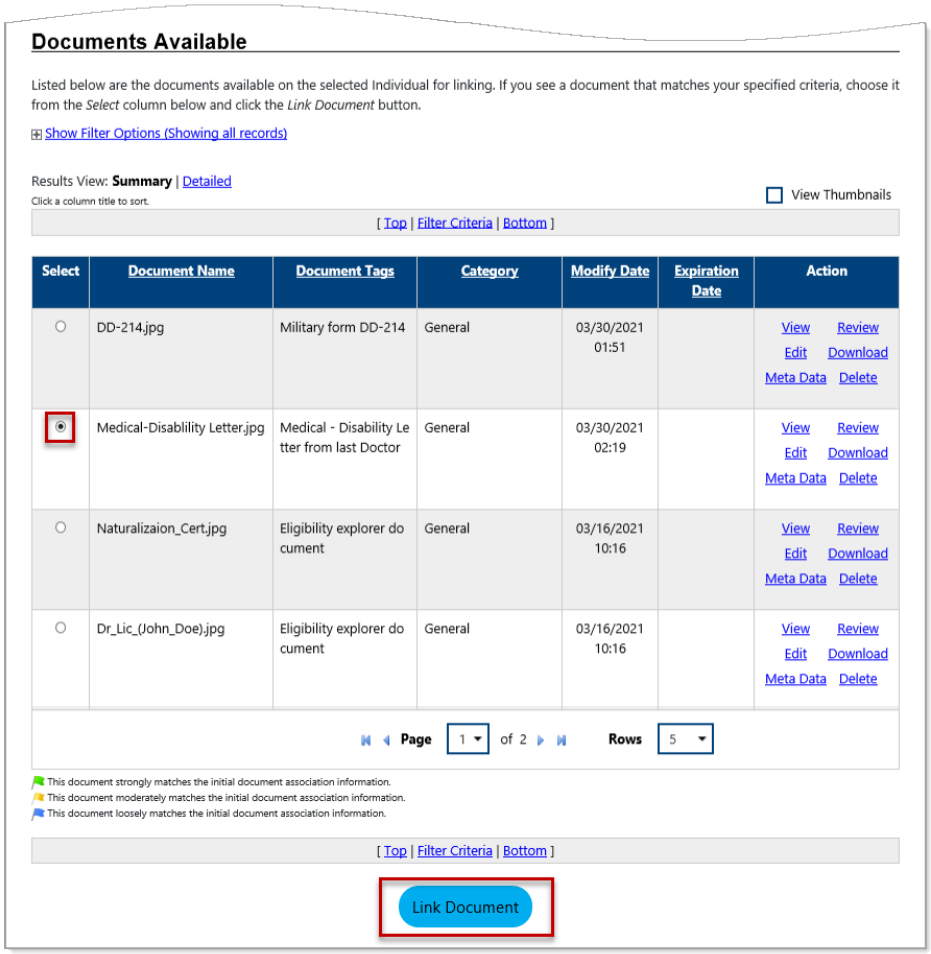
iii. Do not select a Date Received or identify a Document Expires date. These dates are already determined by the dates of the document you select to link for this verification.

6. In the Documents Available section:

7. Review the documents list to identify the document you want to link for later verification; consider data in the Document Name, Document Tags, and Category fields.

8. If desired, click **View** to see the document image, or click **Meta Data** to see any existing Document Associations and Document Information fields of a document you want to link.

9. Click a radio button in the Select column for the document you want to link to the verification.



Link Document Page from Staff Tab, Documents Available Section

10. Click the **Link Document** button to link the selected document with the updated associations. The updated file displays at the top of the Documents (Staff) tab.

Note: The link you are making cannot have the same associations and tags as the existing document. If you do not make any changes and try to save a selected link, an error message displays to indicate that you need to change one of the associations.

Editing a Document Image and Creating Annotations

You can use an Edit option to open a document from the Documents (Staff) tab and make annotations to the document image. Using annotation tools above the image, you can add redactions, highlight areas, add a draft stamp, create sticky notes, and draw other lines or shapes. Depending on your permissions, you can save the annotations and change them later, or affix them permanently to the image so that they cannot be removed.

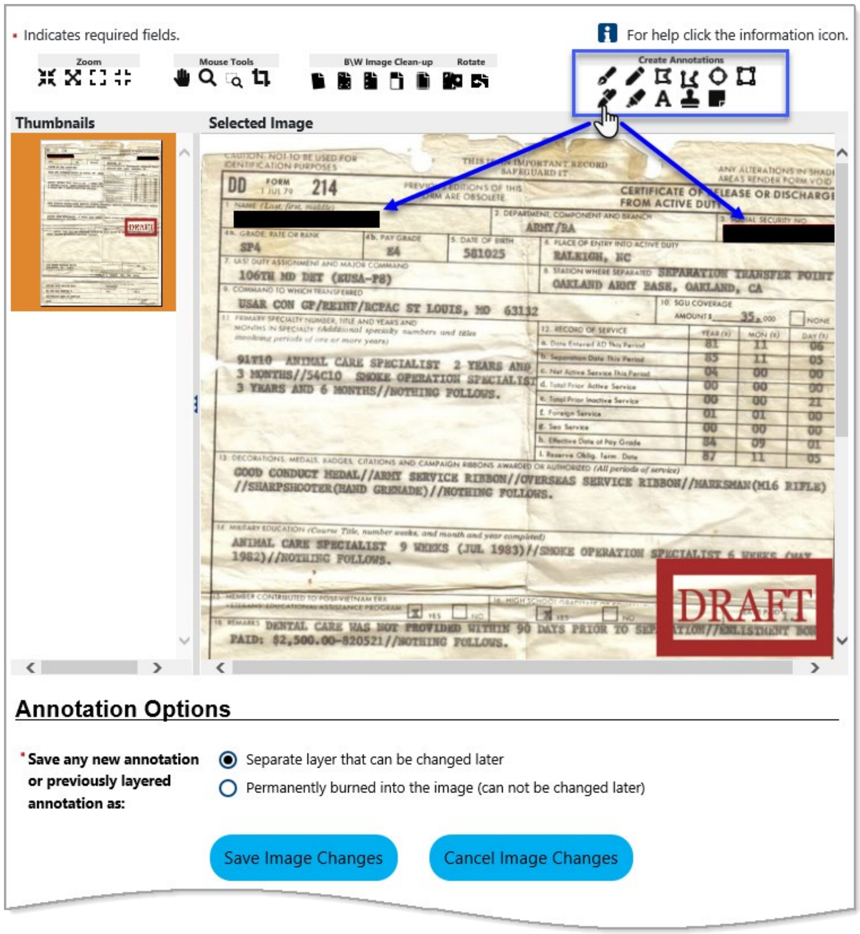
To edit and annotate a document:

1. Find and assist the desired individual, then navigate to the Staff Profiles folder.

2. Navigate to the General Profile and click on the **Documents (Staff)** tab.

3. Click the **Edit** link in the Action column for the desired document.

4. The Edit Document page displays with controls for creating annotations and changes to the image (see figure below).



Edit Document Page with Annotations – Redactions and a Draft Stamp

5. Select tools from the Create Annotations icons at the right above the image (see figure above) to create your desired annotations on the image.
6. Click on the **Redact annotation icon** , then use the mouse to redact the desired text or area of the image. The redaction bar displays (see figure above).
7. Repeat for as many redactions as desired.

Note: You can click on the annotations you make to move them, click on their edges to resize them, and right-click on them to delete them.

8. In the Annotation Options area:

    i. To store your annotations so they can be changed or added to by you or other staff with permissions later, click the **Separate layer that can be changed later** radio button.

    ii. To ensure that your changes cannot be changed by anyone later, click the Permanently burned into the image button. They will be saved as part of the image.

    iii. Before saving your annotation changes, review the Document Association and Document Information sections below Annotation Options for any changes needed in those sections.

    iv. Click the **Save** Image Changes button. The updated file displays at the top of the list on the Documents (Staff) tab.

Note: The Edit Document page includes the Document Association and Document Information sections below Annotation Options. Staff normally edit these separately using a **Meta Data** link to only open those sections. Before you save annotations and image changes, ensure no changes have been made in these sections that you do not want. A save in either section simultaneously saves changes to both image annotations and to document associations and information and closes the document.

Editing a Document's Associations and Metadata

You can use the Meta Data option to make changes related to the Document Association and Document Information sections, including metadata like document tags. You can also specify if the individual user can see the document on their Documents tab.

To edit a document's associations and metadata:

1. Find and assist the desired individual, then navigate to the Staff Profiles folder.

2. Navigate to the General Profile and click on the **Documents (Staff)** tab. Click the Meta Data link in the Action column for the desired document.

3. In the Document Association section, make desired changes from drop-down lists to associate the document with a different Program, Application, Verification Item, and/or Verification Type.

4. Each selection affects available options on the subsequent drop-down lists. If a Verification Item is already selected, then Document Tags will not be editable. If you remove or change the association with a Verification Item, then the document link to the program application will be lost.

5. In the Document Information section:

   i. Select a different **Document Description**, if desired. This should match the Verification Type.

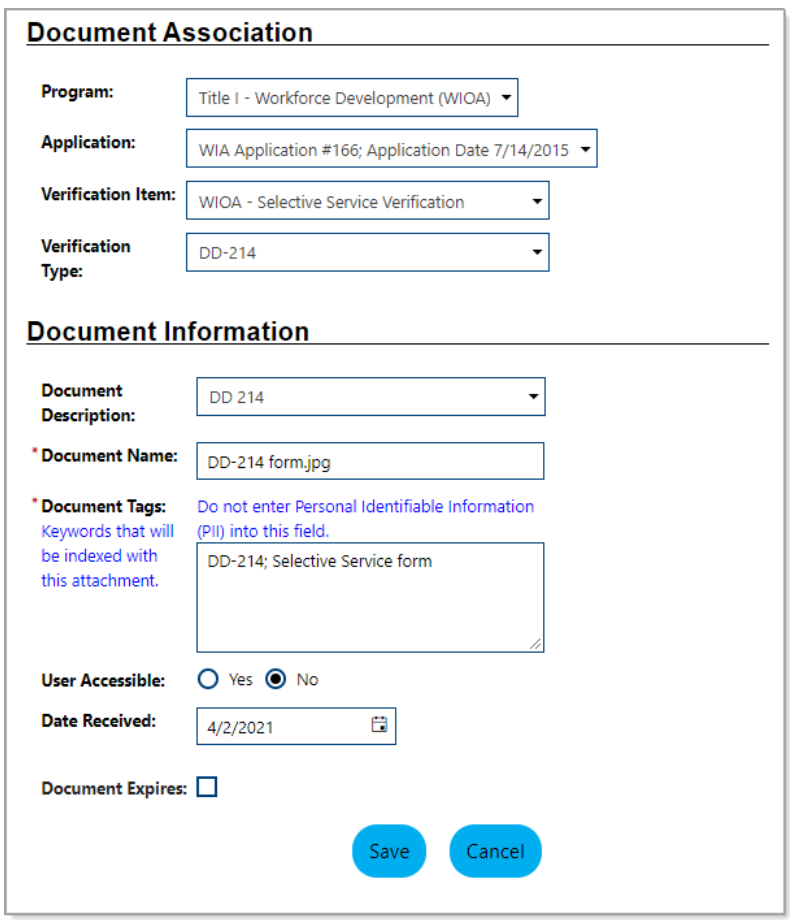
   ii. Enter **Document Tags**, using any keywords that may help you find this document later.

iii. If you want the user to see the document on their Documents tab, select *Yes* for **User Accessible**. Even if the individual uploaded the document, you can still put annotations or notes on it, and hide the document from their view.

6. If desired, enter a new date for **Date Received.**

7. If the date for document expiration needs to be added or changed, check **Document Expires** and enter an **Expiration Date**.

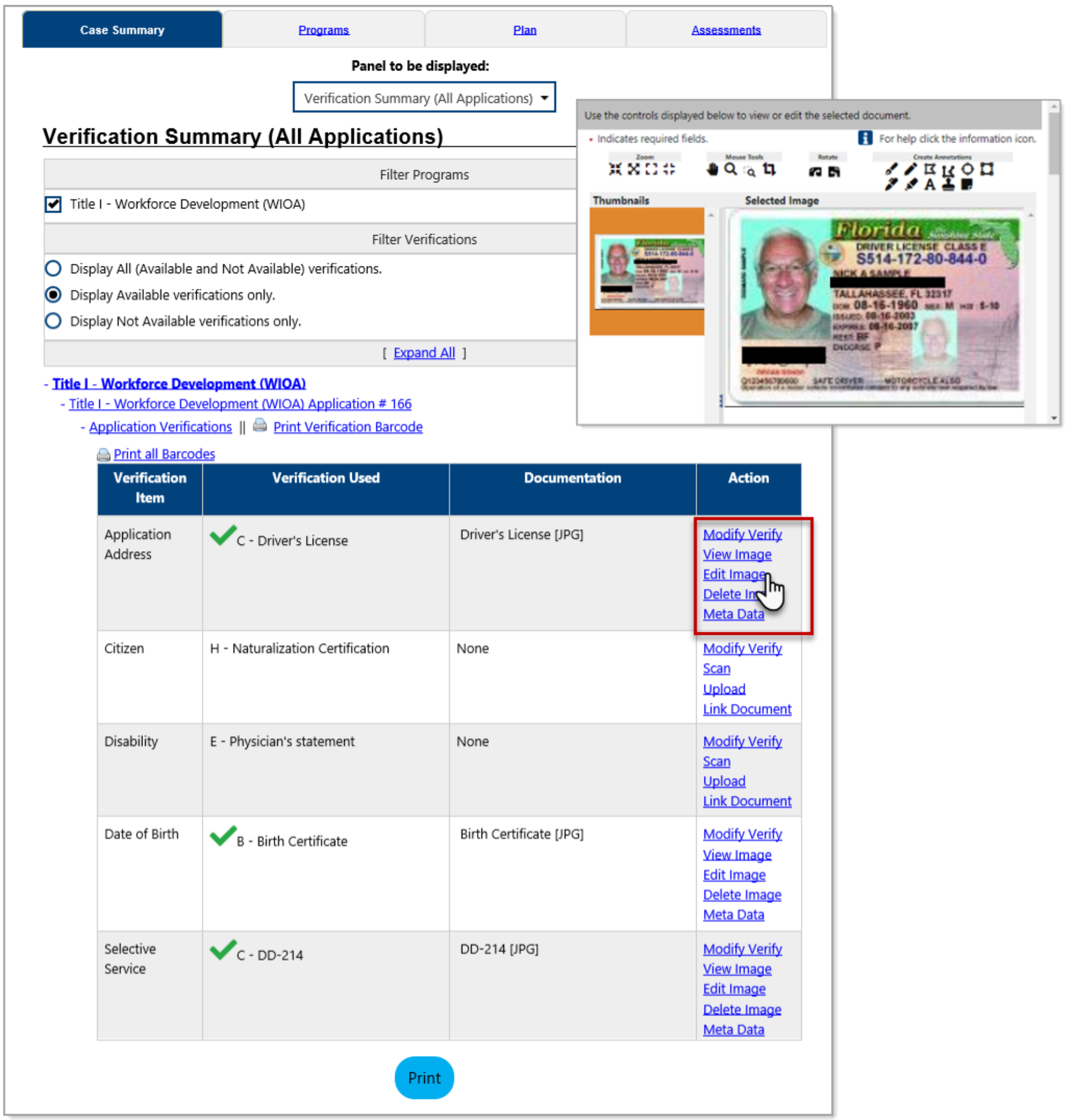
8. Click the **Save** button. The added file displays at the top of the Documents (Staff) tab.



Edit Document Meta Data Page

Using the Verification Summary Panel

The Verification Summary panel displays a summary of all verifications recorded for an individual's program applications, and the document associated with each verification. You can filter the list to show available verifications made for a program, verification fields without available verifications, or both (see figure below).



Verification Summary Panel with Action Links for Available Verifications and Documents

Verifications are normally recorded **in-context** during a program application intake, and associated documents are scanned, uploaded, or linked when appropriate. You can use the Verification Summary panel to identify documents you will still need from the individual for program verifications and return to update the program application when you have them.

However, you can also view and edit all verifications' associated documents from the Verification Summary panel, or you can isolate the available verifications without any associated documents and start to scan, upload, or link a document for them. Both can be done from links in the Action column.

To access the Verification Summary panel and use the Action links:

1. Find and assist the desired individual, then navigate to the **Staff Profiles folder**.
2. Navigate to the General Profile and click on the **Summary** tab.
3. From the **Panel to be displayed** drop-down list, select Verification Summary (All Applications).
4. **Filter Programs** by checking the box for the desired program.
5. **Filter Verifications** by selecting the Display Available verifications only radio button.

The Verification Summary panel redisplays with a green checkmark and links in the Action column for verifications that have available documents. It displays different links for verifications without documents (see figure above showing both).

Note: If you filter for **Display All (Available and Not Available) verifications,** only the available verifications will include functioning Action links that are described below.

For verifications with an associated document, you can perform the following tasks:

- Modify a verification – Click the **Modify Verify** link in the Action column. The program application opens at the page where the verification is used. You can change the verification type, make any other necessary changes on that page, and click **Next** to save your changes. This will return you to the Verification Summary panel with the change displayed in the Verification Used column.

Note: If you select another navigation control to go back a page or to exit the application, you are not returned to the Verification Summary panel.

- View a document image – Click the **View Image** link in the Action column. A pop-up window displays the attached document. Depending on the document's file type, your browser may display a message to download the file as it opens. This will be true for any file that is not a standard image file type (such as a sound file or an Excel spreadsheet).

- Edit a document image – Click the **Edit Image** link in the Action column. A pop-up window displays the Edit Document page with controls for creating annotations and changes for the image. See the topic **Editing a Document Image and Creating Annotations** for more details.

- Edit a document's metadata – Click the **Meta Data** link in the Action column. A pop-up window displays the Edit Meta Data page. You can edit Document Information fields, including the document description, name, keyword tags for searches, user accessibility, and the date the document was received or a date it expires. You can also change the Document Association fields; however, this not advised, since it will break the **in-context** association of the document to the verification.
- Delete a document – Click the **Delete Image** link in the Action column. A pop-up window requires you to confirm the deletion. Click OK to remove the document from the Verification Summary panel, the Documents (Staff) tab, and from its association with the Verification Item.

For verifications without an associated document, you can perform the following tasks:

- Modify a verification – See description above for modifying a verification with an associated document. This option is identical for both.
- Upload a document – Click the **Upload link** in the Action column. This is the same process as uploading from the application page using a link near the verification. See the topic **Uploading a Document for Verification** for details. When you click to save the document, it will display on the Verification Summary panel with updated Action links for verifications with a document.

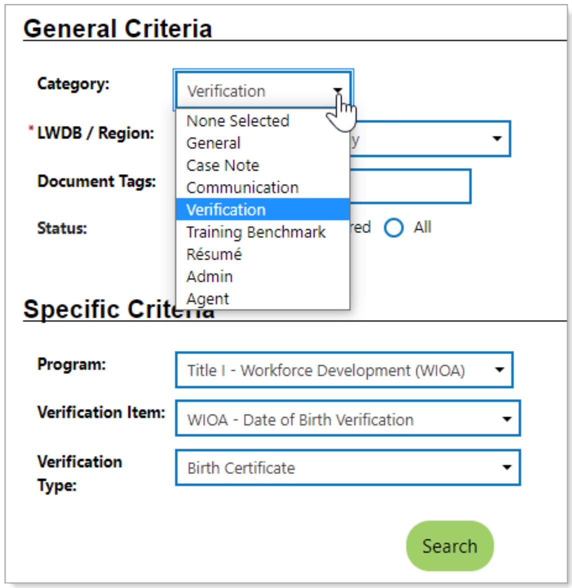
- Scan a document – Click the **Scan link** in the Action column. This is the same process as scanning from the application page using a link near the verification, except the document associations are preselected and not changeable. See the topic **Scanning a Document for Verification** for details.
- Link a document to a verification – Click the **Link Document** link in the Action column. This is the same process as linking a document from the application page using a link near the verification, except the document associations are preselected and are used to flag the document available to help identify likely documents to link. See the topic **Linking a Document** for details.

Searching for Documents

Authorized staff members can search for any documents that have been scanned or uploaded into the system. There are several criteria by which you can search for documents, but you must always identify an LWDB/Region for your search and make at least one other selection. Though you cannot search by an individual's name, the document owner's name is prominently displayed in the search results.

To search for an uploaded or scanned document:

1. From the Document Management group in the left navigation menu, click **Search Documents**. A search criteria page displays (see figure below).



Document Search Page

2. Select a document **Category** for the search, if applicable (see figure above for options).

Note: If you make selections under **Specific Criteria**, you do not need to select Verification.

3. Select the LWDB/Region associated with the documents to search for. This required criteria controls the size of a document search.

4. Enter any keywords in Document Tags to search for documents that may contain tags starting with those keywords.

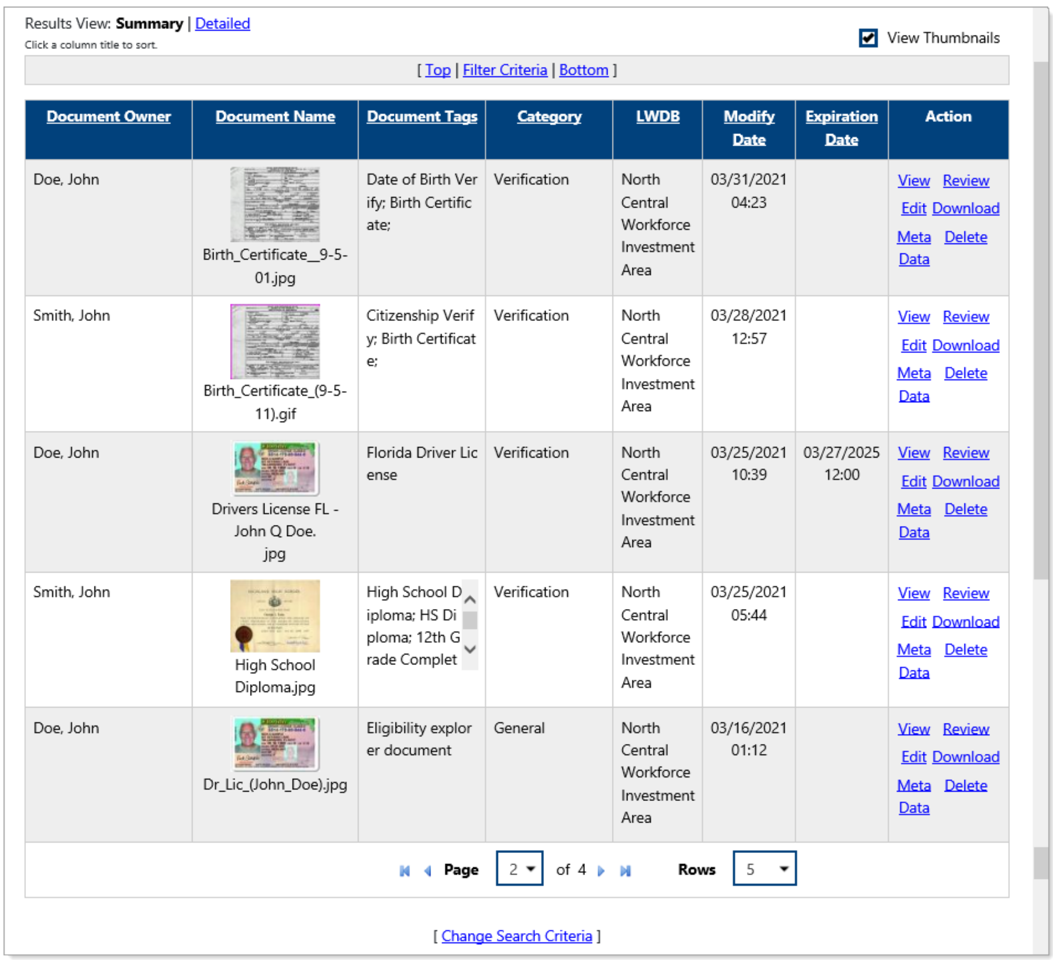
Note: A document can have multiple document tags. The search will look for any tags that begin with the entered keywords.

5. Specify if you want to look for Expired documents.

6. In the Specific Criteria section, if applicable, select the associated **Program**, **Verification Item**, and/or **Verification Type**, as desired.

Note: Selecting a Program and Verification Item, but not a Verification Type, can still find documents with multiple verification types and categories.

7. Click the **Search** button. A search results page displays (see figure below).



Results View: **Summary** | Detailed

Click a column title to sort.

View Thumbnails

[Top | Filter Criteria | Bottom]

Document Owner	Document Name	Document Tags	Category	LWDB	Modify Date	Expiration Date	Action
Doe, John	Birth_Certificate__9-5-01.jpg	Date of Birth Verify; Birth Certificate;	Verification	North Central Workforce Investment Area	03/31/2021 04:23		View Review Edit Download Meta Data Delete
Smith, John	Birth_Certificate_(9-5-11).gif	Citizenship Verify; Birth Certificate;	Verification	North Central Workforce Investment Area	03/28/2021 12:57		View Review Edit Download Meta Data Delete
Doe, John	Drivers License FL - John Q Doe.jpg	Florida Driver License	Verification	North Central Workforce Investment Area	03/25/2021 10:39	03/27/2025 12:00	View Review Edit Download Meta Data Delete
Smith, John	High School Diploma.jpg	High School Diploma; HS Diploma; 12th Grade Complet	Verification	North Central Workforce Investment Area	03/25/2021 05:44		View Review Edit Download Meta Data Delete
Doe, John	Dr_Lic_(John_Doe).jpg	Eligibility explorer document	General	North Central Workforce Investment Area	03/16/2021 01:12		View Review Edit Download Meta Data Delete

Page 2 of 4 Rows 5

[Change Search Criteria]

Document Search Results Page

The links displayed on this page function the same as on the Documents (Staff) tab.

From this search results list, you can perform the following tasks:

- **View thumbnail images** – Click the **View Thumbnails** box at the top right of the page to display thumbnail views in the Document Name column (see figure above).

Note: You can move the cursor over a thumbnail to see a larger view that displays as you hover over the thumbnail view.

- **View a document image** – Click the **View link** in the Action column. A pop-up window displays the attached document.

- Edit a document image – Click the **Edit link** in the Action column. The Edit Document page displays, with controls for creating annotations and changes to the image. See the topic **Editing a Document Image and Creating Annotations** for more details.

- Edit a document's metadata – Click the **Meta Data** link in the Action column. The Edit Meta Data page displays. You can edit the Document Information fields including the document description, name, keyword tags for searches, user accessibility, and the date the document was received or a date it expires. You can also change the Document Association fields. This is not advised, however, if all fields are already selected, since it will break an **in-context** association of the document to the verification in a program application.

- Review a document – Click the **Review** link in the Action column. The Review Document page displays all information shown in the Edit Document page, but in view-only mode.
- Download a document – Click the **Download** link in the Action column to open a separate window for saving a copy of the document to your local drive.
- Delete a document – Click the **Delete** link in the Action column. A pop-up window requires you to confirm the deletion. Click OK to remove the document from the Documents (Staff) tab. This also removes it from any program verification that it is tied to by its document association fields, and it no longer displays in search results.

Note: When an individual uploads a document, there is only one required association available to them called **Document Description.** Verification Items for staff are not the same as the Document Description list available to individuals. Any document an individual uploads will have a **General** category until staff adds associations to the document. You can search using this category to find documents that individuals have uploaded that staff have not yet associated with programs.

Remote Electronic Signature

Training Objectives

After completing this lesson, you will be able to:

- Become familiar with program forms that offer remote electronic signature capability.
- Utilize the options available.

Using the Remote Electronic Signatures feature, staff can obtain electronic signatures for application forms, plans, and verification documents, either in-person or remotely without requiring extra hardware or software.

During **in-context** client case work, the usual Signature section of applications and forms is enhanced with additional features. For previously uploaded documents on the individual's Documents (Staff) tab, an additional link, **Remote Signature**, appears in the Action column.

Some highlights of the Remote Signature feature include:

- Signatures can be obtained in-context, for example, while completing a program application, or remotely for documents that have already been uploaded to the system (the optional Document Management module is required for this function).
- Signatures can be supplied using various accessible methods:
  - Hand-written with a mouse, stylus, or finger (in-person or remote).

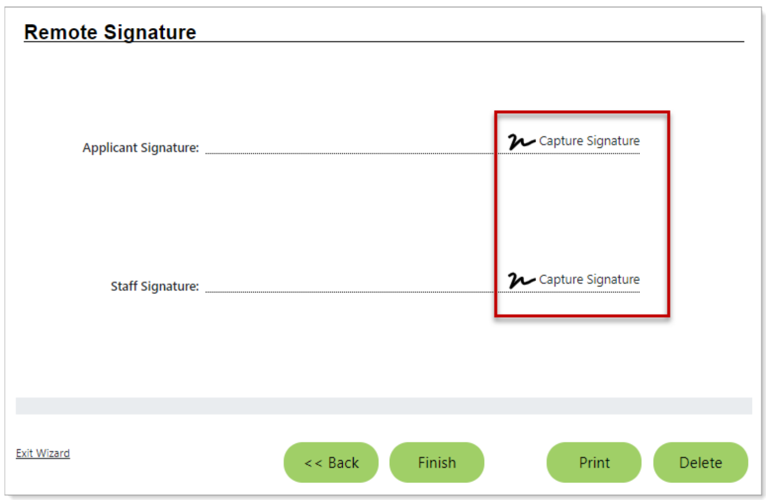
- In-context requests for remote signatures can be sent via the default internal Message Center.
- Requests for remote signatures for previously uploaded documents can be sent to multiple recipients via email, in addition to the default internal Message Center.
- Signatures can be input from a variety of devices, including smart phones, tablets, laptops, or desktops.
- Returned signatures are automatically applied to the associated application, form, or document.
- Documents are digitally signed and encrypted to ensure full security.
- An audit trail is maintained for each signature on file, and they are always associated with a form or document; signatures for applicants or participants are not stored separately for reuse.

Capturing a Signature In Context In-Person or Remotely

Signatures can be captured in-person or remotely **in context** while completing applications, plans, or other forms for clients. The following procedure explains how to obtain signatures for a program application from the Programs tab, but it is the same for other places in the system where Remote Signatures are gathered, for example, for an Individual Employment Plan (IEP).

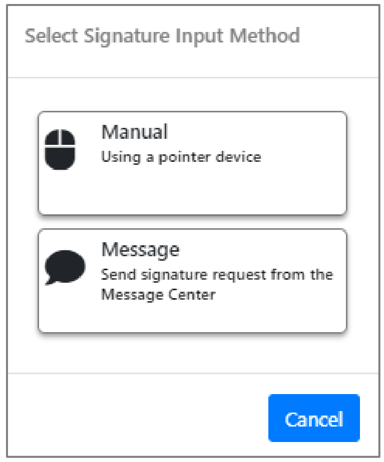
To capture a signature in-context for an individual:

1. Assist the desired individual and navigate to the appropriate program application on their Programs tab.
2. On the final Eligibility Summary page, scroll down to the Remote Signature section.
3. To include an Applicant or Staff Signature, click the **Capture Signature** link for the desired person (see figure below).



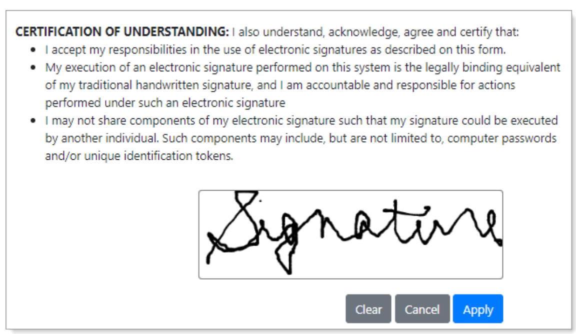
Remote Signature Section of Eligibility Summary Page

A pop-up window displays, where you select how the signature will be obtained (see figure below).



Signature Input Method Pop-up Window

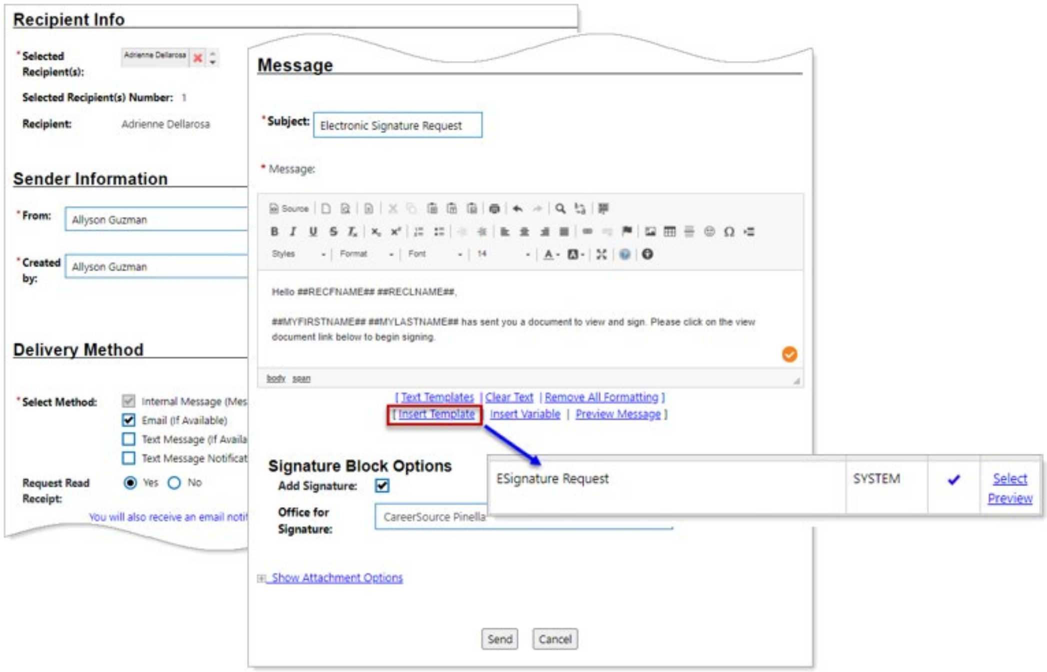
i. For parties present in-person, click the **Mouse** icon. A signature capture window displays (see figure below).



Signature Capture Window

4. Read the Certification of Understanding statements, and then use the mouse (or stylus or finger on any touchscreen device) to hand-write the signature. Click **Apply** to save it and return to the form page. The signature displays on the page.

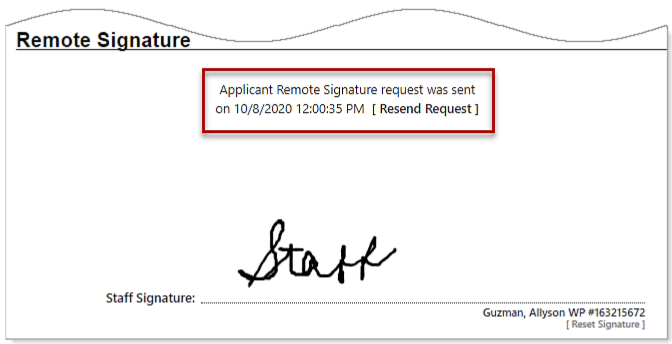
   i. For a remote applicant, click the **Message** icon. The Compose Electronic Signature Request Message page displays, where you can create and send an Electronic Signature Request message (see figure below).



Compose Electronic Signature Request Message Page

- To send the request via **Email** and/or **Text Message** in addition to the default internal message, check those boxes as desired. If you choose text message, HTML formatting will not be available.
- If the request form does not display by default, click the **<u>Insert Template</u>** link below the Message text box, and then select **ESignature Request** from the list in the pop-up window (see figure above). You may need to filter results to find **ESignature Request**.
- To include a **boilerplate** signature block at the bottom of the message, check the **Add Signature** checkbox, and select whether to include an office location address from the **Office for Signature** drop-down list (see the figure on the next page to see what a typical signature block looks like).

- To add any **additional** attachments (not the application form being signed), click the **Show Attachment Options** link and attach the document.
- Click **Send**. The message is sent to the recipient, and the application page redisplays, showing the date and time the signature request was sent (see figure below).
- Click **Finish** to save any entered signatures.



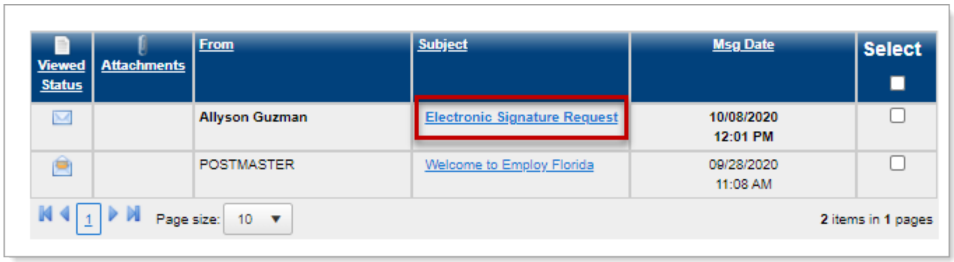
Application Page Showing When Remote Signature Request Was Sent

Completing and Returning a Remote Signature Request

Note: The following procedure is for the individual.

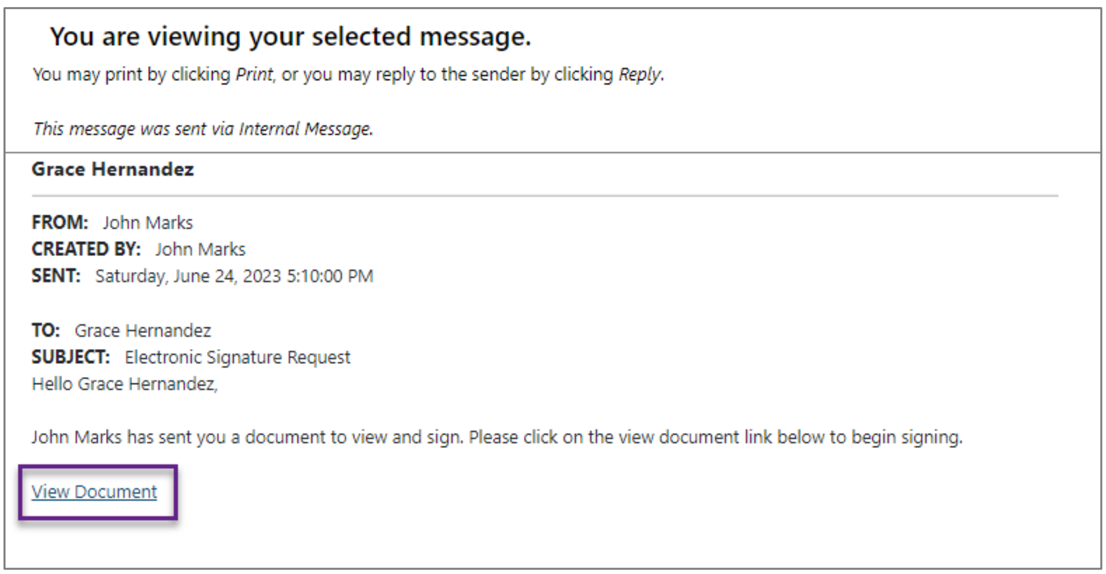
To sign and return an electronic signature remotely, the assisted individual performs the following:

1. Access the system's Message Center and locate the Electronic Signature Request message (see figure below).



Signature Request Message in individual's Message Center Inbox

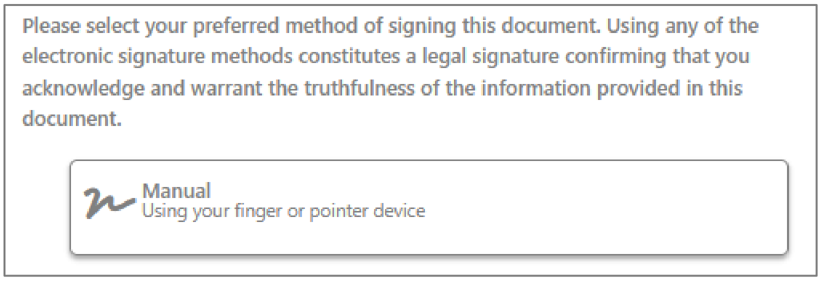
2. Click on the **Electronic Signature Request** subject link to open the message (see figure below).



Body of Signature Request Message

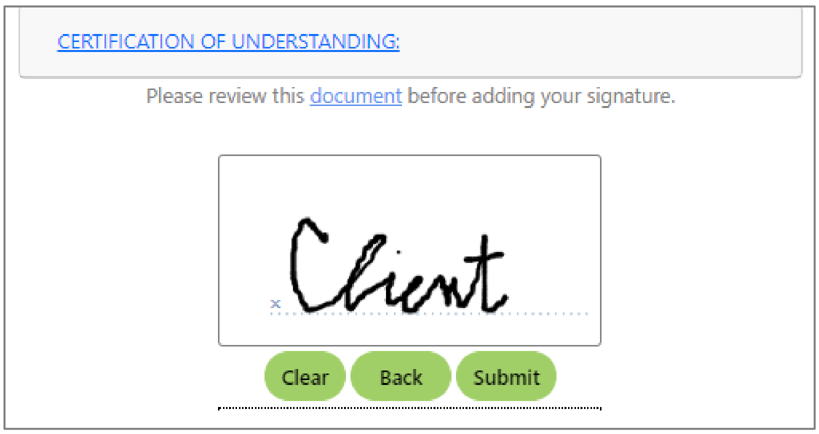
Notice the sections outlined in blue above: at the top, it shows the methods by which the message was sent, and at the bottom is the **boilerplate** signature block with office location information, which were both selected in the previous procedure.

3. Click on the **View Document** link in the message (see figure above).



Preferred Signing Method Selection Page

4. Select **Manual** as the preferred signing method.



Mouse (or Stylus or Finger) Method of Signing

5. (Optional) Select the **CERTIFICATE OF UNDERSTANDING** link to view the disclaimer.
6. (Optional) Select the **document** link to view the document for which the signature is required.
7. Use the mouse to write the signature.
8. Click **Submit** to add the signature to the signature form immediately. In response, the system displays the following confirmation:

Remote Signature Confirmation Screen

Checking the Status of Remote Signature Requests

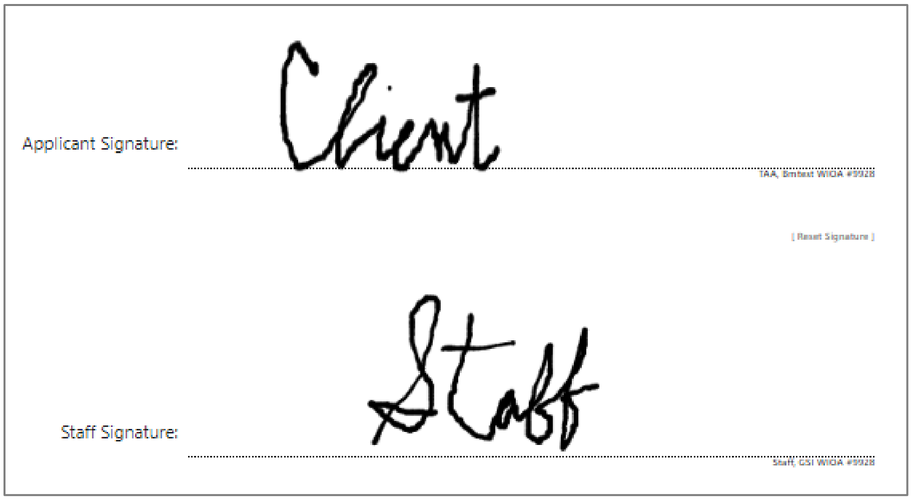
When documents are signed, the assisting staff member receives a Notification of Signed Document in their Message Center (see figure below).

Viewed Status	Attachments	From	Subject	Msg Date	Select
		POSTMASTER	Appointment Confirmation	10/09/2020 10:32 AM	
		POSTMASTER	Appointment Confirmation	10/09/2020 10:27 AM	
		Allyson Guzman	READ RECEIPT:Electronic Signature Request	10/08/2020 04:16 PM	
		SYSTEM	Notification of Signed Document	10/08/2020 04:13 PM	

Notification of Signed Document in Staff's Message Center

To see an individual's application with signatures:

1. Return to the program Eligibility Summary page for the assisted individual and scroll down to the Remote Signature section (see figure below).



Signed Application Form Using Mouse Signing Method

2. To save a signed version of the application in PDF format to the individual's Documents tab, check the **Create PDF** checkbox. Be sure to click **Finish** to save it.

Case Notes

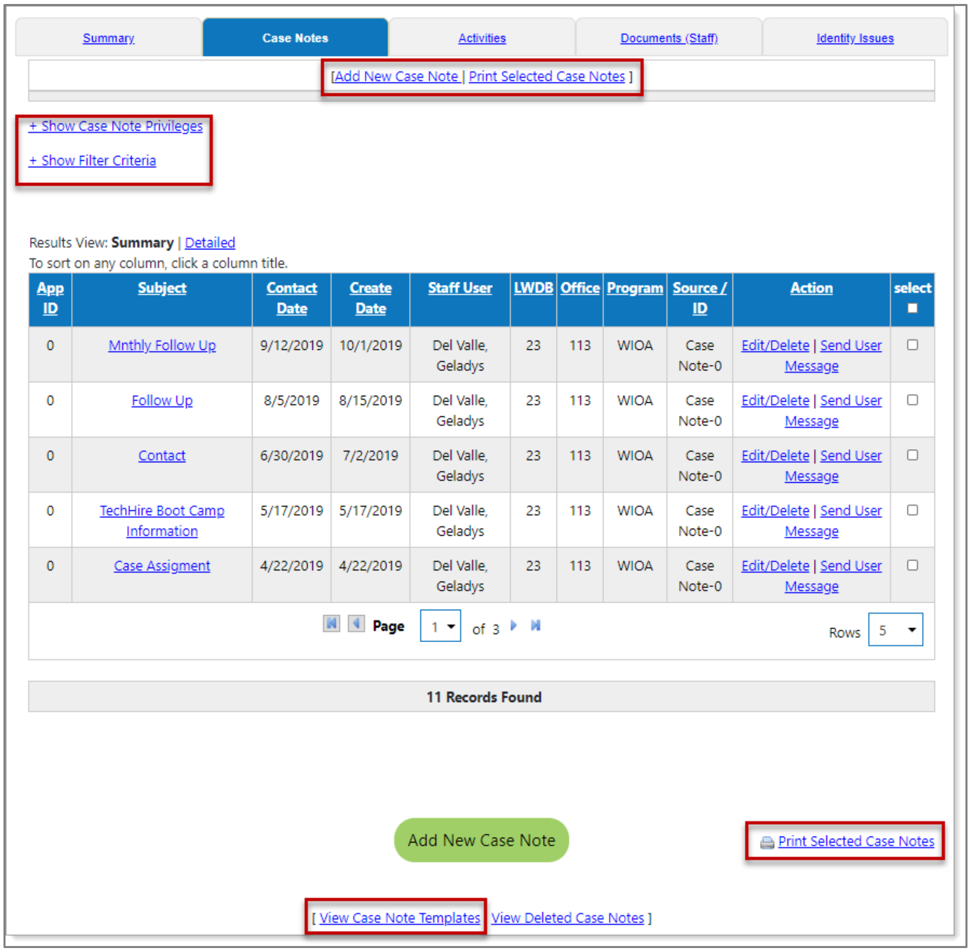
Training Objectives

After completing this lesson, you will be able to:

- Locate the primary location for all program case notes.
- Differentiate between case notes and case note templates.
- Successfully create case notes.

The Case Notes tab allows staff to document an event or observation for the assisted individual by adding, editing, and viewing case notes.

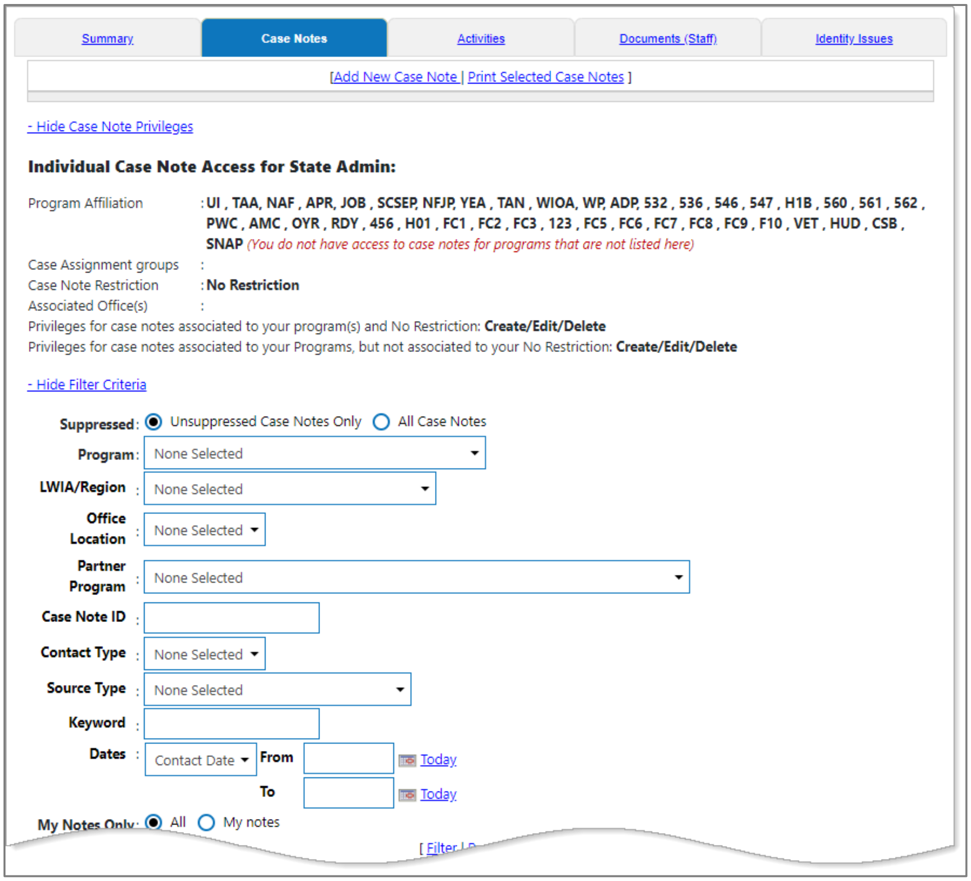
To access the Case Notes tab for the assisted individual, expand **Staff Profiles > General Profile > Case Notes**. The Case Notes tab displays any existing case notes for the individual (see figure below).



Case Notes Tab

From the Case Notes tab, you can perform the following tasks:

- **Filter case notes** displayed using various staff privileges and search criteria – Click the **Show Case Note Privileges** and/or **Show Filter Criteria** links (see figure above; see the figure below for the expanded Privileges and Filter Criteria fields).



Case Notes Tab – Staff Privileges and Filter Criteria Sections

- **Sort case notes** – Click a desired heading column heading once for ascending, or twice for descending order.
- **Add a new case note** – Click the **Add New Case Note** button or link. For details, see the topic **Adding a Case Note** later in this section.
- **Create a case note template** – Click the **View Case Note Templates** link at the bottom of the page (see figure Case Notes Tab). For details, see the topic **Creating a Case Note Template** that follows.
- **View a case note** – Click its subject link.

- **Edit or delete a case note** – Click its **Edit/Delete** link (see figure Case Notes Tab).
- **Save a case note as a PDF to download or print** – Click the **Edit/Delete** link, and then click the **Save & Print** button.
- **Send a case note in an internal message** to the individual – Click its **Send User Message** link (see figure Case Notes Tab).
- **Print a case note** – Click the checkboxes in the select column, and then click the **Print Selected Case Notes** link at the top or bottom of the list. Click the box in the select column heading to select all (see figure Case Notes Tab).

Note: From your **My Staff Account** page, under the **Preferences** section, you may select a default Case Notes Sort Order (oldest to newest or newest to oldest, based on the contact date or create date).

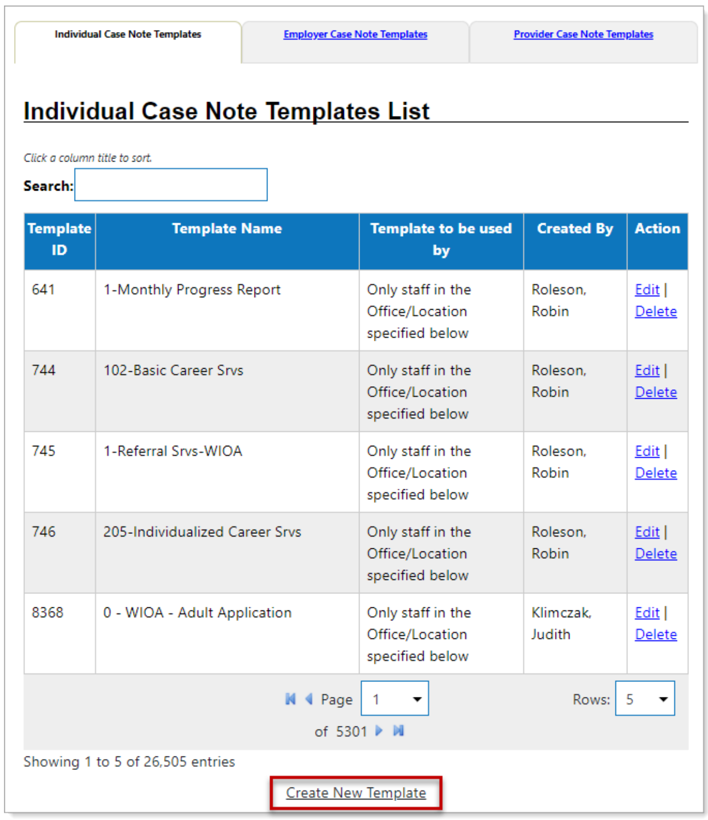
Certain case notes are auto generated. For example, each time a case has been reassigned, the system auto-generates a case note with the date of assignment and the new case manager's name.

Creating a Case Note Template

By creating case note templates, staff may easily create case notes by selecting an existing template. The system will autofill each required field in the new note based on data saved in the template. Within the body of the case note itself, you can insert text from one of your Saved Text templates.

To create a case note template:

1. From the Templates menu group in the left navigation pane, click **Case Notes Templates**, or at the bottom of an assisted individual's Case Notes tab, click the **View Case Note Templates** link. A list of existing case note templates displays (see figure below).



Individual Case Note Templates | Employer Case Note Templates | Provider Case Note Templates

Individual Case Note Templates List

Click a column title to sort.

Search:

Template ID	Template Name	Template to be used by	Created By	Action
641	1-Monthly Progress Report	Only staff in the Office/Location specified below	Roleson, Robin	Edit | Delete
744	102-Basic Career Srvs	Only staff in the Office/Location specified below	Roleson, Robin	Edit | Delete
745	1-Referral Srvs-WIOA	Only staff in the Office/Location specified below	Roleson, Robin	Edit | Delete
746	205-Individualized Career Srvs	Only staff in the Office/Location specified below	Roleson, Robin	Edit | Delete
8368	0 - WIOA - Adult Application	Only staff in the Office/Location specified below	Klimczak, Judith	Edit | Delete

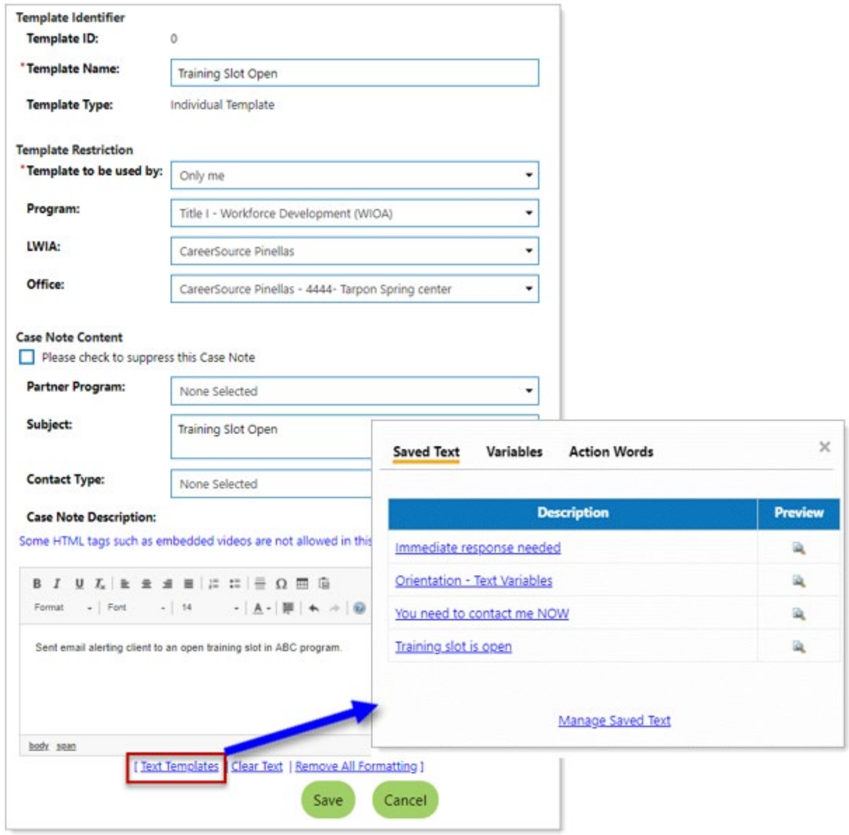
Page 1 of 5301 Rows: 5

Showing 1 to 5 of 26,505 entries

Create New Template

Individual Case Note Templates List Tab

2. Click the **Create New Template** link below the list. The Create New Case Note Template page displays (see figure below). The template type automatically defaults to the user role of the tab you are on.



Create New Case Note Template Page with Text Templates Selection Pop-up Window

3. Complete the fields as desired, and note the following:

   i. In the Template Restriction section, specify any restrictions for the template.

   ii. From the **Template to be used by** drop-down list, you must specify who can use the template (e.g., only you, staff in a certain LWDB/Region, Office/Location, or your case assignment group, or all staff).

   iii. In the Case Note Content section, you may select to suppress the case note. This means only staff members with access to case notes for this workforce region may view suppressed case notes. This protects the individual, should confidential or sensitive information be entered.

4. Enter the body of the case note in the **Case Note Description** text box. You can use any of the HTML formatting tools in the ribbon at the top of the text box.

    i. To use any Saved Text templates and/or Variables, click the Text Templates link below the text box (see figure above). A pop-up window displays, where you can select from previously saved text templates, or use system-controlled #variables that will be replaced by data from the database, to fill in the case note (see figure above).

    ii. To preview the saved text in a template, click its magnifying glass icon in the Preview column.

    iii. To use a Saved Text template, click its description link.

    iv. When you are done, click the X in the upper right of the pop-up window to close it.

5. Click **Save** to save the case note template.

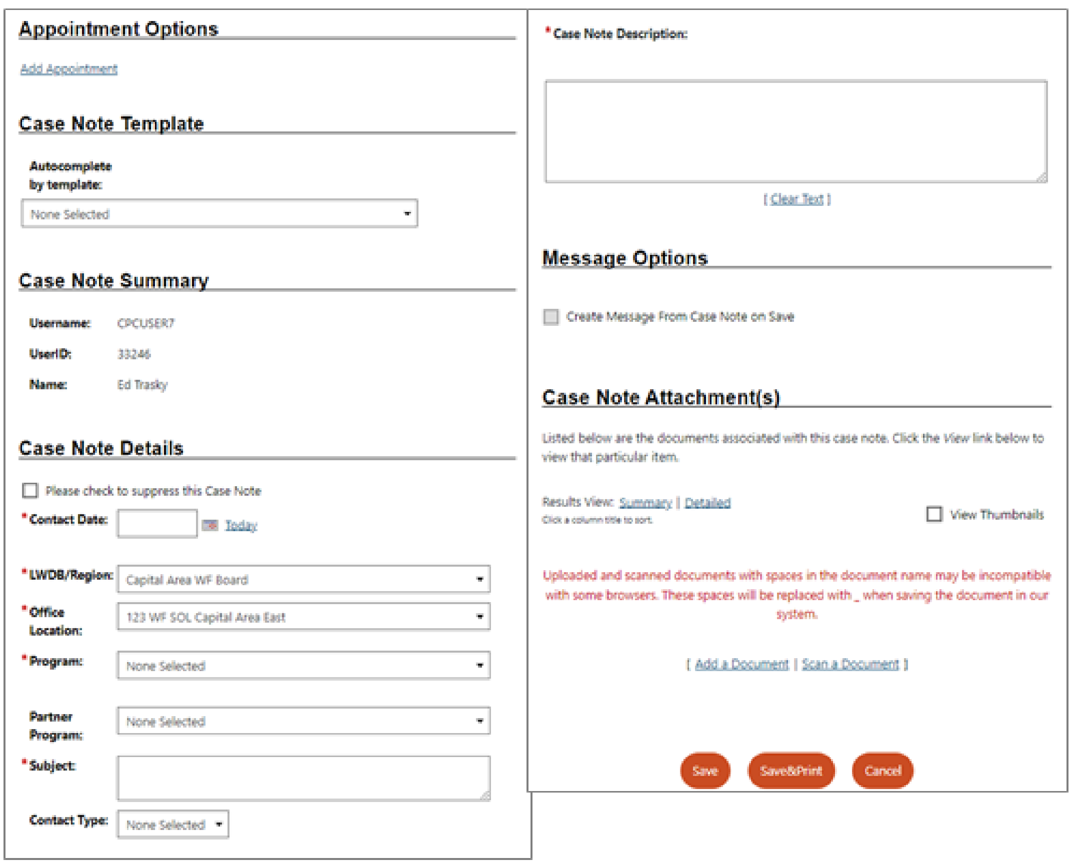
Adding a Case Note

When you create a case note for an individual, you can either use a case note template to pre-fill some of the information or create one from scratch.

To create a case note for an assisted individual:

1. Select the **Case Notes** link under General Profile. The Case Notes tab opens.

2. Click the **Add New Case Note** link at the top of the individual's Case Notes tab or the **Add New Case Note** button at the bottom. The Add New Case Note page displays (see figure below).



Add New Case Note Screen

3. (Optional) Click **Add Appointment** to create an appointment with the client.

4. (Optional) To autofill some of the case note entries from a template, select one from the Autocomplete by Template drop-down list (see figure above). You must complete any remaining required fields.

5. In the Case Note Details section, to suppress the case note, check the box. By doing so, only staff members with access to case notes for this workforce region may view suppressed case notes. This protects the individual, should confidential or sensitive information be entered.

6. Enter the date you contacted the client regarding this case note in the Contact Date field.

7. Select the appropriate LWDB/Region and Office Location.

8. Select the Program affiliation for this case note. The individual's application ID(s) for the selected program become available in a drop-down list.

9. If applicable, select the Application ID from the App ID drop-down list.

10. If applicable, select the appropriate Partner Program (for example, Vocational Rehabilitation) for this case note.

11. Enter a descriptive title in the Subject field.

12. Select how contact was made with the client from the Contact Type drop-down list.

13. Enter the body of the case note in the Case Note Description text box. Text displayed from a selected case note template can be modified, if necessary.

14. (Optional) In the Message Options section, to create an internal message from the case note (which will be sent to the client), click the **Create Message From Case Note on Save** checkbox. When the page refreshes, select the desired **Delivery Method**. Internal Message will always be included as one of the selected delivery methods.

Note: Staff must have the assigned privilege to create a message from the case note.

15. In the Case Note Attachment(s) section, you can attach documents to be associated with the case note by clicking either the **Add a Document** or **Scan a Document** link. When adding (uploading) a document, the page refreshes with controls to upload a file. Choosing to scan will display a separate pop-up window.

16. Click **Save** to save the case note.

Credential (Ribbon)

Training Objectives

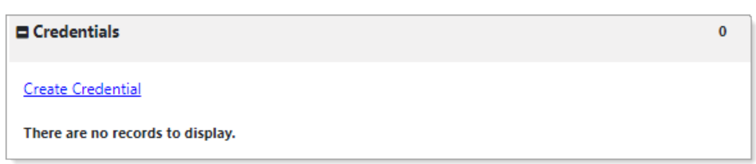
After completing this lesson, you will be able to:

- Locate the Credential ribbon.
- Document credential achievements on behalf of program participants.

Staff can record information about the credentials a participant earns related to their program participation, such as occupational licenses and certificates.

To create a credential:

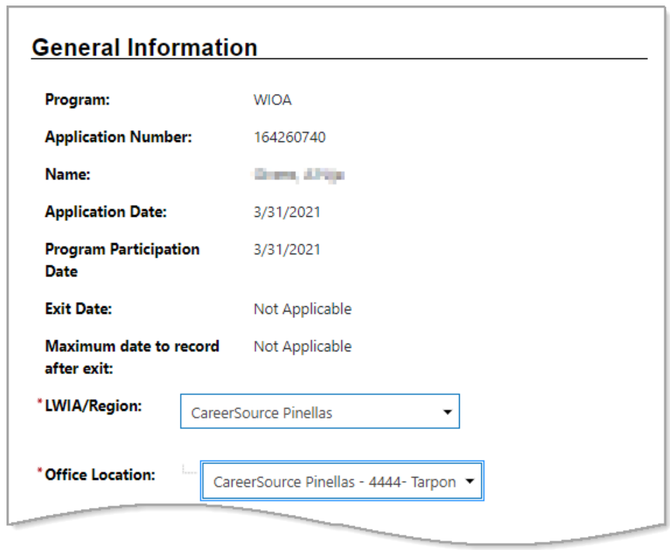
1. Find and assist the desired individual, then navigate to their Programs tab.
2. Click the **plus sign icon** to expand their Program Application panel.
3. Click the **plus sign icon** to expand the Credentials panel (see figure below).



Credential Panel and Link

4. Click the **Create Credential** link. The Credential page displays.

5. In the General Information section, select the LWDB/Region and Office Location. The system prefills the other information and displays it as **read only** (see figure below).



Credential Page - General Information Section

6. In the Credential Information section, select the Credential Received by the individual (see figure below).

7. If Other, enter the credential name in the Other Credential field.

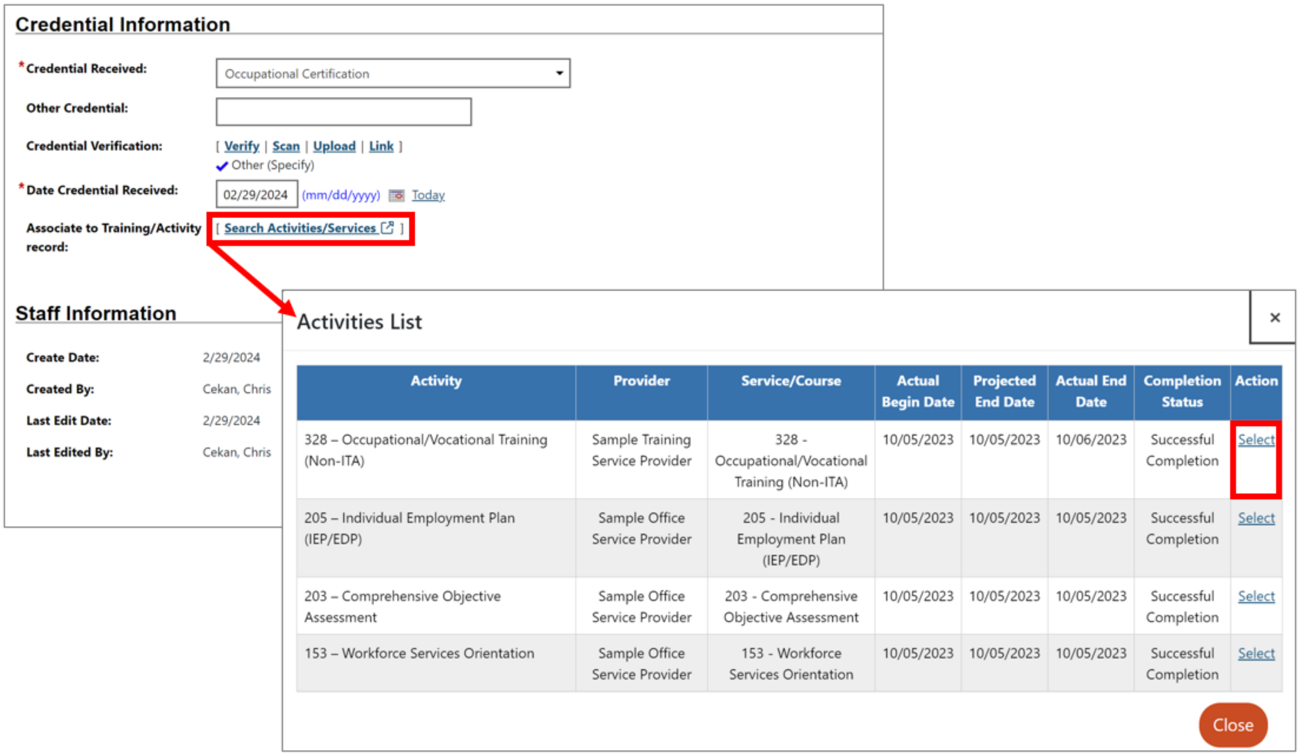
8. For Credential Verification, click the **Verify** link to select a verification document from the displayed list; click the Verify link again to collapse the list.

Note: You can click **Scan**, **Upload**, or the **Link** hyperlink to attach a copy of the verifying document.

9. Enter the Date Credential was Received by the individual.

10. To associate the credential to a training activity/service, click the **Search Activities/Services** link. This opens a pop-

up list of activities in which the individual is enrolled (see figure below).

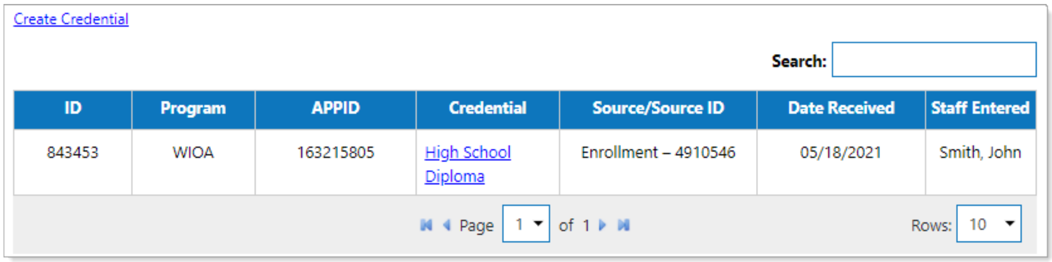


Credential Page - Credential Information Section and Activities List

i. Click the **Select** link for the activity to be associated to the credential. The activity displays on the Credential page.

ii. If you need to change the association, you can click the **Search Activities/Services** link again and change the association. If you return to edit the credential after you save it, a **Remove Association** link will also display, and you can remove the association without replacing it.

11. Click **Save**. The Credentials panel redisplays with the credential record shown in a table (see figure below).


Create Credential

Search:

ID	Program	APPID	Credential	Source/Source ID	Date Received	Staff Entered
843453	WIOA	163215805	High School Diploma	Enrollment – 4910546	05/18/2021	Smith, John

Page 1 of 1 Rows: 10

Credentials Table with Entered Credential Record

Once a Credential record is saved, you can view and edit the credential by clicking the link in the Credential column (see figure above). The edit page for the Credential form functions the same as the entry page, except that the page includes a Staff Information section.

At the bottom of the page, you can also perform the following actions:

- **Delete** – Click the **Delete** button to remove the Credential record. A pop-up message asks you to confirm the deletion. It may indicate that you do not have permissions for deletions, depending on how long ago the record was created and your staff permissions. Click **OK** to remove the record.

- **Print** – Click the **Print** button to display a printable copy of the WIOA Credentials record that includes an area for applicant and staff signatures and dates if the form needs to be printed and signed.

Add/Entered Employment (Ribbon)

Training Objectives

After completing this lesson, you will be able to:

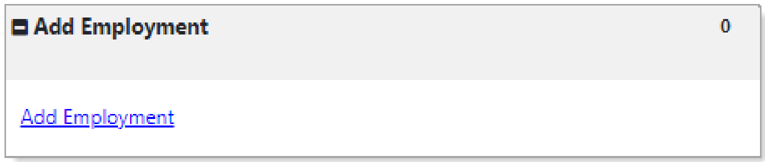
- Document a program participants entry into employment.
- Capture necessary information for internal job order placement records.
- Gather information for the participant’s ongoing background employment history.

If an individual enters employment while receiving program services, staff can use an Employment form to add the employment record to associate with their program participation. The form lets you find and use information in the individual’s employment history or internal job order placement records. You can also find a preferred employer in the system or enter all employment details manually.

Add Employment

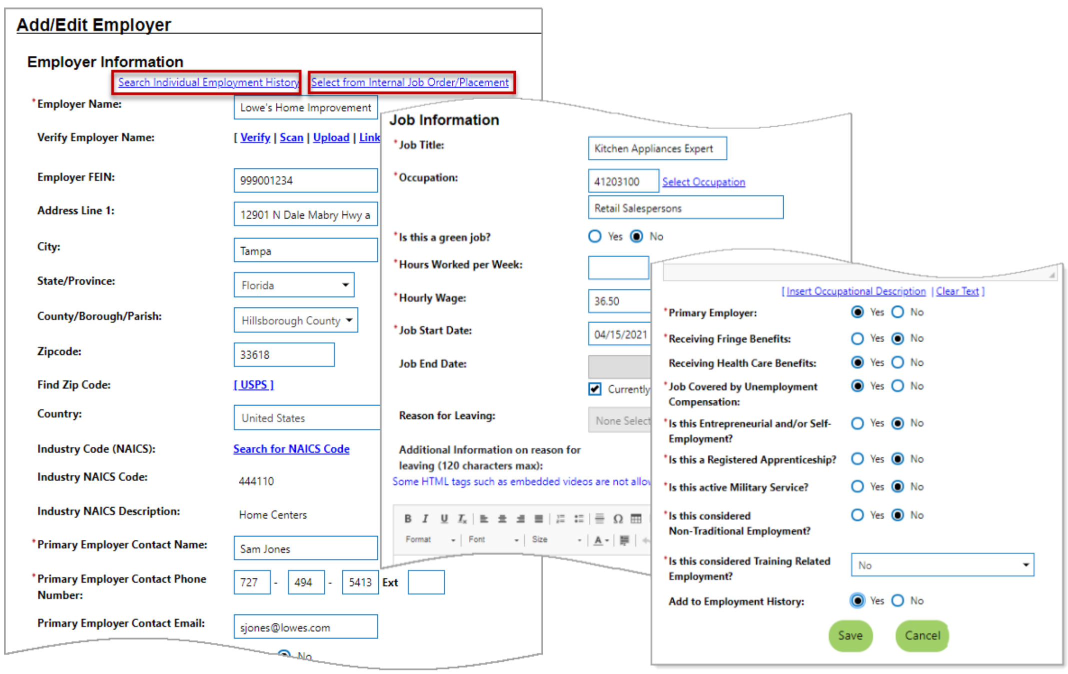
To create an Employment record:

1. Find and assist the desired individual, then navigate to their Programs tab.
2. Click the **plus sign icon** ⊞ to expand the Add Employment panel (see figure below).



Add Employment Panel and Link

3. Click the **Add Employment** link. The Add/Edit Employer page displays with required fields in the Employer Information and Job Information sections (see figure below).



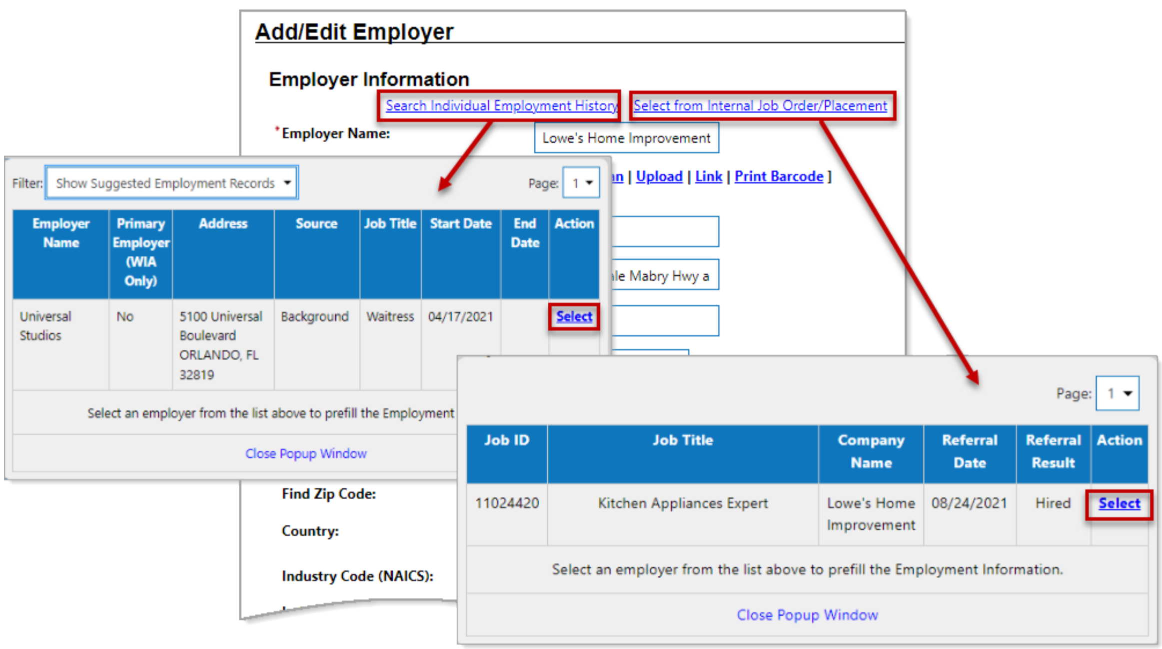
Add/Edit Employer Page with Employer and Job Information Sections

4. Enter the Employer Information and Job Information, taking note of the required fields marked with a red asterisk.

    i. If any employment history or internal job placements were previously entered as part of their application for a program or the individual's Employment Plan activities, you can use links at the top of the Employer Information section to select an employer and prefill the employment information (see figure below).

5. Click either the **Search Individual Employment History** or **Select from Internal Job Order/Placement** link to display a pop-up window for employment records (see figure below).

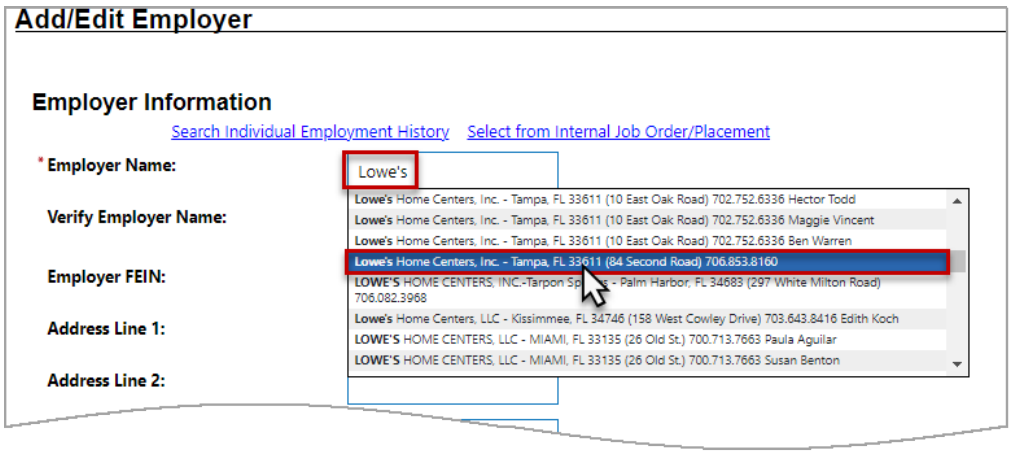
6. Click the **Select** link in the Action column and click **OK** to confirm the desired employment record. The information is filled in on the Add/Edit Employer Page for most fields in the Employer Information and some fields in the Job information section.



Selecting from Individual Employment History or Internal Job Order/Placement Pop-ups

i. If employment history or internal job placements for the employer are not available, start the form by entering the **Employer Name**. The field will dynamically display matching employers who are registered in the system (see figure below).

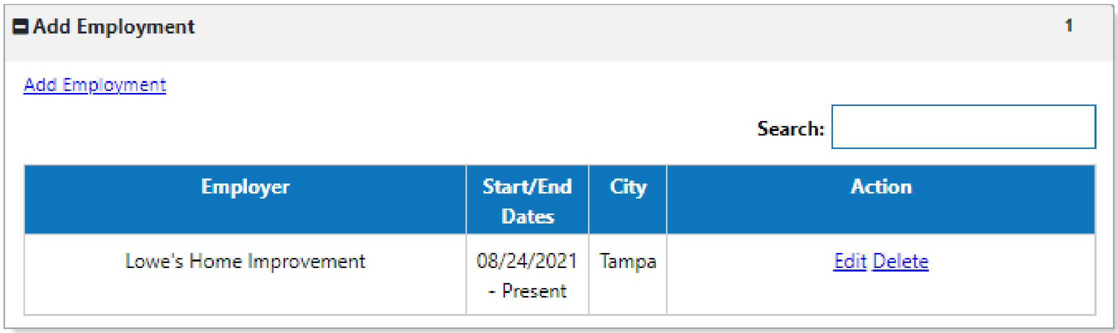
7. If the desired employer's name and address show, select it from the list. The Employer Information is filled in.



Auto-display of Preferred Employers as the Employer Name is Entered

8. Continue to make entries in all required fields, and to check any fields that were auto filled. This includes the fields for employer benefits and other *Yes* or *No* question at the bottom of the Job Information section. These are not auto-filled.

9. Click the **Save** button. The Add Employment panel redisplays, with the added employment record listed in a table (as shown below).



Added Employment Record

Once an Employer record is saved, you can view and edit the record by clicking the **Edit** link in the Action column. You can also delete the record by clicking the **Delete** link (see figure above).

Note: The information entered here will also carry over to the employment history section of the individual's Background Wizard and the program's Case Closure form.

The edit page for the Employment records functions the same as the entry page, except that at the bottom of the page, you can also use a **Print** button to display a printable copy of the Employment record for the entered employer that includes an area for signatures and dates if the form needs to be printed and signed.

Assessment Results in Assessments tab

Training Objectives

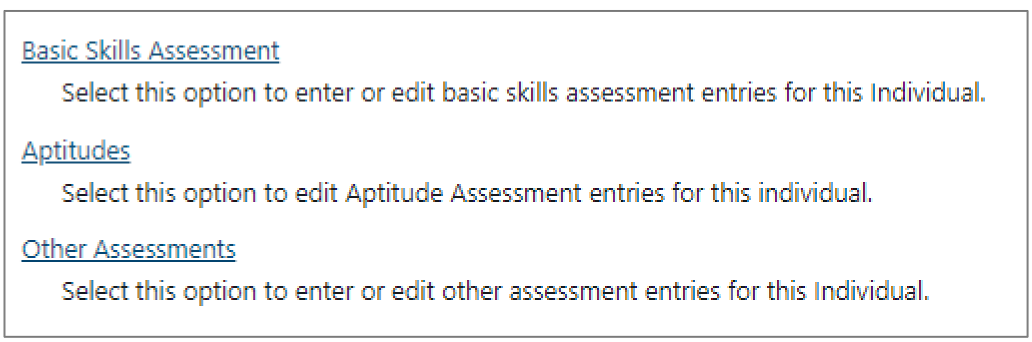
After completing the lesson, you will be able to:

- understand how to record assessment results.
- understand which assessments are recorded in the Assessments tab.

The Assessments tab is where records of assessment types and assessment results pertaining to the client are maintained.

Note: Staff may record assessment results for the individual before he/she becomes a WIOA program participant.

To access the Assessments tab for the assisted individual, click to expand **Staff Profiles > Case Management Profile> Assessments.** The Assessments tab displays links to any existing assessments for the individual tab.



Assessments Tab Categories

The links under the Assessments tab include:

- **Basic Skills Assessment** – Enter assessment results for several different assessment tools, such as TABE and CASAS.
- **Aptitudes** – Enter assessment results for GATB and others.
- **Other Assessments** – Enter other assessments that are not covered in the other three assessment categories, such as Myers-Briggs and typing tests.

Basic Skills Assessment

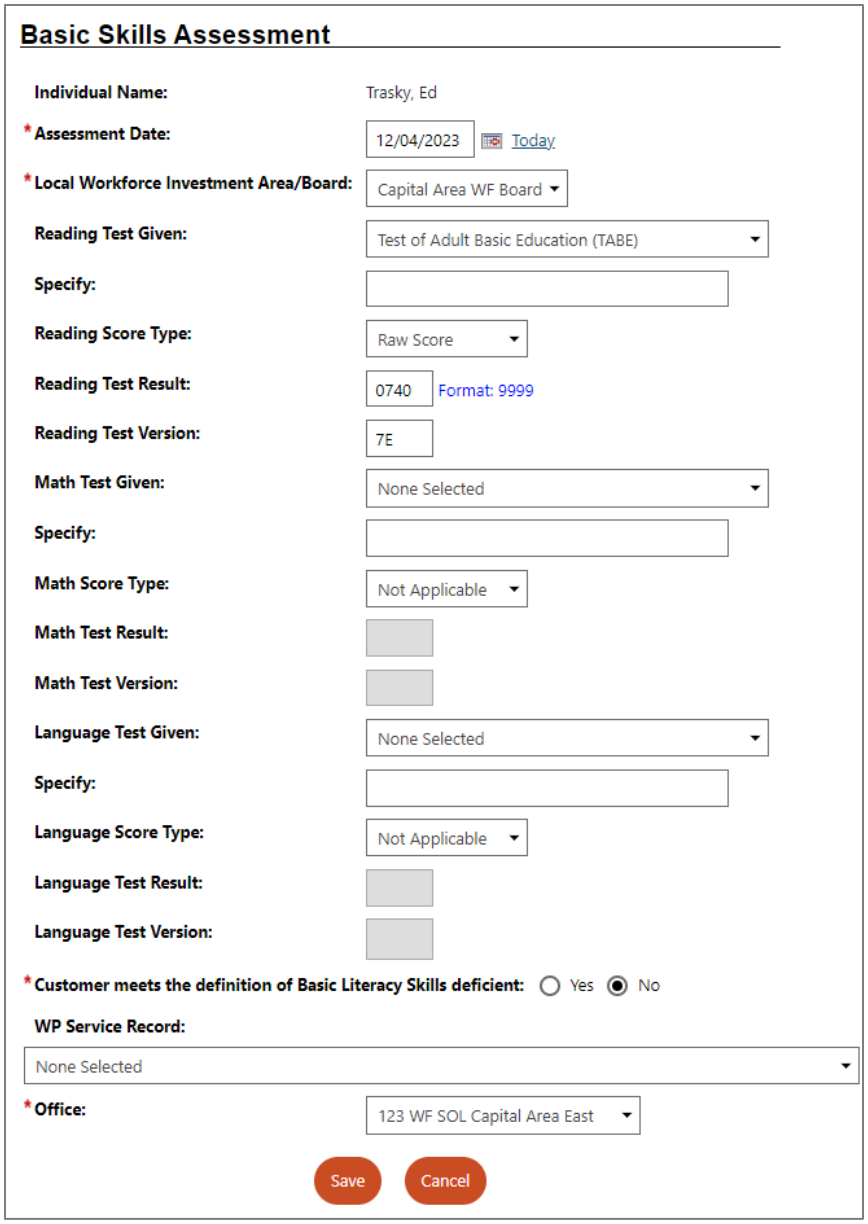
The Basic Skills Assessment form allows staff to enter test scores for Reading, Math, and Language assessments taken by a participant, such as CASAS, TABE, etc.

To add or update Basic Skills Assessment test scores for an individual, follow these steps:

1. Click the **Basic Skills Assessment** link on the Assessments tab. The Basic Skills Assessments page displays and lists any existing assessment records.
2. To create a new assessment record, click **Add Assessment.** To update an existing record, click the **Edit** link in the Action column. The Basic Skills Assessment entry form displays.
3. Enter the Assessment Date and LWDA/Board. LWDA determines which tests are available to choose from.
4. For each skills area tested—Reading, Math, and Language, select the type of test that was taken from the Test Given

drop-down list. If Other is chosen, enter the test name in the Specify field below.

5. Select the scoring method from the Score Type drop-down list (Grade Equivalent or Raw Score).
6. Enter the Test Result value in the proper format based on the scoring method previously selected, noting the following: Grade Equivalent - Valid scores range from 00.0 through 13.0 (value must include the decimal point). Note the following special-use score values: Enter 87.0 when the individual is not tested, and their skills are obviously below the 9th grade level. Enter 88.0 when the individual refuses testing, could not be tested, or testing was not needed. Raw score values can be 0.00 to 99.
7. Specify the Test Version taken.
8. Specify if the Customer meets the definition of Basic Literacy Skills deficient. Notes: If the Reading, Math, or Language score is less than 9.0, or equal to 87.0, the system automatically records a **Yes**.
9. Select the WP Service Record this assessment applies to from the drop-down list.
10. Select the affiliated Office from the drop-down list.
11. Click **Save** to save the test scores record. The Basic Skills Assessments page redisplays.



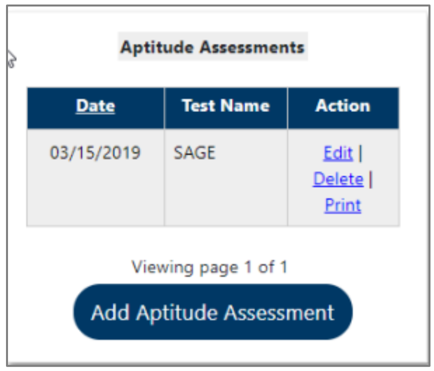
Basic Skills Assessment Page

Aptitude Assessment

The Aptitude Assessment form allows staff to enter test scores for common assessments taken by a participant, including SAGE, GATB, Ability Profiler, and CareerScope (for Vets and their dependents).

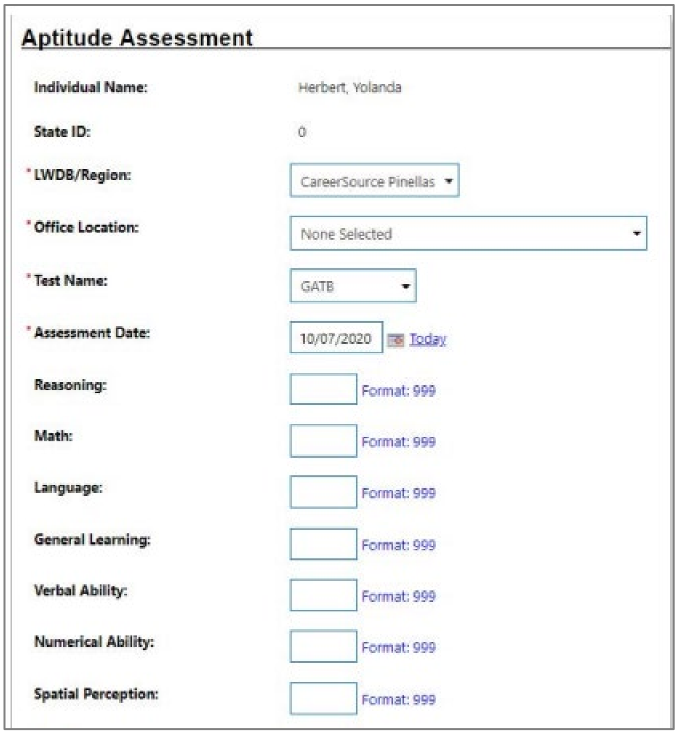
To add or update Aptitude Assessment test scores for an individual:

1. Click the **Aptitudes** link on the Assessments tab. The Aptitude Assessments page displays.



Aptitude Assessment Screen

2. To create a new assessment record, click **Add Aptitude Assessment,** or to update an existing record, click the Edit link in the Action column. The Aptitude Assessment entry form displays.
3. Select the LWDB/Region, Office Location, and Test Name from the drop-down lists, and enter the Assessment Date.
4. For each of the areas tested, enter the test scores.
5. Enter any additional Comments and click **Save**. Aptitude information will then display.



Aptitude Assessment

Individual Name: Herbert, Yolanda

State ID: 0

* LWDB/Region: CareerSource Pinellas

* Office Location: None Selected

* Test Name: GATB

* Assessment Date: 10/07/2020 Today

Reasoning: Format: 999

Math: Format: 999

Language: Format: 999

General Learning: Format: 999

Verbal Ability: Format: 999

Numerical Ability: Format: 999

Spatial Perception: Format: 999

Completed Aptitude Score Page

Other Assessments

The Other Assessments category displays assessments that do not fit the other categories, including typing tests. It can be customized by the client as well.

To enter assessment results for assessments in this category, follow these steps:

1. Click the **Other Assessments** link. It will display a list of assessments for Texas.
2. Click **Add Assessment** to record results for an assessment listed.
3. Enter the Assessment Date and Test Result score.
4. Select the Test Given from a drop-down list.

5. Enter any Comments and click **Save**. The results are then recorded.

Objective Assessment Summary (OAS)

Training Objectives

After completing this lesson, you will be able to understand:

- where the Objective Assessment Summary is located within the Plan tab.
- the primary function of the OAS.
- how the OAS is organized into tabs and the information that can be entered on those tabs.
- how the OAS relates to the IEP.

Note: Staff from other programs may also create an OAS for the individual, so it becomes a shared commodity between/among programs.

The Objective Assessment Summary (OAS) is used to satisfy program requirements for recording results of Vocational Skill Assessments or Objective Assessment activities. Each program application (e.g., Trade, WIOA, SNAP E&T, and Choices) will have its own assessment record associated with it.

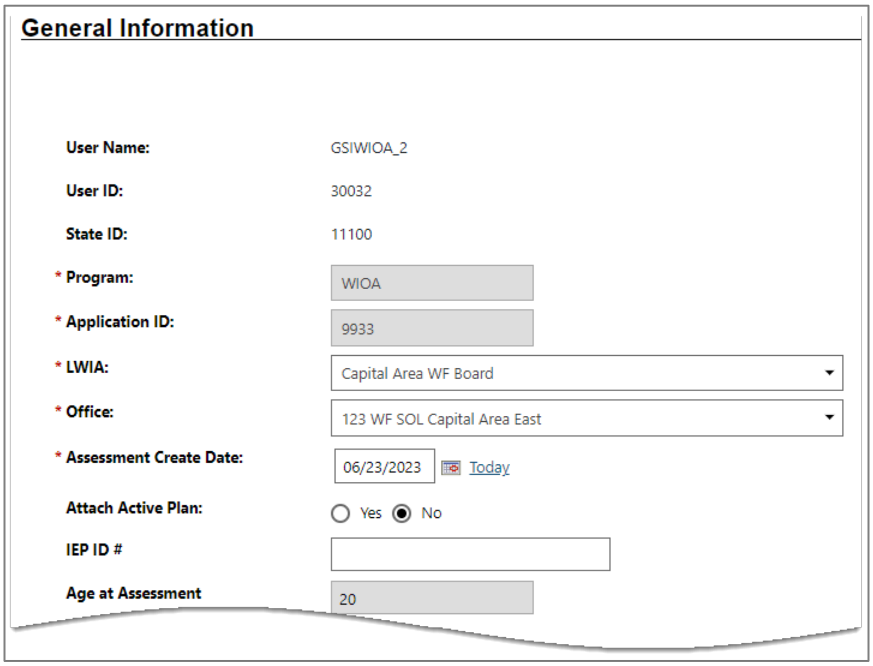
The data collected in the assessment process for employment and training programs is commonly used to assess vocational skills and aptitudes as related to employability, job seeking, and job keeping skills, and may be used in the analysis and development of Employment Plans/Service Strategies.

Note: You can associate an OAS record to an open Individual Employment Plan (IEP), however, there is no link to associate OAS results to Goals and Objectives set in the IEP/SS form.

To create an Objective Assessment Summary (OAS) for the assisted individual:

1. On the Plan tab of the Case Management Profile, click the **Create Objective Assessment Summary** button. The General page displays (see figure below).

Note: Some fields on the following pages may be pre-populated based on entries from the individual's General Information and Background tabs. Some data can be changed for OAS purposes.



Objective Assessment Summary Wizard – General Information Page

2. In the General Information section, select the Program for which you're creating the OAS. The Application ID fills in automatically.
3. Select your LWDB and Office affiliation.
4. Enter the Assessment Create Date for the OAS.

5. Specify whether to attach an active Individual Employment Plan (IEP) to the OAS. If Yes, the plan ID populates automatically.

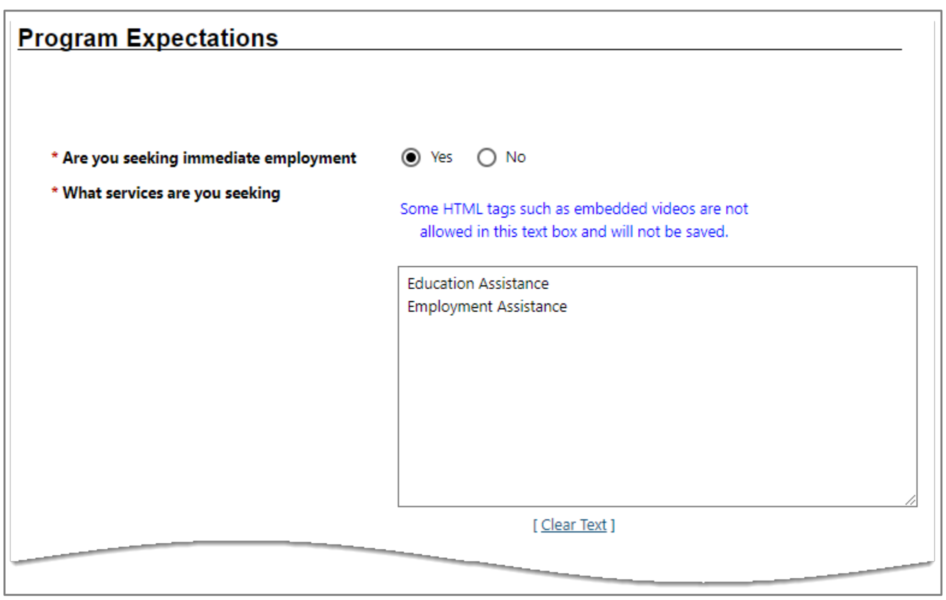
6. In the Contact Information section, if necessary to add or change any information, click the **Edit Contact Info** link, and make your changes.

7. In the Alternate Contact section, to add an alternate contact person, click the **Click Here** link.

8. In the Staff section, enter the date this assessment was completed.

9. If desired, enter a note for the assessment in the Overall Note text box.

10. Click **Next** to save your edits and continue to the Expectation page (see figure below).



Objective Assessment Wizard – Program Expectations Page

11. In the Program Expectations section:

    i. Indicate whether the individual seeks immediate employment.

    ii. Record desired services in the text box, for example, career counseling or work readiness.

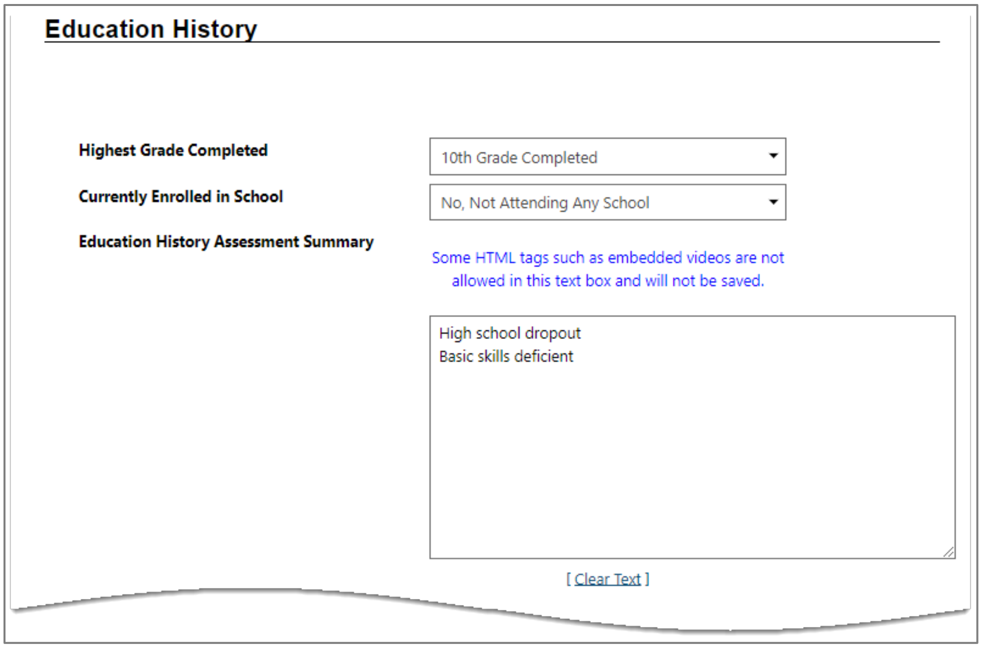
12. In the Employment Expectations section:

    i. Select up to three desired occupations.

    ii. Specify desired job attributes, such as employment type, full or part time, shift preferences, desired salary, etc.

    iii. Identify any benefits needed, job search assistance requested, and other requested career planning or training services and preferences, as appropriate.

13. Click **Next** to save your edits and continue to the Education page (see figure below).



Objective Assessment Wizard – Education Page

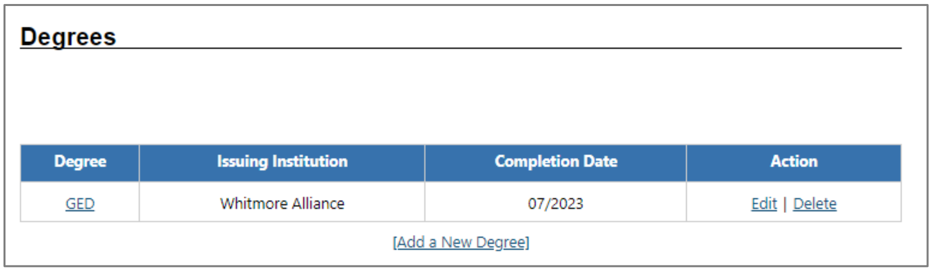
14. In the Education History section:

    i. Select or verify the individual's highest grade completed and current school status.

    ii. Enter any comments to summarize their education history.

15. In the Basic Skills/Education Factors section, identify their high school dropout status, any areas of basic skills deficiency, primary language, need for financial aid, and other factors, as applicable.

16. Click **Next** to save your edits and continue to the Degree page (see figure below).



Degrees

Degree	Issuing Institution	Completion Date	Action
GED	Whitmore Alliance	07/2023	Edit | Delete

[Add a New Degree]

Objective Assessment Wizard – Degree Page

Note: If any degree information was previously saved in the Background wizard and/or Résumé Builder, it will be listed here.

17. If an existing degree record needs to be changed, click the **Edit** link in the Action column.

18. To add a degree, click the **Add a New Degree** link.

    i. In the Add Degree pop-up window, complete the required details of the individual's degree, then click **Save**.

19. Click **Next** to save your edits and continue to the Certificate page (see figure below).

Certificates

Certificate License	Organization	Completion Date	Action

[Add a New Certificate]

Objective Assessment Wizard – Certificate Page

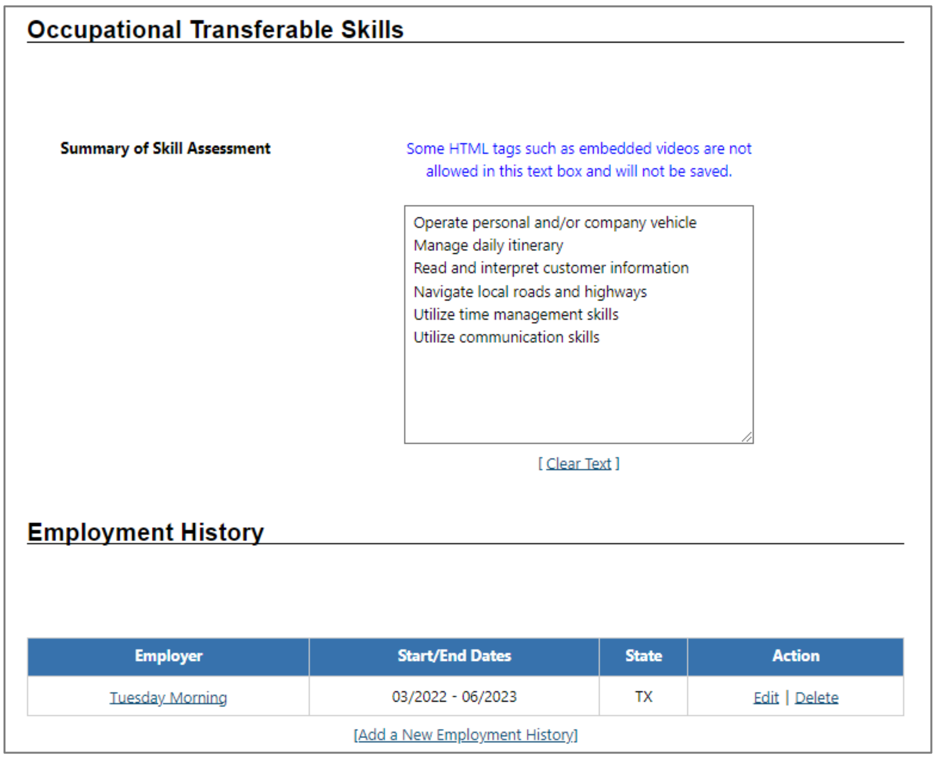
Note: If any certificate information was previously saved in the Background wizard and/or Résumé Builder, it will be listed here.

20. If an existing certificate record needs to be changed, click the **Edit** link in the Action column.

21. To add a certificate, click the **Add a New Certificate** link.

    i. In the Add Certificate pop-up window, complete the required details of the individual's certificate, then click **Save**.

22. Click **Next** to save your edits and continue to the Employment page (see figure below).



Objective Assessment Wizard – Employment Page

Note: If any employment history information was previously saved in the Background wizard and/or Résumé Builder, it will be listed here.

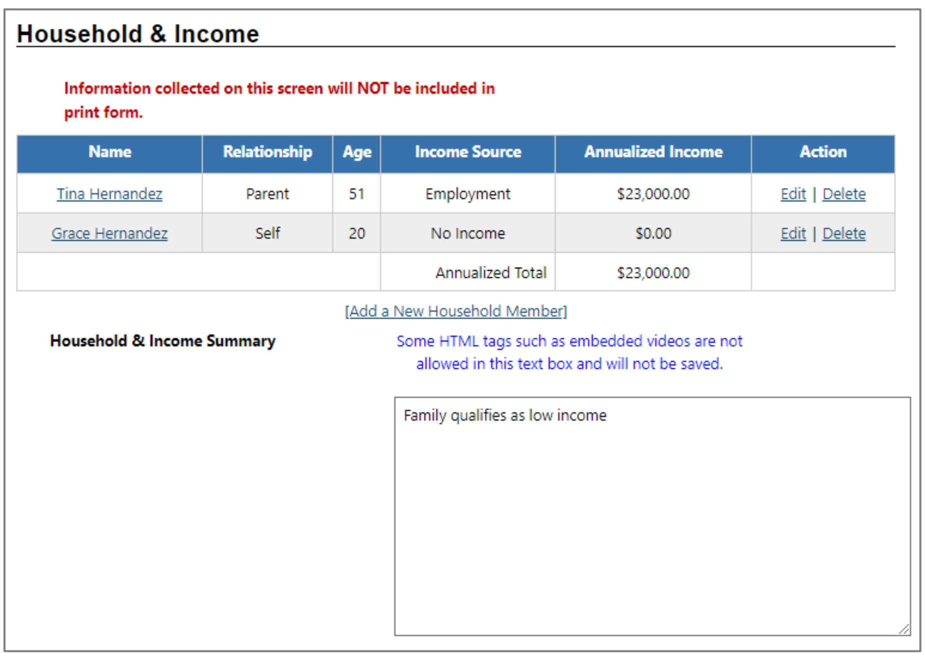
23. In the Occupation Transferrable Skills section, enter any information that summarizes the skill assessment for the individual in the text box provided.

24. In the Employment History section, if an existing job record needs to be changed, click the **Edit** link in the Action column.

25. To add an employment history record, click the **Add a New Employment History** link.

   i. In the Add Employment pop-up window, enter all required information, then click **Save**.

26. Click **Next** to save your edits and continue to the Household & Income page (see figure below).



Objective Assessment Wizard – Household & Income Page

Note: The Household & Income page is a **secure information** page. The information on it is not included in the print form. You will need a separate Admin privilege that would allow you to edit, view only, or not access this page at all.

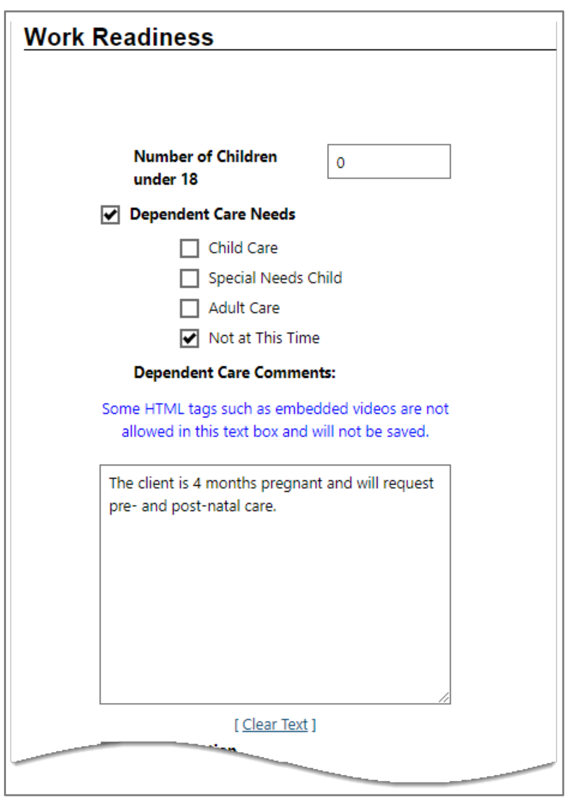
27. In the Household & Income Summary text box, enter a brief summary statement, as applicable.

28. To add a new household member and their income, click the **Add a New Household Member** link.

    i. In the Add Income pop-up window, enter all required information, then click **Save**.

29. Click **Next** to save your edits and continue to the Work Readiness page (see figure below).

The comprehensive Work Readiness page allows staff to identify what obstacles or issues the individual might face that will affect their work readiness.



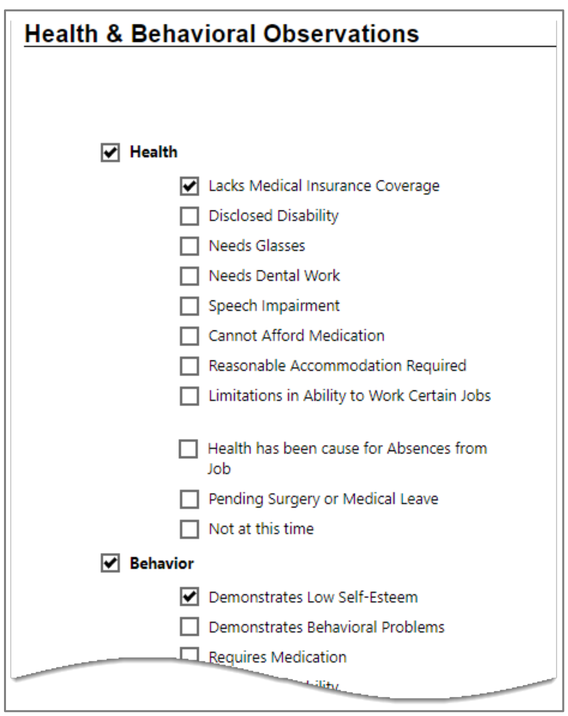
Objective Assessment Wizard – Work Readiness Page

30. Select items that may present obstacles by clicking in the checkboxes, as necessary.

31. Enter comments as needed.

32. Click **Next** to save your edits and continue to the Barriers page (see figure below).

The comprehensive Barriers page allows staff to identify—after observing the individual—certain obstacles or issues the individual might face that will affect their employment/training. Sections include Health & Behavioral Observations, Living Environment, Economic Factors/Financial Situation, Vocational/ Occupational Factors, Other Assistance Received, Barriers to Employment, and Access Assessment.



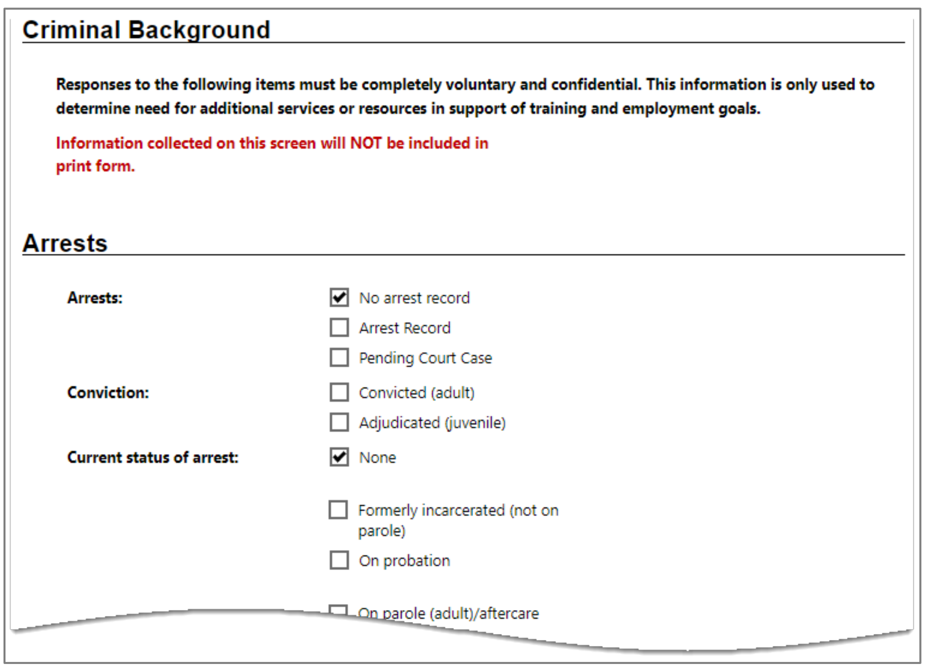
Objective Assessment Wizard – Barriers Page

33. Select statements that correctly characterize the individual's health, behavior, and living environment information by clicking in the checkboxes, as necessary.

34. Enter comments as needed.

35. Click **Next** to save your edits and continue to the Criminal Background page (see figure below).

Note: The Criminal Background page is a **secure information** page. The information on it is not included in the print form. You will need a separate Admin privilege that would allow you to edit, view only, or not access this page at all.

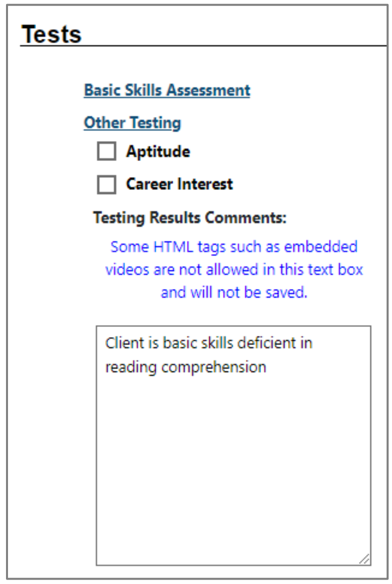


Objective Assessment Wizard – Criminal Background Page

36. Select applicable items by clicking in the checkboxes, as necessary.

37. Enter comments as needed.

38. Click **Next** to save your edits and continue to the Tests page (see figure below).

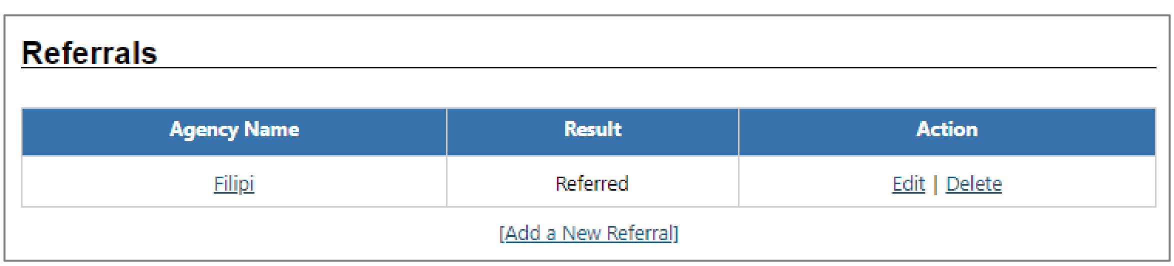


Objective Assessment Wizard – Tests Page and Assessments Tab

39. Click the desired **Click Here** link to add, view, or edit any Basic Skills Assessment or Other Testing. A pop-up window will display for adding or editing existing assessment results, just as they are maintained in the Assessments tab of the individual's Case Management Profile.

40. Enter any comments to summarize all test results.

41. Click **Next** to save your edits and continue to the Referrals page (see figure below).



Objective Assessment Wizard – Referrals Page

In certain circumstances, a referral to another agency may be made as the last step related to the OAS.

42. If an existing referral record needs to be changed, click the **Edit** link in the Action column.

43. To add a referral, click the **Add a New Referral** link.

44. Complete the fields on the Add Referral pop-up window and click **Save**.

45. Click **Finish** to complete the OAS. The updated Plan tab redisplays.