

**TENNESSEE DEPARTMENT OF LABOR
& WORKFORCE DEVELOPMENT**

E-CMATS WIA PROGRAM MANUAL

**EMPLOYMENT & TRAINING SECTION
MARCH-2004**

www.tennessee.gov/

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e-CMATS WORKFORCE INVESTMENT ACT (WIA) PROGRAM MANUAL

Introduction

The purpose of the e-CMATS WIA Program Manual is to assist field staff, working with the WIA Title I program, to complete the processes needed in e-CMATS. The manual provides a definition of terms and documentation needed to verify eligibility for the adult, youth, and dislocated worker categories of the WIA Title I program.

There are eight major processes that may be completed in e-CMATS for participants served under the WIA Title I program. The eight processes are Registration, Intake, Eligibility, Planning, Service Delivery, Case Management, Exit and Follow-up. Each section follows the screens in e-CMATS and includes four descriptive sections. The sections are titled: Field, Instruction for WIA Title I Staff, Verification/Documentation and References to the WIA, federal regulations, and/or state Employment & Training policies.

- A) Field refers to a single word such as the “Name” of the participant, etc.
- B) Instruction for the WIA Title I staff portion provides an explanation of what staff will do at each point of a particular process.
- C) Verification/Documentation refers to what customers will provide to become eligible for WIA Title I programs.
- D) References to WIA, federal regulations, and/or state policies indicate the relation of the field to these items.

This manual does not replace the e-CMATS Users Manual developed by HCL, the vendor that designed the e-CMATS. This manual is designed to complement the e-CMATS Users Manual and to ensure the program is managed according to federal regulations and state policies.

QUICK REFERENCES TO ELIGIBILITY DOCUMENTATION

This section is a quick reference page listing the types of documentation required to verify eligibility under the adult, youth, and dislocated worker programs.

Program	Minimum Verification
Adults	<p>If an adult is referred to the WIA Title I program by Job Service/Career Center, the ESCOT APIQ form should be used to verify the items listed for each program. If the applicant is not referred by Job Service/Career Center, the LWIA or contractor should verify if the individual has permission to work in the United States and one other of the listed documents below.</p> <p>Date of Birth</p> <p>Social Security Number (Social Security Card),</p> <p>Citizenship,</p> <p>Work permit/Permanent residency,</p> <p>Program wages (for the under-employed), and</p> <p>Income verification when the 75% priority system is in effect.</p>
Dislocated Workers	<p>Displaced homemaker (Example: divorce papers).</p>
Youth	<p><u>Older Youth</u></p> <p>If an older youth is referred to the WIA Title I program by Job Service/Career Center, the ESCOT APIQ form should be used to verify eligibility. If the applicant is not referred by Job Service/Career Center, the LWIA or contractor should verify:</p> <p>Date of Birth</p> <p>Social Security Number (Social Security Card)</p> <p>Proof of age (Example: school records),</p>

<p>Program</p>	<p>Minimum Verification</p> <p>Citizenship, and</p> <p>Income statement of parents or guardian.</p> <p><u>In-School Youth</u></p> <p>For in-school youth, school records may be used to verify eligibility for items listed below.</p> <p>At this time, the federal government prohibits the use of participation in the National School Lunch Program as verification for being disadvantaged.</p> <p>If the school does not provide the following information, the LWIA or contractor should verify:</p> <p>Citizenship,</p> <p>Proof of age (Example: school records or driver's license, learning permit, or Department of Safety identification card.), and</p> <p>Income statement of parents or guardian.</p>
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SUMMARY OF CMATS SCREENS/FORMS RELATED TO STATE POLICIES OR PROCESS THAT NEED VERIFICATIONS.

Name of Screen/Forms	Description of Screens/Forms
Registration	<p>The registration process serves two types of WIA applicants, self-registered or self-serve and staff assisted.</p> <p>Self-registered or self-serve applicants are individuals who do not need staff assistance and who are looking for work or information in the resource room. They will not be considered registered for the WIA Title I program or counted in performance measures.</p> <p>Staff-assisted applicants must receive additional assistance to accomplish career goals. A staff member determines eligibility for the WIA Title I program and enrolls the applicant in a WIA Title I funded activity.</p> <p>For the purpose of performance measures, an adult or a dislocated worker who is determined eligible for WIA services and who receives staff-assisted core, intensive, and training services will be considered when calculating performance outcomes for the area.</p>
Intake	<p>This process is used to collect detailed enrollment information to determine “general” and “program specific” eligibility for WIA Title I program services.</p> <p>A participant who is determined eligible but has not participated in an activity for 90 days will be automatically exited unless there is evidence in case management notes showing continued contact with the participant to arrange for a program activity.</p> <p>The signature page must be printed after eligibility determination and signed by the participant and staff of the WIA Title I program. If the participant is a youth, the guardian must sign and indicate he/she is the guardian.</p>
Assessment	<p>This process is used to assess a participant’s needs after test results for basic math, reading, and communication skills. The signature page must be printed after the assessment is completed, and it must be signed by the participant and appropriate staff of the WIA Title I program.</p>
Planning	<p>This process should be used to develop a plan for the participant and to approve the plan before setting up the activities in Service Delivery.</p>

Names of Screens/Forms	Descriptions of Screens/Forms
Service Delivery	This process is used to schedule or setup activities such as workshops, assign service providers and authorize payments for approved activities, etc.
Case Management	Within this area, a participant's program activities are updated; contact logs for the participant and the employer may be created; case notes may be entered; and/or a case may be transferred to another worker.
Exit	This process allows staff to record results of completed activities, to follow participant's employment status, and to maintain contact with the employer.

FIELD DESCRIPTIONS FOR WIA TITLE I PROGRAM

The following items start the process for data entry on the registration screen.

Registration has two processes:

- 1) Walk-In or Self-Service Refers to participants who are self-registered. These individuals do not need staff assistance; however, demographic information still should be collected on these individuals.
- 2) Basic Intake Refers to participants who need staff assistance to register and access program services.

Application Process

Field	Instruction for WIA Title I Staff	Verification/ Documentation	References to WIA, federal regulations, and/or state policies
Option to verify income verification	To eliminate the collection of duplicate information, ESCOT APIQ screens may be printed for the WIA participant file where verification is required.	NOTE: If an applicant is referred to the WIA Title I program by Job Service/Career Center, the ESCOT APIQ form will be used to verify the items listed for each program. If Job Service/Career Center does not refer the applicant, the LWIA should verify items where verification is required.	
Walk-In or Self-Service	Participants not needing staff assistance must be self-registered and demographic information collected about them when they are using the resources in the career center.		
Basic Intake	Participants who need staff assistance to access program service		

Field	Instruction for WIA Title I Staff	Verification/ Documentation	References to WIA, federal regulations, and/or state policies
Social Security Number (SSN)	SSN of the participant--a pseudo SSN is not acceptable unless entered by state staff.	Copy of a valid SSN (on card) issued to the participant by the Social Security Administration (SSA) or a copy of a driver's license with the SSN inscribed	
Registration Date	Indicate the date the participant registered for the program (mandatory field). Enter month, date and year (00/00/0000).	None	

Field	Instruction for WIA Title I Staff	Verification/ Documentation	References to WIA, federal regulations, and/or state policies
Title	The participant's title: "Mr., Mrs., or Ms. etc."		
First name	Participant's first name (Mandatory field)	Participant's statement, or valid SSN on SSA card, or valid driver's license, or birth certificate	
Last name	Participant's last name (Mandatory field)	Participant's statement or valid SSN on SSA card, or valid driver's license, or birth certificate	
Middle name	Participant's middle name	Participant's statement	
Suffix name	Participant title (e.g. Jr.; Sr., III. etc.)	Driver's license and any identification card with the name of the participant	
Date of Birth	Date on which the participant was born, insert as month-date-and-year (00-00-0000)	Copy of ID Baptismal Record; Birth Certificate; DD214, Report of Transfer or Discharge Paper; Driver's License; Federal, State, or Local Government Identification Card	
Gender	Indicate whether the participant is male or female.	Participant's statement	
Veteran Indicator	A veteran can either be: an individual who served in the U. S. military, naval, or air service for a period less than or equal to 180 days, or who was discharged or under conditions other than discharged or released from such service under such service other than dishonorable; or an individual who met the above conditions for more than 180 days.	Copy of DD214; or other identification confirming the individual is a veteran. Cross match with the Veteran section of Job service.	
Address type	Indicate whether the.	Participant's statement	

Field	Instruction for WIA Title I Staff	Instruction for WIA Title I Staff	References to WIA, federal regulations, and/or state policies
Address Type (cont)	participant's address is permanent or temporary.		
Participant's address	The address of the participant	Participant's statement or the address indicated on the driver's license	
City	Participant's city of residence	Participant's statement	
State	The name of the state the participant resides.	Participant's state of residence. If the participant is a resident of Tennessee, he/she should not be denied services within any LWIA. It also is advisable to inquire if the resident is receiving services in another LWIA. If the participant is a resident of a neighboring state, contact the nearest LWIA in that state to seek services.	
County	Participant's county of residences	Participant's statements or voter registration card	
Phone	Participant's phone number	Participant's statement	
Secondary contact details	A second contact address or phone number the participants provides	Participant's statement	
Participant's—e-mail	Participant's e-mail address	Participant's statement	
Zip code	Participant's zip code	Participant's Statement	

INTAKE MODULE/APPLICATION

Field	Instruction for WIA Title I Staff	Verification/ Documentation	References to WIA, federal regulations, and/or state policies
Basic information such as Social Security number (SSN), name, gender and address soon will be transmitted to other screens to continue the registration process.			
Ethnicity - Hispanic or Latino	Select Hispanic/Latino Yes or No. A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture in origin, regardless of race.	Participant's statement	
Race	Select all that apply	Participant's statement	
United States citizen	A participant born in the U.S. However, for eligibility purposes, a permanent resident or a participant issued a work permit by U.S. Immigration and Naturalization Service (INS) should not be denied WIA Title I services.	Copy of U.S. birth certificate or U.S. passport for citizens and/or work permit or Alien registration card for non-citizens	

Field	Instructions to WIA Title I Staff	Verification/ Documentation	References to WIA, federal regulations, and/or state policies
Number in family	Total persons in a family related by blood, marriage, or decree of court, who are living in a single residence	Participant's statement	WIA Section 101 (15)
Number of dependents (under 18)	Number of dependents in the family under the age of 18	Participant's statement	
Youth education status	Education status at time of registration	Copy of Applicant Statement; Applicable Records from Educational Institution (i.e., diploma, GED certificate, post-secondary enrollment, attendance record, dropout letter or documentation from school)	
Youth education Status	<p>88=The youth has a GED.</p> <p>Note: If the educational agency the youth attends, tests the youth and determines the youth is basic skills deficient, the WIA staff should not retest the youth.</p> <p>For older youth or adults "under employed" means individuals who are not self-sufficient as defined by each local board and are therefore eligible to receive core and intensive services and possibly training services as determined</p>		

Field	Instructions to WIA Title I Staff	Verification/ Documentation	References to WIA, federal regulations, and/or state policies
Youth education Status	individuals who are not self-sufficient as defined by each local board and are therefore eligible to receive core and intensive services and possibly training services as determined by the needs of the individual		
Highest grade completed	The highest grade the individual completed at time of WIA registration.	Participant's statement; copy of school record; school verification; transcript	
Completion year	The year the participant completed his/ her education	Participant's statement	
Limited English Proficient	A participant who has limited ability in speaking, reading, writing or understanding the English language and (a) whose native language is a language other than English or (b) who lives in a family or community environment where a language other than English is the dominant language.	Participant's interpreter's statement	
Employed	Participant is currently working as a paid employee or who works in his or her own business or profession or on his or her own farm, or works 15 hours or more per week as an unpaid worker on a farm or in an enterprise operated by a member of the family, or is one who is not working, but has a job or business from which he or she was temporarily absent because of illness, bad weather, vacation, labor-management dispute, or personal reasons, whether or not paid by the employer for time-off, and whether or not seeking another job.	Copy of pay stub	

U.I. recipient	An individual who has been	U.I. Cross-Match,	
Field	Instructions to WIA Title I Staff	Verification/Documentation	References to WIA, federal regulations, and/or state policies
(cont) U.I. recipient	determined to be monetarily eligible for benefit payments under one or more state benefit payment system.	state management information system WIA application form	
Unemployment Compensation	Federal unemployment compensation programs and whose benefit year or compensation, by reason of an extended duration period, has not ended and who has not exhausted his/her benefit rights.	Participants statement	
Dislocated worker	An individual who lost employment due to no fault of his/her own	Copy of lay-off slip, or statement from previous employer, or Unemployment Insurance records	
Pay rate	The hourly, weekly, or monthly earnings of a participant	Copy of check stubs or documentation from the employer	
Dislocated date	The last day of employment at the dislocation job.	Self-certification; copy of verification from Employer; Notice of Lay-off; Rapid Response List; Public announcement with follow-up cross-match with UI system	

Field	Instructions to WIA Title I Staff	Verification/ Documentation	References to WIA, federal regulations, and/or state policies
Previous earnings	<p>The previous earnings of the worker prior to dislocation</p> <p>This information was added to the screen at the request of several LWIAs. Therefore, the local staff may collect this information based on the hourly, yearly, semi-yearly basis prior to a participant's request for WIA Title I services.</p>	<p>The decision on what type of documentation is needed is left to the local board of each area.</p>	
Worker Adjustment and Retraining Notification Identification number (WARN ID)	<p>The number assigned to the company, plant, or factory that laid-off the worker. Some companies that permanently close or lay-off workers may not meet the required number of workers under the federal WARN to notify the TDOLWFD Dislocated Worker Unit. Please check with the Rapid Response coordinator in your area or check the WARN number assigned for the establishment in the WARN section on eCMATS.</p>	<p>If you wish to verify the WARN ID of the dislocation dates see the WARN section of e-CMATS</p>	
Annual family income	<p>Income actually received from all sources by all members of the family for six months prior to an application for WIA Title I services.</p> <p>Family size is the maximum number of family members during a six months period prior to application. Calculate the annualized income by multiplying the prior six months by two.</p>	<p>Earnings of family members for the prior six months is acceptable</p>	

Field	Instructions to WIA Title I Staff	Verification/ Documentation	References to WIA, federal regulations, and/or state policies
Annual family income	<p>to an application for WIA Title I services.</p> <p>Exclude: Non-cash awards such as food stamps, welfare payments, workers compensation settlements or insurance payments, certain social security benefits, monthly allowance received by persons serving in the National Guard or military services, payments made under Title V of the Older American Act, VA pensions paid to the widow of veterans</p> <p>All capital gains and losses, disability and death payments, child support payments, terminal health and casualty insurance proceeds</p>	<p>: employee check stubs, employer wage records if available, W-2 forms, notarized or witnessed statements, self-employment income, active duty military pay, or incomes from rental property, or alimony, etc.</p> <p>If the individual worked only one or six months to calculate the yearly income, multiply the monthly income by 12 or by two respectively.</p>	
Funding source	The funding streams for the WIA Title I program (Adult, Youth, or Dislocated Worker funds)		

Field	Instructions for WIA Title I Staff	Verification/ Documentation	References to WIA, federal regulations, and/or state policies
Primary Dot Code	The code number assigned to the occupation of the participant at the time of registration for WIA Title I services	Participant's statement or statement from the employer	
Secondary Dot Cod	The second occupation DOT code if the participant has two jobs	Participant's statement or statement from the employer	
Homeless and/or a runaway	An individual who lacks a fixed, regular, adequate night time residence; and any individual who has a primary night time residence that is a publicly or privately operated shelter for temporary accommodation; an institution providing temporary residence for individuals intended to be institutionalized; or a public or private place not designated for or ordinarily used as a regular sleeping accommodation for human beings.	Participant's statement; written statement from an individual providing residence; written statement from a shelter; written statement from social service agency; WIA registration form	
Individual disability	An individual who has a physical, motion or mental (learning or developmental) impairment which substantially limits one or more of his/her life activities, has a record of such impairment; or is regarded as having such an impairment that results in a substantial barrier to employment. If a youth or adult is at a residential facility for the mentally challenged and is not participating in the educational system, he or she can be served under the WIA program as an out-of-school	If the disability is observable no documentation is needed. The only time documentation will be necessary is if the participant willingly provides this information. The documentation may include papers vocational rehabilitation; drug or alcohol treatment center , SSI records; VA related records etc	WIA Section 101 (17)

	youth and receive services as determined by the individual service strategy.		
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Field	Instructions to WIA Title I Staff	Verification/ Documentation	References to WIA, federal regulations, and/or state policies
Low income	<p>A registrant in one or more of the following categories: (A) receives, or is a member of a family which receives, cash payments under a Federal, State or income-based public assistance program; (b) received an income, or is a member of a family that received a total family income, for the six-month period prior to registration for the program involved (exclusive of unemployment compensation, child support payments, payments described in subparagraph (A) and old-age and survivors insurance benefits.</p> <p>All participants who are made eligible under the priority criteria will be required to provide documented proof to support the total amount of includable family income.</p> <p>If the participant is under the age of 18, the parent, guardian, or other responsible adult must sign the signature page after eligibility has been determined for the youth.</p>	<p>Copy of document showing the alimony agreement; Applicant Statement; Award Letter from Veteran Administration; Bank Statements; participant or family's earnings, or a document showing the participant is a Food Stamps or Families First (TANF) recipient, or participates in any other state or federally subsidized program for low-income people is acceptable. Participant's EBT Card, or other documents from a social service agency.</p> <p>Copy of guardian's statement and signature on signature page</p>	<p>Policy 00-11 restricts local boards from developing more restrictive policies that exclude adults who are not disadvantaged from accessing WIA Title I services.</p> <p>Policy 02-16 provides LWIAs with an income guideline table calculating the LLSIL and Policy 00-11. Check E&T website for most current LLSIS policy.</p>

Field	Instructions to WIA Title I Staff	Verification/ Documentation	References to WIA, federal regulations, and/or state policies
Displaced homemaker	<p>An individual who has been providing unpaid services to family members in the home and who – (1) has been dependent on the income of another family member but is no longer supported by that income; and (2) is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment</p> <p>Displaced homemakers can be served under dislocated worker criteria or under the adult program. The decision is left to the LWIA.</p>	Copy of self-attestation form; Public Assistance Records; Divorce Paper; Court Records; Bank Records; Spouse’s Layoff Notice; Spouse’s Death Record.	WIA Section 101 (10)
Offender	An individual: (1) who is or has been subject to any stage of the criminal justice process, for whom services under WIA may be beneficial; or (2) who requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction.	Copy of documentation from Juvenile Justice/Criminal Justice System; Documented Phone Call with Juvenile Justice/Criminal Justice Representative; Self-attestation; WIA registration form.	WIA Section (101) (27)
Single parent	A single, separated, divorced or widowed individual who has primary responsibility for one or more dependent children under age 18.	Participant’s statement	
Pregnant or parenting	A participant who is under the age of 22 and who is pregnant, or a youth (male or female) who is providing custodian care for one or more dependents under the age of 18	Copy of Child’s Birth Certificate; Baptismal Record; Doctor’s Note Confirming Pregnancy; Applicant Statement of Pregnancy;	

		observation.	
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Field	Instructions to WIA title I Staff	Verification/ Documentation	References to WIA, federal regulations, and/or state policies
Pell Grant	<p>Drop down Screen will ask for selection of “yes,” “no,” or “pending.”</p> <p>YES= A participant has been notified he or she will receive a Pell Grant. This information may be updated at anytime while the participant is receiving WIA services, with the exception of follow-up services.</p> <p>NO= A participant has not applied for a Pell Grant.</p> <p>If a participant is eligible to receive training services, WIA staff should also provide information to the participant about Pell Grants.</p> <p>Several LWIAs have requested adding “Pending” to the options listed to identify participants who are waiting for Pell grant approval. If the participant receives a Pell Grant, staff should update the information.</p>	Copies of information should be collected from the educational agencies or institutions where the Pell Grant application was made.	For Pell grant information and coordination see Section 134(d) (40 (B) of the WIA and Section 663.320 (c)
Worker Profiling and Retraining Services referral	A system that assesses a participant’s employment history to determine if the current skills of a participant can be transferred to other jobs requiring the same type of skill.		

Field	Instructions to WIA Title I Staff	Verification/ Documentation	References to WIA, federal regulations, and/or state policies
TANF Referral	Participants, who were referred by the TANF agency, participated in the TANF assessment program as a requirement prior to opening a TANF grant, and who received support services from the TANF agency.	Case Notes; Cross-Match with TANF; public assistance records; state management information system.	
General Assistance (GA)	A Participant who receives cash from one or more of the following sources: General Assistance, Refugee Cash Assistance, Supplemental Security Income	Copy of authorization to receive cash public assistance; Copy of Public Assistance Check; Medical Card Showing Cash Grant Status; Public Assistance Records/Printout; Refugee Assistance Records; Case Notes; state management information system; WIA registration form; cross match with Public Assistance database.	
Supplemental Security Income (SSI)	Participant is receiving cash assistance or SSI from Social Security Administration. SSI should not be counted when calculating income for eligibility when providing services to the disadvantaged.	Copies of approval letter from SSA.	
Youth needs additional training assistance	A youth aged 14-21, who requires additional assistance to complete an educational program, or to secure and hold employment as defined by State or local policy. If the State Board defines a policy, the policy must be included in the State Plan.	See 5 year State plan (which is available on the web) and individual service strategy; case notes; WIA registration form; self-attestation; state management information system.	Each LWIA will define the term “youth needs additional training assistance” for the area and develop a policy as to what constitutes a youth in need for additional assistance to complete an education program and to secure

Field	Instructions to WIA Title I Staff	Verification Documentation	References to WIA federal regulations, and /or state policies
(cont) Youth needs additional training assistance			employment.
Refugee Cash Assistance (RCA)	Participant is receiving Refugee Cash Assistance	Copy of proof of assistance from the agency	
Food Stamp Program	<p>Federally-funded nutrition assistance program providing a safety net for elderly, disabled, families with children, or low-income households to help purchase food or seeds to grow food.</p> <p>DHS handles the eligibility for this program in Tennessee. Participants receive a monthly food stamp allotment electronically through the use of an Electronic Benefit Transfer (EBT) card. In most situations, a participant who is receiving food stamps, was receiving food stamps in the past six months, or belongs to a household who received food stamps during the past six months prior to applying to the WIA program should be considered low income.</p> <p>Note: Remember individuals with low-income will be considered a priority when the LWIA has obligated 75% of the adult funds allocated for the area.</p>	Copy of referral from the WIA partner agency-DHS, or Job Service/Career Center ESCOT APIQ form, or the participant's EBT Card	

Field	Instructions to WIA Title I staff	Verification Documentation	References to WIA federal regulations, and /or state policies
Staff signature	LWIA staff signature	The signature dates on paper and the date of signature inserted in e-e-CMATs must match.	
Participant's signature	Participant's signature	The signature dates on paper and the date of signature inserted in e-e-CMATs must match	
Date certified	Indicate the date of certification by the LWIA staff.	The signature dates on paper and the date of signature inserted in e-e-CMATs must match	
Selective Service Number	<p>Federal law requires that males born on or after January 1960 and are at least 18 years of age must register as required by Section 3 of the Military Selective Service Act (50 U.S. C. APP.453)</p> <p>If an applicant has not registered, WIA staff should provide the "Registration Form" and assurance that items 1 through 8 on SSS Form 1 are completed by the applicant. Attach a copy of the registration form to the file of the applicant, and send the original Selective Service System (WIA), Post Office Box 4638, and North Suburban Illinois 60198. Participants, who must register but refuse to do so, cannot be certified eligible to participate in WIA Title I services. If the participant is registered answer "yes". If the participant has not registered, answer "no."</p> <p>Applicants not required to</p>	Copy of Selective Service Registration Number	Section 3 of the Military Selective Service Act (50 U.S. C. APP.453)

<p>Selective Service Number</p> <p>Field</p>	<p>register include: male applicants who are 26 years and older and who have received an honorable, Instructions to the WIA Title I staff</p>	<p>Selective Service Registration Number</p> <p>Verification and Documentation</p>	<p>References to WIA federal regulations, and /or state policies</p>
<p>Selective Service</p>	<p>discharge or applicants who have a visible disability permanent, disqualifying them from military service. The registration number a participant is given when he is register with Selective Service.</p> <p>If the participant states he has registered, but does not have proof and is also unable to locate his acknowledgement letter from Selective Service,</p> <p>Please call the following number to verify registration 1-888-655-1825 or visit www.sss.gov.</p> <p>A youth who turns 18, while participating in an activity under the youth program, will not be required under this program to fulfill the Selective Service requirement as long as he remains in the youth program and completes his program services under the youth program.</p>	<p>Selective Service Registration Number</p>	
<p>Disabled Veteran</p>	<p>The individual is a veteran entitled to compensation regardless of rate (includes those rated 0%) for a disability under the laws administered by the U.S. Department of Veteran’s Affairs (DVA) or who was discharged or released from active duty</p>	<p>Veterans rated at 0%-to 30% or more as disabled by DVA</p> <p>Copy of VA Approval letter.</p>	<p>Training and Employment Guidance Letter (TEGL) NO.5-03</p>

Field	Instructions to WIA Title I Staff	Verification Documentation	References to WIA federal regulations, and /or state policies
Disabled Veteran	because of a service connected disability. Or, if the participant is rated at 30% or more by the DVA, or at 10 or 20 percent for a serious employment disability		
Campaign Veteran	A participant who served on active duty in the U.S. military during a war	Copy of DD214 form	
Recently Separated Veteran	A participant who applied for participation under Title I of WIA within 48 months after discharge or release from active U.S. military duty	Copy of DD214 form	
Referral ID	The date of referral to Title I services		
Referral source	Name of the agency or program that referred the participant. Example: Department of Human Services (DHS), Worker Profiling (WRPF), Adult Basic Education (ABE), Job Service or other partners		
Referral date	The date of referral to WIA Title I programs		
External referral source	The participant was referred to WIA by a program that is not a WIA partner.		
Signature of certifying Staff	LWIA staff signature		
Participant's Signature	Participant signature	Required for all participants receiving or determined to receive WIA services	

ELIGIBILITY

Insert the social security number of the participant and proceed with the eligibility process.

Field	Instructions to WIA Title I Staff	Verifications/ Documentation	References to WIA, federal regulations, and/or state policies
General Eligibility	<p>General Eligibility has two sections- the eligibility determination for benefits and the eligibility determination with specific criteria for the WIA funding streams (youth, adult or dislocated worker programs).</p> <p>Once an individual is made eligible for WIA Title I program services, there is no reason to delay staff assisted core and intensive services. Title I services, such as core and intensive services, should be provided to the participant no more than two or three days after service is requested, unless the participant chooses to delay services.</p> <p>The inactive 90-day status will be used when the participant is in need of training services and there is a waiting period to be accepted into a training institute, or the participant decides to arrange his/her own training.</p> <p>Please note: A participant who completes his/her program design and is waiting for placement services will not be held over the 90 days after the end date of the last service. The last service may be core, intensive or training services.</p>	<p>Case notes must reflect that the participant does not want to begin services after eligibility determination has been made or has delayed receiving core, intensive, or training services.</p> <p>Case notes must reflect that the participant is being held or will be without activity for 90 days, and must give the reasons for the delay.</p> <p>The “holding for activity status” of a participant before services are provided is 90 days.</p>	

Field	Instruction to WIA Title I Staff	Verification/ Documentation	References to WIA federal regulations, and/or state policies
Cash Welfare, Food Stamps, LLSIL	For definitions of these items and verification, please refer to pages 3&4.		
Individuals with Disability	<p>The individual has a physical (motion, vision, hearing) or a mental (learning or developmental) impairment, which substantially limits one or more of his/her life activities.</p> <p>If a youth or adult is at a residential facility for the mentally challenged and is not participating in the educational system, he/she can be served under the WIA program as an out-of-school youth and can receive services as determined by the service strategy developed.</p>	<p>Statement of participant is adequate unless local WIA staff is calculating disability for income calculation.</p> <p>Disabled individuals may be counted as a family of one when calculating income. Also see page 18.</p>	<p>WIA Section (101) (17) (B) and WIA Regulation 20 CFR 664.250 20 CFR 663.640 20 CFR 667.275</p>
5% Exception (Youth only)	<p>5% refers to the funding limit available to serve youth that are not considered economically disadvantaged.</p> <p>If the participant is under age 18, the parent, guardian, or other responsible adult must show proof of guardianship for participation in WIA Title I funded programs.</p>		<p>WIA Regulation 20 CFR 664.220</p>
LWIA Priority System	<p>All participants, who are made eligible under the priority criteria, are required to provide documentation to support the total amount of includable family income. However, if the participant is a</p>	<p>The state will calculate as proof that the LWIA has obligated 75% of the adult funds through the CMATS financial system.</p>	<p>Policy 00-11 restricts local boards from developing more restrictive policies that exclude adults who are not disadvantaged from accessing WIA Title I</p>

Field	Instructions to WIA Title I Staff	Verification Documentation	References to WIA, federal regulations, and/or state policies
LWIA Priority system	<p>member of a family that receives food stamps, Families First or TANF, these factors will document proof to support a determination of economically disadvantaged.</p> <p>To serve the disadvantaged as a priority, the LWIA must obligate 75% of the available adult funds by the end of the third quarter.</p>		services until obligation of 75% of the adult funds are obligated.
Carryover	<p>Participants who are carried over from one program year to the next year due to incompleteness of service design.</p> <p>All carryover participants, from the previous program year who were in an activity or who have planned activities, should continue their service design as determined in the previous program year unless it is changed by the case manager.</p>	Records kept on participants carried over from one program year to the next program year	
Unemployed	Participants who are 16 years old or older, who have no job, but are available and actively seeking work; or adults who are not working but are seeking employment		WIA Section 101 (47)
Non Self-sufficient	The applicant to the program is below the established self-sufficiency policy established by the local board.	Established local self sufficiency policy will determine eligibility	

Field	Instruction to LWIA Title I Staff	Verification/ Documentation	References to WIA, federal regulations, and/or state policies
Age 18 or older	<p>The age requirement for a participant to be considered for services under the adult program.</p> <p>Each LWIA should develop a policy on what constitutes self-sufficiency in the local area by taking into account the economic condition and the LLSIL established for the family for the area. The policy established can be revisited anytime during the program year if the LWIA finds that the policy established will limit access to a significant number of the adult population.</p>	<p>Local policy regarding self sufficiency must be available when state monitors require documentation to show how it was used in the LWIA.</p>	

Field	Instruction to LWIA Title I Staff	Verification/ Documentation	References to WIA, federal regulations, and/or state policies
Age 14-21	<p>The age requirement for youth to receive services under the youth program</p> <p>An in-school youth for the purpose of WIA services is a youth between the ages of 14-21 and is in a compensatory education program under Chapter I of the Elementary and Secondary Education Act of 1965. A college student is considered an out-of-school youth.</p> <p>A youth who participated as an in-school youth can be concurrently enrolled in both the youth and adult program if the youth is in need of training services and meets the eligibility criteria of the adult program. Additionally, if a request for state youth reserve funds was made and the state did not have sufficient funds, transfers or co-enrollments are permitted between the adult and youth program provided the age requirement is met.</p> <p>All carryover youth or any youth that began their services when they were 18 may continue their services under the youth funding stream or may be co-enrolled in the adult program if training services are appropriate.</p> <p>Performance measures will count for concurrent participation in the adult and</p>	See page 10	WIA Section (101) (13)

Field	Instruction to LWIA Title I Staff	Verification/ Documentation	References to WIA, federal regulations, and/or state policies
Age 14-21	<p>youth programs, or in the adult and dislocated worker program.</p> <p>Youth who are in the custody of the state and who are receiving training services are considered in-school youth.</p>		
Dislocated Worker Eligibility Criteria	<p>There are several criteria for determining eligibility for dislocated workers:</p> <ul style="list-style-type: none"> - terminated or laid off, - received notice of termination or layoff due to a permanent closure or substantial layoff, - is eligible for or has exhausted Unemployment Compensation (UI) benefits, - has demonstrated attachment to the workforce but is not eligible for UI, - is unlikely to return to the previous industry or occupation, - is employed where the employer has made a general announcement that a facility will close within 180 days; or the employer has made a general announcement that the facility will close - is a displaced home-maker, or 	<p>Copy of lay-off slips from the employer, or U.I. eligibility determination letter, proof of U.I. receipt or proof that the participant was provided worker profiling program services at the Job Service office for the unlikely return to the same or similar industry of dislocation criterion</p>	<p>WIA Section 101 (9)</p>

Field	Instruction to LWIA Title I Staff	Verification/ Document	References to WIA, federal regulations, and/or state policies
Worker Eligibility Criteria	-was self-employed		
Core services	Core services include: Determination of eligibility and assistance under WIA Title I funding stream; out reach and intake, including information of available services in the career center; worker profiling services; initial assessment of skills and support services; job search and placement assistance; career counseling; labor market information such as job vacancy listings; information on job skills to obtain the jobs; information on area occupations in demand in and the earnings for such area occupations; performance and cost information on eligible service providers; information on local area performance measures, including the career center performance measures; information regarding filing claims for unemployment insurance; and follow-up services. For additional information please refer to Section 134 of WIA		WIA Section 134 (d) (2) 20CFR 663.110 20CFR 663.115
Intensive Services	Comprehensive and specialized assessment of the skills level and service needs of the participant; diagnostic testing and use of other assessment tools; in-depth interviewing and evaluation to identify employment barriers and goals; development of an		WIA Section 134 (d) (3) 20 CFR 663.200 20 CFR 663.210 20 CFR 663.220

Field	Instructions to WIA Title I Staff	Verification/ Documentation	References to WIA, federal regulations, and or state policies
Intensive Services	individual employment plan; group counseling and career planning; case management for participants seeking training services; short term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare for unsubsidized employment or training		WIA Section 134 (d) (3) 20 CFR 663.200 20 CFR 663.210 20 CFR 663.220
Training Services	Training services include: Occupational skills training, including training for non traditional employment; on-the-job training; programs that combine training with related instruction, which may include the cooperative education program; training programs operated by the private sector; skills upgrading and retraining; entrepreneurial training; job readiness training; adult education and literacy activities combined with other training services; customized training conducted with commitment by an employer or group of employers to employ the participant upon successful completion of the training		WIA Section 134 (d) (4) 20 CFR 663.300 20 CFR 663.310
Support Services	Support services include transportation, childcare, dependent care, housing, and needs-based payments that are necessary to enable an		LWIBs will develop policies regarding the amount or types of support services allowed for participants assisted

Field	Instruction to WIA Title I Staff	Verification/ Documentation	References to WIA, federal regulations, and /or state policies
Support Services (cont)	individual to participate in activities.		In their area. WIA Section 101(46) WIA Regulation 20 CFR 663.880.840 20 CFR 664.440

PLANNING

Field	Instructions for WIA Title I Staff	Verification/ Documentation	References to WIA, federal regulations, and/or state policies
The planning process is used mainly for activities for adults and dislocated workers and developing goals for youth.	Use the planning phase to set up ITAs for training and payment for benefits (support services) for adult dislocated workers and older out-of-school youth		ETA waiver approved for older youth on March 9, 2004
Program	The specific program funding streams (youth, adult, or dislocated worker)	WIA Eligibility process has been identified before plan is developed	
Plan Date	The date the plan was developed plan is created, updated, or changed before the plan is approved. (See CMATS Users Manual.)		
Plan Status	The status of the plan developed - the plan is not final until it is approved.		
Program	The specific program funding streams (youth, adult, or dislocated worker)	WIA Eligibility process	
On-the-Job-Training	Training by an employer that is provided to a paid participant while engaged in productive work in a job that (A) provides knowledge or skills essential to the full and adequate performance of the job: (B) provides reimbursement to the employer of up to 50 percent of the wage rate of the participant, for the extraordinary costs of providing the training and	Vendor training Documentation; case notes; OJT master contract Copy of form I-9, or copy of letters form employer that I-9 is on file.	

Field	Instructions to WIA Title I Staff	Verification/ Documentation	Reference to WIA federal regulations, and or/state policies
(cont) On-the Job-Training	(C is limited to the period of time required for a participant to become proficient in the occupation for which the training is required	Vendor training documentation of certificate of achievement of training; or the process negotiated with the trainer for documenting that the training has been conducted	
Individual Training Account (ITA) Amount	The amount of funds set up with an institution to pay for training or benefits rendered to a WIA Title I participants		WIA Regulations Section 663.410
ITA expended amount	The amount of funds that paid for the training services		
ITA balance amount	Funds remaining after payments are made for training services		
ITA obligated amount	The amount of funds earmarked to pay for the services provided		
Benefit type	Direct–Refers to the support services directly payable to a participant.		
Workplace training	Incumbent worker training or upgrade of skills by employers	Vendor Training documentation; certificate of achievement or credential or the process negotiated with the trainer for documenting that the training has been conducted. (See contract if any process is documented.)	
Daily benefit amount	The amount of support services/benefits provided to a participant on a daily basis (bus voucher, transportation ticket, or amount of cash given on a daily basis) Example: bus voucher or transportation tickets, daily		

Field	Instructions to WIA Title I Staff	Verification/ Documentation	Reference to WIA federal regulations, and /or state policies
Daily benefit amount (cont.)	Allowance or other benefits		
Total benefit amount	The total amount of support services/benefits issued		
Eligibility date	The date the participant is eligible for the benefit		
Amount	Services benefit issued		
Youth Goals	<p>Basic Skills, Work Readiness, and Occupational Skills</p> <p>One goal minimum per year is required for all in-school youth and any appropriately assessed out-of-school youth who need to attain basic skills, work readiness skills or occupational skills. A maximum of three goals per year may be set for purposes of the youth skill attainment measure. Goals should be set at the point of assessment, except that the date of the first goal set must be recorded as the applicant's registration date. Additional goals may be set after assessment when called for by the youth's service strategy or when initial goals are attained unless the three-goal maximum for the year would be exceeded.</p>		E&T memorandum number 00-02; Change1; TEGL 7-99; and Technical Assistance Manual 2004

<p>Basic Literacy Skills, Work Readiness Skills, and Occupational Skills</p>	<p>The questions asked by case manager or staff assisting the individual should be: Does the individual meet the definition of basic skills; work readiness or occupation skills readiness.</p> <p>The 10 required elements for youth development are connected to the three broad youth goals. Since the elements are interconnected and overlap across the three goals, the e-CMATS system will contain all 10 elements under each goal. Furthermore, connecting the three basic skills to the 10 elements will provide flexibility and choice to connect the elements under any of the goal(s) selected.</p> <p>If further explanation is needed for terms such as leadership development, support services, and positive social behavior that are part of the 10 elements, please refer to WIA federal regulations section 664.420, section 664.430, and section 664.440.</p>	<ol style="list-style-type: none"> 1) Tutoring, study skills training, and instruction leading to secondary school completions, including dropout prevention strategies; 2) Alternative secondary school offerings; 3) Summer employment opportunities directly linked to academic and occupational learning; 4) Paid and unpaid work experiences, including internships and job shadowing, as provided in; Section 664.470 of the WIA regulations 5) Occupational skills training; 6) Leadership development opportunities that include community service and peer-centered activities encouraging responsibilities and other positive social behaviors; 7) Support services that the may include the services listed in 664.440 8) Adult mentoring for a duration of at least 12 months that may occur 	<p>WIA regulations Section 664.420, Section 664.430, and Section 664.440 of the WIA regulations</p>
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Field	Instructions for WIA Title I Staff	Verification/Documentation	References to WIA, federal regulations and/or state
(cont) Basic Skills, Work Readiness Skills, and Occupational Skills		9) Follow up services, as provide in 664.450; and 10) Comprehensive guidelines and counseling including drug and alcohol abuse counseling and other appropriate counseling depending on the needs of the youth	
Youth Goal #1 type	Setting one basic skills goal is required if the youth is in-school or literacy skills deficient		WIA federal regulations section 664.420, section 664.430, and section 664.440.
Summer Employment Opportunity	The youth receives summer employment opportunity	Copy of activity sheets sign in sheets attendance roster work agreement	WIA regulation 664.600
Additional support for youth services	These services include, but are not limited to: adult mentoring for duration of at least twelve months after program participation; Comprehensive guidance and counseling including drug and alcohol abuse counseling, as well as referral to counseling, as appropriate to the needs of the individual youth.		WIA regulation 664.440
Plan date	The date the participant's plan was developed. This should be entered as month/date/year (00/00/0000).		
Field	Instructions to WIA Title I Staff	Verification/ Documentation	References to WIA, federal regulations, and state policies
Plan notes	The notes of the case manager or staff assisting the participant		

Field	Instructions for WIA Title I Staff	Verification/Documentation	References to WIA, federal regulations and/or state
Individual Training Account (ITA) amount	The estimated costs of training and benefits provided		
Activity	Type of training activity or service type developed for the participant (Example: on-the-job training customized training, etc.)		

Field	Instructions to WIA Title I Staff	Verification/ Documentation	References to WIA, federal regulations, and/or state policies
Eligibility date	The date the participant is eligible for the benefit		
Amount	Services benefit issued		
Eligibility date	The date the participant is eligible for the benefit		
Training justification	Reasons for providing the training		
Justification date	Date the justification for providing training assistance was made		
Plan status	The status of the planned activities (approved or draft)		
Plan approval	<p>The approval of planned training activities and benefits that require payment.</p> <p>Note: It is very important to approve the plan before proceeding to the next step.</p>		

SERVICE DELIVERY

Field	Instructions to WIA title I Staff	Verification/ Documentation	References to WIA, federal regulations, and/or state policies
Service Delivery screens should be used to assign participants to service providers, authorize payments for planned training services, enroll participants to workshops, update participant services or activity outcomes, and to provide certificates of continuing eligibility for dislocated workers.	Use Service Delivery to assign participants to service providers, authorize payments for planned training services, enroll participants to workshops, update participant services or activity outcomes, and to provide certificates of continuing eligibility for dislocated workers.		

Field	Instructions to WIA Title I Staff	Verification/ Documentation	References to WIA, federal regulations, and/or state policies
Enrollment	Enroll participants into workshops conducted at the career centers such as interviewing, resume writing, counseling and other eligible training services		
Assign Service Provider (New Screen)	This section will allow staff to key information regarding Service Providers who have contracts with the LWIA to provide services to participants		
Service Provider ID	The unique ID number associated with a certain service provider		
Number of hours	The number of hours services will be provided to the participant		
Name of service provider	The name of the service provider associated with the ID number selected		
Address	The address of the service provider		
Authorization type	Identifying whether the authorization for payment for the services was ITA or Non-ITA based		
City, county, state, zip	The city, county, state, and zip code of the service provider		
Service provider status	Status of the service provider at the time of a participant's enrollment with the provider (active, suspended, never active)		
Program contract number	The contract number assigned for the program provided		
Budget code	The description of the budget code		
Effective from	The date from which the authorization will be effective month/date/year (00/00/000)		

Field	Instructions to WIA Title I Staff	Verification/ Documentation	References to WIA, federal regulations, and/or state policies
Cost category	Cost category refers to the type of service (training or non-training)		
Class enrollment	To be used to enroll the participant in class or in activity		
Activity create update	May be used to create or add new activities that are ITA based as long as the case manager or staff assisting the participant updates the planned activities.		
Participant benefits	Use this screen to issue new benefits, update benefit records, or to view all benefits issued as well as delete benefits issued to participants.		
Authorization	Allows for authorizing payments for training services, cash benefits, or services to service providers (This screen will be used after planning for the training or benefit payments for participants after the plan is approved.)		

CASE MANAGEMENT MODULE			
Field	Instructions to WIA Title I Staff	Verification/ Documentation	References to WIA, federal regulations, and/or state policies
Program status	Refers to the status of the participant. A case can be active, followed, or closed using this screen.		
Attained Goals	Status of youth in his or her attempt to attain a secondary diploma or equivalent	Copy of test records; Transcripts school or employer notification; case notes	
Date of high school diploma or GED attainment	The date of attainment should be the date on the diploma or equivalency certificate, if available. Other wise the date may be estimated	Copy of school Records. Transcripts; Diploma; GED; Test results	
Youth placement information 1-Entered post secondary education 2.Entered advanced training 3.entered military service 4.Entered unsubsidized employment 6. Did not enter 1-5	1 and 2 should be entered if the youth if the youth started to attend classes. 3. the youth entered military service(reported for active duty) 4. The individual entered a qualified apprenticeship program 5. Entered unsubsidized employment which also include entry Peace Corps, VISTA and other national service programs under the Community Trust Act of 1993		
Closure	Refers to exiting a participant from WIA programs after the completion of planned activities		

Field	Instructions to WIA Title I Staff	Verification/ Documentation	References to WIA, federal regulations, and/or state policies
Closure details	Details regarding closure of cases begins at this point		
Closed completed	The participant completed the program.		
Case closed training services	The participant is placed on a job directly related to the training received.		
Case closed terminated	The participant left the program before completing the program.		

Field	Instructions to WIA Title I staff	Verification/ Documentation	References to WIA, federal regulations, and/or state polices
Entered training related employment	Employment in which the individual uses a substantial portion of the skills taught in the training received by the individual.	Employer contact (call, mail or e-mail)	
Source of Supplemental data	Non-wage record data source	Copy of case management notes with written documentation	TEGL 7-99
Type of recognized educational/occupational certificate/credential/diploma/degree attained	The type of credential obtained either during participation or by the end of the third quarter after exit (other than follow up services).	Case notes; transcripts certificates ; diplomas; license (hard copy) in file	
In post secondary education or advanced training in the quarters after exit	The individual was enrolled in advanced training or post second training education in the first or third quarter	Follow up services after exit; surveys recording sharing with post secondary education (hard copy in file)	
Closed employment	Refers to employment status of the participant at closure		
Contact log	Refers to contacts established with the employer, the participant and the service provider		
Follow-up	<p>Refers to follow-up with participants after exit and to the employer, who hired the participant</p> <p>Participants who have completed WIA Title I services should be followed-up for at least six months with the exception of youth, who are required to be followed-up for 12 months. Additionally,</p>		

Follow-up(cont)	employers who have hired WIA program completers will be contacted for follow-up information.		
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