

DWD Issuance 19-2009: Missouri's Wagner-Peyser, WIA Adult and Dislocated Worker Automatic Enrollment Policy, Attachment 1

Next Generation Career Center Minimum Enrollment and Documentation Requirements

In order for an individual to access Core-level services funded by the Workforce Investment Act, the following data elements must be recorded in Toolbox 2.0:

- Name
- Mailing Address
- Social Security Number (or pseudo SSN as outlined in DWD Issuance 07-2008)
- Citizenship/Work Authorization
- Gender
- Individual with a Disability
- Homeless
- Ethnicity Hispanic/Latino
- Race
- Eligible Veteran Status
- Employment Status at Participation
- Low Income Status
- Other Public Assistance (GA/RCA/Food Stamps/SSI)
- Temporary Assistance (TANF)
- Date of Birth - Must be verified by staff

All Next Generation Career Center customers must have these data elements satisfied before accessing WIA-funded Core services. The tab labeled "Basic" on the Seeker Entry Screen in Toolbox has been modified to allow the quick collection and verification of these data elements in order to facilitate the rapid delivery of WIA-funded Core services to Career Center customers 18 years or older. The tab contains all of the minimum required data elements and text boxes to allow the verification of the five elements which require verification.

In cases where the customer created a MissouriCareerSource (MCS) registration prior to staff reviewing the Seeker Entry screen's Basic tab, four of the five data elements requiring verification are considered verified by customer self-attestation due to the fact that they were entered through the customer's secure log-on, traceable to their distinct User Name and Password.

Date of Birth is the one data element that always requires staff validation. The ideal validation involves staff seeing a Missouri Driver License or Non-Driver ID card, recording the date of birth and Missouri License/ID number on the text box labeled "Vrfy Birth Date" on the Seeker Entry screen's Basic tab. No further documentation is required because DWD monitors can validate the dates through the Driver License database.

In these cases where the customer is able to produce a Missouri Driver License or Non-Driver ID card, no hard copy documentation is required. These customers can move directly to WIA Core level services without any paper file being created.

In cases where a new customer is not able to produce a Missouri Driver License or Non-Driver ID card, but can show a valid out-of-state License or ID or other proof of age considered allowable by DWD Issuance 13-99 or 13-99, Change 1, the service provider can maintain a copy of that documentation through any streamlined method approved by the Division. Anticipated methods that would meet with approval include:

- Scanning an out-of-state License/ID or alternative documentation and maintaining it electronically at the local level. This would be acceptable as long as a copy of the document would be readily available to any state or federal monitor upon request. The record must include a case note indicating how the document can be retrieved.
- Maintenance of a monthly “catch all” file of photocopies of out-of-state or alternative documentation for individuals served at the core level only. A case note must be recorded to inform a monitor where the documentation can be retrieved. For example, a case note could read, “Out-of-State Driver license copied and placed in April 2010 DOB Documentation file”, or “Photocopy of Birth Certificate placed in April 2010 DOB Documentation file”. Any monitor could then access that monthly file to validate the DOB.

In cases where a new customer is not able to produce any acceptable documentation for date of birth, **or refuses to participate** in the welcome process, staff should explain the need for the documentation in order for the customer to receive additional services, and ask the customer to bring it on the next visit. Staff can then lead the customer to the self-service job search process in the center and provide other Wagner-Peyser Labor Exchange services.

In cases where the customer is unable to operate a computer, and therefore unable to create their MCS record, staff can enter all of the data elements on the Seeker Entry screen’s Basic tab. In these cases, staff must verify the date of birth as outlined above and make entries in the rest of the verification fields indicating the information was gathered from the customer. Employment Status at Participation, Low Income Status, Other Public Assistance (GA/RCA/Food Stamps/SSI), and Temporary Assistance (TANF) all require verification which can be accomplished through customer attestation. For example, “Customer states they are currently employed” would suffice as documentation of the current employment status. After completion of the Basic tab, the customer can proceed to Wagner-Peyser and WIA Adult Core-level services. The rest of the Toolbox record should be completed as appropriate throughout the service delivery process.

Individuals who are determined to be unsuccessful at core and in need of intensive-level services may receive Intensive-level services after the creation of a WIA Adult or WIA Dislocated Worker Actual Enrollment in Toolbox 2.0 through the standard Eligibility data collection and program Enrollment process. Further guidance is forthcoming on streamlined eligibility documentation at the Intensive and Training levels.