


<b>MARICOPA COUNTY</b>  HUMAN SERVICES DEPARTMENT Workforce Development Division	<b>SECTION/REFERENCE</b> WIAGL 07-10, May 31, 2011	<b>PAGE 1 OF 3</b>
	<b>ORIGINAL ISSUE DATE</b>	<b>REVISION DATE</b> July 2011
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<b>SUBJECT:</b> Virtual One Stop		<b>ADDENDA:</b> VOS Eligibility & Verification Checklist VOS Service Activity Codes

**Background:**

The youth program service providers conduct Workforce Investment Act (WIA) eligibility determinations on applicants (14-21), and enter the data into the Virtual One Stop (VOS) computer data base. The VOS tracks eligibility determination, registration, service and training components that are provided to eligible participants.

**Policy:**

The following guidelines for entry of information into the VOS System establish uniformity and consistency in reporting requirements, and data entry time frames to ensure MWC Youth Program data accurately reflects operations, activities, services and performance outcomes.

Note: Per WIAGL 07-10 dated May 31<sup>st</sup>, 2011 requires data entry of WIA registrations, services provided, activities/services completed, and outcomes, etc... will be entered and updated no later than 15 business days.

**Common Intake**

The purpose of common intake is to glean basic information from the eligible youth during the enrollment process. The information inputted during common intake automatically fills the information in the youth applications. Information gathered during common intake does not need to be verified. Verification only occurs during the youth application process.

**Eligibility:**

The youth program service provider shall complete the information required and verify eligibility documents on the VOS Youth Application for Registration screen.

**Youth Application**

The youth application process determines and verifies the eligibility on individuals for the WIA Youth Program. Youth providers must verify all necessary information using the latest DES VOS Bulletin. A signed application and all necessary documentation for eligibility must be in the Hard Copy Case File prior to entering the youth in program activities.

**Case Notes**

The purpose of VOS case notes is to tell the story of the client’s participation in the program, which starts with the enrollment process. The first case notes should describe the client’s situation/suitability, and why they are enrolling into the program.

The application date is the date that eligibility process began. If an application is not saved within 45 days of this date – the system will lock the application. Until the “final save” this date can be changed.

The Date of Eligibility Certification occurs when the application is completed and all documentation is in the file. The youth providers must complete this field just prior to saving the application. The Alternate Contact is an individual who can assist staff in locating and contacting the Client if contact is lost. A Youth must have at LEAST one Alternate Contact in order for the application to be completed. MWC requires two alternative contacts in the Hard Case File and VOS.

Personal Information: The Ethnicity & Race field is a required field. For all those identify as Hispanic/Latino, Race must be selected as White.

If the Disability Field is marked “yes”, and proper verification is provided, the Client would be eligible to be considered a “family of one” for income eligibility purposes. A disabled youth, whose family does not meet income criteria, is considered low income, if the individual’s own income, separated from the household’s, meets the income eligibility guidelines. Medical or behavioral health records must be sealed in a new envelope each time it is opened.

Selective Service Registration must be obtained if the gender is male and age is greater than 17. The “Exempted” may NOT be selected for the males over the age of 17.

Veteran Information: An individual who served in the active military, naval or air service, and who was discharged or released from such service under conditions other than dishonorable is considered a veteran. If age is less than 18, system automatically sets to “NO”. If the participant served less than 180 days, they are NOT considered a Veteran. Any veteran who applies for participation under this title within 48 months after discharge or release from active military naval, or air service is considered a Recent Separated Veteran.

Employment Information: If the youth discloses that he or she is currently working, the current or most recent hourly rate must be entered.

The Highest Grade completed is the last completed grade, i.e. the entire grade is completed. It is not the grade the participant dropped out of or currently attending. The

School Status is determined at the time of enrollment and prior to the first WIA funded activity. Youth on summer break who are still enrolled in a school are considered to be In-School.

Barrier Information: In order for a youth to be eligible for WIA youth services, he or she must have a barrier noted and verified in VOS. If the *Limited Reading, speaking, writing or understanding of English and is English a second language* is checked yes, the system will automatically set Basic Skills Deficiency to “yes”. Basic Skills Deficient is defined as English, reading, writing or computing skills are at or below the 8.9 level from an accepted standardized test. If youth is basic skills deficient, basic skills must be the barrier.

Public Assistance Information/Income Information: If any of the questions under this section are checked yes, verification is required. If the youth is living in a household that receives public assistance, it must be reflected under this section. If client is receiving public assistance, income field should be set to “\$0.00”.

If youth requires additional assistance and is defined “at risk” by MWC, based upon assessment of skill needs, barriers, and/ or referrals from: Juvenile Justice Court System, Youth services program providers; Local education agencies. Verification is needed in the hard case file.

Please remember that only one barrier is needed for eligibility. If more than one barrier is checked in VOS, proper documentation is needed for each barrier.

**WIA Participation**

The Participation Date is the date of first WIA funded activity. The participation date cannot be more than 45 days from the application date. The first activity for youth must be Objective Assessment. Creating a participation enters an individual into an Agency's Case Load and into WIA Performance and/or Common Measures Employment & Education Status may be different than at the time of application; therefore, please ensure this information reflects the status at the PARTICIPATION DATE. This Education Status field will determine In or Out of School Status for Contract and Performance purposes.

**Activity Records (Participation)**

The first WIA funded activity is *Objective Assessment*. The second activity should be the Individual Service Strategy (ISS) using the results of the assessments from Objective Assessment. Youth Providers can then start activities as they occur in real time. (Use VOS Service Activity Code List as a guide, which is in the addendum section.) The ISS cannot be the only activity open for more than 60 consecutive days. Please note that activity start dates cannot occur prior to the eligibility date. Activity start date should be the same as or after the original participation date. Projected begin and end dates can be changed throughout participation in an activity. Actual begin and end dates cannot be changed without administrator assistance. Be careful to reflect accurate information when opening and closing activities.

**Program Outcomes**

The Program Outcome screen is to be used only in a situation where an intentional exit occurs, and outcome information is known. A program outcome must be created within 45 days of the exit date (last date of activity). If not known, program outcomes can still be added.

**Program Exit**

An exit, which is system generated, occurs when a participant does not receive a WIA funded services or by a partner program for 90 consecutive calendar days, which is based on the program activity. Date of exit is applied retroactively to the last day of service.

**Follow Up**

Follow up must be entered into the system within 45 days of the system exit. Hard copy documentation MUST be in the file to support and explain the exit. Please refer to the Follow Up Section of this manual.