**RESOURCES:**

* WD Letter 06-13
* WD Letter 07-14
* TWIST Procedures

**SERVICES**

WIOA eligibility counselor notes are the communication of WIOA eligibility determinations, and actions taken. They also provide a summary of events and information regarding the customer’s family, employment and/or educational background. Remember: If it is not documented in counselor notes, it did not happen.

**COMPLIANCE REQUIREMENTS & MEASURES:**

* Must meet WIOA Eligibility Guidelines specification for eligibility determination status.

**WORKSOURCE EXPECTATIONS:**

Staff will accurately determine eligibility in accordance with local, state and federal policies and procedures to ensure adequate and proper utilization of program funding.

Staff will document in counselor notes that a determination was made regarding an applicant’s WIOA eligibility status. This entry should indicate that the applicant’s eligibility status is either complete, **or** incomplete & pending, **or** denied.

Counselor notes will contain factual information, professional decisions and be written professionally and with integrity. Counselor notes should be objective.

Counselor notes should easily identify the ***date of application*** (Initial date of first eligibility appointment) and/or the **e*ligibility determination date***. (Date eligibility was completed).

Staff should discuss with customer and notate that eligibility determination allows for service consideration and is not a guarantee of enrollment.

Staff should notate and identify any documented Data Validation elements utilizing a verbal declaration or self-attestation. Any other allowable Data Validation documentation source utilized must be supported via physical documentation.

**WORK INSTRUCTIONS:**

Counselor notes should cover who, what, where, when and why of what is being documented: Who-customer’s name, employer’s name, contacts at schools (teacher’s, administrative Staff), etc.

* What-activity being reported, services being requested.
* When-includes dates of appointments, date activity is being reported and documented.
* Where-location of activity, employment, training, etc.
* Why-justify eligibility status (incomplete, denied, or complete: eligible), document and verify.
* How-how did contact occur.

**Counselor Note Template and Required Information**

Below is a template designed to ensure all pertinent information is captured (including who, what, where, when, why, and how). All relevant information should always be included to ensure the whole story is complete.

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| **Name:*** Staff should include their name here.

**Program:** * Should include a statement identifying the ***specific funding stream*** (WIOA Adult, WIOA Youth, WIOA Dislocated or any combination).

**Activity:*** Should include a statement about the **eligibility determination status;** indicating whether the status was *eligible/completed*, or *incomplete/pending* or *ineligible*.

**Analysis:*** Shouldinclude a statement identifying either the application date and/or the eligibility determination date. This could be the same date or may be separate dates. Also notes must reference customer by name at least once.
* Should identify 1 of the 5 Dislocated Worker categories, TAA, RRES, UI Expedited Eligibility **and/or**
* Should identify any of the Low Income categories: TANF/SSI, SNAP, Homeless, Foster Youth Individual with Disability, 70% LLSIL **and/or**
* Should identify any of the OSY Income Categories barriers: Dropout, Homeless/Runaway/Foster Youth, Pregnant/Parenting, Offender, Deficient in Basic Literacy Skills or the Board defined barriers. Staff may provide customer background information, work history, educational status and/or family information. Staff are not required to list eligibility documents or list office forms provided to the customer as these will be maintained in the file.
* Staff should include a statement indicating that WIOA services are not a guarantee.
* When Staff are utilizing a *verbal declaration or self-attestation* as the allowable documentation source for ***any*** ***WIOA eligibility criteria***, Staff must enter a note indicating that the specific criteria was documented via a verbal declaration.
* *When Staff are utilizing a verbal declaration or self-attestation as the allowable documentation source for* ***any Data Validation element****, Staff must enter a note indicating that the specific Data Validation element was documented via a verbal declaration.*

**Next Step:*** Should indicate details/actions of the next step. (i.e. certification review, pending status or assessment referral with dates or documents needed.
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**Examples of TWIST Counselor Notes by Fund**

**Youth Pending:**

Superstar Staff Name here

Program: WIOA Youth

Activity: WIOA eligibility determination pending.

Analysis: Ms. Jane Doe came into office Jan. 1, 2015 for her WIOA eligibility appointment. However, she is pending as she is lacking verification of citizenship. She is interested in completing her GED.

Next Step: She is scheduled for a return eligibility appointment on Jan. 3, 2015 at 9:30 a.m. I provided CU with Authorization to Work form and reviewed allowable documentation options. Customer indicated she would bring a birth certificate and ID card for citizenship verification.

**Youth Completed:**

Superstar Staff Name here

Program: WIOA Youth

Activity: WIOA eligibility determination; completed.

Analysis: Ms. Jane Doe came into office Jan. 3, 2015 and was determined eligible for WIOA Youth program based on individual with a disability. Cu. used the self-attestation form to document the individual with a disability status. She lives with her parents and is interested in completing her GED and later attending college for a possible career in accounting.

Verified customers social security number and discussed services were not a guarantee and service consideration based on assessment, needs/barriers, development of career plan, etc.

Next Step: File forwarded for certification review. Explained to CU the next step in WIOA process is to contact her for the assessment referral appointment once file certified.

**Adult Pending:**

Superstar Staff Name here

Program: WIOA Adult Program

Activity: WIOA eligibility pending.

Analysis: Joe Example is lacking proof of income for the last 26 weeks and family size. CU advised to contact staff once he has his documents from employer printout. Staff unable to verify income with ABC employer via phone verification and request form as employer indicated they do not release that type of information.

Next Step: Joe is scheduled to return April 5, 2015 at 2:00 p.m. with proof of income from ABC employer and proof of family size. STAFF explained eligibility process and requirement of documentation in order to make a determination of his status.

**Dislocated Worker Completed:**

Superstar Staff Name here

Program: WIOA Dislocated Worker

Activity: WIOA eligibility determination is completed.

Analysis: Luis Exampler is determined eligible for WIOA Dislocated Worker, category 1: laid-off/terminated category on April 21, 2016. CU is not eligible for any other funding stream. CU reported he exhausted his UI Benefits and is an ex-offender and is not a Veteran. He is married with no dependent children. He is interested in obtaining his Associates in Welding to increase his employment opportunities. Intake Specialist explained WIOA Services (training) are not guaranteed and eligibility allows for consideration of services.

Next Step: File has been submitted to certification officer for review and processing. Once file has been approved, CU will be contacted by assigned staff for next appointment.