



LOS ANGELES COUNTY

WIA Adult and Dislocated Worker Programs

DIRECTIVE

Number: LACOD-WIAD11-07

Subject: Reporting Self-Service Clients in the JTA System

Date: 11/7//2011

Effective Date: Immediately

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TO: ALL WIA ADULT AND DISLOCATED WORKER PROGRAM CONTRACTORS

Purpose:

The purpose of this directive is to provide instructions and a framework for standardizing the collection and reporting of Workforce Investment Act (WIA) self-service only participant information in the JTA system. This directive also provides service providers guidance and instructions on completing the Self-Service Application form for all Universal Access participants.

References:

- TEN No. 8-10, Workforce Investment Act Self-Service Participant Reporting – What, Where, and How
- TEGL No. 17-05, Common Measures Policy for the Employment and Training Administration's (ETA) Performance Accountability System and Related Performance Issues
- WSIN 10-76, WIA JTA System Client Forms Handbook Update June 2011
- RWSD09-8, Workforce Investment Act Job Training Automation System Client Forms Handbook

Background:

The Employment Development Department (EDD) released Information Notice WSIN10-76, dated June 24, 2011, requiring all LWIAs to record basic individual characteristics for participants who self-serve themselves. Self-service is when clients serve themselves to gain information on WIA program and related services with minimal staff support. This is also known as Universal Access or Core A services.

To capture the required demographic information, EDD added the Self-Service Application Form (ESSF) to the MIS forms (Attachment A) and also to the Job Training Automation (JTA) system.

Policy and Procedures:

The Self-Service Application form (ESSF) will be used to gather and record basic individual characteristics for self-service only registration. The ESSF should be used by staff to enter information into the Job Training Automation (JTA) system. The ESSF will help track participants and identify those seeking additional service.

Effective July 1, 2011, the ESSF must be used by staff to gather demographic and eligibility data to register clients for self-service only participation. To ensure that data on self-service participants is accurately captured, all agencies are required to create one ESSF for each self-service participant. This should be done at the first point of access on the first day the client chooses self-directed services. The ESSF information must be entered into the JTA system within three (3) business days.

Instructions:

The form should be completed and filed; the procedures for entering participant information into the ESSF within the JTA environment are as follows:

1. Access the Self-Service Application Form by entering the program's mnemonic "ESSF" anywhere within the JTA system menu environment;
2. Auto-generate an application number by pressing <Enter> and selecting "Y" when prompted;
3. Enter your assigned JTA agency code;
4. Record the client's Social Security Number (if a client declines to provide this information, a pseudo-Social Security Number may be used so long as it does not resemble an actual Social Security Number);
5. Record the date the Self-Service Application Form is completed (this should be the same day as the participant first accesses Self-Service activities);
6. Record the client's last name;
7. Record the client's first name and middle initial;
8. Record the complete street address where the client lives (PO box or RFD numbers may be used for homeless individuals);
9. Record the Zip Code of the client's address. (Note the City/State field will auto-populate based on the Zip Code entered);
10. Record the client's phone number (this is optional);
11. Record the client's birthdate;
12. Record the client's veteran status;
13. Record the client's status as a spouse of a qualifying veteran; and
14. The eligibility field will auto-populate based on the information recorded in the previous fields. The client will then be identified with "S", Self-Service, if the client is only a self-service participant, or with "X", Not Eligible (note that participants under the age of 18 will be considered not eligible).

As noted above, the ESSF is to be done only once per participant during the initial assessment for self-service activities. If a participant accesses Core A services at one

agency, and later accesses the same or similar services at another agency at a later date, the ESSF need only be filled out by the first agency.

Due to the fact that the ESSF only captures first time access to Core A services, agencies are to continue to submit Quarterly Core A reports capturing both new and returning Universal Access participants.

Also, it is important to note that although data on self-service participants are now required to be reported, this population is excluded from the calculation of the WIA Common Measures.

Deadlines:

The ESSF should be implemented at each Los Angeles County WorkSource Center and Satellite office **effective immediately**.

All information on the ESSF must be entered and updated into the electronic form in the JTA System. Data entry into the JTA System for the ESSF should be reported on a timely basis. The deadline for ESSF data entry should follow the same deadline for the program reporting into JTA System. Thus, the **12th of the month is the deadline** for WIA contractors to input and update participant information into the JTA System.

Action:

Los Angeles County WIA contactors should ensure that the policies and procedures described herein are communicated to all front line staff responsible for eligibility and throughout the operations, management and governance structure of the contractor organization. Contractors must also ensure that this Directive is appropriately maintained until further notice.


Staff is encouraged to refer to the JTA Client Forms Handbook for further JTA input instructions. In addition, staff may contact our JTA Tech Support team at wiajtechsupport@css.lacounty.gov for any JTA-MIS related questions or concerns.

For questions regarding this directive, please contact Cheren Payne at (213) 738-2629 or cpayne@css.lacounty.gov.


Josie Marquez, Assistant Director
Workforce Investment Branch

Attachment

A. Self-Service Application Form

		00 Application Number		
		01 Agency Code		
		02 Social Security Number		
		04 Application Date		
SELF-SERVICE APPLICATION FORM				
05 Last Name				
06 First Name Middle Initial				
07 Street Address (Residence/Mailing Address)				
City/State			08 ZIP (Residence)	
09 Phone (Residence)	17 Birthdate	65 Veteran Status 1 Yes, <= 180 days 2 Yes, > 180 days 3 No	70 Spouse of Qualifying Veteran 1 Yes 2 No	94 Eligibility S Self-Service X Not Eligible
Signature of Client			Date	