

## 1.2.1 Receptionist

All **W-2** agencies must have a staff person who performs the role of a Receptionist. That staff person may perform other functions within the agency as well. The role of the Receptionist is to meet with individuals as they enter the W-2 agency. The Receptionist must inform individuals of all programs and services available through the agency. If the individual wishes to apply for or indicates an interest in learning more about the W-2 program, the Receptionist must initiate the application process by generating the Application Registration form. (See [1.4.2.1](#))

The Receptionist must schedule an appointment with a **RS** the same day or no later than the following working day using Client Scheduling in **CWW**.

## 1.4.2 Applying For W-2

### 1.4.2.1 How to Initiate a W-2 Request

The **W-2** application process begins on the date the applicant gives the agency the signed Application Registration form\* generated from the **CWW Print Application Registration** page. Once the Receptionist begins the application process, then the agency must schedule an appointment for the applicant with the **RS** the same day or the following working day using Client Scheduling in **CWW**. See section [1.2.2](#) for more detail on the role of the RS.

## 1.4.5 Application Processing Timeframe

Below are the application processing time frames that all **W-2** agencies must adhere to:

1. The same day or the following working day after an individual applies for W-2 by submitting the signed Application Registration form, (see [1.4.2](#)), a W-2 agency representative must schedule and hold an appointment between the applicant and a **RS**. If this initial meeting is with a **FEP**, then no later than seven working days after this meeting, the FEP must determine W-2 eligibility and make the most appropriate W-2 placement for the applicant.
2. No later than five working days after an individual applies for W-2 by submitting the signed Application Registration form, the W-2 agency must schedule and hold an interview between the FEP and the applicant.

3. No later than seven working days after the first meeting with the FEP, the FEP must determine W-2 eligibility and make the most appropriate W-2 placement for the applicant.

The W-2 agency representative must schedule all appointments through Client Scheduling in [CWW](#). If the agency extends the application timeframe, agency staff must document the reason in case comments. The agency may extend the application timeframe for up to 30 calendar days from the application date for the following:

- The applicant asks to reschedule the RS or FEP appointment; or
- The applicant asks for more time to submit verification