Trainer's Notes

WWP Updates: Participation Calendar Enhancements

Purpose
To demonstrate the enhanced functionality of the W-2 Participation Calendar page.

Objectives
Upon completion of this course, you will be able to:
- Identify the new buttons on the W-2 Participation Calendar page, and
- Describe how to use the new buttons efficiently to enter information on the Participation and Good Cause Pages.

Table of Contents

Materials

- Trainer's Notes
- Participant Guide
- PPT
- Link to evaluation
- Sign-in Sheet
- Laptop
- Zoom
- Virtual Escape Room link:
  https://docs.google.com/presentation/d/1rySYD7k5rrsW8BaAZmFvQqv-eKocXgewDXQre8mkiok/present#slide=id.p

Trainer Prework

Scenarios in Appendix A must be completed two weeks prior to class. Bobby Jean's participation cannot be entered earlier than the Friday prior to training.

Polling Question

Polling question must be created via the Zoom web portal and added to the session prior to class. Create the following polling question.

Which of the three enhancements are you most excited for?
- *Participation button*
- *Good Cause button*
- *Good Cause hours displaying on the W-2 Participation Calendar*

Suggested Pace

This is a 1.5-hour webinar. The following is the suggested pace.

Introduction	10 minutes
Participation Page	30 minutes
Good Cause Page	30 minutes
Good Cause on Participation Calendar	5 minutes
Conclusion	15 minutes

Introduction

✧ PPT 1

📄 PG 3

Welcome to WWP Updates: Participation Calendar Enhancements. Today, we'll show three enhancements coming to the **W-2 Participation Calendar** page to make participation tracking easier for you. First, we'll explore the new _Participation_ button which replaces the Full Participation and No Participation buttons. This new button opens a **_Participation_** page that gives you more flexibility when completing entries. Then, we'll take a look at the new _Good Cause_ button. This opens a **_Good Cause_** page that allows you to enter non-participation reasons and good cause information for multiple activities on multiple days. Finally, we'll show the handy new way WWP displays _good cause_ hours on the **W-2 Participation Calendar** page.

Note to Trainer: Pull up the polling question. After the majority of the class has answered, share the results.

But first, we want to hear from you. Based on our brief descriptions, which of the three enhancements are you most excited for? Select your answer from the poll and submit.

Feel free to send in your questions at any time via the chat. [chat monitor] will be watching throughout the webinar to make sure we answer all the questions. We'll pause for questions that we haven't answered three times during this webinar, once to address questions regarding each new page, and then a final call to address any additional or lingering questions toward the end of the webinar.

✧ PPT 2

This is what the new **W-2 Participation Calendar** page looks like. We will reveal each of the new enhancements on this image as we go.

✧ PPT 3

The first enhancement we are going to reveal is the Participation button and **Participation** page.

Participation Page

📄 PG 4

Note to Trainer: Navigate to Nisha's **W-2 Participation Calendar** page.

As we mentioned earlier, there will now be a Participation button to replace the Full Participation and No Participation buttons. The Participation button displays whenever there is a current or past activity without participation tracked. This means you don't have to wait until Saturday to use the button anymore!

- **Click** the Participation button to open the **Participation** page.

Note to Trainer: Click the Participation button for last week.

This page is broken up into two sections: 👁 the **Participation Week** header, which contains information about the week this **Participation** page is for, and 👁 the **Activity Table,** which contains activity code and schedule information from the Employability Plan and where you can record full or no participation for individual or multiple activities.

At the top of the **Activity Table**, WWP tells you 👁 the days of the week, Sunday through Saturday, with corresponding dates, and All Activities Full and All Activities No checkboxes.

The 👁 All Activities Full and No checkboxes appear at the end of the week, which WWP considers as Saturday, when no participation information exists for any activity that week.

- **Check** the All Activities Full box to mark full participation for each instance of every activity in the **Activity Table**. Likewise, check the All Activities No box to mark no participation for each instance of every activity in the **Activity Table**.

- **Uncheck** the box to remove the participation.

WWP does not allow you to check both the All Activities Full and No boxes.

The **Activity Table** is broken into rows based on activity code. Each row shows how many 👁 hours are assigned of the activity on each day of that week.

Additionally, each activity row has 👁 Activity Full and Activity No checkboxes. These checkboxes work similar to the All Activities Full and No checkboxes, except they record full or no participation for that specific activity only.

- **Check** the Activity No box to mark no participation for each instance of the activity in that row.

- **Uncheck** the box to remove all the non-participation.

Like before, these checkboxes appear at the end of the week when no participation information exits for any instance of that activity during the week.

As you know, there are times when participants complete full participation on some days of the week and no participation on others. Use the 👁Individual Day checkboxes when this happens. The 👁Individual Day full checkbox is always on the top, and the 👁Individual Day no checkbox is always on the bottom of each activity row.

Let's say Nisha completed all of her job search hours on Monday, Tuesday, and Wednesday, and didn't complete any of her job search hours on Thursday and Friday.

- We would **check** the Individual Day box on the top of the ES row for Monday, Tuesday, and Wednesday, and **check** the Individual Day box on the bottom for Thursday and Friday. Or, we could **check** the Activity Full box and then **check** the Individual Day box on the bottom for Thursday and Friday.

Unlike the prior checkboxes, the Individual Day checkboxes appear for all current and past instances of that activity with no pre-existing participation recorded. This means you can use them prior to the end of the week.

Ask Based on what you've learned so far, when might you use the current participation tracking process rather than using this page? Type your answer in the chat.
Possible Responses: Enter participation when participants completed some of their activity hours for that day, but not all of their activity hours, enter make-up hours

You got it! As you can see, there is no option to account for partial participation on this page. The current way of tracking participation still remains. Use the **Participation Entry** page when participants complete only a portion of their assigned hours. Likewise, use the current process to document any make up hours.

Let's finish entering Nisha's participation for last week. Upon review of her activity logs, she completed all her Work Experience hours and none of her Job Search hours.

- So, we'll **check** the Activity No box in the ES row and Activity Full box in the WE row.

Our final options on this page are Cancel and Save. 👁Click Cancel to leave the page. Similar to other pages in WWP, a window displays asking if you are sure you want to leave without saving.

- **Click** Save to save the participation and return to the **W-2 Participation Calendar** page.

Keep in mind, you are not able to edit participation entries on the **Participation** page after you save. You must click on the 👁individual activity from the calendar to access the **Participation Entry** page to make edits to any saved participation.

We've documented all of Nisha's participation for last week, so the Participation button went away, and a new 👁 Good Cause button displays. We'll look at using that button in just a bit.

- But first, let's **click** the Participation button for the current week to see how it differs.

Remember, you don't have to wait until the end of the week to document full or no participation on individual days. First, the All Activities Full and No, and the Activity Full and No checkboxes do not display because it is not yet the end of the week.

Additionally, WWP does not allow you to track future participation. It lists 👁 Future Date for all activities tomorrow and beyond. Individual Day checkboxes display for all activities for current and past dates. This functionality may be useful when participants call to report an absence of multiple activities within the current week.

Let's say Nisha called us this morning and stated that her daughter is sick, so she is unable to complete any of her assigned activities today.

- So, we'll **click** the Individual Day box on the bottom of both the ES and WE rows, and then **click** Save.

Nisha's EP is simple, so her **Participation** page is fairly easy. Let's take a look at the **Participation** page when the EP is a bit more complex.

Note to Trainer: Navigate to Bobby Jean's **W-2 Participation Calendar** page.

Bobby Jean has multiple activities that fall under the same activity code, activities that occur only once a week, and pre-existing participation entered for some activities, all of which make her **Participation** page more involved. First, notice the 👁 Participation button on the **W-2 Participation Calendar** displays even though participation information already exists. This is because there still are activities with no tracked participation. Now, let's look at the **Participation** page.

Note to Trainer: Click the Participation button for last week.

Remember, each activity has its own activity code row in the **Activity Table**. This is true even when you assign multiple activities under the same activity code. The activities are listed separately on the EP, so they are listed in 👁 separate rows here as well. Notice that WWP does not specify which row is for what activity. Refer to the EP or EPs which were valid the week you are tracking participation to help you differentiate them.
Ask What else do you notice is different about Bobby Jean's **Participation** page? Use your annotation tools to circle the differences.
No activity, pre-existing participation

WWP displays Individual Day checkboxes only for the days of the week the activity is assigned. It displays 👁 No Activity for all other days.

Additionally, WWP does not display the hours assigned for instances of activities when pre-existing participation exists. Any 👁 pre-existing participation hours recorded for that activity displays in the full row of each section and is not editable.

The only option we have on Bobby Jean's **Participation** page for last week is to document participation for the MO activities.

- She did not complete any hours of her MO activities. So, we'll **check** the Individual Day boxes on the bottom in each row, and then **click** Save.

That concludes our walkthrough of our first enhancement. **Ask** [chat monitor], what questions do we have regarding the Participation button and **Participation** page?

Great questions! Now, I want to hear from you. Let's flood the chat. **Ask** What benefits can you think of for using the new Participation button and **Participation** page?

Remember, the **Participation** page is available whenever there are activities with no pre-existing participation recorded. Use the various checkboxes to help you decrease the time you spend tracking participation and increase the time you can spend helping participants.

	I Spy

Estimated Length: 5 minutes

Directions to Trainer: Learners locate the Participation Calendar enhancement images hidden throughout the PPT. Have learners circle the image using their annotation tools after they find them.

Directions to Learners: Before we reveal our next enhancement, we are going to give our brains a little bit of a break and play a round of I Spy. There are eight hidden Participation Calendar enhancements on our screen. Some you've already seen, and some you will learn about shortly. Use your annotation tools to circle each one you find. You have 5 minutes to find as many images as you can!

✿ PPT 4

Good Cause Page

✿ PPT 5

🖹 PG 5

Time to switch gears back to WWP and reveal our second enhancement: the Good Cause button and **Good Cause** page. Let's look at how these enhancements work.

Note to Trainer: Pull up Nisha's **W-2 Participation Calendar** page.

The new Good Cause button displays for any week where no participation hours without good cause determination information exists.

Note to Trainer: Click the Good Cause button for this week.

- **Click** the Good Cause button to navigate to the **Good Cause** page.

Use this page to enter good cause determination information for all the non-participation hours for one or more activities. You cannot enter partial good cause on this page.

The **Good Cause** page is broken up into multiple sections. 👁 The heading at the top contains information about the participation week you selected on the **W-2 Participation Calendar** page.

Below that is the 👁**Activities** section, which lists the activity codes with non-participation hours at the top. **Check** the box of the activity code or codes for which you are providing or denying good cause.

This populates the 👁**Activity Table** with all instances where no participation without good cause determination information for that activity code or codes for that week. WWP displays an All checkbox as well as individual checkboxes for each instance of the activity. Check the All box when you need to enter the same participant reason and good cause determination information for all the activities displayed. The table also provides you additional read-only information for each instance of that activity, such as the **Date**, **Scheduled Hours**, and **Non-Participation Hours**.

👁**Click** the All checkbox to select all activities in the **Activity Table**.

Remember, Nisha missed all her activities today because her daughter was sick.

- So, we'll **click** the ES and WE checkboxes at the top of the table, and then **click** the All checkbox to automatically check all the activity boxes. This tells WWP that we want to apply our good cause determination for all instances of non-participation for this week.

The 👁 **Good Cause Information** section is where you document your good cause determination. Enter the **Participant's Reason**, **Good Cause Granted?**, and **Worker's Reason,** along with any additional **Details**. Note that you have the option to select No for **Good Cause Granted?**.

Ask Why might you use the **Good Cause** page when you are denying good cause? *Participant reported why they missed activities, but it isn't a good cause reason.*

Let's complete the **Good Cause Information** section for Nisha.

- We'll **select** AA – PARTICIPANT OR FAMILY ILLNESS for **Participant's Reason**, YES for **Good Cause Granted?**, and AA – PARTICIPANT OR FAMILY ILLNESS for **Worker's Reason.**

👁 Notice that when you complete the **Good Cause Information** section, the information auto-populates in the **Activity Table**. WWP calculates and displays an 👁 accumulation of good cause hours at the bottom of that column.

Click 👁 Cancel to leave the page without saving. Like the **Participation** page, WWP displays a window asking if you are sure you want to leave without saving.

- **Click** 👁 Save to save your entries and return to the **W-2 Participation Calendar** page.

Note to Trainer: Pull up Bobby Jean's **W-2 Participation Calendar** page.

Next, let's see how it looks when we deny good cause. Bobby Jean told us she missed the Workplace Essentials Workshop and Job Club because she was out of town visiting a friend. It would save us time to use the **Good Cause** page because she had the same reason for missing for two activities.

Note to Trainer: Click the Good Cause button for last week.

- We'll **click** the Good Cause button to navigate to the **Good Cause** page. Then, we'll **check** the MO checkboxes to populate the Activities Table.

- We'll **check** the All checkbox to tell WWP we want to enter Good Cause Information for all of the MO activities.

- Finally, we can **select** XX – OTHER REASON for **Participant's Reason**, NO for **Good Cause Granted?**, and XX – OTHER REASON for **Worker's Reason**.

Ask What else must we enter when we select XX – Other Reason? Let us know in the chat.

Correct! The **Details** field is required when you enter XX in the **Participant's Reason** and/or **Worker's Reason** fields.

- Let's enter PARTICIPANT OUT OF TOWN VISITING A FRIEND for both **Details** fields.

- Then, we'll **click** Save to save our entries.

That concludes our walkthrough of the second enhancement. **Ask** [chat monitor], what questions do we have regarding the Good Cause button and **Good Cause** page?

Great questions! Before we reveal the last enhancement, we want to hear from you. **Ask** Who is excited about being able to enter good cause information for multiple activities at the same time? Give us a thumbs up reaction if you are excited or a thumbs down reaction if you aren't sure yet.

Remember, the Good Cause button is available whenever there is any activity during the week with partial or no participation entered and no good cause has been entered. Use the **Good Cause** page to approve or deny good cause for multiple activities at the same time.

Good Cause on Participation Calendar

✧ PPT 6

📄 PG 6

It's finally time to reveal our last enhancement. You asked for it, and now it's here. Good cause hours now will show up on the **W-2 Participation Calendar** page!

Note to Trainer: Navigate to Nisha's **W-2 Participation Calendar** page.

Notice that now there are four colors. Purple displays whenever you enter a Good Cause decision and indicates the number of hours you granted good cause. 👁Notice that 1.0 is listed in both red and purple. This means that you entered 1 hour of non-participation and granted 1 hour of good cause. These numbers may not always match. For instance, if you use the **Participation Entry** page and grant partial good cause, only the partial amount would show in purple. Additionally, if you select No for **Good Cause Granted?**, WWP displays 0.0 in purple.

Closure

Now, I bet you're all on the edge of your seats wondering when these enhancements are being released.

✧ PPT 7

Wait, something's happening.

	Escape WWP

Estimated Length: 10 minutes

Materials: Link to virtual escape room

Directions to Trainer: Put the link to the escape room in the chat. Send learners into random breakout rooms of 5-6. Schedule breakout rooms to end after a total of 10 minutes (9 minutes with a 60 second reminder). Learners will work together to "escape" WWP and then rejoin the main session.

Directions to Learners: Oh no! The WWP wizards heard that we are sharing the new enhancements and used their powers to transport us into WWP. Now, we are stuck inside WWP, along with the new Participation Calendar enhancements. We've just put a link in the chat. In a moment, we will put you into breakout rooms. After you arrive in the breakout room, re-open the chat and click the link and work together to decipher the clues, enter the secret code, and release yourselves, and the enhancements, from WWP. After you escape, leave your breakout room, and rejoin the main session.

You'll have 10 minutes to escape. What can I clarify for you before we begin?

Ask What was the secret code?
November 18

Ask What do you think the secret code represents?
Release date

🖹 PG 6

You got it! The Participation and Good Cause buttons, **Participation** and **Good Cause** pages, and the new good cause color on the **W-2 Participation Calendar** page will "escape" into WWP and be ready for you to use on Friday, November 18.

	Wrap Up

Note to Producer: Put the Quia evaluation link in the chat.

☼ PPT 6

We are coming to the end of our webinar. We just put a link to our evaluation in the chat. Everyone, please click the link to open it. We want to make sure you all have it before we end the webinar.

With that, I will go to [chat monitor] one last time. What questions do we have remaining regarding anything we've covered today?

Throughout today's webinar, we've uncovered three new enhancements coming to the Participation Calendar. Use the Participation button and **Participation** page to quickly track full and no participation for several activities at the same time. After making a good cause determination, use the good cause button and **Good Cause** page to apply that determination to multiple activities on multiple days. Finally, take advantage of the new good cause color to make sense of the determinations you've made throughout the Participation Period. Thank you all for your participation and have a great rest of your day!

Trainer's Notes Appendix

Appendix A: Trainer Pre-Work

Two weeks prior to class, two cases must be created in the Training Environment.

Nisha's Information

Enter/complete the following in CWW and WWP for Nisha.

CWW

Create RFA
- Nisha (Last Name), female, make up any DOB and SSN
- Walk-In, English, Declined Ethnicity and Race, Make up address

Household Members
- Nisha (SSN: C; DOB: BC)
- Korey (F; SSN: C; DOB: born in 2020, BC)

Process Request
- No housing subsidy, FtF

Household Relationships
- Nisha has legal custody of Korey

General Case Information
- Lived in WI all her life, no letters online

Permanent Demographics
- All English, BC, Born in WI

Current Demographics
- Nisha (Identity: DR; Single; Resides in WI: MA; Living Arrangement: 01)
- Korey (Single; Living Arrangement: 01)

No Benefits, No School Enrollment, No Individual Non-Financial

Absent Parent
- Unknown, never married, parentage not established

No Assets, No Income, No Up-Front Activities required

Confirm Eligibility, place as CSJ

WWP

Enroll

Create and Submit EP
- EP Overview (1.5 months)
- Goals (Make up Primary Employment Goal, no others needed)
- Activities
  - ES – Employment Search

- Search for receptionist jobs in a 15-minute radius
- Self-Directed
- Start/End Dates to match overall EP, recurring Daily – Every Weekday, 1.0 hrs/day
  - o WE – Work Experience
    - Gain experience working in an office setting and at a front desk.
    - Off-Site, ABC Office
    - Start/End Dates to match overall EP, recurring Daily – Every Weekday, 4.0 hrs/day

Bobby Jean's Information

Enter/complete the following in CWW and WWP for Bobby Jean.

CWW

Create RFA
- Bobby Jean (Last Name), female, make up any DOB and SSN
- Walk-In, English, Declined Ethnicity and Race, Make up address

Household Members
- Bobby Jean (SSN: C; DOB: BC)
- Lia (F; SSN: C; DOB: born in 2020, BC)

Process Request
- No housing subsidy, FtF

Household Relationships
- Bobby Jean has legal custody of Lia

General Case Information
- Lived in WI all her life, no letters online

Permanent Demographics
- All English, BC, Born in WI

Current Demographics
- Bobby Jean (Identity: DR; Single; Resides in WI: MA; Living Arrangement: 01)
- Lia (Single; Living Arrangement: 01)

No Benefits, No School Enrollment, No Individual Non-Financial

Absent Parent
- Unknown, never married, parentage not established

No Assets, No Income, No Up-Front Activities required

Confirm Eligibility, place as CSJ

WWP

Enroll

Create and Submit EP
- EP Overview (1.5 months)
- Goals (Make up Primary Employment Goal, no others needed)
- Activities
  - ES – Employment Search
    - Search for healthcare jobs in a 15-minute radius
    - Self-Directed
    - Start/End Dates to match overall EP, recurring Daily – Every Weekday, 1.0 hrs/day
  - MO – Job Readiness/Motivation
    - Attend Job Club.
    - On-Site, W-2 Agency
    - Start/End Dates to match overall EP, recurring Weekly on Tu, 2.0 hrs/day
  - MO – Job Readiness/Motivation
    - Attend Workplace Essentials Workshop
    - On-Site, W-2 Agency
    - Start/End Dates to match overall EP, recurring Weekly on W, 1.0 hr/day
  - JS – Job Skills Training
    - Attend Phlebotomy Tech training.
    - Off-Site, Local Tech School
    - Start/End Dates to match overall EP, recurring Daily – Every Weekday, 4.0 hrs/day

Come back to case and track the following participation for the Friday prior to class.
- ES: full participation MTuW, no participation ThF
- JS: full participation
- MO: do not track any participation