**Ongoing Processes 4**

**Trainer Guide**

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# CWW/WWP Entry Activities

### Email Guidelines

#### Subject Lines - Choose one

* (Section Name: New Employment, Job Loss/Re-engagement) – (Case name) – 1st REVIEW (or 2nd, etc.)
	+ Use this when edits are needed. Instruct the learner not to submit the EP yet.
* (Section Name: New Employment, Job Loss/Re-engagement) – (Case name) – Submit EP
	+ Use this when all updates have been completed successfully. Instruct the learner to submit the EP and reply when they have submitted the EP.
* (Section Name: New Employment, Job Loss/Re-engagement) – (Case name) – COMPLETE
	+ Use this when the EP has been submitted successfully.

#### Feedback - For each case, choose one of the following

* (Section Name) entries complete. You correctly entered all pages as instructed, entered comments, recorded an informal assessment, developed/updated the EP, and tracked assigned activities.
* Use the format above to list the Page Title and error.
	+ Examples:

**Test Scores App** – Carmen has TABE scores that need to be recorded.

**PIN Comments** –be sure to include your rationale behind your placement change decision.

*Additional comments as needed if additional errors are made. Also add something that the worker did well.*

## New Employment Checklist

### Carmen

##### CWW

* PT job at the elementary school has ended
	+ Ensure current month of income is ended and amount earned prorated
	+ There should be one month with a $0 override
* New FT job at the chiropractic entered
	+ Starts tomorrow, receives first paycheck in 3 weeks
	+ Paid semi-monthly, 86 hrs/pay period at $15/hr
		- If learners calculate the hours/pay period incorrectly, remind them to multiply weekly hours by 2.15 to get hours/pay period for semi-monthly pay
	+ Check the Employment Summary to ensure the first month of income is prorated with an override, then ongoing with the override removed
		- Ensure comments on the Employment page include how override amount was calculated and why
* Eligibility ran ignoring income and assets to allow W-2 to remain open
* Enter future dated placement change to CMF+ on the W-2 Placement page
	+ Future dated to tomorrow
* Enter appropriate Case Comments

##### WWP

* Check transactions to ensure a new informal assessment was completed
* End Lunch Room Aide job at the local elementary school
* New employment added
	+ Administrative Assistant at the chiropractic office, starts tomorrow
	+ 40 hrs/wk, $15/hr, working M-F 7:30-4
	+ Medical benefits and paid time off
	+ Job duties: greeting visitors, answering phones, compiling mail, composing documents
* Update Education History page with completion of HSED
	+ Remaining HSED test scores entered, completed last Friday, WI issued HSED (Language and Math should already be entered)
		- Science 150, passed
		- Social Studies 175, passed
		- Civics Pass
		- Health Pass
* W-2 Supportive Service Plan
	+ All pages visited and plan submitted
	+ Child Care Needs
		- Resources: YMCA and KinderCare
		- Short Term Plan of Action: Talk to mom about dropping off/picking up Lucia. Reach out to school about early drop off. Ask neighbor to watch Lucia until you get home.
		- Long Term Plan of Action: Enroll Lucia in a before/after school care program.
	+ Transportation Needs
	+ Resources: Local bank, Work’n Wheels, WETAP, JAL
	+ Short Term Plan of Action: Figure out bus route. Talk to family/friends about getting a ride.
	+ Long Term Plan of Action: Save up to buy a newer vehicle.
* EP (in progress)
	+ Obtain HSED goal step completed for Long Term Career Goal
	+ Other Program Goal of Obtain HSED successfully completed, new one added for Customer Service Technical Certificate
	+ FT should be checked, PT should not be checked
	+ Only assigned Job Retention activity
		- End date should match EP end date
	+ Supportive Services included as appropriate
* PIN Comments documenting all changes
	+ Comment Types: informal assessment, placement decision, employment, employability plan/activities, W-2 Plans

**\*\*After all updates are complete, tell learners to submit the EP, and remind them to reply once they have submitted it. \*\***

## Job Loss/Re-engagement Checklist

### Haylee and Luka

##### CWW

**Luka**

* Employment ended on the Employment page with appropriate overrides
* Placement changed to CSJ
* Case Comments entered explaining case changes

##### WWP

**Luka**

* Check transactions to ensure a new informal assessment was completed
* Work History page updated
* Participant Barriers page updated to include AODA
	+ Participant Barrier page should not be completed
* Employability Plan updated
	+ Review goals and goal steps
	+ No employment included
	+ Activities include AA meetings (PD activity code)
		- May or may not be assigned a full 40 hours, look to PIN Comments
	+ Supportive services provided
* PIN Comments summarizing current situation
	+ Employment change
	+ Placement decision
	+ Informal assessment
	+ Barrier (confidential)
	+ Employability Plan updates
		- If Luka is not assigned a full 40 hours in his CSJ placement, ensure the comments include a rationale for assigning less hours based on his current situation.

**Haylee**

* PIN Comments summarizing current situation
	+ Placement change due to Luka’s job loss
	+ Luka is still the placed parent due to being more employable

**\*\*After all updates are complete, tell learners to submit the EP, and remind them to reply once they have submitted it. \*\***

# Quia Activities

## W-2 Ongoing Processes Quiz

* Review the scores/questions missed and provide appropriate feedback. If it’s a low score, make some recommendations for items to review.
	+ A passing score is 80% or above.
* Copy the ATL on your responses.

# Next Steps

1. Request the next curriculum.
	1. Request: W-2 NWT Completion (FEP)
2. Send the Email Text below.

## Email Text

#### Before Completion

**Subject Line: Next Steps: Completion**

You’re on the final stretch! You need one more curriculum to wrap up any loose ends and complete Initial TANF/W-2 New Worker Training. In this final curriculum, you will disenroll and close your cases as appropriate. You will complete a final assessment and score a minimum of 80%.

**You’ve come a long way…**