

GOVERNMENT OF THE DISTRICT OF COLUMBIA

Department of Employment Services



SOP No.	Subject	Date
No Registration Number Assigned	Intake, Eligibility, Enrollment and Referral	Official Date of Publication

1. PURPOSE:

This Standard Operating Procedure (SOP) lays out the relevant steps of the participant intake, eligibility, and enrollment process for the Department of Employment Services (DOES), Office of Youth Programs (OYP).

2. APPLICABILITY:

This SOP shall apply to all DOES OYP staff and to all DOES OYP Service Providers.

3. SCOPE AND BACKGROUND:

DOES OYP, as part of the larger Workforce Development Program within DOES, provides several workforce-related activities for District of Columbia youth. Using local and federal funds, DOES OYP helps youth transition smoothly into the workforce and equips them with skills that lead to a clear career pathway to family-sustaining wages. Participation in DOES OYP programs is based on the individual's age, education status and eligibility criteria outlined in the Workforce Innovation and Opportunity Act (WIOA), at the time of enrollment.

The Year Round Program is a federally-funded DOES OYP activity designed for District youth between the ages of 14 and 24, who are enrolled in the In-School or Out-of-School programs, based on their education status at the time of enrollment.

4. INTAKE RESPONSIBILITIES: SERVICE PROVIDER

- A. The Service Provider must submit a complete Intake and Eligibility Package (Package) for each participant.
- B. To complete a participant's Package, the Service Provider must collect the following eligibility documents. (See, Appendix A, Acceptable Documentation List)
 - Proof of Age
 - Proof of Social Security
 - Proof of DC Residency
 - Proof of Family Income
 - Proof of Family Size

- Proof of Selective Service Registration (for male youth age 18 to 24)
- Education Status
- Additional Documentation Requested by DOES OYP

C. The Service Provider shall provide the following documents to potential participants for completion:

- Program Intake Application
- Equal Opportunity Form
- Participant Responsibility Contract
- Waiver for Release of Information Form

D. The Service Provider must administer one of the following tests and submit the results to DOES OYP:

- CASAS Pre-Test, or
- Various Other Basic Skills Tests (Approved by DOES OYP)

E. The Service Provider must confirm the potential participant meets WIOA eligibility requirements. (See, Appendix B)

F. The Service Provider shall deliver the complete Package to DOES OYP. A complete Package should contain copies of the participant's eligibility documents from Section 4.B., signed original documents from Section 4.C., and the results of the test administered, pursuant to Section 4.D.

5. INTAKE RESPONSIBILITIES: DOES OYP

- DOES OYP will review the Package using the Acceptable Documentation List (Appendix A) to verify the Package is complete. A complete Package should contain copies of the participant's eligibility documents from Section 4.B., signed original documents from Section 4.C., and the results of the test administered, pursuant to Section 4.D.
- If the Package is incomplete, DOES OYP must give the Service Provider written notice that indicates the missing documentation. The Service Provider must correct the discrepancy within 5 business days of receipt of the written notice.
- DOES OYP will maintain the Package.

6. ELIGIBILITY VERIFICATION: DOES OYP

- DOES OYP will review the complete Package to determine eligibility for the services.
- If the contents of the complete Package are accurate, the potential participant will be determined eligible by DOES OYP.
- DOES OYP will create an official program folder to store the Package for DOES OYP records.
- If the potential participant is determined to be eligible, DOES OYP will generate an Enrollment Letter and send it to the Service Provider.

- E. If the potential participant is determined to be ineligible, DOES OYP shall send written notification to the Service Provider.
- F. DOES OYP may refer the ineligible participant to alternative programs for services.

7. PRE-ENROLLMENT RESPONSIBILITIES: SERVICE PROVIDER AND PARTICIPANT

- A. Once the Service Provider receives the Enrollment Letter, it will be responsible for maintaining a copy of the participant's case file.
- B. Within 5 business days of receipt of the Enrollment Letter, as a part of the pre-enrollment process, the Service Provider must schedule a 5 day assessment period for the eligible participant.
- C. The 5 day assessment period must consist of the following:
 - The participant must attend all assigned days of the assessment period.
 - These assessment days are required in order to develop the Individual Service Strategy (ISS).
 - The participant must attend all required assessment days to fully understand the program and how it will assist with a smooth transition into the workforce or provide the skills that lead to a clear career pathway to family-sustaining wages.
 - During the assessment period, the Service Provider must observe the participant's level of attendance, engagement and ability.
- D. The Service Provider must meet with the participant to:
 - Discuss the ISS.
 - Assess current and future career goals.
 - Provide an overview of services.
 - Document an initial case note.
- E. The Service Provider must end the pre-enrollment process for one of the following reasons and provide DOES OYP with a written explanation:
 - The participant fails to complete the 5 day assessment period.
 - The Service Provider and/or the participant decide the program will not assist with a smooth transition into the workforce or provide the skills that lead to a clear career pathway to family-sustaining wages.
 - Other reasons including the participant suffering a personal barrier and/or challenge that cannot be overcome.
- F. Within 2 business days of the completion of the 5 day assessment period, the Service Provider and the participant must sign and date the Enrollment Letter.
- G. Within 5 business days after the completion of the assessment period, the Service Provider must submit the signed Enrollment Letter with the ISS to DOES OYP.

8. ENROLLMENT / REFERRAL RESPONSIBILITIES: DOES OYP

- A. DOES OYP will verify the signed Enrollment Letter and the ISS.

- B. DOES OYP shall enter the participant's information into the System of Record.
- C. DOES OYP must generate a referral by sending WIOA application form to Service Provider and the participant for signature.
- D. In the case that a participant is being referred by DOES, Service Provider will receive copies of all eligibility documentation from DOES OYP.

9. ENROLLMENT RESPONSIBILITIES: SERVICE PROVIDER AND PARTICIPANT

- A. Service Provider and participant must sign the WIOA application form and return the signed WIOA application form to DOES OYP.
- B. Service Provider may begin providing WIOA services to the participant.
- C. Service Provider must maintain physical copies of all eligibility documents, including the DOES issued WIOA application form, which authorizes enrollment into a WIOA funded program, as part of the official case file for participants who they wish to refer and for participants who are referred to them by DOES.

10. POST-ENROLLMENT RESPONSIBILITIES: DOES OYP

- A. OYP shall upload the signed WIOA application form into the System of Record.

11. EFFECTIVE DATE AND IMPLEMENTATION:

These standard operating procedures are effective immediately upon signature.

APPROVAL



Deborah A. Carroll, Director



Date

Remove & Destroy: None
Effective Date: Date of Signature
Review Date: Two-Year Anniversary of Signature
Distribution: All DOES Employees
Point-of-Contact: Thennie Freeman, Associate Director-Office of Youth Programs

Appendix A

**DEPARTMENT OF EMPLOYMENT SERVICES
OFFICE OF YOUTH PROGRAMS**

ACCEPTABLE DOCUMENTATION LIST

* * * *The Office of Youth Programs requires one document per category* * * *

DATE OF BIRTH		
Baptismal Record with Date of Birth	Military Discharge DD214	Public Assistance/Social Service Record
Birth Certificate	Tribal Record with Date of Birth	Decree of court
Driver's License	Passport	Native American Tribal Document
Hospital Birth Record	School Records/Identification	Work Permit
Federal, State or Local Government ID Card		

CITIZENSHIP	
Alien Registration Card (USCIS Forms I-151, I-551, I-94, I-668A, I-197, I-179)	Naturalization Certificate
Baptismal Record with Place of Birth	Foreign Passport (stamped "Eligible to Work")
Birth Certificate	U.S. Passport
Military Discharge DD214 (if birthplace is listed)	Hospital Birth Record
Food Stamp Records	Public Assistance Records
Alien Registration Card Indication right to work	Native American Tribal Document
Voter Registration Card	

SOCIAL SECURITY NUMBER	
Agency Award Letter	Social Security Card
Public Assistance Record/Printout	Pay Stub
DD-214 Report of Transfer of discharge	IRS Form Letter 1722
Employment Records	Letter from Social Service Agency
Social Security Benefits	W-2 Form
Telephone Verification	Letter/Printout from Social Security Office
Unemployment Wage Records	

RESIDENCY (Document must include the Applicant's Name)	
Homeless - Primary Nighttime Residence	Lease
Driver's License or Non-Driver's ID	Letter From Social Service Agency or School
Housing Authority Verification	Food Stamp Award Letter
Local WIA does not verify address.	Insurance Policy (Residence and Auto)
Library Card	Landlord Statements
Medicaid/Medicare Card	School Identification Card
Phone Directory	Selective Service Registration Card
Property Tax Record	Utility Bill
Public Assistance Records	Applicant Statement with Corroborating Witness Signature
Rent Receipt	Postmarked Mail Addressed to Applicant
Voter Registration Card	Computer Printout from Government Agency

FAMILY SIZE (Document must list or identify all family members)	
Public assistance/social service agency records	Lease
Department of Housing Letter	Most recent tax return supported by IRS documents(e.g. form letter 1722)
Birth certificate	School Record
Decree of court	Disabled
Medical card	Divorce decree
Public housing authority (if resident or on waiting list)	Landlord statement
Applicant statement/self attestation, in limited cases	Marriage certificate
Telephone verification	Written statement from a publicly supported 24-hour care facility or institution(e.g. mental, prison)

FAMILY INCOME (Document must not be older than six months)	
Alimony Agreement	Public assistance records
Earnings Statement or Pay Stub	Unemployment Insurance Documents and/or Printout
Notarized Letter on letterhead from Employer	Veterans Administration Award Letter
Pension/Annuity statement	Bank statements (direct deposit)
Social Security Benefit Statement	Employer statement/contact
Compensation award letter	Farm or business financial records
Court award letter	Quarterly estimated tax for self-employed persons (Schedule C)
Housing authority verification	Applicant statement/self attestation, in limited cases
Telephone Verification	Business Financial Records
Workers' Compensation Records	

SELECTIVE SERVICE REGISTRATION (For Males 18 and Older)	
Selective Service Registration Card	Selective Service Verification Form
Internet Verification (www.sss.gov)	DD-214
Stamped Post Office Receipt of Registration	Selective Service Status Information Letter
Contact Selective Service (847) 688-6888	Selective Service Registration Record (form 3A)
Selective Service Acknowledgement Letter	Selective Service Request for Registration Acknowledgement Letter

Diploma	
High School Diploma	GED Diploma
Official Transcript With Seal in a Sealed Envelope	

Disability	
Letter from drug or alcohol rehabilitation agency	School records
Letter from child study team stating specific disability	Workers' Compensation record
Medical records	Sheltered workshop certification
Social service records/referral	Social Security Administration disability records
Physician's statement	Veterans Administration letter/records
Psychiatrist's statement	Vocational Rehabilitation letter
Psychologist's diagnosis	Telephone Certification
Rehabilitation evaluation	Observable and/or obvious conditions (applicant statement with the interviewer serving as the corroboration witness)

Information Resource List

Social Security Card

Cost- FREE
General Information- (800) 772-1213

Social Security Administration- Postal Plaza

1905-b 9th St, NE
Washington, DC 20018
(202) 376-5049
9:00am-4:00pm

Social Security Administration – Anacostia Professional Building
2041 Martin Luther King Jr. Ave, SE
Suite 130
Washington, DC 20020
(202) 755-0630
9:00am-4:00pm

Social Security Administration- District Headquarters

2100 M St, NW
Washington, DC 20037
(202) 653-5040
9:00am-4:00pm

Social Security Administration- Shepard Park

7820 Eastern Ave, NW
Washington, DC 20012
(202) 673-5159
8:15am-4:45pm

Birth Certificate

Cost- \$18 short form/ \$23 long form
Department of Health
825 North Capitol St, NE
Washington, DC 20002
(202) 442-9303
8:30am-3:30pm

Selective Service

Cost- FREE

Register Online
<https://www4.sss.gov/regver/register1.asp>

Drivers License/ Learners Permit

Cost- Learners Permit- \$20/ Drivers License- \$39
General Information- (202) 727-5000

Penn Branch DMV
3230 Pennsylvania Ave, SE
Washington, DC 20020

Brentwood Square
1233 Brentwood Rd, NE
Washington, DC 20018

Georgetown Service Center
3222 M St, NW
Washington, DC 20007

TANF Record

Cost- FREE

Income Maintenance Administration (IMA)
645 H St, NW
Washington, DC 20002
(202) 724-5506
8:15am-4:45pm

Anacostia Service Center (IMA)
2100 Martin Luther King Jr. Ave, SE
Washington, DC 20020
(202) 645-4614
8:15am-4:45pm

Appendix B The Workforce Innovation and Opportunity Act

Fact Sheet: Youth Program

The Workforce Innovation and Opportunity Act (WIOA), signed into law on July 22, 2014, is the first legislative reform of the public workforce system in 15 years. The law supersedes the Workforce Investment Act of 1998 and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973.

WIOA presents an extraordinary opportunity to improve job and career options for our nation's workers and jobseekers through an integrated, job-driven public workforce system that links diverse talent to businesses. It supports the development of strong, vibrant regional economies where businesses thrive and people want to live and work.

WIOA retains the nationwide system of one-stop centers, which directly provide an array of employment services and connect customers to work-related training and education. WIOA furthers a high quality one-stop center system by continuing to align investments in workforce, education, and economic development. The new law places greater emphasis on one-stops achieving results for jobseekers, workers, and businesses. WIOA reinforces the partnerships and strategies necessary for one stops to provide job seekers and workers with the high-quality career services, education and training, and supportive services they need to get good jobs and stay employed, and to help businesses find skilled workers and access other supports, including education and training for their current workforce.

HIGHLIGHTS OF THE WIOA REFORMS FOR THE YOUTH PROGRAM

WIOA outlines a broader youth vision that supports an integrated service delivery system and gives a framework through which states and local areas can leverage other Federal, State, Local, and philanthropic resources to support in-school and out-of-school youth. WIOA affirms the Department's commitment to providing high quality services for youth and young adults beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training in in-demand industries and occupations, and culminating with a good job along a career pathway or enrollment in post-secondary education. WIOA authorizes the following changes:

Key Provisions

- WIOA requires a minimum of 75 percent of State and Local youth funding to be used for out-of-school youth.
- Youth Councils no longer required; however, Local Boards are

WIOA PROGRAMS

WIOA authorizes the one-stop career center (also known as American Job Center) service delivery system and six core programs. The core programs are:

- WIOA Title I (Adult, Dislocated Worker and Youth formula programs) administered by Department of Labor (DOL);
- Adult Education and Literacy Act programs administered by the Department of Education (DoED);
- Wagner-Peyser Act employment services administered by DOL; and
- Rehabilitation Act Title I programs administered by DoED.

WIOA also authorizes the Job Corps program, the YouthBuild program, Native American programs, and Migrant and Seasonal Farmworker programs, as well as evaluation and multistate projects.

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UNITED STATES DEPARTMENT OF LABOR

The Workforce Innovation and Opportunity Act

encouraged to designate a standing Youth Committee, including an existing Youth Council, to contribute a critical youth voice and perspective.

Changes to Youth Eligibility

- Out-of-school youth must be aged 16-24, not attending any school, and meet one or more additional conditions, which could include:
 - School dropout; within age of compulsory attendance but has not attended for at least the most recent complete school year calendar quarter; holds a secondary school diploma or recognized equivalent and is low-income and is basic skills deficient or an English language learner; subject to the juvenile or adult justice system; homeless, runaway, in foster care or aged out of the foster care system, eligible for assistance under Section 477, Social Security Act, or in out-of-home placement; pregnant or parenting; an individual with a disability; low income person who requires additional assistance to enter or complete an educational program or to secure and hold employment
- In-school youth must be aged 14-21, attending school, low income, and meet one or more additional conditions, which could include:
 - Basic skills deficient; English language learner; an offender; homeless, runaway, in foster care or aged out of the foster care system; pregnant or parenting; an individual with a disability; person who requires additional assistance to enter or complete an educational program or to secure and hold employment
- Five new Youth Program elements
 - (1) Financial Literacy; (2) Entrepreneurial skills training; (3) Services that provide labor market and employment information in the local area; (4) Activities that help youth transition to postsecondary education and training; (5) Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster

Emphasis on Work-Experience

- At least 20 percent of local Youth formula funds must be used for work experiences, such as summer and year-round employment, pre-apprenticeship, on-the-job training, or internships and job shadowing

EFFECTIVE DATES FOR IMPLEMENTATION AND TECHNICAL ASSISTANCE

In general, WIOA takes effect on July 1, 2015; however, the planning requirements common indicators of performance take effect on July 1, 2016 and other exceptions specifically noted in the law.

DOL is working in coordination with the Department of Education and the Department of Health and Human Services to support the public workforce system to implement WIOA. The DOL WIOA Resource Page (www.doleta.gov/WIOA) will include updated guidance and resources, as well as communicate opportunities to provide input. The WIOA Collection Page (wioa.workforce3one.org) provides links to technical assistance tools and information to support implementation. Questions regarding WIOA can be emailed to DOL.WIOA@dol.gov.



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