

WORKING WITH WIA ADULTS & DISLOCATED WORKERS

COURSE DESCRIPTION



Workshop times:
9:00 to 4:00 Day 1
9:00 to 2:30 Day 2

Prerequisites

It is required that:

- ☞ Each training participant knows how to perform his/her job functions, but will benefit from additional instruction on the functionality of OWCMS
- ☞ Each participant has basic computer skills and has completed the required WIA Web Based Training

This instructor-led course is designed for staff working with the Ohio Workforce Case Management System (OWCMS) formerly SCOTI Staff-Assisted, to serve adults and dislocated workers.

This workshop covers the basics of the Workforce Investment Act, system navigation, recording services, and other general functions.

Upon successful completion of this workshop, attendees will:

- ☞ Understand and apply basic navigational concepts and leverage available tools in OWCMS
- ☞ Understand the various performance measures for adults and dislocated workers and how OWCMS tracks these measures
- ☞ Recognize the requirement and value in tracking the universal customer and use of the mini-registration system
- ☞ Understand the importance of accurate data entry for documentation purposes
- ☞ Demonstrate the ability to serve customers during basic intake, eligibility determination, and general case management
- ☞ Demonstrate the ability to determine eligibility to the various WIA programs using OWCMS and external criteria
- ☞ Demonstrate the ability to open, monitor, and end customer services using OWCMS
- ☞ Perform accurate post-exit customer follow-up using OWCMS to record results

Additional topics may be covered if time permits