

WORKING WITH WIA YOUTH

COURSE DESCRIPTION



Workshop time:
9:00 to 4:00 - Day 1
9:00 to 2:30 - Day 2

Prerequisites

It is required that:

- ☞ Each training participant has an OWCMS account and has completed the required WIA Web Based Training
- ☞ Each participant has the basic computer skills needed to complete the training

This instructor-led, hands-on course is designed for staff working with Ohio Workforce Case Management System (OWCMS), formerly SCOTI Staff-Assisted, to serve youth.

This workshop covers the basics of the Workforce Investment Act, OWCMS navigation, recording of 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 performance measure requirements for youth
- ☞ Understand the importance of entering accurate data and acceptable documentation for audit 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 tools and external criteria
- ☞ Understand the Literacy and Numeracy screen in OWCMS and how to correctly enter information
- ☞ Demonstrate the ability to open, monitor, and end services using OWCMS
- ☞ Perform accurate post-exit customer follow up services using OWCMS to record results

Additional topics may be covered if time permits