Choosing the Right Program and Understanding Enrollment

The OWCMS Helpdesk has noticed an influx of requests to cancel or delete services because of enrolling participants in the wrong program. To avoid this common issue, look at the program involvement section on the basic intake screen which indicates whether a participant is enrolled, potentially eligible, or not eligible or enrolled.

Please remember, the completion of basic intake **does not** enroll a participant. These screens are only designed to help determine for which potential programs your customer may be eligible. Enrollment in a program *only* occurs when a service and activity are added to the IOP.

For providers with access to one funding source either CCMEP TANF or CCMEP WIOA, the system allows you to determine potential eligibility for that specific funding source. For example, when completing the basic intake screens, case managers can complete the general tab, additional tab, and either the WIOA Data tab or the CCMEP/TANF tab depending on the specific program funding source.

Once basic intake is completed and saved, the program involvement section displays the programs/funding for which the customer is potentially eligible. If there's a mistake made, OWCMS allows adjustments. Once re-saved, eligibility will be recalculated, *provided no services had been added on the IOP*. However, once enrollment occurs, eligibility *cannot* be changed.

Adding a service on the IOP requires that a program/funding source be selected or affiliated. When potential eligibility has been determined for both CCMEP TANF and CCMEP WIOA, both programs will display under the program affiliation drop-down menu. If potential eligibility was only determined for one program, only one program is listed in the drop-down menu.

If both programs are available, carefully select the appropriate program to add a service since the participant becomes enrolled *will* count toward county and/or area performance measures.

Please remember, the IOP Services Tab drives program enrollment and performance outcome measures so the program affiliation field is important to enter accurately when the IOP is created or updated.