WIOA Case Management Training Syllabus

Two-day session

9 a.m. to 4 p.m. CST

Training Site Address

[WIT Case Management Training Site](#)

What is WIOA?

The Workforce Innovation and Opportunity Act (WIOA) is a federally funded, state administered program designed to help job seekers access employment, education, training, and support services to succeed in gainful employment and to match employers with the skilled workers they need to compete in a global economy. It is designed to strengthen and improve our nation's public workforce system and help get Americans, including youth and those with significant barriers to employment, into high-quality jobs and careers and help employers hire quality workers.

Training attendees will receive hands-on, instructor-led training that enables them to engage in the knowledge transfer process and to practice using the actual system construct in a "test-data" environment.

Course Objectives:

Utilizing the WIT system, this course is designed to train staff on how to case manage WIOA program participants. Staff will also learn how to:

- Perform client system registration, or locate existing individuals in the system, as a starting point.
- Complete the WIOA program application to manage formula eligibility determination for a 20-year-old applicant.
- Identify and establish applicant eligibility under WIOA and non-WIOA grants.

- Complete the WIOA participation form to formally establish the applicant's program begin date.
- Complete an Individual Employment Plan (IEP) to set client goals and objectives for program service strategy.
- Enroll the client into program services.
- Complete a Training Justification Form for training services approval.
- Complete a Grant Outcome to document the participant's employment status.
- Document the participant's measurable skills gain by entering their skill achievement and achievement type.
- Document and manage changes in the participant's educational functioning level.
- Prepare the participant for the soft exit process by closing services, plan goals and plan objectives that remain open.
- Complete the program closure form to end the delivery of planned program services.
- Provide follow-up services to the participant as needed.
- Explore the program Exit/Outcome routine should the participant satisfy a global exclusion.
- Complete a quarterly follow-up to document performance indicators.

Prerequisite:

1. View the TX WIT System Overview Training Video (recommended):

[TX WIT System Overview Training Video](#)

2. Complete Cross Program Content training.