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TECHNICAL ASSISTANCE MEMO #19 REVISION 2

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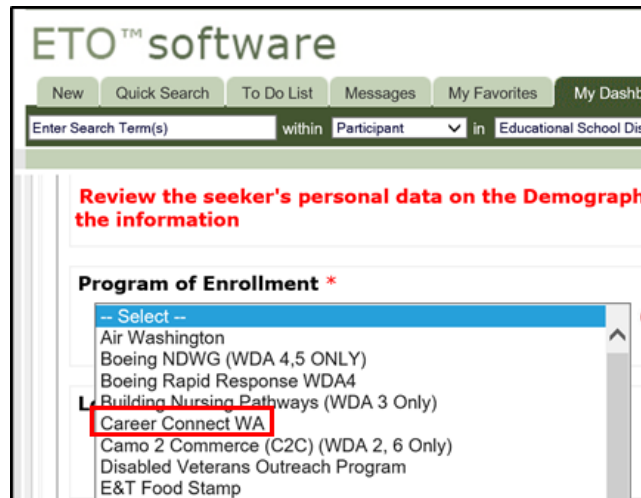
**ORG DATE:** SEPTEMBER 30, 2015 **REVISION #2 DATE:** JUNE 8, 2018  
**TO:** CAREER CONNECT SERVICE PROVIDERS  
**FROM:** AMY GIMLIN, WSW DIRECTOR OF QUALITY ASSURANCE  
**RE:** CAREER CONNECT DATA ENTRY

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All Career Connect Washington program activity must be documented in ETO (or state mandated MIS). The services entered are specific to Career Connect, the following guide is a tool to assist the process.

#### Enrollment

- Participants receiving services funded by Fund A or Fund C in Career Connect Washington (CCWA) must be *WIOA eligible*
- Xello registration must be completed for each participant
- The WIOA Eligibility TouchPoint must be completed with all eligibility documentation requirements
- A program enrollment TouchPoint must be completed enrolling in Career Connect WA



#### Completing Service TouchPoints

For every service TouchPoint that is entered, the *Contract* and *Provider* field must be completed as follows:

- **Contract:**
  - Choose CCWA ISY Fund A – for ISY internships Partners in Careers ONLY
  - Choose CCWA OSY Fund A – for OSY internships or career related experiences
  - Choose CCWA ISY Fund C – for ISY Apprenticeships – not for use in our area
  - Choose CCWA OSY Fund C – for OSY Apprenticeships
  - Choose CCWA Adult Fund C – for Adult apprenticeships
- **Provider:**

If providing the service as part of a contract with WSW, use one of the following depending on the agency under the contractual agreement:

  - Southwest – PIC
  - Southwest – Goodwill

- o Southwest – ResCare
- o Southwest – WACMHC
- o Southwest – Clark College
- o Southwest – Summer Works

If providing as part of Next and/or just general services use:

- o Southwest – Next
- o Southwest

For those staff that work in multiple Funds, your time allocated should reflect the different Funds depending on the activities being worked on.

<p><b>Other Program</b></p> <div style="border: 1px solid #ccc; padding: 2px; width: 100%;"> <span style="float: left;">-- Select --</span> <span style="float: right;">▼</span> </div>
<p><b>Contract</b></p> <div style="border: 1px solid #ccc; padding: 2px; width: 100%; background-color: #ffff00;"> <span style="float: right;">▼</span> </div>
<p><b>Contract</b> (if not listed above)</p> <div style="border: 1px solid #ccc; height: 15px; width: 100%;"></div>
<p><b>Service Provided *</b></p> <div style="border: 1px solid #ccc; padding: 2px; width: 100%;"> <span style="float: left;">-- Select --</span> <span style="float: right;">▼</span> </div>
<p><b>Deactivated or legacy service code</b></p> <div style="border: 1px solid #ccc; height: 15px; width: 100%; background-color: #ccc;"></div>
<p><b>Provider and Course Details</b></p>
<p><b>Provider</b></p> <div style="border: 1px solid #ccc; padding: 2px; width: 100%; background-color: #ccc;"> <span style="float: right;">▼</span> </div>
<p><b>Provider Name (if not listed above):</b></p> <div style="border: 1px solid #ccc; padding: 2px; width: 100%; background-color: #ffff00;"></div>

Each youth participant will enroll in three (3) services as part of a Career Connect service plan. The participant will not show as receiving a full service package and count as a positive outcome, until all three services are recorded. The following are the options available:

**A. Youth served with 3-part package consisting of a comprehensive career plan, an adult mentor, and a registered youth apprenticeship:**

1. To record a Comprehensive Career Plan (Individualized Service): Choose the service in ETO “CCWA Comprehensive Career Plan” and **attach to Career Connect WA program enrollment.** The Comprehensive Career Plan must be recorded in High School and Beyond Plan (HSBP) and/or career exploration software such as WOIS, Career Bridge, Career Cruising, or Xello. A Comprehensive Career Plan must include a career goal, career plan, and guided career exploration.
2. To record an Adult Mentorship (Individualized Service): Choose the service in ETO “CCWA Adult Mentorship” and **attach to Career Connect WA program enrollment.** Provide mentorship or coaching of at least 10 hours per year, and/or mentorship or coaching provided through JAG, AVID, or Gear-Up. Examples include employer mentorship and graduation coaching. Documentation must demonstrate that the participant has met the 10 hour requirement and must include dates, hours, and signatures; OR the participant has met the specific requirements of JAG, AVID, or Gear-UP.
3. To record a WIOA eligible Youth in a Registered Apprenticeship (New, Expanded, and Existing): Choose the service in ETO “Apprenticeship Training” and **attach to “Career Connect WA” program enrollment.**

Note: "Course" on the Services Touchpoint is a freeform text you must type in *new*, *expanded*, or *existing apprenticeship*.

**B. Youth served with 3-part package consisting of a comprehensive career plan, an adult mentor, and a 90-hour on-site internship:**

1. To record a Comprehensive Career Plan (Individualized Service): Choose the service in ETO "CCWA Comprehensive Career Plan" and **attach to Career Connect WA program enrollment**. The Comprehensive Career Plan must be recorded in High School and Beyond Plan (HSBP) and/or career exploration software such as WOIS, Career Bridge, Xello, or Career Cruising. A Comprehensive Career Plan must include a career goal, career plan, and guided career exploration.
2. To record an Adult Mentorship (Individualized Service): Choose the service in ETO "CCWA Adult Mentorship" and **attach to Career Connect WA program enrollment**. Provide mentorship or coaching of at least 10 hours per year, and/or mentorship or coaching provided through JAG, AVID, or Gear-Up. Examples include employer mentorship and graduation coaching. Documentation must demonstrate that the participant has met the 10 hour requirement and must include dates, hours, and signatures; OR the participant has met the specific requirements of JAG, AVID, or Gear-UP.
3. To record a 90 Hour Internship: Select the individualized service "Work/Internship Experience" and **attach to Career Connect WA program enrollment**.

**C. Youth served with 3-part package consisting of a comprehensive career plan, an adult mentor, and a cooperative worksite learning (ISY):**

1. To record a Comprehensive Career Plan (Individualized Service): Choose the service in ETO "CCWA Comprehensive Career Plan" and **attach to Career Connect WA program enrollment**. The Comprehensive Career Plan must be recorded in High School and Beyond Plan (HSBP) and/or career exploration software such as WOIS, Career Bridge, Xello, or Career Cruising. A Comprehensive Career Plan must include a career goal, career plan, and guided career exploration.
2. To record an Adult Mentorship (Individualized Service): Choose the service in ETO "CCWA Adult Mentorship" and **attach to Career Connect WA program enrollment**. Provide mentorship or coaching of at least 10 hours per year, and/or mentorship or coaching provided through JAG, AVID, or Gear-Up. Examples include employer mentorship and graduation coaching. Documentation must demonstrate that the participant has met the 10-hour requirement and must include dates, hours, and signatures; OR the participant has met the specific requirements of JAG, AVID, or Gear-UP.
3. To record a Cooperative Worksite Learning (Individualized Service): Choose the service in ETO "CCWA Cooperative Worksite Learning" and **attach to Career Connect WA program enrollment**. Remember, this is a learning and work experience, of which at least 180 hours take place at a worksite, where students practice in the community (or school if the experience is comparable to that in a community setting) the skills and knowledge learned in the classroom. An employer/employee relationship must exist if the work performed by the student results in a net increase in productivity or profitability for the business or organization.

**D. Youth served with 3-part package consisting of a comprehensive career plan, an adult mentor, and a pre-apprenticeship:**

1. To record a Comprehensive Career Plan (Individualized Service): Choose the service in ETO "CCWA Comprehensive Career Plan" and **attach to Career Connect WA program enrollment**. The Comprehensive Career Plan must be recorded in High School and Beyond Plan (HSBP) and/or career exploration software such as WOIS, Career Bridge, Xello, or Career Cruising. A Comprehensive Career Plan must include a career goal, career plan, and guided career exploration.
2. To record an Adult Mentorship (Individualized Service): Choose the service in ETO "CCWA Adult Mentorship" and **attach to Career Connect WA program enrollment**. Provide mentorship or coaching of at least 10 hours per year, and/or mentorship or coaching provided through JAG, AVID, or Gear-Up. Examples include employer mentorship and graduation coaching. Documentation must demonstrate that the participant has met the 10-hour requirement and must include dates, hours, and signatures; OR the participant has met the specific requirements of JAG, AVID, or Gear-UP.
3. To record a Pre-Apprenticeship (Individualized Service): Choose the service in ETO "Short-Term Pre-Vocational Services" and **attach to "Career Connect WA" program enrollment**.

**E. Adult entering apprenticeship. Record a WIOA eligible Adult in a Registered Apprenticeship (New, Expanded, and Existing):** Choose the service in ETO “Apprenticeship Training” service and **attach to “Career Connect WA” program enrollment.**

Note: “Course” on the Services Touchpoint is a freeform text you must type in *new, expanded, or existing apprenticeship.*

**F. Other Career Connected Learning (Basic, Individualized, or Information Only):**

Choose the most appropriate of the services below in ETO and **attach to Career Connect WA program enrollment:**

- CCWA OTHER CAREER CONNECTED LEARNING (INFORMATION ONLY). Information-only career connected learning activities that provide readily available information that does not require an assessment by a staff member of the individual's skills, education, or career objectives. May include activities such as career fairs, career presentations by panels, and others.
- CCWA OTHER CAREER CONNECTED LEARNING (BASIC). Short-term career-connected learning activities with staff involvement such as career presentations with panel and audience interactions; employer/worksite tours; career preparation workshops; networking events, informational interviews; one-day job shadows, and others.
- CCWA OTHER CAREER CONNECTED LEARNING (INDIVIDUALIZED). Career-connected learning activities that are based on assessments by a staff member of an individual's skills, education, or career objectives. May include activities such as career preparation workshops; extended job shadows, STEM industry-based design challenges, Instructional Worksite Learning, and others.

**Performance**

Federal Measure: Youth entering employment or post-secondary education:

Youth entering employment or post-secondary education, the state will need indicator data until federal measures are available. Through the life of this contract, the state will pull data in the Outcomes, Program Completion touchpoint data for entered post-secondary education and if they have become employed. Complete the Outcome, Program Completion TouchPoint in it's entirety. Ensure you have entered Youth Placement Status at Completion and completed the Employment tab. See below:

The screenshot shows a web form with the following sections:

- Outcomes/Program Completion | Employment | Credentials | Youth** (Navigation tabs)
- School Status at Completion (for Youth):** A dropdown menu with "-- Select --" as the current selection.
- School Status at Completion (for Youth) Verification:** A text input field followed by a "Select" button.
- Attained Degree or Certificate:** A dropdown menu with "-- Select --" as the current selection.
- Verification of Degree or Certificate Attained:** A text input field followed by a "Select" button.
- Date Degree or Certificate was Attained:** A date picker field showing "mm/dd/yyyy".
- Youth Placement Status at Completion:** A dropdown menu with "-- Select --" as the current selection, highlighted in yellow.
- Date of Youth Placement:** A date picker field showing "mm/dd/yyyy".
- Degree, Certificate, or Credential Attained:** A large text area for entering details.

The screenshot shows a web form with the following sections:

- Select** (dropdown menu)
- Date Degree or Certificate was Attained:** A date input field with a calendar icon and the placeholder text "mm/dd/yyyy".
- Youth Placement Status at Completion:** A dropdown menu with the following options:
  - Select --
  - Entered/In Post-Secondary Education (highlighted in yellow)
  - Entered/In Advanced Training
  - Entered/In Military Service
  - Entered/In a Qualified Apprenticeship
- A date input field with a calendar icon and the placeholder text "mm/dd/yyyy".
- Degree, Certificate, or Credential Attained:** A large text input area.

The screenshot shows a web form with the following sections:

- Navigation tabs: **Outcomes/Program Completion**, **Employment**, **Credentials**, **Youth**.
- Employed** section with two radio buttons:
  - Yes
  - No
- Clear Selection** button.

**Things to consider**

- Co-enrollment into WIOA formula is required for those Out of School Youth (OSY) but not required for In School Youth (ISY)
- Co-enrollment with Summer Works and CCWA is required.
- Participants enrolled in CCWA will be included in WIOA common measures but will not be included in local performance unless they are co-enrolled into formula
- For activities taking place prior to the availability of CCWA services in ETO (May 25, 2018), you must backdate using these instructions no later than June 30, 2018
  - Include the following justification in the case notes: *"Backdating due to CCWA service not available in ETO at time service was provided"*
- Participant must have a service entered at a minimum of every 90 days in WIOA to continue participation in both programs. Review the [WorkSource Services Catalog](#) for more specifics about qualifying services.
- Providers are responsible for completing a quarterly narrative and quantitative report, where all outcomes for Career Connect will be reported to WSW.