

**WIOAB 08-21**

**DATE:** March 28, 2022  
**TO:** IDOL WIOA Providers  
**FROM:** Summer MacDonald, Program Manager *Summer MacDonald*  
**SUBJECT:** IdahoWorks Service Entry

Managing services in *IdahoWorks* Service & Training (S & T) plans is an ongoing case management task that records each enrolled WIOA participant's program activity. In addition, the S & T plan demonstrates the support career planners have provided to assist participants in achieving the goals in their individual service strategy.

**Reminder:**

All participants are to receive at least one case management interaction/meeting a month.

1. Documenting Services
  - Effective 04/01/22, each participant must have the following services documented in *IdahoWorks* when initially enrolled.
    - WIOA Orientation
    - Eligibility Determination
    - LMI
    - Intensive Assessment (DW/AD) or Assessment (Youth)
    - Individual Service Strategy \*\*
      - Must remain open and in progress throughout the participant's active enrollment
      - Must be in the S & T plan before entering any training services.
2. Services Quick Entry in *IdahoWorks*
  - Effective 04/01/22, WIOA enrollments will have a Services Quick Entry option (Quick Pick) for monthly case management interactions/meetings.
    - Quick Entry Services Options
      - Career Guidance
      - Career Planning
      - Employment Guidance
      - Individual Counseling
      - Job Search Planning
      - Other Services Requiring Significant Staff Time
      - Referred to Other Partner Programs

If you have any questions regarding this process, please contact the WIOA/TAA mailbox