



Common Intake Practices Among States: Iowa, Mississippi, Montana, Nebraska, Virginia

Iowa

1. Common Intake format is used in American Job Centers.
2. Data elements from initial customer input in Center are uploaded to the server with immediate autofill capability from Unemployment Insurance (UI) Wage database information with the entry of a Social Security Number. The Wagner-Peyser, WIOA Adult, Dislocated Workers and Youth, and TANF use a common case management system and updates are automatic across programs. Based upon the level of “approvals,” case managers from different programs have access to each other’s case notes (for shared customers). This system, developed in 2009, does not include Vocational Rehabilitation (VR), Adult Education or other partner programs.
3. Referrals to partner agencies will not be originated through this system. There are questions in this initial intake, however, that flag individuals for partner consultation and referral.
4. Core partners are considering a new system that will work across a greater number of partner agencies.

Mississippi

1. Mississippi defines “Common Intake” as a common form and process for all partner agencies in the system; however, Mississippi will not yet be using a Common Intake System. Nevertheless, each partner’s intake form is required to contain common demographic fields and six diagnostic questions.
2. Mississippi is establishing a Shared Data Warehouse called “The Hub.”
3. Within their separate intake processes, each agency will embed six diagnostic questions that will be common to all forms.



4. As this information is entered, along with the unique identifier for the customer, and if the information was already entered into The Hub by another partner, these six diagnostic questions will autofill.
5. The Hub operates as a bridge to each separate partner case management system and will do the following:
 - a. Autocorrect identified shared data elements;
 - b. Trigger referrals to partner agencies;
 - c. Provide information about assessments and results from other partners; and
 - d. Collate employment plan information into a master plan.

Montana

1. Common Intake format used by each partner agency separately.
2. *(in development)* Date elements from universal intake form (common intake) uploaded to the server.
3. *(in development)* Referrals to partner agencies will not be originated through the Shared Data Warehouse. However, the referral form and protocol developed by the state level work group will be shared with all partner agencies for the sake of consistency.
4. *(in development)* Montana may update or communicate changes to data elements in partner case management systems for those identified as “enrolled” or “active participants” in those systems as well.

Nebraska

1. The Common Intake format is used by each partner agency separately.
2. *(in development)* Data elements from intake are uploaded to the server.
3. *(in development)* Referrals to partner agencies are triggered by responses to questions in the common form.



4. *(in development)* Nebraska may update or communicate changes to data elements in partner case management systems for those identified as “enrolled” or “active participants” in those systems as well.
5. *(in development)* Changes in server tables, as well as Communication to partner systems will be established to occur on a schedule.

Virginia

1. *(in development)* The Common Intake format used by each partner agency separately.
2. *(in development)* Data elements from intake are uploaded to the server.
3. *(in development)* Referrals to partner agencies are triggered by responses to questions in common form.
4. *(in development)* Virginia may update or communicate changes to data elements in partner case management systems for those identified as “enrolled” or “active participants” in those systems as well.
5. *(in development)* Changes in server tables, as well as communication to partner systems will be established to occur on a schedule.

State	Common Intake Form	Data Elements/Shared Data Warehouse	Referrals to Partners
Iowa	Used in AJCs	Wagner-Peyser, WIOA Adult, DW, Youth, TANF share a common case management system.	Not originated through this system. <i>Core State Partners will be switching to a new process soon.</i>
Mississippi	No Common Intake system	Developing a shared data warehouse called The Hub; each intake form shares six diagnostic questions.	The Hub will trigger referrals to partner agencies.



State	Common Intake Form	Data Elements/Shared Data Warehouse	Referrals to Partners
Montana	Used by each partner agency separately	Data elements from a universal intake form uploaded to server <i>[in development]</i> .	Not originated from this system. The common referral form shared with partner agencies for consistency.
Nebraska	Used by each partner agency separately	Data elements from intake uploaded to server <i>[in development]</i> .	Referral triggered by responses to questions in common form <i>[in development]</i> .
Virginia	Used by each partner agency separately	Data elements from intake uploaded to server <i>[in development]</i> .	Referral triggered by responses to questions in common form <i>[in development]</i> .

Common Intake Forms and Illustrations

Iowa

Membership Application

Mississippi

Case Management Data Flow

Montana

Authorization for Release of Personal Information

Nebraska

Intake Process: FTP site

Intake Model: FTP Site

Membership Application

Username: _____ Password: _____

Name: _____ Date of Birth: _____

Email: _____

Gender: ☐ Female ☐ Male ☐ Undeclared

If you are male, born on or after 1/1/1960, are you registered with the US Selective Service? ☐ Y ☐ N

Address: _____ Homeless? ☐ Y ☐ N

City: _____ State: _____ Zip Code: _____

Main Phone #: _____ Alternate Phone #: _____

Veteran? ☐ Y ☐ N Spouse of a Qualifying Veteran? ☐ Y ☐ N

Transitioning Service Member or Spouse of? ☐ Y ☐ N

Service Dates: _____ to _____

Hispanic or Latino? ☐ Yes ☐ No ☐ Undeclared

Race: ☐ White ☐ Black or African American ☐ American Indian or Alaska Native

☐ Asian ☐ Native Hawaiian or other Pacific Islander ☐ Undeclared

Do you have a disability that is a barrier to employment? ☐ Y ☐ N ☐ Undeclared

Are you currently receiving Social Security Disability Benefits (SSDI or SSI)? ☐ Y ☐ N

Do you need services due to relocation to Iowa? ☐ Y ☐ N

What is your highest grade completed?(circle) 7 8 9 10 11 12 13 14 15 16 More

Are you employed? ☐ Y ☐ N Have you been laid off? ☐ Y ☐ N

Have you received a notice of layoff from you employer? ☐ Y ☐ N Date: _____

Have you been providing unpaid services to a family member in the home? ☐ Y ☐ N

Have you received any public assistance in the last 6 months?

☐ Food Stamps ☐ Family Investment Program FIP ☐ General Assistance ☐ None

Are you a Seasonal Farm Worker? ☐ Y ☐ N

Are you a Migrant Worker? ☐ Migrant Farm Worker ☐ Migrant Food Processor ☐ None

Equal Opportunity Is The Law

It is against the law for this recipient of federal financial assistance to discriminate on the following basis:

Against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and

Against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIA Title I – financially assisted program or activity.

The recipient must not discriminate in any of the following areas:

Deciding who will be admitted, or have access, to any WIA Title I – financially assisted program activity;

Providing opportunities in, or treating any person with regard to, such program or activity; or

Making employment decisions in the administration of, or in connection with, such program or activity.

By signing here, you have indicated that you have read and understood this statement.

Declaration

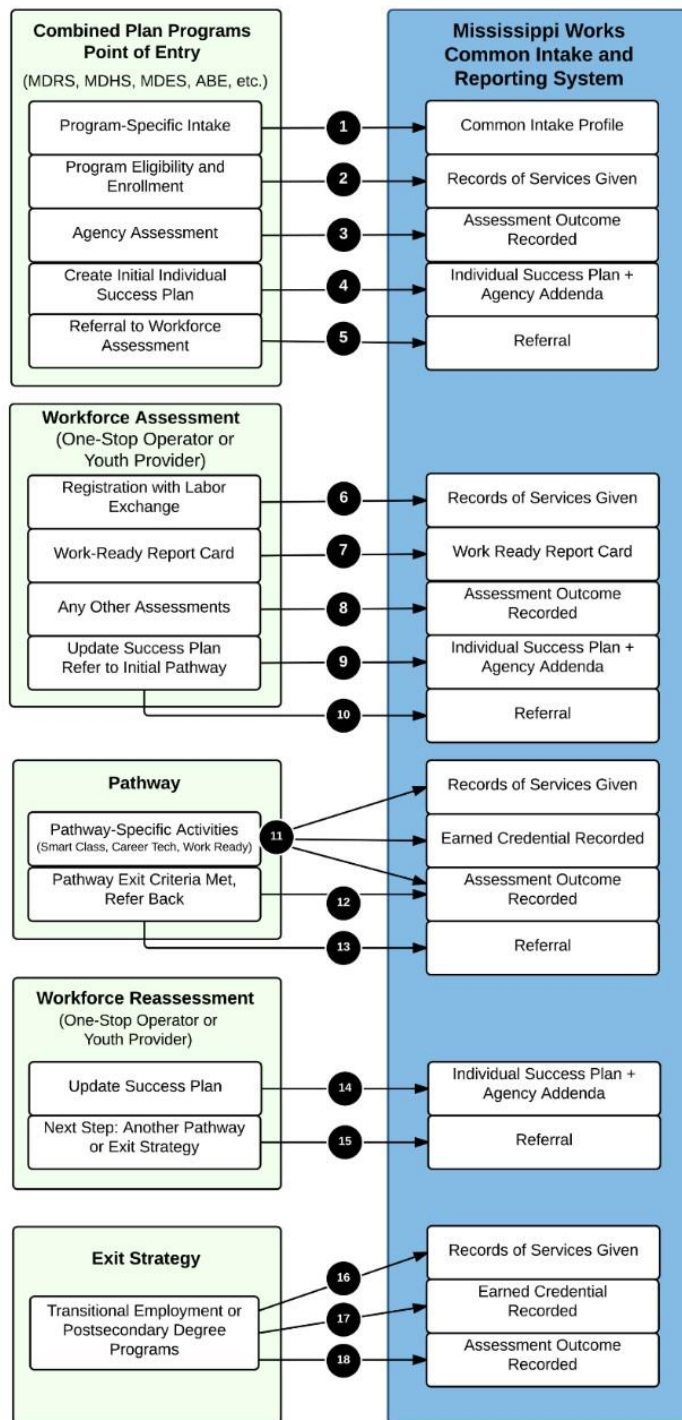
I certify that the information I have provided on this application is true to the best of my knowledge. I am also aware that the information I have provided may be reviewed and verified, and that I may have to provide documents to support this information. Further, I understand that this information will be used to determine my eligibility for employment and training programs such as the Workforce Investment Act (WIA). I am aware that I am subject to immediate termination and that I may be prosecuted for fraud if I am found ineligible after enrollment.

Signature: _____ Date: _____

Case Management Data Flow

The following chart illustrates data exchanges required to support coordinated case management in the Mississippi WIOA system.

The following sections contain numbered steps corresponding to the data exchanges in each major step in the Mississippi Works Smart Start Career Pathway Model indicated in the diagram.



Combined Plan Programs Point of Entry

1. When a participant first encounters a Combined Plan Partner, he or she will pass through a program-specific intake procedure that will collect the minimal amount of information required to create an initial Common Intake Profile. As the partner program's system transmits the intake profile to the Mississippi Works Common Intake and Reporting Module, the common system will either create a new Common Intake Profile or, if the participant has been registered previously, update the existing participant's Common Intake Profile with the newly collected information. The common system will respond to the Combined Plan Partner system with a Mississippi Works ID number that will enable future web service calls to transmit participant data by reference to a unique identifier. In addition, the intake partner will perform an intake questionnaire if one has not already been administered to the participant and submit the results of this questionnaire to the common system.
2. When a Combined Plan Partner enrolls the participant in a service, the partner's case management system will transmit a service enrollment to the Mississippi Works Common Intake and Reporting Module. This service enrollment will reference both the participant's Mississippi Works ID and the unique identifier of the service itself, as listed in the Common Service Catalog.
3. Some Combined Plan Partners will perform workforce readiness assessments. Any assessments will be transmitted to the Mississippi Works Common Intake and Reporting Module as an Assessment Outcome. Assessment Outcomes are any measurable attribute, such as a test score, that WIOA partners wish to associate with a participant in order to gauge future improvements. In the case of a basic education level assessment, which is expressed as a grade level, the Mississippi Works Common Intake and Reporting Module will allow all subsequent grade-level scores to be entered as outcomes to be assessed for improvements relevant to WIOA performance measures. Assessment Outcomes will reference the Mississippi Works ID of the participant and the Common Assessment Catalog ID of the assessment and will include the participant's earned score.
4. Combined Plan Partners often create agency-specific individual plans, and at the time of initial enrollment, basic plan elements such as overall goal and barriers to employment will be used to populate an initial Individualized Success Plan with an attached agency-specific addendum. The plan will then be transmitted to the Mississippi Works Common Intake and Reporting Module.
5. Once a participant has received core services from a Combined Plan Partner and is ready to pursue a workforce pathway, the Combined Plan Partner will create and transmit a referral to workforce assessment services. The referral will appear on staff dashboards in Mississippi Works Labor Exchange software in use at all One-Stop Centers and Youth Providers.

Workforce Assessment

6. As a first step in workforce assessment, the participant will register with the Mississippi Works Labor Exchange. This step will transmit a service record to the Mississippi Works Common Intake and Reporting Module and change the status of the workforce assessment referral to "resolved."
7. Registration in the Mississippi Works Labor Exchange will lead automatically to the generation of a Work-Ready Report Card. The Work-Ready Report Card will be a living data object, automatically adapting to labor market information and accessible to partner agencies through the Mississippi Works Common Intake and Reporting Module via a web service call.
8. Depending upon local workforce area policies, some providers may perform an initial assessment of the participant using an assessment instrument included in the Common Assessment Catalog. Assessment Outcomes will be transmitted to the Mississippi Works Common Intake and Reporting Module via a web service call.
9. Working together with a One-Stop Center or Youth Provider staff member, the participant will further refine his or her Individualized Success Plan to reflect an initial pathway destination (either the Smart

Class, Career Tech, or Work Ready Pathway). The revised Individualized Success Plan will be transmitted to the Mississippi Works Common Intake and Reporting Module.

10. A referral will be generated to the Combined Plan Partner responsible for the initial pathway destination. The referral will be transmitted to the Mississippi Works Common Intake and Reporting Module and will be visible on staff dashboards in the relevant Combined Plan Partner's case management system.

Pathway

11. The participant will begin pathway-specific activities under the oversight of a Combined Plan Partner. During pathway activities, a number of data elements may be generated and transmitted to the Mississippi Works Common Intake and Reporting Module, including service enrollments, earned credentials, or assessment outcomes.
12. Once the participant has completed pathway activities and has met the pathway's exit criteria, any assessment scores generated during exit assessment will be transmitted to the Mississippi Works Common Intake and Reporting Module.
13. Exiting participants will be referred back to the workforce assessment partner (One-Stop Center or Youth Provider) that initially referred the participant to the pathway. This referral will be recorded in the Mississippi Works Common Intake and Reporting Module and will appear on staff dashboards in the Mississippi Works Labor Exchange software in use at all One-Stop Centers and Youth Providers.

Workforce Reassessment

14. After a pathway is completed, the participant will be assessed again by a One-Stop Center or Youth Provider partner to update the participant's Individualized Success Plan and determine next steps. The revised Individualized Success Plan will be transmitted to the Mississippi Works Common Intake and Reporting Module.
15. Reassessment will either determine that the participant needs to enter another pathway and begin the Pathway-Reassessment loop again or that the participant is ready to enter an exit strategy that will connect the work-ready participant to unsubsidized employment. Following the exit path, a referral to an exit strategy will be created and transmitted to the Mississippi Works Common Intake and Reporting Module. Depending upon which exit strategy is chosen, staff for the relevant Combined Plan Partner will be notified of the referral.

Exit Strategy

16. During the participant's exit strategy, any service enrollments into Common Service Catalog services will be transmitted to the Mississippi Works Common Intake and Reporting Module.
17. Some exit strategies involve two- or four-year credential attainment or the attainment of other recognized credentials from the Common Credential Catalog. Earned credential records will be transmitted to the Mississippi Works Common Intake and Reporting Module.
18. Some exit strategies will involve further assessments. Assessment outcome records will be transmitted to the Mississippi Works Common Intake and Reporting Module. Some credentials such as the Career Readiness Certificate (CRC) are awarded based on assessments. In the case of the CRC, both assessment and credential records will be created and transmitted to the Mississippi Works Common Intake and Reporting Module.

Montana Vocational Rehabilitation Programs (MVR)
Montana Department of Public Health & Human Services
AUTHORIZATION FOR RELEASE OF PERSONAL INFORMATION

Once the information is disclosed, it may be subject to re-disclosure by the recipient and federal privacy laws or regulations may no longer protect the information. I can cancel permission to use and disclose my information at any time in writing. Permission to use and disclose alcohol and drug treatment records can be canceled by talking with my counselor. My refusal to sign this release may impact the provision of MVR services and my counselor will inform me of the impact should I choose not to sign.

To:

Job Service; HRDC; YWCA; Adult Education
HealthCARE Montana

Return to:

Montana Vocational Rehabilitation

Phone Number

Consumer _____ **Birth Date:** _____

Maiden or Other Name: _____ **Social Security Number:** _____

☒ I request and authorize you to release to Montana Vocational Rehabilitation the specified information.

☒ I authorize Montana Vocational Rehabilitation to release to you the specified information.

The specified expiration date for this release of information is: 30 months from signature date.

(The expiration date may not exceed 30 months from the date of signature. The expiration date is 6 months from signature if this field is left blank.)

Explanation / Purpose: to facilitate Voc Rehab services

Information To Be Released: *(Please initial that information you wish released.)*

_____ Academic Information	_____ Psychiatric Evaluation/Treatment
_____ Chemical Dependency Assessment/Treatment	_____ Psychological Evaluation/Treatment
_____ Employment Information	_____ Social Security
_____ Financial Information	_____ Work Evaluation
_____ Medical Records	_____ Other Case information that will allow VR to make an appropriate referral

 Consumer Signature / Approval

 Date

 *Parent or Guardian Signature / Approval

 Date

 **Witness Signature

 Date

 **Witness Signature

 Date

* If consumer is a minor, signature of a parent or guardian is required.

** If unable to write his or her name, the consumer should enter an "x" or other mark. Signatures of two witnesses are required.

I request this authorization to release personal information be revoked.

Signature: _____ **Date:** _____

Vocational Rehabilitation is a HIPAA compliant Program of Department of Public Health and Human Services.

Nebraska

FTP Intake Process

Partners

1. WIOA Title 1 Programs
2. Employment Services
3. Adult Education
4. Vocational Rehabilitation
5. Nebraska Commission for the Blind and Visually Impaired

FTP Site: All Partners feed information in to the FTP Site

1. Record writes to file based on indicators
2. Share common information
3. Initiates/acts as “referral” source

Partners pull from the FTE Site for their own programs

1. Nebraska Department of Labor
 - a. Wagner Peyser (Employment Services)
 - b. WIOA Title 1: Adult, Dislocated Worker, Youth
 - c. Trade Program
 - d. Veterans Program
 - e. Employer Incentives
 - f. Discretionary Grants
2. Adult Education
 - a. Adult Education
 - b. English as a Second Language
3. Nebraska VR
 - a. Vocational Rehabilitation
4. Nebraska Commission for the Blind and Visually Impaired
 - a. Vocational Programs
 - b. Supported Employment

After retrieving information from the FTP Site, Partners proceed as follows:

1. Outreach
2. Service Delivery (Co-Enrollment)
3. Performance (Federal Reporting)

Intake Process: FTP Site (Nebraska)

