

Create a Customer and Application for Dislocated Worker

This lab provides information that you will use to create a new customer, determine eligibility, certify, and enroll in a service. The following dates will be used where appropriate: Application date (10/31/02), Certification date (10/31/02)

During an interview with another case manager the following information was collected from Mr. _____(create a new name).

Mr. _____ lost his job as a result of a plant closure. The information that he provided when contacted (10/31/02) was as follows:

- Birth date: 10/01/58
- He lives alone at 1909 Daley Way, Charleston, Ill 61920 Tel (217) 348-3104 (Coles County)
- He left a copy of his driver's license and birth certificate for his file.
- Person to contact if he can't be reached:
- Roberta Smith (friend), 1217 Walker Ave, Charleston, Ill 61920 Tel (217) 348-3104
- Social Security Number _____
- He is not Hispanic, not disabled, is authorized to work in the USA, and Selective Service doesn't apply, he is not a veteran, and he is white.
- He is not participating in any concurrent federal programs.
- He graduated from Moline High School.
- He is currently receiving UI benefits.
- He has been out of work, due to the plant closure, for 8 months and has searched for a job since being laid off. He does require additional assistance.
- The information about his last job where he was laid off (at the plant that closed):
 - Acme Manufacturing Company
12 Industrial Way, Charleston, Ill 61920
 - He started at the plant on 3/15/88 and was laid off on 3/10/02
 - He was notified about the layoff on 2/1/02
 - His wages were \$15.00 per hour for a 40-hour week, and time and one half for overtime, although overtime was very seldom utilized at the plant.
 - He was a welder at the plant
 - The plant manufactured caskets and he worked in the assembly process.
 - This was his primary occupation and it ended in a dislocation. (Be sure to select "Yes" in the dislocated field.)
- He has no barriers and is currently receiving food stamps.
- His only income is coming from receiving UI benefits
- He needs to be enrolled in Job Search Skills Training to enable him to find a new job. The date that the training should start is 11/01/02 and it requires 16 hours.



- **Create a Customer and Application for Dislocated Worker**

This lab will create a Title 1D (Displaced worker). Use the guided process to enter the information presented below. The customer's last name should have a suffix (**1D**).

Search for existing customer _____(**1D**)

Add a customer and use the guided process to add the Title **1D** application.

Create WIA Application

Add program **WIA**
 Center (select one from list)
 Contact date **10-31-2002**
1D worker – Plant Closure

Customer Contact Information

| | |
|----------------|------------------|
| Birth Date | (10/01/1958) |
| Street Address | (1909 Daley Way) |
| City | (Charleston) |
| State | (Illinois) |
| Zip Code | (61920) |
| County | (Coles) |
| Home Phone | (217) 348-9999 |

Additional Contacts

| | |
|------------------------|----------------------|
| Last name – First name | (Smith Roberta) |
| Relationship | (family friend) |
| Street Address | (1217 Walker Avenue) |
| City | (Charleston) |
| State | (Illinois) |
| Zip Code | (61920) |
| Home Phone | (217) 348-3104 |

Private information

| | |
|---------------------------------|------------------|
| SSN | (above) |
| Hispanic | (no) |
| Race/Ethnic. | (White) |
| USA work authorization | (yes) |
| Selective Service Authorization | (Not Applicable) |
| Disabled | (no) |



Create a Customer and Application for Dislocated Worker

Veteran's information

Enter **NO** for Veteran's designation

Concurrent programs

Leave all options set to **NO**

Education status

(High school Senior – Diploma)

Enter **NO** for all other selections

Employment characteristics

Labor Force (Unemployed)

UI Status (Receiving Benefits)

Leave Under Employed blank

Dislocated Worker Characteristics

Yes for Requires additional assistance

Yes for Unemployed for 6 months...

Yes for Completed one month of job search

No for Displaced Homemaker

List Work History (Add a Job)

Acme Manufacturing Co

Laid off

Started work 3/15/88

End Date 3/10/02

Job Title Welder

Address 12 Industrial Way, Charleston, Ill 61920

Wages \$15.00 hr (40 hour week)

Primary occupation Yes

Dislocation Yes

Layoff Reason Plant Closure

Date Notified of layoff 2/1/02

SIC 3995

SOC 93905

Characteristics and Barriers

No to all categories



Create a Customer and Application for Dislocated Worker

Public Assistance

Yes to Food Stamps
No to all other categories
TANF months 0

Family Characteristics

Family Type: Not a family member
Family Size: 1
Dependant less than 18: 0

Income Calculation

Do not enter any income

Eligibility Determination

Application Date 10/31/02
Eligibility Determination Date 10/31/02

Determine Eligibility for each application

Click on Documentation Box in each Title/Program
Authorized to Work (Birth Certificate)
Compliant w/Selective Service (Not Applicable)
Age 18+ (Birth Certificate)
Complete the appropriate documentation sources for **only** the 1D (Plant Closure) Title/Program

Certify all the Titles/Programs displayed on the Eligibility screen

Certification Date 10/31/02

Add Enrolled Service

Title 1D
Start Date 11/01/02
Job Search Skills Training
Select a Provider
Weekly Hours 16

Log Off

