Purpose

This document is intended to explain how to complete a customer application in IWDS 2.0.

Audience

This document is designed to guide both trainers and end users through the process of completing a customer application in the IWDS 2.0 system.

Important System Rules

Questions adapt based on your responses. Additional questions may appear, or unnecessary ones may be skipped, creating a dynamic and intuitive experience. Some questions are only presented when a career planner is logged in and completing the intake with the customer.

All customers are required to complete Prescreening before an Application record can be created. A customer may have only one Prescreening or Application record open at any given time. For additional details about the Prescreening process you can use these quick start guides:

- Accessing the Prescreening – Career Planner
- Accessing the Prescreening – Self-Service
- Completing the Prescreening

IWDS 2.0 Site

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Completing the Customer Application

- After completing the Prescreen, the customer or Career Planner can complete the application.
- The Introduction Page displays next steps and an ability for the customer to Find Local Help.
- The customer can **Save and Exit** at any point.
- Select **Next Page** to proceed through the application.

Welcome to the Application: Introduction
Sam Tester (Stester@fakemail.com)

Welcome, Sam Tester!

You've completed the first step. You are now ready to begin the application. This application helps us see if you may be eligible for WIOA programs and services to support your goals.

This application will take 10 - 20 minutes to complete. You will begin by answering questions about your situation. Near the end of the application, you may choose to upload documents to support your application.

Your information is safe and private. We only use your information to find the right help for you. You can read more in our [Privacy Policy].

If you need support at any time, you can visit your local American Job Center for in-person help, language support, or accommodations.

[Find Local Help]

Take your time and answer each question as best you can.

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Profile Page

- The Profile page asks for confirmation of information from prescreening and additional customer demographic information such as address, living situation, preferred contact methods.

- Enter the required information to move forward in the application.

Welcome to the Application: Profile
Sam Tester (Stester@fakemail.com)

Required fields are marked with an asterisk (*).

Please confirm this information is correct.
First Name* : Sam
Middle Initial :
Last Name* : Tester

Preferred Name :
Zip Code* : 62629

Please share your living situation. Which of these best describes you?*
- I have a stable and permanent place to live
- I need a permanent place to live
- I prefer not to answer

What is your marital status?*
Single

What is your street address?*
82 Country Place
Springfield, IL 62703   [Edit Address]

Add Contact Information

- The Contacts Page allows a customer to enter additional contacts and their information.

- Clicking **Add Contact** opens a modal to enter necessary information for records in the customer profile.

- Add information and click **Save**.

- Additional Contacts are not required.

Veteran Information

- The customer will confirm the Veteran information is correct.
- Question answers are conditional, answering as a veteran will prompt follow up questions.

Private Information

- The customer will confirm the Private information is correct.
- This page includes private and sensitive information.
- Note: The customer has the opportunity to upload supporting documents, but can move forward without those during the application process.

Education Information

- The Education page allows the customer to select their level of school or training from a drop down.
- Select **Next Page** to save and move forward.

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Employment Information

- The Employment Page allows the customer to confirm information provided in the Prescreening and provide additional information.
- Note: A layoff will prompt the customer to select the employer from a search to match a layoff record.
- Select **Next Page** to save and move forward.

Welcome to the Application: Employment
Sam Tester (Stester@fakemail.com)

Required fields are marked with an asterisk (*).

Please confirm this information is correct.
Did you lose your job even though it wasn't your fault or get a layoff notice?*
[Yes] [No]

I lost my last job and had to take other work, but I am earning less than before or I don't have health care coverage.*
[Yes] [No]

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Family & Household Information

- The Family & Household Information page allows customers to select all situations that apply to them. Additional questions may appear depending on selections.
- Select **Next Page** to save and move forward.

Welcome to the Application: Family & Household
Sam Tester (Stester@fakemail.com)

Do any of the following apply to you? Select all that apply.*
- I or someone in my family gets SNAP (food stamps, EBT) or we got them in the last 6 months
- I or someone in my family gets TANF (Temporary Assistance for Needy Families), or we got it in the last 6 months
- I or someone in my family gets SSI (Supplemental Security Income)
- I or someone in my family gets other cash help from the state or local government, or we got it in the last 6 months
- I or someone in my family gets Refugee Cash Assistance or we got them in the last 6 months
- None of these describe me

Choose an Option

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Career Planner Guidance

- Staff Assisted Application completion will display additional information while the Career Planner completes the application.
- Introduction page will give Career Planner guidance for completing the application.
- Select **Next Page** to save and move forward.
- The Career Planner tab will have additional questions to answer for the Career Planner for potential next steps.
- Exit the application by clicking **Save and Exit.**

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