



WIOA Youth Technical Advisory

Case Management System: Complete Enrollment Requirement

Per 20 CFR 681.320, to participate in youth programs, eligible youth must be enrolled in the case management system (ICM). A participant is considered enrolled once he/she receives the following services in ICM: determination of eligibility, objective assessment, development of individual service strategy (ISS), and one or more of the allowable 14 WIOA youth program element services.

Service Status: Any service entered must be marked scheduled or completed in order to be considered a delivered service. Services in planned status are not a delivered service.

Figure 1: Complete Enrollment

Enrollment	Start Date ↑	End Date	Category	Service Type	Program Service	Goal	Status (Servic...	Total Cost
WIA Youth	3/8/2018	3/8/2018	B		Determination of Eligibility		Completed	
WIA Youth	3/8/2018	3/8/2018	I		Objective Assessment		Completed	
WIA Youth	3/8/2018	3/8/2018	I		Development of An Individual Service Strategy (ISS)		Completed	
WIA Youth	3/8/2018		T		Alternative Secondary School	Remain in High School	Scheduled	
WIA Youth	3/8/2018		I		Adult Mentoring		Scheduled	

Figure 2a: Incomplete Enrollment (error: missing a scheduled 14 basic elements service)

Enrollment	Start Date ↑	End Date	Category	Service Type	Program Service	Goal	Status (Servic...	Total Cost
WIA Youth	3/8/2018	3/8/2018	B		Determination of Eligibility		Completed	
WIA Youth	3/8/2018	3/8/2018	I		Objective Assessment		Completed	
WIA Youth	3/8/2018	3/8/2018	I		Development of An Individual Service Strategy (ISS)		Completed	

Figure 2b: Incomplete Enrollment (error: Service status is planned, not scheduled or completed)

Enrollment	Start Date ↑	End Date	Category	Service Type	Program Service	Goal	Status (Servic...	Total Cost
WIA Youth	8/5/2015	8/5/2015	B		Determination of Eligibility		Completed	
WIA Youth	8/5/2015	8/5/2015	I		Objective Assessment		Completed	
WIA Youth	8/6/2015	8/6/2015	I		Development of An Individual Service Strategy (ISS)	GED	Completed	
WIA Youth	8/6/2015	11/6/2015	I		Alternative Secondary School	GED	Planned	

ICM: Service Status Definitions:

The service status in ICM is an outcome of the participant’s ability or inability to achieve success for a training or service, i.e. earning a credential, certificate, or other standard form of recognition. Service status should not be viewed as a status of the youth provider’s ability to deliver the service. Please see the status definitions below for detail explanations of each status.

Status	Definition
Planned	An intent to provide a service/ training on a future start date. The service at this stage is a concept and not concrete. Additionally (if applicable) the service has not been financed.
Scheduled	a) The service is financed and participant is taking part in service/ training activities; or b) The service is financed, however, the participant is awaiting the start date to begin service/training activities. Note: for unexpected interruptions during a scheduled service delivery, case managers must determine if the service should be completed, failed, or held based on vendor requirements. Interrupted services can be provided again when convenient. Services failed due to interruption must be case noted with clear reasoning.
Completed	The participant successfully meets merit, time, knowledge, or other form of recognition standard of successful completion.
Failed	The participant was successfully “scheduled” for a service/ training, however; the participant did not meet merit, time, knowledge, or other form of recognition standards to achieve successful completion.