

## The Participation Whiz Quiz



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Based on the definition of a *participant* as outlined in TEGL XX-XX, read each of the scenarios below and indicate whether or not the individual should be considered a participant.

**SCENARIO #1:** An individual walks into a One-Stop Center on September 1, 2005 and asks staff how to file a UI claim. The staff member provides a fact sheet on filing a UI claim and directs him to a phone to complete the claim. The staff member does not provide any further employment service information. The individual uses the phone and then walks out of the One-Stop Center and does not return.

*NO. The individual was directed to a telephone in order to make the call for a UI claim. No employment services of any kind were provided to this individual so he/she would not be counted as a participant. There are no participation or exit dates and this person would not be included in performance measures.*

**SCENARIO #2:** An individual walks into a One-Stop Center on October 15, 2005 to use the computer resource room to browse job listings. While at this particular Center, the individual signs up (on paper) to attend a general orientation session on November 10<sup>th</sup> at 9am that will cover services available through the Center. The sign-up sheet for the orientation session does not ask for a social security number. The individual attends the orientation, has still not provided a SSN, realizes that he/she is not interested in pursuing further services, and then leaves. The individual does not return.

Date of Participation October 15

Date of Exit November 10

*Yes, they would be counted as a participant. They received services including self-service and informational activities. They would be included in most states in ES and WIA participant counts. Self-service occurs when participants serve themselves in accessing workforce investment system information and activities in either a physical location, such as a One-Stop Career Center resource room or partner agency, or remotely via the use of electronic technologies. A participant is also a recipient of informational activities when a staff member provides the participant with information and instructions on how to access the variety of other services available in the One-Stop Career Center, including the tools in the resource room. In the future, any service that talks about the workforce system, should include the capability to capture the SSN. This participant would not be included in performance measurement calculations since a valid SSN was not provided.*

**SCENARIO #3:** An individual logs on to a website from home on October 20, 2005. The website provides job listings from the local One-Stop Center. The individual browses job listings and finds a job for which he/she is interested in applying. Because the employer posted the job opening and asked that referrals be sent directly to the place of business without staff assistance, the individual sends his/her resume directly to the employer. The individual completes a short enrollment form (i.e., collects basic identifying information) that is requested by the Internet-based job matching system. The individual self-refers him/herself to the job on the same day and ultimately receives a job offer from the employer and starts work on November 18, 2005.

*Yes. The individual accessed the system virtually, provided identifying information and received employment services via self-service, and would be included in the participant counts for ES and WIA. Because this participant received only self-services, he/she would be included in performance calculations for ES, but is excluded from performance measures for WIA.*

Date of Participation October 20      Date of Exit October 20

**SCENARIO #4:** An individual reads an article in the newspaper about a high-tech job fair being hosted by the local One-Stop Center. The individual is currently employed. When the individual arrives at the job fair on January 4, 2006, One-Stop Center staff ask the individual to provide some basic information (including a social security number) in order to track attendance at the job fair. The individual voluntarily completes the short form, attends the job fair and meets an employer who he is interested in working for. He attends an interviewing workshop at the One-Stop on January 17, 2006 and subsequently obtains employment as a result of the job fair and his good interviewing skills and starts work on February 6, 2006. The individual does not return to the Center for any other services.

*YES. This person is included in the participant count for ES and WIA. He is also included in performance measures for ES and WIA, as he received services beyond informational in nature.*

Date of Participation January 4      Date of Exit January 17

**SCENARIO #4.1:** Similar to Scenario #4 above, except that the individual refuses to complete the short attendance form.

*Yes. This person is included in the participant count for ES and WIA, however, is excluded from the performance measures as no valid SSN was provided.*

**SCENARIO #5:** An individual received a notice of termination from a trade affected company. While at work one day, the company announces that the local One-Stop Center will be conducting a workshop to assist individuals in finding employment. The individual attends the workshop on December 2, 2005 and completes a short application form (including a social security number) in order to find out whether he/she is eligible for any training assistance. On December 20<sup>th</sup>, the individual walks into the One-Stop Center to browse job listings in the computer resource room and ultimately receives staff-assisted assessment services. He lacks the required skills and education in order to become gainfully employed and is enrolled in technical training. to prepare him for employment in a high-growth industry which he completes on May 30, 2006. He also receives resume and interviewing skills training on June 10, 2006. He was placed in a referred position on July 10, 2006. The case manager contacted him on August 15, 2006 to see how his job was going.

*YES. This person is included in participant counts AND performance measures for ES, WIA and Trade.*

Date of Participation December 2      Date of Exit July 10

**SCENARIO #6:** An individual walks into a One-Stop Center on December 24, 2005 with a cup of coffee and reads several newspapers. Once finished, the individual leaves Center and does not return.

*NO. No qualifying employment services were provided and no identifying information (a valid SSN) was collected from the individual. We are not even aware of what he read.*

**SCENARIO #7:** An individual accesses a website hosted by the local One-Stop Center on November 17, 2005 and views the types of services available at the Center. The website allows customers to complete an on-line application in order to establish an Internet account. The individual completes the on-line application (including a social security number, EEO information and employment status) to establish an Internet account. The individual never accesses the account again.

*Yes. The individual received self-service informational activities, so is included in ES and WIA participant counts. This person is also included in ES performance measures, but is excluded from WIA measures as only self-service activities took place.*

Date of Participation November 17

Date of Exit November 17