

INTAKE AND ORIENTATION

This orientation process is designed to provide individuals entering a Job Service Office, or One-Stop Center, an overview of the One-Stop system and an understanding of the range of services available.

When an individual seeking staff assistance enters a One-Stop Career Center, the Employment Service Assistant should provide the individual with the intake slip. The slip will provide the Employment Specialist the person's name and a brief statement regarding the reason for their visit.

INTAKE FORMS

Staff providing assistance must review the following forms from Section 10 of the DLR WIOA Manual and provide a clear explanation of the purpose of the forms. The forms need to be completed before enrollment into any Title I or Title III (Wagner-Peyser program):

- Release of Information ([Form 1](#))
- Equal Opportunity ([Form 2](#))
- One-Stop Partner Programs and Services List ([Form 3](#))

All participants must be informed of Follow-up Services at the time of enrollment (See [Follow-Up Services](#) Policy 5.23) and must be clearly documented in case notes.

Intake and Orientation can also take place virtually. If an individual completes the steps on the [Virtual Job Service webpage](#), DLR staff will contact the individual to coordinate next steps for enrollment.

Once the forms are completed and signed, upload the forms into the document management system. Please refer to the [Document Management](#) Policy 8.20 for proper naming and tagging. Unsigned or blank forms should not be uploaded. On the Release of Information (Form 1), the individual should initial next to each item. If the individual does not agree to one or more item, they may refuse to initial next to it. If all authorizations on Form 1 are refused, the individual will mark the "Decline authorization" box and sign the form.

Expiration of Forms

Once a participant signs the intake forms, they are valid for enrollment within 30 days. All forms should be reviewed with an individual during the intake and orientation meeting.

The forms are valid throughout a participation period and the follow up period related to that participation. If an individual completely exits from the program(s) but re-enrolls, all three forms must be completed again regardless of when the forms were completed for the previous enrollment. During upload, do not overwrite an existing file with a more current version.

Partner Program

If a participant signs the intake form during an enrollment meeting with a partner program, they are valid throughout a participation period for that program. If enrollment into Title III or Title I occurs 30 days or more after of the date the signatures are obtained, new intake forms will need to be completed.

Refusal to Sign

An individual may refuse to sign any or all three of the intake forms. Depending on the situation, refusal to sign may result in limited availability of services to the individual. If the individual refuses to sign the One-Stop Partner Program and Services List ([Form 3.1](#)) or the Equal Opportunity Form ([Form 2](#)), staff must enter a case note in SDWORKS regarding the refusal. The individual may still receive the full range of services available at the One-Stop Center.

There are five elements of authorization on the Release of Information Form ([Form 1](#)):

- If an individual refuses to release their information for marketing or promotional reasons or to a family member, staff can provide all of the services for which the individual is eligible.
- If the individual refuses to authorize DLR staff to gather records and information from other sources on the individual's behalf or release their information with other agencies no partner referrals or fiscal services may be provided.
- If the individual refuses to authorize DLR staff to share their resume or application information to potential employers, DLR staff may not provide job referrals or develop jobs on behalf of that individual.

A case note in SDWORKS should be entered by DLR staff for any partial or entire refusal of the Release of Information ([Form 1](#)).