

MyJobCorps 3.7 Release Overview

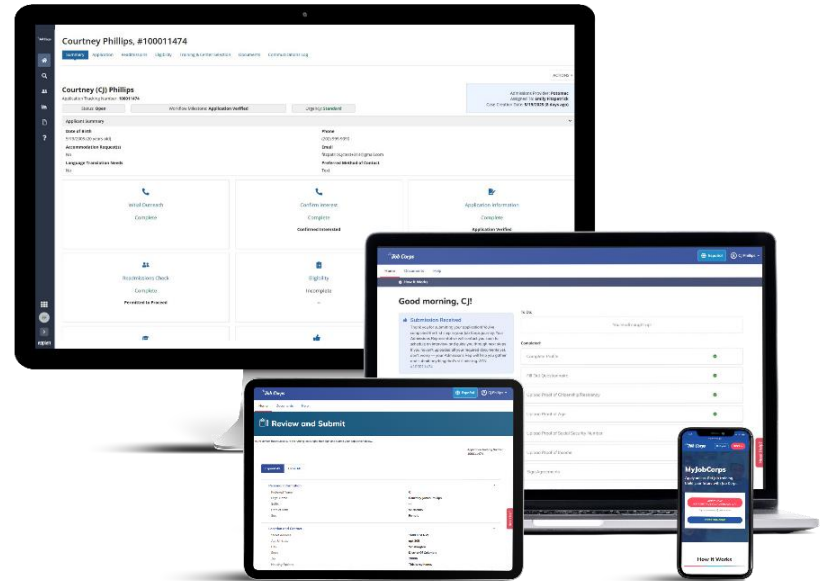
→ New Features and Enhancements

- Reapplying Made Easy
- Reopening Applications in Portal
- Automated 'Verify Application' Checklist
- Additional SSN Verification Step
- Requiring Parent/Guardian Contact Information
- Displaying Admissions Contact Info in Portal
- New Agreement in Portal for Signature

→ Support & Resources

→ Demo of 3.7 Features and Enhancements

→ Q&A



On Friday, September 19th, the improved applicant experience and case processing updates will be available in MyJobCorps.

Reapplying Made Easy

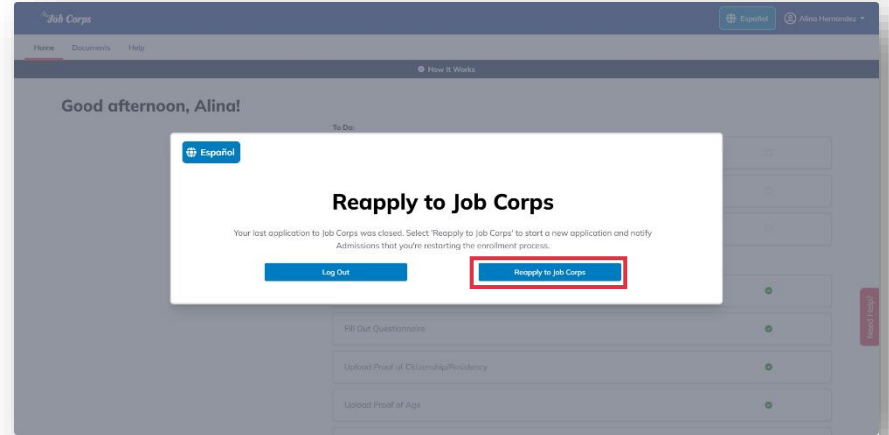
Applicants no longer need a new account or email to reapply to Job Corps. They can use their existing login, making the process faster and simpler. Admissions staff can easily track returning applicants.

How it works in Portal

- Applicants with a closed application will login and see a prompt to ‘Reapply to Job Corps’.
- **What Stays Completed:**
 - Profile
 - Birth certificate and SSN Card remain uploaded
- **What Needs to be Done:**
 - Complete Questionnaire and sign Agreements
 - Upload any other documents

How it works in Gateway

- A new case appears in the OA Manager’s Unassigned queue.
- Applicant History tab shows all prior applications.
- Previous applications remain accessible to AR.



Screenshot of MyJobCorps Portal Dashboard

Benefits

- No need to create multiple accounts to reapply
- Easier to identify returning applicants
- Previous applications automatically linked to the applicant

Applicants can Reopen their Application in Portal

Applicants can reopen their withdrawn application in Portal without creating a new account relying on Admissions staff.

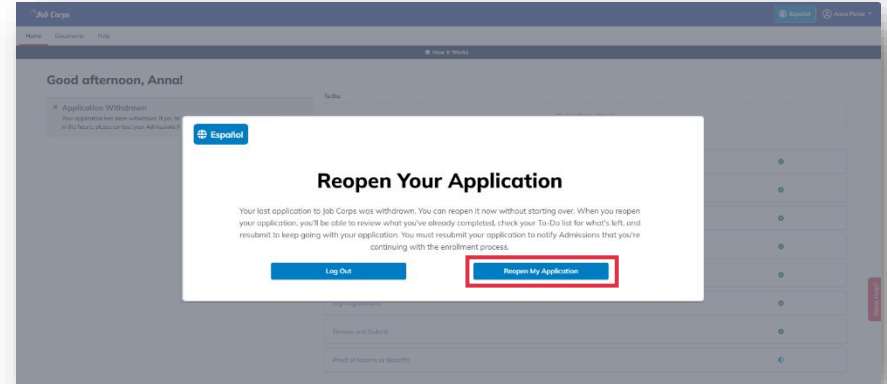
How it works in Portal:

- Applicants with a withdrawn/inactive application will login and see a prompt to “Reopen My Application”.
- All previous progress is preserved: profile info, completed questions, agreements, and uploaded documents.

How it works in Gateway:

- The reopened case is returned to the OA Manager’s Unassigned queue.
- An indicator appears next to the applicant’s name showing it was reopened in Portal.
- The OA Manager assign the case as usual.

Application information for a withdrawn case is saved for 90 days. After 90 days, the case status updates to ‘Closed’ and applicants would need to restart their application.



Screenshot of MyJobCorps Portal Dashboard

Benefits

- No need to start from scratch to reopen a withdrawn application.
- Efficiently identify cases that have been reopened.
- Previous applications automatically linked to the applicant.

Automated 'Verify Application' Checklist

The Verify Application step now includes an automated checklist showing the actions required before Admissions staff can verify an application.

How it works in Gateway

- The checklist guides Admissions staff through the verification process on the **Application** tab.
- The checklist updates automatically as steps are completed.
- Once the checklist is completed, staff check a box confirming the review is accurate and select '**Verify**'

Benefits

- Clear guidance on what needs to be completed for verification
- Improves application accuracy and reduces delays in eligibility processing

The screenshot displays the 'Application' tab for Michael Phillips, #100011959. The main content area is titled 'Personal Circumstance' and contains a checklist of items with 'Yes' or 'No' options:

Personal Circumstance	Yes/No
I was/am/will be in the Foster Care System	No
I am a runaway	No
I receive free or reduced-price school lunch	No
I receive public assistance	No
I am in the military, a veteran, or a spouse of a veteran	No
I have encountered a natural or man-made disaster	No
I am a victim of Human Trafficking	No
I am unsure if one or more of these apply	Yes

Below the checklist is a yellow box with the heading 'Additional Action Needed' and the text: 'If aside from the options in course if any of the personal circumstances apply, please consult with them to see what applies, as it could affect their eligibility. You will need to contact the "unstar" option to verify this application.'

On the right side, there is a 'Verify Application' summary box with the following items:

- Verify Application
- All items must be completed before you can verify the application.
- Interest has been confirmed
- All required fields in the application are complete
- All agreements are signed
- SSN has been verified
- I confirm that I have reviewed the application and that all information is complete and accurate.
- Verify

Screenshot of Application tab and Verify Application checklist in Gateway

Additional Social Security Number (SSN) Verification Step

Admissions staff must ensure the SSN provided by the applicant matches their uploaded proof of SSN.

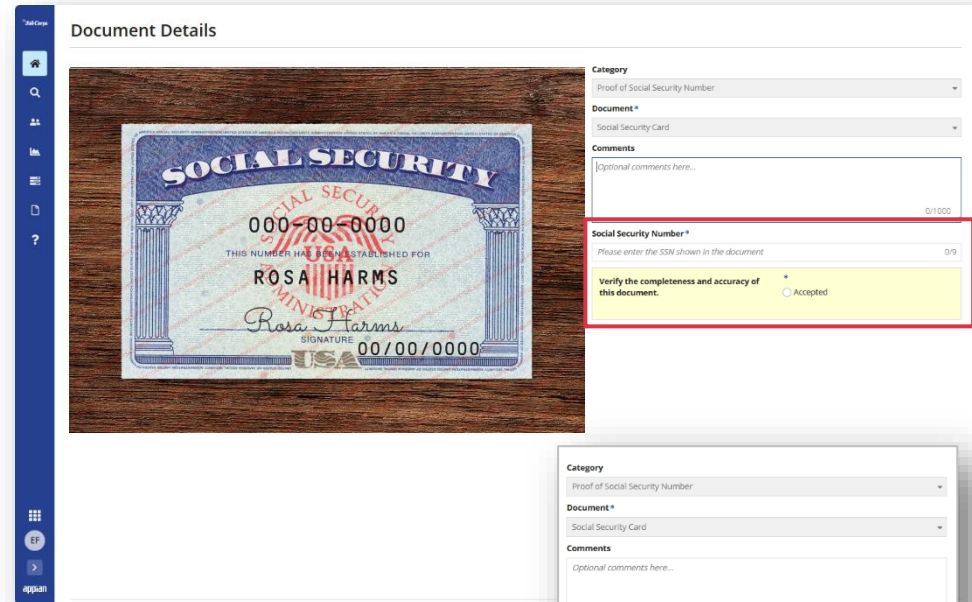
How it works in Gateway

- On the Documents tab, Admissions staff will navigate to the uploaded proof of SSN document.
- They will re-enter the applicant's SSN exactly as it appears on the document.
 - **If the SSN matches**, accept the document to verify the SSN.
 - **If the SSN doesn't match**, Admissions staff can override it from the screen. This will update the SSN provided by the applicant in the Application.

Benefits

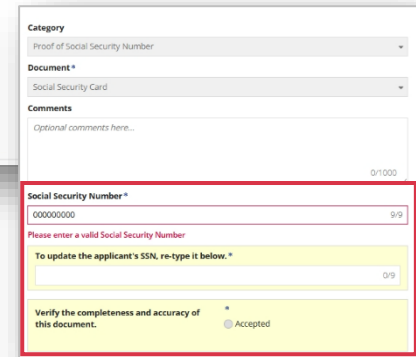
- Improve accuracy and reduce errors when processing cases.
- Reduce delays in receiving background checks due to errors.

Note: This step does not apply to applicants who use a TIN.



The screenshot shows the 'Document Details' interface. On the left is a vertical navigation bar with icons for home, search, user, list, menu, document, and help. The main content area is titled 'Document Details' and features a large image of a Social Security Card for Rosa Harms. The card displays the name 'ROSA HARMS', the signature 'Rosa Harms', and the SSN '000-00-0000'. To the right of the card is a form with the following fields: 'Category' (Proof of Social Security Number), 'Document*' (Social Security Card), and 'Comments' (Optional comments here...). Below these is a 'Social Security Number*' field with a placeholder 'Please enter the SSN shown in the document'. A yellow box highlights the 'Verify the completeness and accuracy of this document.' section, which includes a radio button for 'Accepted'.

Screenshots of SSN Verification



This screenshot shows the same 'Document Details' interface as above, but with an error message. The 'Social Security Number*' field now contains '000000000'. A red error message reads: 'Please enter a valid Social Security Number'. Below it, a yellow box highlights the 'Verify the completeness and accuracy of this document.' section, which includes a radio button for 'Accepted'.

Contact Information for Assigned Admission Representative

The assigned AR's contact information will display in Portal for easy access to applicants. Admissions staff will be able to manage the phone number they want to share with Applicants from their Profile tab in Gateway.

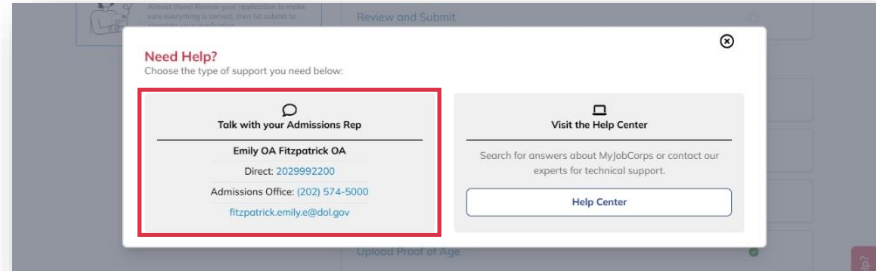
How it works in Portal

- When an applicant completes their Profile, the Help tab will display the phone number for the assigned Admissions Office.
- Once the applicant is assigned to an Admissions Representative, the Help tab will display their name, email and phone number (if provided).

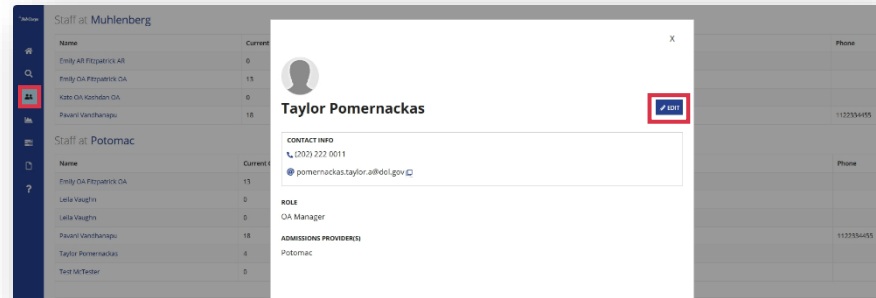
How it works in Gateway

- The **Staff** tab will now be available to all Admissions staff to view staff at their provider
 - **OA Managers** can update all staff phone numbers, including their own
 - **ARs** can update only their own phone number.

Note: If no phone number is added for Admissions staff in Gateway, it will not display to applicants in Portal.



Screenshot of MyJobCorps Portal Help screen



Screenshot of MyJobCorps Gateway Profile tab

Benefits

- Easier engagement between applicants and Admissions staff.
- Up-to-date contact info reduces delays in notifications and case updates.

Requiring Minors to Provide Parent/Guardian Contact Information

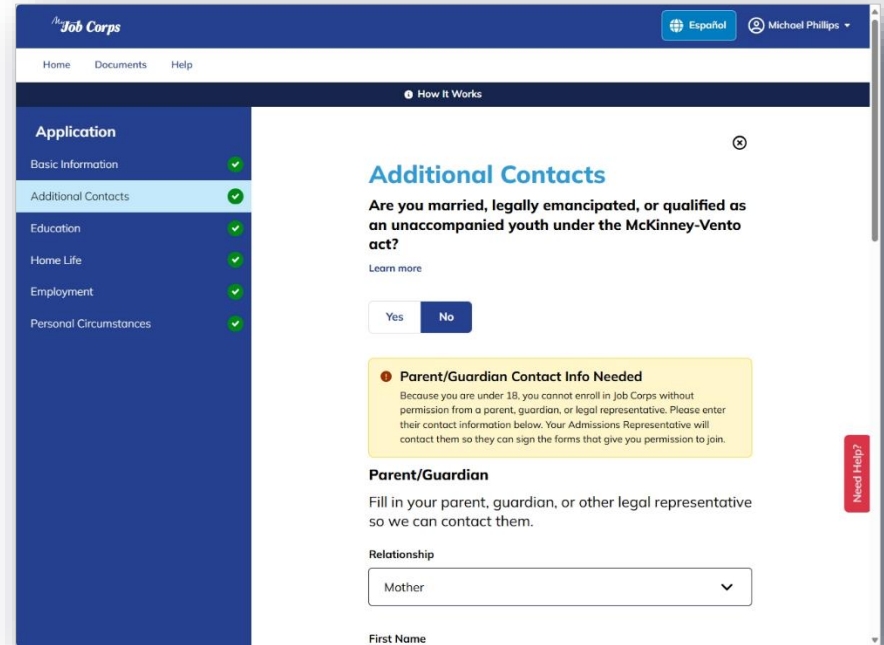
Minors must provide a parent or guardian's contact information, ensuring Admissions staff have the information needed to process applications.

How it works

- If the applicant's DOB indicates they are under 18, the Additional Contacts page asks if they are legally emancipated, married, or unaccompanied.
 - If 'No,' they must enter at least one parent or legal guardian.
 - The Relationship dropdown options are limited to parent/guardian options.

Benefits

- Supports Admissions staff in verifying contact information.
- Benefits Admissions and center staff obtaining parent/legal guardian signature for required agreements.



The screenshot shows the 'My Job Corps' portal interface. The top navigation bar includes the 'My Job Corps' logo, a language selector for 'Español', and a user profile for 'Michael Phillips'. The main content area is titled 'Additional Contacts' and contains a question: 'Are you married, legally emancipated, or qualified as an unaccompanied youth under the McKinney-Vento act?'. Below the question are 'Yes' and 'No' buttons. A yellow warning box states: 'Parent/Guardian Contact Info Needed. Because you are under 18, you cannot enroll in Job Corps without permission from a parent, guardian, or legal representative. Please enter their contact information below. Your Admissions Representative will contact them so they can sign the forms that give you permission to join.' Below this, there is a 'Parent/Guardian' section with a 'Relationship' dropdown menu currently set to 'Mother' and a 'First Name' input field. A 'Need Help?' button is visible on the right side of the form.

Screenshot of Portal view of Additional Contacts

Informed Consent to Receive Mental Health and Wellness Treatment

Applicants can now sign the Informed Consent to Receive Mental Health and Wellness Treatment agreement directly in the Portal, digitizing the signature process for this required form.

How it works

- Applicants now sign this required agreements directly in Portal.
- Once signed, it is available for Admissions staff to view in Gateway after application submission.
- If the applicant is a minor, a parent/guardian must still sign this agreement outside of the system.

Benefits

- Eliminates the need for Admissions staff to send the agreement outside the system for signature.
- Creates a smoother, self-guided experience for applicants in Portal.

The screenshot shows the Job Corps Portal interface. At the top, there is a navigation bar with the Job Corps logo, a language selector for Spanish, and a user profile for Michael Phillips. Below the navigation bar, there are links for Home, Documents, and Help. A 'How It Works' indicator is visible. On the left, a sidebar lists various agreements, each with a green checkmark indicating completion. The 'Job Corps Informed Consent to Receive Mental Health and Wellness Treatment' agreement is highlighted in blue. The main content area displays the title of the consent form and its text, which includes a statement of consent from Michael Phillips, a description of services, and a list of special circumstances.

Agreements

- Acknowledgement of Expectations ✓
- Applicant Commitment Statement ✓
- Authorization for Release of Criminal History Record ✓
- Authorization for Use and Disclosure of Your Health Information ✓
- Consent for Pre-Enrollment Interview ✓
- Equal Opportunity Notice ✓
- Job Corps Applicant and Parent / Guardian Consent Record ✓
- Job Corps Informed Consent to Receive Mental Health and Wellness Treatment**
- Job Corps Privacy Act
- Job Corps Zero Tolerance Student Conduct System
- Right to Use Photographic Likeness or Moving Images Release Form

Job Corps Informed Consent to Receive Mental Health and Wellness Treatment

I, Michael Phillips, consent to receive services from Job Corps, through appropriate mental health personnel, to promote and maintain my mental and emotional well-being. The services may involve mental health and/or substance abuse counseling, educational activities, monitoring of medications, and other methods and services as deemed necessary by the wellness staff.

The services may be provided in-person or via telemental health, which in the context of this consent form refers to clinical services that are provided remotely using Health Insurance Portability and Accountability Act (HIPAA)-compliant video conferencing technology, telephone, text, or email. The mental health personnel and I will discuss and select the best modality to use.

I have the option to withhold or withdraw consent at any time without affecting my right to future care or treatment or risking the loss or withdrawal of any program benefits to which I would otherwise be entitled.

I understand the privacy laws that protect the confidentiality of my protected health information (PHI) apply to both in-person and telemental health unless an exception to confidentiality applies.

The Job Corps center operates its mental health and telemental health services using a team-based approach and I understand that all treatment will be treated as confidential in compliance with 29 C.F.R. § 38.41, except in the following special circumstances:

- If the mental health personnel believes it is in the best interest of my treatment to share information with other center staff, they will do so only on a need-to-know basis as allowed by the authorization for

Screenshot of Portal Agreements

Support and Resources

Resources

Check out the [Gateway Help Center](#) to support your learning and use of MyJobCorps.

- Review the [3.7 Release article](#) to access: training slides, release demo, overview of the release, and links to related user guides
- Review the 3.7 Release Notes
- Check the [Known Issues](#) article

Office Hours

Register to join an upcoming **Case Processing and Technical Support** [Office Hours](#) session:

- Tuesday, September 30th at 1:00PM EST