



MyJobCorps Gateway Applicant File Review (AFR) Training for Center Staff

Onboarding for

Health & Wellness and Records Managers

Agenda

- **Welcome**
- **Policy Overview**
- **Orientation to MyJobCorps**
- **Applicant File Review (AFR) & Enrollment in MyJobCorps Gateway**
- **Support & Resources**
- **Q&A**



MyJobCorps Applicant File Review (AFR) Rollout

What to Know for Rollout Group 2

Centers aligned to Group 2 (Boston and Atlanta geographic regions) are onboarding onto MyJobCorps Gateway on **Monday April 27th**.

Users should verify that they can log in by Friday April 24th. Follow the login instructions in the account notification email.

Transitioning from CIS to Gateway

For a short period of time, you will be working in both MyJobCorps Gateway and CIS.

- **Starting on Monday April 27th, you will start receiving cases in MyJobCorps Gateway.** These cases should be **ONLY** be processed in Gateway. You will see these cases on your OA Arrivals screen in CIS – *do not work on them in CIS.*
- **Any case in your CIS queue received before Monday April 27th** should continue to be processed and completed in CIS.



MyJobCorps Applicant File Review (AFR) Rollout

What to Know for Rollout Group 3

Centers aligned to **Group 3 (Dallas and San Francisco geographic regions)** are onboarding onto MyJobCorps Gateway on **Monday May 4th**.

Users should verify that they can log in by **Friday May 1st**. Follow the login instructions in the account notification email.

Transitioning from CIS to Gateway

For a short period of time, you will be working in both MyJobCorps Gateway and CIS.

- **Starting on Monday May 4th, you will start receiving cases in MyJobCorps Gateway.** These cases should be ONLY be processed in Gateway. You will see these cases on your OA Arrivals screen in CIS – *do not work on them in CIS.*
- **Any case in your CIS queue received before Monday May 4th should continue to be processed and completed in CIS.**



MyJobCorps Applicant File Review (AFR) Rollout

What to Know for Rollout Group 4

Centers aligned to Group 4 (Chicago and Philadelphia geographic regions) are onboarding onto MyJobCorps Gateway on **Monday May 11th**.

Users should verify that they can log in by **Friday May 8th**. Follow the login instructions in the account notification email.

Transitioning from CIS to Gateway

For a short period of time, you will be working in both MyJobCorps Gateway and CIS.

- **Starting on Monday May 11th, you will start receiving cases in MyJobCorps Gateway.** These cases should be ONLY be processed in Gateway. You will see these cases on your OA Arrivals screen in CIS – *do not work on them in CIS.*
- **Any case in your CIS queue received before Monday May 11th** should continue to be processed and completed in CIS.



Job Corps Policy Guidance for Center Staff

Policy Guidance on Performing Applicant File Review (PRH 1.5)

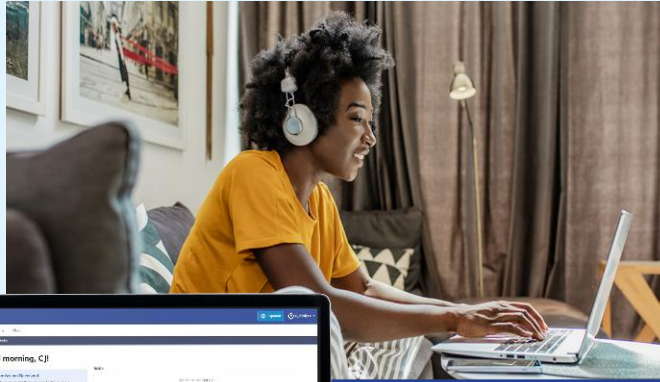
- Health and Wellness Manager/Director Review (Form 1-06, page 1)
 - Contacting applicants and disclosure of documentation
- Qualified Health Professional Review/Recommendations of Denial of Enrollment (Forms 2-04 or 2-05)
 - Confidential Attachment
- New Information/Disability Status (Form 1-06, pages 2 and 4, respectively)
- Required timelines
- Other Resources
 - Appendix 201 – Communicating with Individuals with Disabilities
 - Appendix 202 – Transmission, Storage, and Confidentiality of Medical, Health and Disability-Related Information

Best Practices when documenting your findings in MyJobCorps

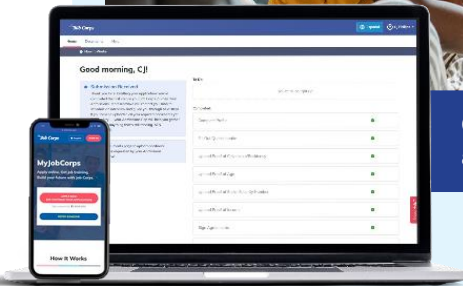
- Limit your comments/sharing of protected health, behavioral and disability information.
 - Reference PRH forms by # instead of by name (i.e., Form 2-05 instead of Health Care Needs Assessment or HCNA).
Note: Regional Reviewers will provide any necessary detailed guidance via Job Corps email.
- Contact the Regional Office for assistance if the applicant file is not yet in regional review.

MyJobCorps Overview

MyJobCorps Portal



Complete Application and Health Questionnaire

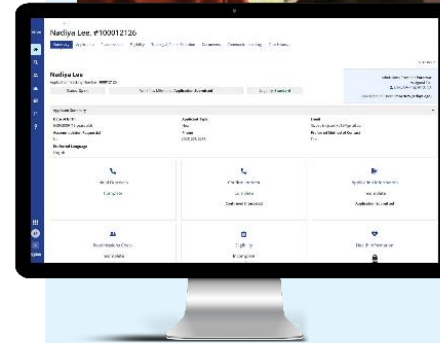


Allows future students to **apply, upload documents, complete the Health Questionnaire, and sign agreements** at [Enroll.JobCorps.gov](https://enroll.jobcorps.gov)

MyJobCorps Gateway



Process Eligibility and Enrollment



Streamlines and automates case management and processing activities for Admissions and Center staff.

MyJobCorps Overview

Applicant File Review User Roles



Health & Wellness Reviewer (HWR)

Overview

Reviews applicant health information, provides a recommendation, and determines if there is a need for further health review.

Key Responsibilities in MyJobCorps:

- Review **health documents**
- Initiate additional health review (if needed)
- Upload health documents (Form 1-06, QHP-provided review etc.)
- Contact applicant (if needed) & log communications

Records Manager (CRM)

Overview

Manages enrollment after health review by planning arrival, coordinating with applicants, and completing student creation in Gateway and CIS.

Key Responsibilities in MyJobCorps:

- Review **file & documents**
- Contact applicant to confirm arrival & log communications
- Set **anticipated arrival date**
- Log communications & upload documents
- Record **student arrival**

MyJobCorps Overview

Applicant File Review in Gateway Workflow

The **Applicant File Review (AFR)** is the center's final review to confirm an applicant's file is complete and to assess health care needs, disability accommodations, and any potential direct threat concerns before clearing the applicant for enrollment at their center.

1. Assign to Center (Admissions)

- Admissions assigns an applicant's case to a center
- HWR & CRM notified via Alerts tab

2. Perform Health Review (HWR)

- Review the case and health documents
- Initiate additional review with QHP, or Request Regional Review (If needed)

3. Plan for Arrival (CRM)

- Set anticipated arrival date
- Plan arrival – arrange travel, contact applicant, etc.

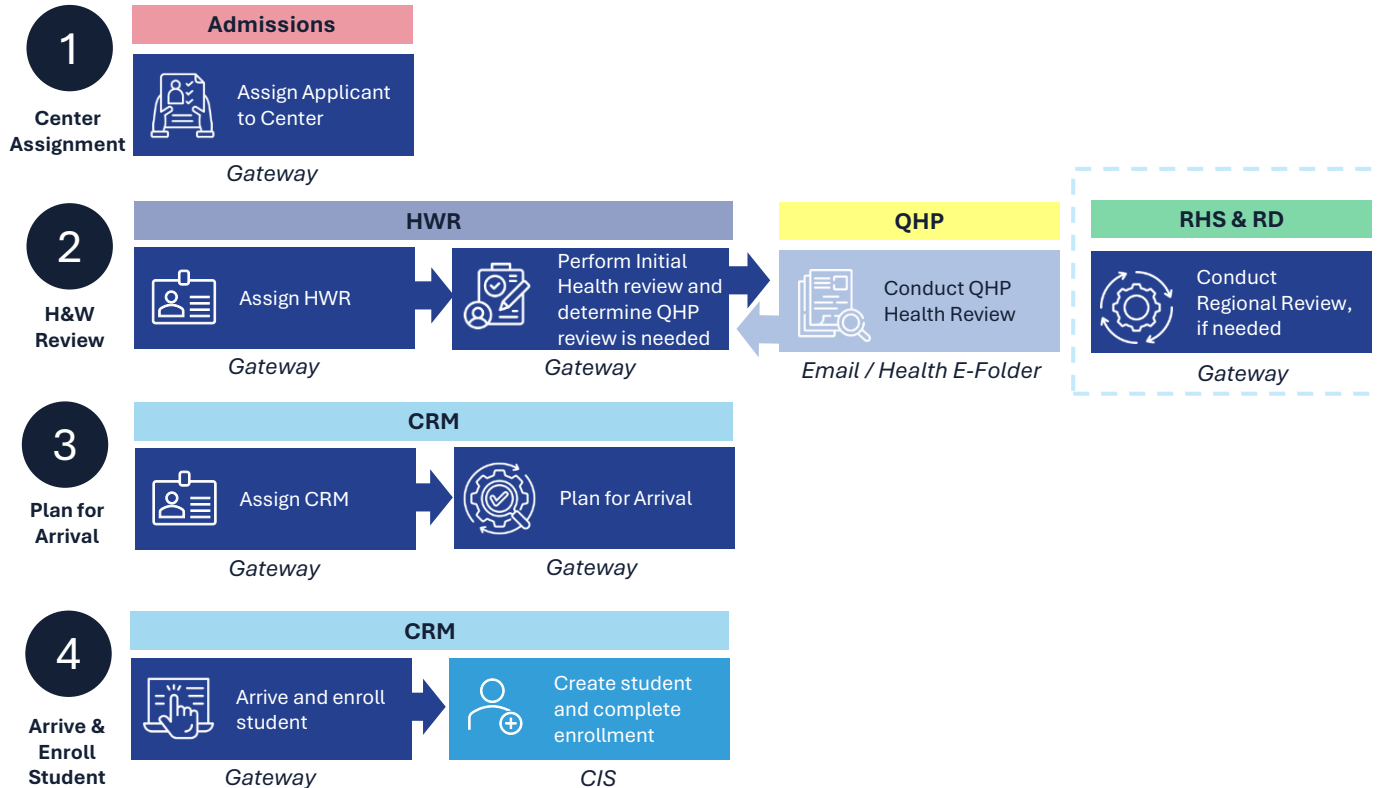
4. Arrive & Enroll Student (CRM)

- Record arrival date in Gateway
- Create student in Gateway and CIS

The Health and Wellness Reviewer (HWR) and Records Manager (CRM) can view the case at the same time – the HWR must complete their recommendation in Gateway before the CRM can proceed with next steps in Gateway.

MyJobCorps Overview

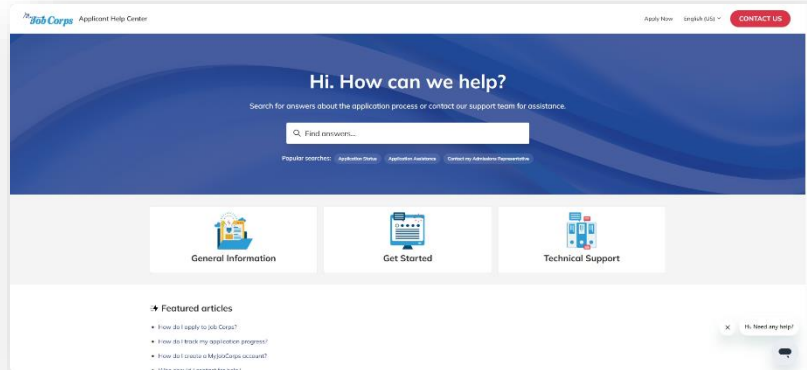
Applicant File Review in Gateway Workflow Visual



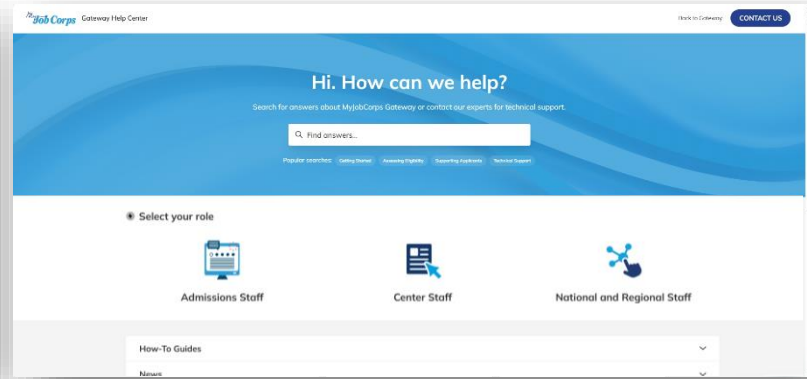
Help Desk and Resources

The MyJobCorps Help Desk is available **Monday-Friday**. The Help Desk includes dedicated resources for prospects/applicants and for Admissions staff to get access to self-help materials, frequently asked questions, and technical support.

MyJobCorps Applicant Help Center



MyJobCorps Gateway Help Center



Resources for Applicants

<https://enrollmenthelp.jobcorps.gov>

- **Self-help knowledge resources**
 - How do I apply to Job Corps guide
 - Getting Started with MyJobCorps video
 - FAQs related to the application process
- **Interactive chatbot**
- **Technical Support**

Resources for Admissions & Center staff

<https://gatewayhelp.jobcorps.gov/>

- **Self-help knowledge resources**
 - Recorded Trainings
 - Instructional guides and resources
 - Policy guidance
 - FAQ's, Known Issues, and more
- **Interactive chatbot**
- **Technical Support**

Support & Resources

Resources

Check out the [Center Staff section](#) of the Help Center to easily access: the recorded training, slides, user guides for AFR and Enrollment.

Office Hours

There will be 2 Office Hour sessions, following training and go-live, with the MyJobCorps team to receive support and ask questions. Sign up via the links in the upcoming Go-Live announcement.

- **Office Hours #1:** Thursday May 7th
- **Office Hours #2:** Wednesday May 13th

Key Reminders



HWR review must be completed **before CRMs can make edits in the Enrollment tab** in Gateway



Do NOT include sensitive health info or PII in comments



H&W staff should continue to coordinate with QHP's/clinicians to request health reviews as needed and let these staff know they should access documents in the Health E-Folder.



All documents, signed agreements, and forms collected during Admissions are available in the Documents tab in Gateway. These documents are synced to E-Folder/Health E-Folder after center assignment.



Gateway users should upload final documents in Gateway, which will sync to E-Folder/Health E-Folder at the final step when the student is created and the case is closed in Gateway



If you have a questions related to Job Corps policy, such as when to request Regional Review, email the Policy Team

Tips from Early Adopters



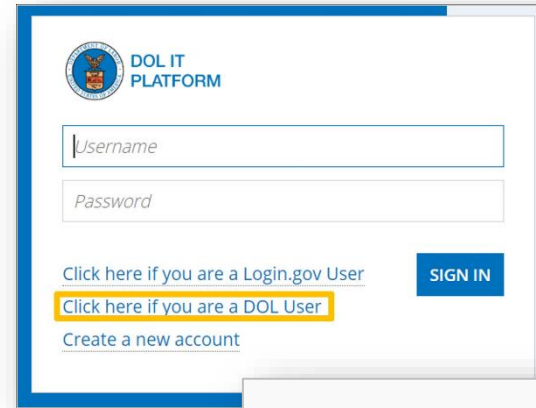
- Use the **Alerts tab** to view case workflow notifications and track when activities are outstanding/completed
- **You can use the filter feature on your Alerts and Search tabs** to narrow down your view by selecting a particular Workflow Milestones you want to see. You can also export your results into Excel
- Use the **Pending Arrival Report** to view the future students planned to arrive at your center.
 - Report updates automatically based on case status.
 - Dates selection is based on case creation, not arrival.
 - Export the report to excel and share with your Center Director and team.

Questions?

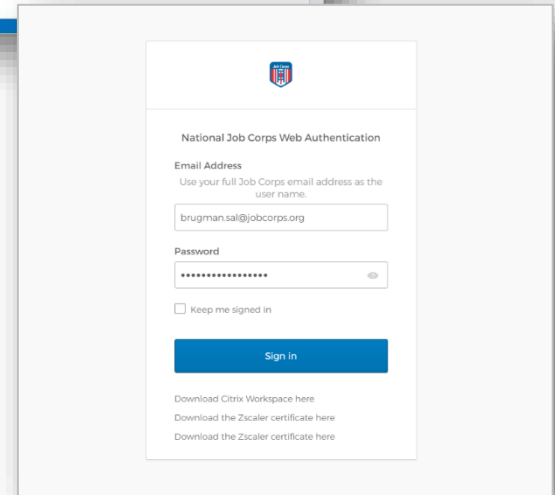
How to Access Gateway

1. Go to: <https://cmp.dol.gov/>
2. Select **Agree** to the authorization message.
3. Select **Click here if you are a DOL User**.
4. Enter you're your **Job Corps** email address and password.
5. You'll be directed to your Home view in **Gateway**.

TIP: Bookmark Gateway's web address to your browser's toolbar.



The screenshot shows the 'DOL IT PLATFORM' login page. It features the Department of Labor seal and the text 'DOL IT PLATFORM'. There are two input fields: 'Username' and 'Password'. Below the fields are three links: 'Click here if you are a Login.gov User', 'Click here if you are a DOL User' (highlighted with a yellow box), and 'Create a new account'. A blue 'SIGN IN' button is located to the right of the links.



The screenshot shows the 'National Job Corps Web Authentication' page. It includes the Job Corps logo and the title 'National Job Corps Web Authentication'. The 'Email Address' section instructs users to use their full Job Corps email address as the user name, with an example input field containing 'brugman.sal@jobcorps.org'. The 'Password' section has an input field with masked characters and a visibility toggle. There is a 'Keep me signed in' checkbox and a blue 'Sign in' button. At the bottom, there are three links for downloading Citrix Workspace, Zscaler certificates, and another Zscaler certificate.