



Department of
Job & Family
Services

WIOA Adult and Dislocated Worker Training Services



Hello!

Introductions

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Housekeeping

Agenda

- WIOA Training Services
- Training Providers
- WIOA Service Behavior in ARIES
- Various Demos
- Service Alignment in ARIES
- WIOA Performance Measures (MSGs & Credentials)
- WIOA (Training) Service Matrix
- Q/A



Department of
Job & Family
Services

Workforce Delivery in the OMJ Centers

Your efforts support job seeker employment security and advancement.

WIOAPL 16-09.1 Establishment of the Workforce Delivery System

WIOA Services

Basic Career Services	Individualized Career Services	Training Services	Supportive Services	Follow Up Services
(Non Triggering) • Outreach/Orientation • WIOA Eligibility Determination • Self Serve Job Search (Triggering) • Career Counseling • Initial Assessment • Staff Assisted Job Search	• Comprehensive Assessments • Development of an Individual Employment Plan (IEP/IOP) • Financial Literacy services (Triggering)	• Occupational Skills Training • On the Job (OJTs) • Incumbent Worker (IWTs) • Skill Upgrading • Adult Education and Literacy (Triggering)	• Assistance with Transportation • Assistance with Child Care • Assistance with Housing • Needs Related Payments • Assistance with Work Attire • Books, Fees, School Supplies (Triggering)	• Explaining Employer benefits or health insurance • Budgeting • Financial literacy (Non Triggering)

WIOAPL 15-08.1 Career Services for ADW

WIOAPL 15-09.1 Training Services for ADW

6

WIOA Training Services

Policy



WIOAPL 15-09.1 Training Services for ADW

[Training Services for Adults and Dislocated Workers Link](#)



Department of
Job & Family
Services

Customized Training

Job Readiness

Occupational Skills Training

Training Services



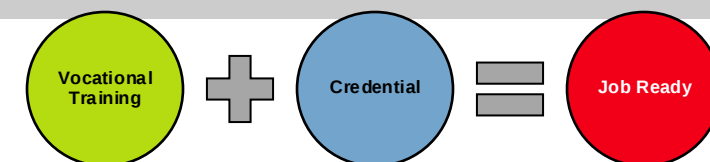
Entrepreneurial

Incumbent Worker Training

Adult Education

Registered Apprenticeship
On-the-Job Training (OJT)

Occupational Skills Training (OST)

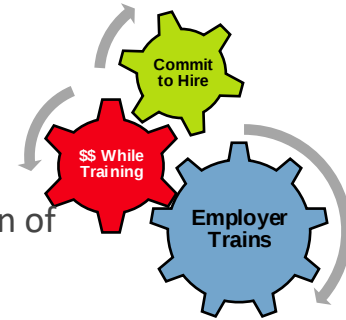


- **OST** provides training in a specific vocational skill and **lead to the attainment of a recognized postsecondary credential**, preparing the participant for sustainable employment in that field.
- **OSTs** must always be linked to a specific path to employment, most always in a **state in-demand occupation**.
- Criteria for Participant:
 - At a minimum: is not earning wages which enable them to be economically self-sufficient
 - If working, they are not earning wages greater than or equal to their previous employment
 - They have suitable skills to undertake and complete the training.
Suitability: Participants should show that they have the skills, aptitude and ability to successfully complete the training
- Individual Training Accounts (**ITAs**): Training services are typically provided by training providers who receive payment for their services through ITAs. (Covers Tuition, Fees, Books, Tools, Uniforms, Medical Immunizations, Tests)
- Short-term trainings are preferred over long-term trainings, as the goal is to attain gainful employment quickly
- 85% of ITA funds must be used to fund training in state in-demand occupations.
- In-demand occupations are defined by the state of Ohio (OhioMeansJobs.com. & Ohio's Top Jobs List)

[WIOA Training Services Policy Link](#)

On-the-Job Training (OJT)

[WIOA OJT Policy Link](#)



- OJT training is a work-based training for both Adults and Dislocated Workers.
- Employers enter into an On-the-Job Training plan or contract and are provided an incentive to hire these participants at the completion of the training.
- The participants gain additional skills and gainful employment.
- Criteria for WIOA participant to participate in OJT:
 - WIOA Eligible Adult or Dislocated Worker
 - Those who have completed an Occupational Skills Training but now need work experience to find work.
 - Can be those employed but not making sufficient wages
- Criteria for Employer to participate in OJT Contract: Vetted to assure the workers are trained and hired into a productive, respectful and suitable work environment.
- Employer Contracts are created and payment to the employers are provided through reimbursement of costs.
- OJTs can be combination of Work-site training within the company itself in addition to participating in Occupational Skills Training to earn a credential. (OJT (+) OST)

[On-the-Job-Training | Job and Family Services \(ohio.gov\)](#)

Incumbent Worker Training (IWT)

- Incumbent Worker Training is designed to meet the special requirements of an employer (or group of employers) to retain a skilled workforce or avert the need to lay off employees.
- This is done by assisting the workers in obtaining the skills necessary to maintain or retain employment or have the opportunity for increased earnings potential through promotion.
- IWT Eligibility Criteria:
 - Participant needs to be employed
 - Employer must meet the Fair Labor Standards Act requirements for an employer-employee relationship
 - Must have established employment history with the employer for six months or more (unless it is a group training with individuals that have been there for the required 6 months).
- In ARIES, due to the different Eligibility Criteria listed above, IWT is its own separate program in ARIES.
- IWTs still come out of our formula funds, and 20% of a local area's WIOA dollars can be used for IWTs
- Employer Contracts are created and payment to the employers are provided through reimbursement of costs.



[WIOA IWT Policy Link](#)

Customized Training

[WIOA Customized Training Policy Link](#)

- Customized training is a form of work-based training similar to OJT.
- It is designed to meet the specific needs of an employer.
- It can be considered when available training programs and/or curricula do not meet the specific training requirements of employer(s).
- It's a contract-based training that doesn't require the provider to be on the ETP list or even result in an industry recognized Credential, as long as, we have a **commitment** from the employer/s **to hire** the participants upon completion of the needed training.
- Customized Training requires that the participant/s be WIOA eligible.
- Customized training is mostly used for a new hire or a group of new hires as it requires a commitment from the employer to hire upon completion of training.
- Customized training may also be used for employed workers, but since it requires WIOA eligibility, it would be suited for employees not meeting self-sufficiency as determined by WDB policy.
- Both customized training and IWT have an employer match requirement that should be outlined with local area policy.
- **Employer Idea/Application:** Customized training could be used to bring on a group of new hires post Customized training and then the same employer could use Incumbent Worker Training to upskill those same employees after 6 months or as part of a cohort.



Entrepreneurial Training

- OMJ Centers offer Workshops on how to create a “Start Up”

Topics Covered:

- Pre-Planning: Understanding your Labor Market
 - Creating a Business Plan
 - Investigating Funding Sources
 - Marketing
- WIOA cannot pay for Start Up Loans
 - Can include Credential Attainment
 - [Small Business & Entrepreneurship | Development \(ohio.gov\)](https://ohio.gov/small-business-entrepreneurship-development)



Job Readiness Training

OMJ Centers offer Workshops to prepare individuals for Employment

Topics Covered:

- Employer's expectations and accountability
- Timeliness
- Team Dynamics
- Effective Communications
- Performance and Advancement
- HR Department



Various Training Environments for OJTs/IWTs/Customized (in combination)

At Work site (Hands On Training; Job Shadowing)

(Payment to Employer via Reimbursement)

(+)

At a School (Occupational Skills Training (OST) to earn a credential)

(Payment to School/Training Provider via an ITA)

Training Providers:

- WIET: Eligible Training Providers (ETPs) when offering Occupational Skills Training via ITAs.
- Employers-(OJTs/IWTs/Customized training) reimbursed once a Training Plan is approved.
- 3rd Party Vendors providing the unique training to meet the employer need.
- Anyone providing the training must be in ARIES: ETPs for Occupational Skills Training & Employers for OJTs/IWTs/Customized
- **There may be times your OhioMeansJobs Center is entered as a Local Training provider on WIET if you offer Entrepreneurial or Job Readiness training.**

Training Services in ARIES

- Training Service Behavior in ARIES: Durational
- Importance: Actual Start and End Dates
- Demo (IOP & Customer Service Relationship)
- Service Name aligned with “Program Category”
- Services to Avoid
- Notifications
- WIOA Performance Measures in ARIES: MSGs & Credentials





Training Service's Behavioral

Durational:

- Requires the manual entry of the “Actual Start Date” to begin and record the Training service.
- This will keep the case open indefinitely.
- When training is over, requires the manual entry of the “Actual End Date” to stop and close the Training service.

Services

Occupational Skills Training (non- WIOA Youth)

Begins and extends enrollment

Approval not required

Service end on 11/29/2024

Services

Occupational Skills Training (non- WIOA Youth)

Begins and extends enrollment

Approval not required

Service end on 11/29/2024

Service details

Service Delivery Type*

Mix of In-person and Virtual/Online

Training Provider Type*

State

Training Program*

LPN -RN Diploma Nursing Program

Training Provider

Columbiana County Career & Technical Center

Program Category*

Other Occupational Skills Training

Position

Anticipated Start Date

Anticipated End Date

Actual Start Date*

11/28/2024

Actual End Date*

11/29/2024

Enter the Training Service

- Select the Program
- Select the Type of Training
- Select the Training format
- Select if a State or Local Training Provider
- Locate the Training Provider and select the Program
- Select the Program Category (important for DOL reporting)
- Enter "Actual Start Date" when school officially starts

Programs

WIOA Dislocated Workers Eligible

Services

Occupational Skills Training (non- WIOA Youth)

Begins and extends enrollment Approval not required Service end on 11/29/2024

Service details

Service Delivery Type*
Mix of In-person and Virtual/Online

Training Provider Type*
State

Training Program*
LPN -RN Diploma Nursing Program

Training Provider
Columbiana County Career & Technical Center

Program Category*
Other Occupational Skills Training

Position

Anticipated Start Date Anticipated End Date

Actual Start Date* 11/28/2024 Actual End Date*

Here is a visual of the steps to enter a training service, this is done under the customer service tab. **Read Tabs and explain.**

Close the Training Service

Edit

Actual Start Date* 11/28/2024

Actual End Date* 11/29/2024

Completion Status*
Completed - Successful

Certificate Earned*
Occupational Certification

Certificate Date

Closed by Staff*

Save

- Enter "Actual End Date" when school officially ends.
- Enter Completion Status from the Drop-Down Menu
- Select whether a credential was earned and the type.
- Enter the date the Credential was earned

ADDING Training Services in the IOP, then **EDITING** Training Services from the Customer Services tab

ARIES

Customer

Search

CHANGE OFFICE

Home / Customers / Treena Test- / Dashboard / Plans

Treena Test- (ID: 343515832)

Name : Treena Test-

User Name : ag_ttest

Email : ttest@example.com

View Profile

Customer Services

Cases

UI Claimant

Case Notes

Customer Eligibility and Enrollment

Plans

Customer Financial Management

Customer Test Scores

Customer Event Registrations

Resumes

Document Upload

Individual Opportunity Plans (IOP)

New in

Status ↑	Plan Type	Plan Name	Created by	Created Date	Updated by	Last Update Date
Filter	Filter	Filter	Filter	Filter	Filter	Filter
Active	Education (includes ISS for Youth)	LPN Training	HEIDI QUIRION	11/29/2024	HEIDI QUIRION	11/29/2024

Items per page: 10 1 - 1 of 1

OHID

Office of Workforce Development

Privacy Policy

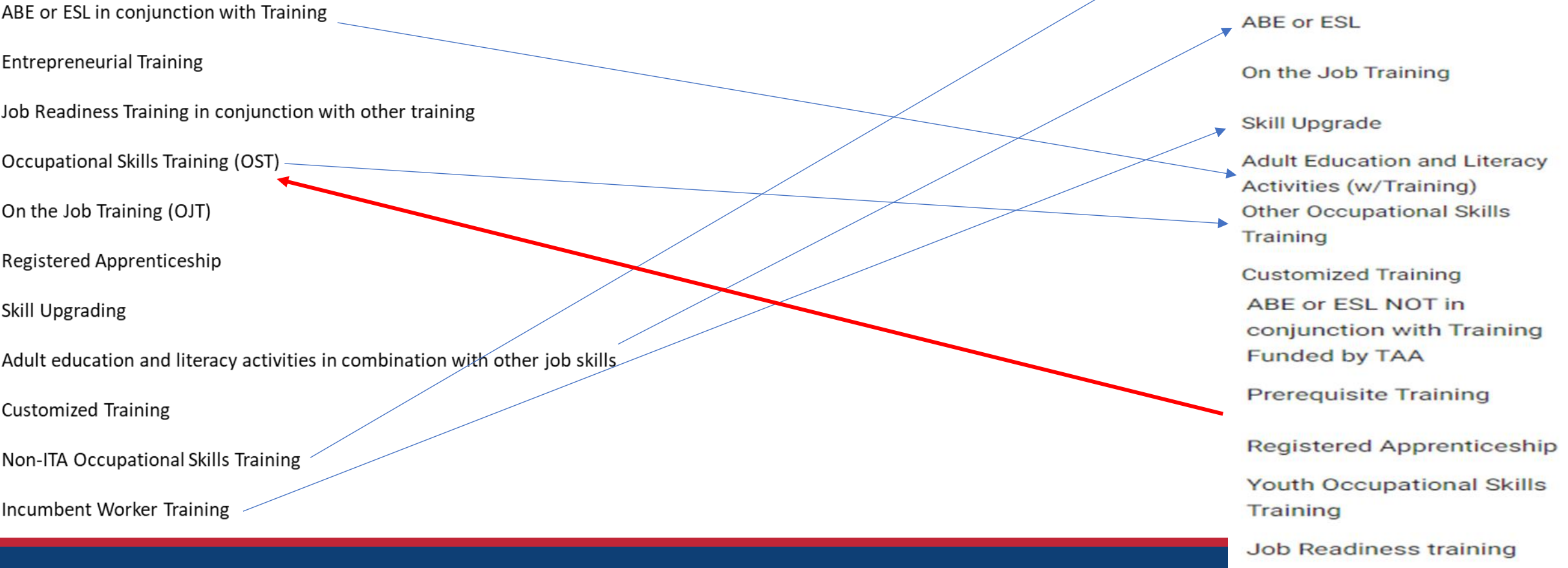
Help

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Program Category

Training Services

WIOA Service Alignment in ARIES



Do Not Use:

Apprenticeship On-the-Job

Other Non-Occupational Skills Training

Use:

Registered Apprenticeship
(+)

On-the-Job Training

Non-ITA Occupational Skills Training

WIOA Adult & Dislocated Worker

Performance Measures



Capturing WIOA Performance During Program Participation

[WIOA & CCMEP Program Performance Resources](#)

- **Measurable Skill Gains**
- **Credential Attainment**

Training Resources for Workforce Professionals

- [Desk Aid for CCMEP Youth, WIOA Adult and Dislocated Worker](#): A resource for workforce professionals containing definitions of performance measures for CCMEP Youth, WIOA (Adult and Dislocated Worker) and instructions how to enter information in ARIES.
- [Performance Reporting in ARIES](#): An overview of Performance and Reporting for WIOA and CCMEP which includes key performance concepts, identifying and documenting performance information and performance, program and system questions. [PowerPoint](#) 06/07/2023
- [WIOA Adult/Dislocated Worker Participant After Exit Performance Timeline](#): This is an example of performance cohorts and the timing of the relationship between case management follow up and when a WIOA Adult or WIOA Dislocated Worker participant is evaluated for performance.
- [Performance Reporting](#): Cohorts and Cohort Charts: A resource to understand cohorts, how and why to use them, best practices, and additional resources.
- [CCMEP Youth Participant After Exit Performance Timeline](#): This is an example of performance cohorts and the timing of the relationship between case management follow up and when a CCMEP participant is evaluated for performance.
- [Training for CCMEP Performance](#): A PowerPoint presentation for 2021 training.



Measurable Skill Gains (MSGs)

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Education tab: Post Secondary Transcript or Report Card

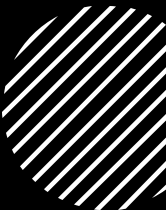
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Training Milestone

(=)



MSG Skill Progression



MSGs capture progress/advancement in the attainment of new skill sets while in training.



A gain (MSG) must be attained and documented by the end of each Program Year (June 30th).



Must be completed & recorded **DURING** training. It is not an exit-based measure.



For OJTs and IWTs, must be documented in the Employer's Plan or Contract that they will be collected so the Employer can expect your call.



At least one entered by the end of each program year **BUT** if needed, more than (1) can be taken to assure successful completion.

Measurable Skill Gain (MSG)

When do I add one?

Add when participant is making successful progress in gaining additional skill sets; when documented in the OJT or IWT Employer Training Plan.

Where do I add it?

- Transcripts and Report Card tab on the Profile
- Training Milestone form within the Training Service itself (Customer Services tab)
- MSG Skill Progression tab on the Profile
 - 2 Types: An Exam-based Benchmark **OR** Documented progress in attaining technical or occupational skill.

Do I need to add the MSG to multiple locations?

NO As long as it is captured at any one of the (3) locations above it will be included in your Credential Attainment performance measure. Hard copies of these progress reports when received by the participant, school or employer should be uploaded into ARIES.

ARIES Notifications:



- 30; 60; 80 Day Reminders to monitor participant's progress should additional services need added to keep case open.
 - You will still get these even when they are in training (ARIES is working to eliminate this) but might be a helpful reminder to see how the participant is doing or to complete a Measurable Skill Gain.
- Training Reminder: 7 days before Training is to start and 7 days before Training is to end.
- Notification includes a hyperlink into the Participant case to provide any needed case management.



Credential Attainment

(=)

Diploma

(=)

Degree

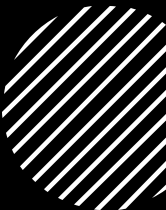
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Occupational Skills Licensure or
Certificate



(=)

Certificate



Types: A credential consisting of an industry-recognized certificate or certification, a certificate of completion of a Registered Apprenticeship, or a license recognized by the State involved or Federal Government.



Goal: Achievement in meeting WIOA's goal in advancing an individual's skill sets in the pursuit of gainful employment.



When: Must **be** recorded AFTER successful training completion when a credential is earned.



Timeframe to Enter: During Participation or within (1) year after exit from the program.

Do These
Training Services
COUNT towards
Credential
Attainment?

Types of Training Services That <u>ARE</u> Included in the Credential Attainment Denominator	
Value in 1303 (or 1310/1315)	Program Category in the front end of ARIES (selectable by CMs once they add a Training Service in the Customer Services section of the Dashboard)
02	Skill Upgrading
03	Entrepreneurial Training (non-WIOA Youth)
04	ABE or ESL (contextualized or other) in conjunction with Training
06	Occupational Skills Training (non-WIOA Youth)
07	ABE or ESL (contextualized or other) NOT in conjunction with training (funded by Trade Adjustment Assistance only)
08	Prerequisite Training
09	Registered Apprenticeship
10	Youth Occupational Skills Training
Types of Training Services That <u>ARE NOT</u> Included in the Credential Attainment Denominator	
Value in 1303 (or 1310/1315)	Program Category in the front end of ARIES (selectable by CMs once they add a Training Service in the Customer Services section of the Dashboard)
01	On the Job Training (non-WIOA Youth)
05	Customized Training
11	Other Non-Occupational-Skills Training
12	Job Readiness Training in conjunction with other training

When do I add one?

Add when their WIOA Training is completed successfully, and Credential is attained.

Where do I add it?

- Education Tab (Profile)
- Training Service: Enter "Actual End Date; Completed Successfully; Certificate Date; Certificate Earned"
- Program Completion (Eligibility and Enrollment tab)
- Follow Up Surveys (Eligibility and Enrollment tab) Post Exit: Survey 1 & 4; Can be entered up to (1 yr) after Exit.

No recognized credential
Secondary School Diploma/or equivalency
AA or AS Diploma/Degree
BA or BS Diploma/Degree
Occupational Licensure
Occupational Certificate
Occupational Certification
Other Recognized Diploma, Degree, or Certificate
Post Graduate Degree

Do I need to add the Credential to multiple locations?

NO As long as it is captured at any one of the (4) locations above and you have **uploaded a copy of the credential into ARIES**, it will be included in your Credential Attainment performance measure.

Adding a Measurable Skills Gain (MSG) & Credential Attainment

ARIES

Customer

Search

CHANGE OFFICE

Home / Customers / Treena Test- / Dashboard / Services

Treena Test- (ID: 343515832)

Name : Treena Test-

User Name : ag_ttest

Email : ttest@example.com

View Profile

Customer Services

Cases

UI Claimant

Case Notes

Customer Eligibility and Enrollment

Plans

Customer Financial Management

Customer Test Scores

Customer Event Registrations

Resumes

Document Upload

Customer Services

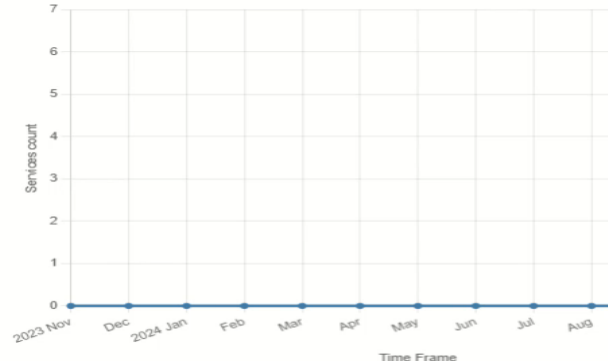
Record new customer service

Start Date*
10/30/2024

End Date*
11/29/2024

Entry date	Actual date ↓	Office	Last modified by	Service name	Program / Grant	Status	Actions
Filter	Filter	Filter	Filter	Filter	Filter	Filter	Clear all
11/29/2024	11/28/2024	OhioMeansJobs Mah...	HEIDI QUIRION	Occupational Skills Tr...	WIOA Dislocated Wo...	Open	⋮
11/29/2024	11/27/2024	OhioMeansJobs Mah...	HEIDI QUIRION	Job Search Assistan...	Reportable Individual	Completed	⋮
11/29/2024	11/27/2024	OhioMeansJobs Mah...	HEIDI QUIRION	Assistance establishi...	WIOA Dislocated Wo...	Completed	⋮
11/29/2024	11/27/2024	OhioMeansJobs Mah...	HEIDI QUIRION	Career Counseling/ G...	WIOA Dislocated Wo...	Completed	⋮

Service Counts For The Last Year



Time Frame	Services count
2023 Nov	0
Dec	0
2024 Jan	0
Feb	0
Mar	0
Apr	0
May	0
Jun	0
Jul	0
Aug	0

Adding a Measurable Skill Gain from the Profile

ARIES

Customer

Search

CHANGE OFFICE

Home / Customers / Treena Test / Dashboard / Services

Treena Test (ID: 343492807)

Name : Treena Test

User Name : ag_treenatest

Address : 5555 Oak Street Canfield 44406

Email : treenatest@example.com

View Profile

Customer Services

Cases

UI Claimant

Case Notes

Customer Eligibility and Enrollment

Plans

Customer Financial Management

Customer Test Scores

Customer Event Registrations

Resumes

Document Upload

Referrals

Customer Services

Record new customer service

Start Date*

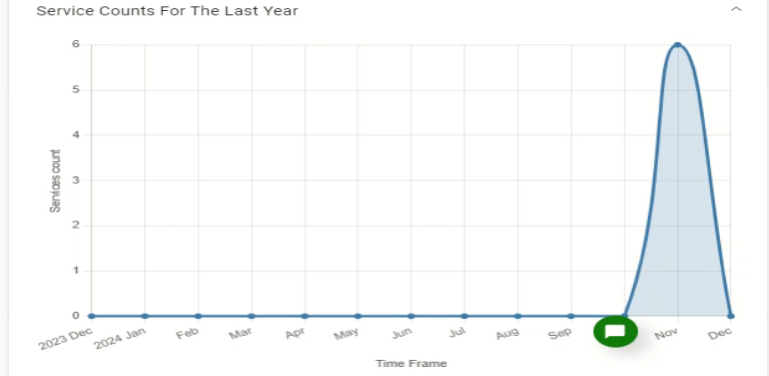
11/02/2024

End Date*

12/02/2024

Entry date	Actual date ↓	Office	Last modified by	Service name	Program / Grant	Status	Actions
Filter	Filter	Filter	Filter	Filter	Filter	Filter	Clear all
12/02/2024	11/28/2024	OhioMeansJobs Mah...	HEIDI QUIRION	Occupational Skills Tr...	WIOA Dislocated Wo...	Open	⋮
11/27/2024	11/27/2024	OhioMeansJobs Mah...	HEIDI QUIRION	Assistance establishi...	WIOA Dislocated Wo...	Completed	⋮
11/27/2024	11/27/2024	OhioMeansJobs Mah...	HEIDI QUIRION	Comprehensive Asse...	WIOA Dislocated Wo...	Completed	⋮
11/27/2024	11/27/2024	OhioMeansJobs Mah...	HEIDI QUIRION	Development of an IEP	WIOA Dislocated Wo...	Completed	⋮
11/27/2024	11/27/2024	OhioMeansJobs Mah...	HEIDI QUIRION	Supportive Services- ...	WIOA Dislocated Wo...	Completed	⋮

Service Counts For The Last Year



Month	Service Count
2023 Dec	0
2024 Jan	0
Feb	0
Mar	0
Apr	0
May	0
Jun	0
Jul	0
Aug	0
Sep	0
Oct	0
Nov	6
Dec	0

After Training is Over...

- Once Training Service is closed, the case will remain open for 90 days.
- If no other services are added after training ends and 90 days lapse, the case will soft exit.
- Cases can be re-opened within 90 days of the soft exit date.
- If case closes, the exit date will revert back to the “Actual End Date” when Training ended.
- After Training, additional Career Services can be added as you assist the participant find gainful, unsubsidized employment.
- Job Preparation Activity service (durational) allows the case to stay open until actual date of closure can manually be entered.
- **NOTE:** if after successful training completion and credential attainment, you cannot get a hold of the participant after following your Contact Attempt procedures, Program Completion can take place. You will have gotten the positive outcome of the credential attainment AND if they do find employment, our Wage Record Systems should pick up the Post Exit Employment and Wage data.



WIOA Service Matrix

Basic Career non triggering	Referral Services	Basic Career triggering	Individualized Services	Training Services	Follow up Services
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Department of Job & Family Services

A	B	C	D	E	F	G	H	I
Program Name	Service Type	Service Name	Definition/Examples	Begins Enrollment	Extends Enrollment	Reportable Individual	Transactional (keeps case open for 90 days)	Durational (keeps case open until manual closure)
WIOA A/D	Basic Career Service-Non Triggering	Supportive Services Information	Provide information regarding Supportive services which are designed to provide a participant with the resources necessary to enable their participation in WIOA activities.	No	No	Yes	No	No
WIOA A/D	Basic Career Service-Non Triggering	Job Search Assistance-General	Not recommended to use this category as your assistance should be represented by other services listed that you can select.	No	No	Yes	No	No
WIOA A/D	Basic Career Service-Non Triggering	Job Search Assistance-resume preparation assistance	Minimal staff assistance given when assisting/reviewing resumes 1on1.	No	No	Yes	No	No
WIOA A/D	Basic Career Service-Non Triggering	Attended Job Search Workshop	Group Workshops include: Resume Writing; Job Searching; Interviewing; Financial management.	No	No	Yes	No	No
WIOA A/D	Basic Career Service-Non Triggering	Eligibility Determination	The process to determine program participation: Registration may include collection of source documentation, review of appropriateness and self sufficiency.	No	No	Yes	No	No
WIOA A/D	Basic Career Service-Non Triggering	Attended Job Fair	Attended a job fair	No	No	Yes	No	No
WIOA A/D	Basic Career Service-Non Triggering	Job Referral	Use if minimal staff assistance was provided. If significant assistance is provided, we recommend using the Basic Career triggering Service: Job Search Assistance-development of a job search plan found on Basic Career triggering tab.	No	No	Yes	No	No
WIOA A/D	Basic Career Service-Non Triggering	Entered Employment	An individual who went to work by direct or indirect services	No	No	Yes	No	No
In ARIES	Basic Career Service-Non Triggering	Info on unemployment	Provide information on how to file for unemployment benefits	No	No	Yes	No	No
In ARIES	Basic Career Service-Non Triggering	Resource Room Services	Self-directed or self service job search assistance	No	No	Yes	No	No
In ARIES	Basic Career Service-Non Triggering	Initial assessment taken	Same as "Initial Assessment" above	No	No	Yes	No	No

Basic Career non triggering

Referral Services non trigger

Basic Career triggering

Individualized Services trigger

Training Services

Follow up Se ...

Thank you for Attending!

- Questions?
- WIOAQNA@jfs.ohio.gov

