

Fundamentals of WIOA: Adult and Dislocated Workers



Ohio

Department of
Job and Family Services

Ohio
MEANS
Jobs.

Office of Workforce Development Training and Technical Assistance Team

What we do:

- Train and provide technical assistance to local workforce development areas in Workforce Innovation and Opportunity Act (WIOA), Workforce Inventory of Education and Training (WIET), Advancement through Resources, Information & Employment Services (ARIES), the Business Intelligence Channel (BIC Cognos), and the Comprehensive Case Management and Employment Program (CCMEP);
- Ensure completion of Continuous Improvement Plans (CIP's) for monitoring visits;
- Monitor and respond to questions submitted to WIOAQNA@jfs.ohio.gov and CCMEPQNA@jfs.ohio.gov.

Questions or concerns? Contact us at:

- WIOAQNA@jfs.ohio.gov
- CCMEPQNA@jfs.ohio.gov
- Help Desk Phone Line: 888-296-7541

To Request Training:

- A Training Request Form is available at <http://jfs.ohio.gov/owd/WorkforceProf/WFDtraining.stm>

Links to Resources:

- **Training for Workforce Development Professionals**
<http://jfs.ohio.gov/owd/WorkforceProf/WFDtraining.stm>
- **eManuals:** <http://emanuals.jfs.ohio.gov/Workforce/WIOA/WIOAPL/>
- **JFS Forms Central:** <http://www.odjfs.state.oh.us/forms/inter.asp>
- **State Policies & Guidance:** http://jfs.ohio.gov/owd/WorkforceProf/policy_info.stm
- **WIET:** <https://owd.jfs.ohio.gov/wiet/index.xhtml>
- **CFIS:** <https://cfis.odjfs.state.oh.us/CFIS/Login.aspx>
- **O*Net:** <https://www.onetonline.org/>

The History of Workforce



1913: President Taft Created the U.S. Department of Labor

The Department of Labor (DOL) was created on March 4, 1913, by President William Howard Taft, and its creation gave workers a seat in the president's Cabinet for the first time. The Department's goal is to provide a productive workforce for the U.S. economy. It creates an attractive work environment by enforcing labor and pension laws.



1933: Wagner-Peyser Act Signed by President Roosevelt

The enactment of the Wagner-Peyser Act, which was approved by President Franklin D. Roosevelt on June 6, 1933, established a national employment service in the United States. The law authorized the federal government to cooperate with the states in establishing and maintaining public employment services.



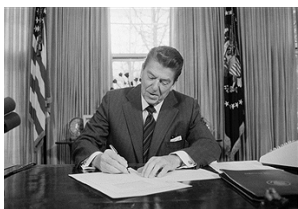
1962: Manpower Development & Training Act Signed by President Kennedy

The Manpower Development and Training Act (MDTA) of 1962 authorized a three-year program aimed at retraining workers displaced by new technology. The bill did not exclude employed workers from benefiting and it authorized a training allowance for unemployed participants.



1973: President Nixon Signs Comprehensive Employment & Training Act

On December 28, 1973 President Nixon signed Public Law 93-203, the Comprehensive Employment and Training Act (CETA). The new law represents a significant shift in the roles played by federal, state, and local officials in the expenditure of federal money for manpower services.



1982: Job Training Partnership Act (JTPA) Signed by President Reagan

In 1982, when the unemployment rate reached 10%, President Reagan signed the Job Training Partnership Act into law. Under the JTPA, the design and implementation of employment and training programs was for the first time given to states and local governments.



1998: President Clinton Signs the Workforce Investment Act (WIA)

This federal act provided three funding streams for adults, dislocated workers, and youth for employment training and other workforce investment activities. These activities were administered at state and local levels by workforce boards. Locally-driven services were provided through One-Stop centers that were established through local boards.



“WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy.” - U.S. Department of Labor

On July 22, 2014, the Workforce Innovation and Opportunity Act (WIOA) was signed into law as Public Law 113-128. WIOA supersedes the Workforce Investment Act of 1998 and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973. The purpose of the law is to:

- Increase opportunities for individuals, particularly those with barriers to employment
- Support alignment of workforce investment, education, and economic development systems
- Provide workers with the skills and credentials to secure and advance employment
- Promote improvement in the structure and delivery of services
- Increase the prosperity of workers and employers
- Increase the employment retention and earnings of participants and the attainment of recognized post-secondary credentials

WIOA's 5 Titles:

***Title I** - Workforce Development Activities

Title II - Adult Education and Literacy

Title III - Amendments to the Wagner-Peyser Act

Title IV - Amendments to the Rehabilitation Act of 1973

Title V - General Provisions

*Generally, when WIOA is referred to, it is commonly understood that the reference is to Title I.

Workforce Development System Structure



Federal

Congress

U.S. Department of Labor (DOL)

- Washington D.C.
- Chicago Regional Office (Region 5)



State

Governor

Governor's Executive Workforce Board (GEWB)

Office of Workforce Transformation (OWT)

Ohio Department of Job & Family Services (ODJFS)



Local

Chief Local Elected Official

Fiscal Agent

Local Workforce Development Board (WDB)

OhioMeansJobs Center Operator

OhioMeansJobs Center Partner Organizations

Workforce Development System Structure



Governor's Executive Workforce Board (GEWB)

The Governor's Executive Workforce Board convenes state, regional, and local Workforce System Partners in order to enhance the performance of Ohio's workforce development system. The GEWB aligns and improves employment, training, and education programs which, in turn, promotes economic growth.

Office of Workforce Transformation (OWT)

Created by Governor John Kasich, the Office of Workforce Transformation aligns workforce policies, programs and resources across state government to improve effectiveness, efficiency, and accountability. OWT determines the best deployment of state and federal workforce resources and improves Ohio's workforce development system with guidance from the GEWB.

Ohio Department of Job & Family Services (ODJFS)

Office of Workforce Development (OWD)

ODJFS receives federal funds to administer the WIOA program. These funds are sub-granted to WIOA fiscal agents for delivery of the program at local area levels. ODJFS oversees the implementation of the WIOA program by development of state policies, provision of technical assistance, and administration of the programs.

Who's Who in the Workforce System?

Identify the following members of your Workforce System:

- U.S. Secretary of Labor _____
- Governor of Ohio _____
- GEWB Chair _____
- ODJFS Director _____
- OWD Deputy Director _____



Local Roles

Chief Local Elected Official

Chief elected officials are elected officers of a unit of government in a local area. In areas that have more than one unit of government, chief elected officials are designated via agreement of the units. Chief elected officials request local area designations, appoint members to local workforce development boards, and designate fiscal agents. Additionally, these elected officials meet with local workforce development boards and planning regions to develop local and regional plans.

Fiscal Agent

Fiscal Agents are designated by the chief local elected officials and perform accounting and funds management on their behalf. They receive funds, ensure fiscal integrity, respond to financial audit findings, maintain records, prepare financial reports, and provide technical assistance to sub-recipients regarding fiscal issues.

Local Workforce Development Board (WDB)

Local workforce development boards provide strategic oversight, assist in achieving the State's strategic vision and goals, and strive to improve the quality of services, customer satisfaction, and the effectiveness of services provided. Ohio has 20 local workforce areas, each of which has a WDB whose members are appointed by chief local elected officials. Chief local elected officials appoint WDBs using criteria established by the Governor and the GEWB.

OhioMeansJobs Center Operator

An OhioMeansJobs center must be established in each local area. OhioMeansJobs centers are driven by a local plan and must provide career services, access to training services, and access to programs and activities of system partners. OhioMeansJobs center operators are selected through competitive procurement and may be a public, private, or non-profit organization; or a consortium of three or more OhioMeansJobs center partners. The OhioMeansJobs center operator is, at minimum, the manager of OhioMeansJobs partners. The operators coordinate services among partners physical OhioMeansJobs centers and electronic sites, and services across local workforce development systems. OhioMeansJobs center operators implement local

WDB policies and report to the WDB on operations, performance accountability, and continuous improvements.

OhioMeansJobs Center Partner Organizations

OhioMeansJobs center partner organizations make their program's career services available through the OhioMeansJobs centers and jointly fund the services and operational costs as described in the Memorandum of Understanding (MOU) that is signed by all partners.

Local Workforce Development Board (WDB)

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This table shows the 4 categories that must be utilized when creating a WDB and examples of representatives that may be used from each category.

Business (must make up WDB majority)	Workforce (no less than 20% on WDB)	Education and Training	Government and Economic Development
Owners	Labor Organizations	Aspire (formerly known as ABLE - Adult Basic Literacy Education)	Economic Development Entity
Chief Executives	Registered Apprenticeships	Higher Education Institutions	Wagner-Peyser Employment Services
Operating Officers	*Community-based Organizations	Local Education Agencies	Vocational Rehabilitation
Other business executives or employers with policymaking or hiring authority		Community-based Organizations	*Transportation, Housing, Public Assistance, Philanthropic Organizations

Local and Regional Planning

WDBs are required to submit a local plan and/or regional plan to the State. At the end of the 2nd year of the 4-year regional and/or local plans, the WDB and planning region must review the plans and submit modifications if necessary.

Planning regions are comprised of two or more local areas. Ohio has identified 5 planning regions and 5 single-area regions. Local areas assigned to planning regions complete regional plans in addition to local plans. Local and regional plans represent a collaborative process among Workforce Development Boards, local elected officials, core programs, and required partners.

OhioMeansJobs Center Operator

OhioMeansJobs center operators are selected to operate OhioMeansJobs Centers and to coordinate the activities of the local partners and service providers.

Under the Workforce Investment Act (WIA), local WDBs were authorized to designate Operators without competition. However, this changes with the implementation of section 121(d) of WIOA and 20 C.F.R. 678.605 which require local WDBs to select operators through a competitive process that complies with: requirements and restrictions for Operators and Operator selection in WIOA and the WIOA Final Rules; federal, state and local procurement rules, policies and procedures; and state ethics laws and the local area code of conduct. WIOA does not allow for the “designation” or “certification” of any entity as an Operator without a competitive process. WIOA provides no explicit authority to “grandfather” in existing Operators.

Competition is intended to promote efficiency and effectiveness of the Operator by regularly examining performance and costs. It provides the best method of ensuring that local WDBs examine the Operator’s effectiveness on a periodic basis.

Operator Role

Under 20 C.F.R. 678.620, at a minimum, Operators must coordinate the service delivery of local partners and service providers. WIOA provides local WDBs the discretion to define the Operator role and to assign additional responsibilities as appropriate. There are several factors to consider when defining the Operator role. This section lists and describes two eligibility factors but should not be viewed as an exhaustive list.

Eligible Entities:

- The Operator may be a public, private or non-profit entity or a consortium of entities (located in the local workforce area).
- An entity that is a local partner may serve as the Operator, however, if a partner is serving as part of a consortium, the consortium must include at least three local partner entities.

OhioMeansJobs Center Partner Organizations

Partner organizations make their program's career services available through OhioMeansJobs centers. Agreement among the partners is addressed through a Memorandum of Understanding (MOU) which details services to be provided, funding of services and operating costs, referral processes, and methods to ensure customer needs are met. MOUs are reviewed at least every three years.

*In the exercise on the following page WIOA-required core programs are identified by an asterisk next to the partner names. Core programs are authorized under youth workforce investment activities, adult and dislocated worker employment and training activities, adult education and literacy activities, Wagner-Peyser Act employment services, and vocational rehabilitation services.

Explore Your Workforce Area!

Who are your local partners? Identify a contact person or the local agency representing each of the partners listed in the table below.

OhioMeansJobs Center Partner Organization

WIOA-Required Partner	Contact Person/Local Agency Representing Partner
*Aspire (formerly known as ABLE)	
Community Services Block Grant	
HUD Employment and Training Programs	
Postsecondary Vocational Education (Carl Perkins)	
*Rehabilitation Services Commission (OOD)	
Temporary Assistance for Needy Families (TANF)	
Title V Older Americans Act Programs (SCSEP)	
Unemployment Insurance	
Veterans Programs (ODJFS)	
*Wagner-Peyser Program (ODJFS)	
*WIOA Adult, Dislocated Worker, and Youth Programs	
WIOA Job Corps Programs	
WIOA Migrant and Seasonal Farmworker Programs (167 Grantee)	
WIOA Native American Programs	
Social Security Title IV-A: 2nd Chance Act	
Trade Adjustment Assistance (ODJFS)	

Other partners in your area not listed above:

KNOWLEDGE CHECK



Directions: For each of the scenarios listed below, place a check mark next to what your next steps would be:

Scenario 1

Young man comes in to register for WIOA services. He states that he has recently separated from the military.

- ☐ Documentation _____ (specify)
- ☐ Case Note
- ☐ Entry in ARIES
- ☐ Who would you refer them to Referral _____

Scenario 2

A dislocated worker comes in for their first appointment to discuss services available through WIOA. She tells you that due to a medical condition she cannot return to the type of work she had done before.

- ☐ Documentation _____ (specify)
- ☐ Case Note
- ☐ Entry in ARIES
- ☐ Who would you refer them to _____

Scenario 3

A person comes in to work on resume.

- ☐ Documentation _____ (specify)
- ☐ Case Note
- ☐ Entry in ARIES
- ☐ Who would you refer them to _____

Scenario 4

Your client comes in to tell you she has completed her truck driver training and just got her CDL.

- ☐ Documentation _____ (specify)
- ☐ Case Note
- ☐ Entry in ARIES
- ☐ Who would you refer them to _____

Scenario 5

Your client wants to become a Certified Widget Maker. You sign them up to attend the Widget Making Academy for a six-month course at a cost of \$7000.

- ☐ Documentation _____ (specify)
- ☐ Case Note
- ☐ Entry in ARIES
- ☐ Who would you refer them to _____

Understanding WIOA Eligibility

These are the eligibility requirements for all individuals seeking WIOA-funded services:

Individuals wishing to receive employment and training services funded through the adult and dislocated worker programs must meet all of the following requirements:

- Be legally authorized to work in the United States;
- Be 18 years of age or older;
- Be properly registered for selective service (refer to WIOAPL No. 15-04, Selective Service Registration, for details, including the list of exceptions to this requirement).

There are no additional eligibility criteria for the adult program. However, priority for career and training services funded by and provided through the adult program shall be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient for receipt of those career services determined appropriate to obtain or retain employment.

WIOA is not an entitlement program.

There is a REAL difference between wanting and needing services. Wanting is a desire for goods/services we would like to have but do not need. Needs are a special kind of want and refer to things we must have to survive. In WIOA, we talk about appropriateness of services. It is very important that you – the local area use a uniform standard for determining appropriateness.

Services need to be based on:

- Program eligibility – which we talk about throughout this presentation;
- Appropriateness -possession of qualities that are right, needed, or suitable for training services;
- Individual career goals and procedures – conduct interviews, assessments, career planning;
- Local funding, capacity and resources.

WIOA Policy Letter 15-02.1 (Adult and Dislocated Worker Eligibility)

Key Points in this Policy Letter:

Attachment to workforce: Individual who (at the time of applying for WIOA services) worked at the same company or in the same occupation for 15 out of the last 26 weeks.

Public assistance: Federal, state, or local government cash payments for which eligibility is determined by a needs or income test. Public assistance includes Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance (SNAP), and Supplemental Security Income (SSI).

Underemployment: Individual who is working part time but desires full time employment or is working in employment that does not correspond with their demonstrated level of educational and/or skill achievement. Underemployment also includes individuals who fall below the dislocated worker self-sufficiency threshold, as defined by the local workforce development board.

What are the **3 statutory eligibility requirements** for both adult and dislocated workers.

1. _____

2. _____

3. _____

WIOA Policy Letter 15-04 (Selective Service Registration)

Key points in this Policy Letter:

The purpose of this policy is to outline the requirements for Selective Service System (hereafter "Selective Service") registration as mandated by the Workforce Innovation and Opportunity Act (WIOA) and the Military Selective Service Act (MSSA) for:

- Male participants born on or after January 1, 1960, ages 18 through 25 years old; and
- Male participants born on or after January 1, 1960, ages 26 and over who have not registered;
- And Male participants born on or after January 1, 1960 who are exempt from registering with Selective Service.

This policy applies to enrollment in the youth, adult, and dislocated worker programs.



Visit <https://www.sss.gov/>

Register individuals ages 18-25 online

Verify current registration

Download verification letters

Key Terms in this Policy Letter:

Status information letter: an official response from the Selective Service indicating if you were or were not required to register

Failure to register: WIOAPL 15-04 states that an individual who failed to register before his 26th birthday “may only receive services if he can establish by a preponderance of the evidence that the failure to register was not knowing or willful.” WIOA staff is responsible for evaluating the evidence presented by the individual to determine whether the failure to register was knowing and willful per the local area’s procedures.

WIOA Policy Letter 15-07.2 (Source Documentation for Workforce Innovation and Opportunity Act Title I Program Eligibility)

Key points in this Policy Letter:

The purpose of this policy is to communicate the documentation requirements necessary to support eligibility determinations in the Workforce Innovation and Opportunity Act (WIOA) adult, dislocated worker, and youth programs.

Key Terms

Personally Identifiable Information (PII)

Registration

Self-Attestation

Mandatory Forms for Documenting Self-Attestation:

*All forms located at ODJFS Forms Central: <http://www.odjfs.state.oh.us/forms/inter.asp>

JFS 13188 - WIOA Telephone Eligibility Verification

JFS 13186 - Self-Attestation

JFS 13187 - Citizenship Status/Authorization to Work Self-Attestation



Explore the Policy!

Review: Write the letter of the Allowable Source Documentation in the blank next to the corresponding Appropriate Eligibility Criteria:

- | | |
|---|--|
| ___ 1. Age/Date of birth | A. Verification from www.sss.gov |
| ___ 2. Citizenship Status/Authorization to work in the U.S. | B. Rapid Response list |
| ___ 3. Selective Service Registration | C. Pay stubs |
| ___ 4. Self-Sufficiency | D. Individual's WARN notice |
| ___ 5. Date of Dislocation | E. U.S. Social Security card |
| ___ 6. Proof of Termination or Layoff | F. Birth certificate |

WIOA Policy Letter 15-20.2 (Priority of Service for Veterans and Eligible Spouses)

Key Points in this Policy Letter:

Priority of Service-under the Programs with Statutory Priorities (J), identifies and defines that WIOA adult-funded career and training services gives priority to low-income, public assistance, and basic skills deficient. It then goes on to clarify that if all things are equal, a veteran would receive priority of service. For example, if two individuals are low-income the veteran would receive services first.

Low-income individual (Section 3(36)(A)(i) and (ii) of the Workforce Innovation and Opportunity Act (WIOA):

The term "low income individual" means an individual who receives or in the past 6 months has received, assistance through the supplemental nutrition assistance program (SNAP) established under the Food and Nutrition Act of 2008; the program of block grants to States for temporary assistance for needy families (TANF) program under part A of title VI of the Social Security Act, or the supplemental security income (SSI) program established under title XVI of the Social Security Act, or other income-based public assistance, or is in a family with total family income that does not exceed the higher of:

- The poverty line; or
- 70 percent of the lower living standard income level.

The Lower Living Standard Income Level (LLSIL) reflects cost of living increases for the Regions and major metro areas by calculating the percentage change in the most recent Consumer Price Index for All Urban Consumers (CPI-U) for an area then applying this calculation to each of the previous year's LLSIL figures

Individuals are also considered low income if one of the following conditions are met:

- Receives or is a member of a family that receives (or in the past 6 months has received) assistance through:
 - The Supplemental Nutrition Assistance Program (SNAP)
 - The Temporary Assistance for Needy Families (TANF)
 - Supplemental Security Income (SSI)
- Family income does not exceed the higher of:
 - Poverty line
 - 70% of the Lower Living Standard Income Level (LLSIL)
- Is a homeless individual
- Receives or is eligible to receive a free or reduced-price lunch
- Is a foster child
- Is an individual with a disability whose own income meets the low income standard (even if their entire family's income is over)

Knowledge Check



Activity:

1. A non-veteran and a veteran visit a local OhioMeansJobs center and seek funds for training under the WIOA Adult program. The veteran barely makes enough money to pay his bills but does not meet the definition of low income.

☐ Which individual would receive priority of service?

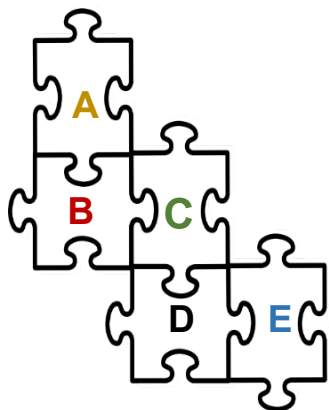
2. A veteran enters the OhioMeansJobs center to seek services in the WIOA Adult program. He meets the guidelines to be considered low income. A non-veteran who meets the low-income guidelines and is basic unable to read or write, also comes to the center for WIOA Adult services.

☐ Which individual would receive priority of service?

3. A male veteran is recently released from prison. He is only basic skills deficient in math. A female was also recently released from prison and is basic skills deficient In English. Both came to an OhioMeansJobs center for WIOA adult services.

☐ Which individual would receive priority of service?

Dislocated Worker Categories:



In addition to meeting the eligibility requirements for the WIOA adult program, individuals must also fall into one or more of the eligibility categories listed on this page to qualify for WIOA Dislocated Worker funds.

WIOAPL 15-02 (Adult and Dislocated Worker Eligibility) (Additional Statutory Eligibility Requirements for Adult and Dislocated Workers) describes each Dislocated Worker category in detail.

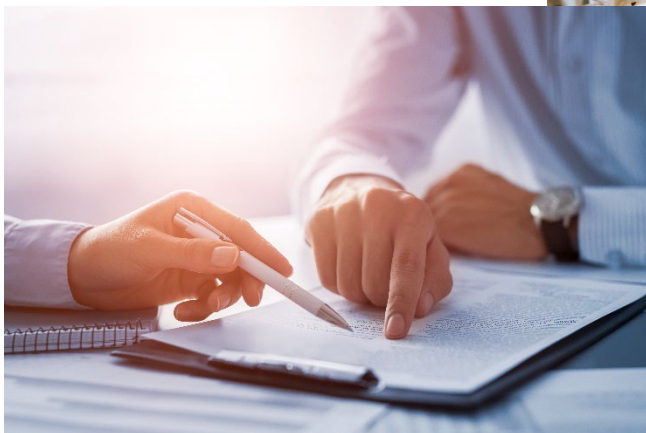
Category A: Terminated or Laid Off, or Received a Notice of Termination or Layoff from Employment

Category B: Plant Closure or Substantial Layoff

Category C: Self-Employed Individual

Category D: Displaced Homemaker

Category E: Military Spouse



WIOA SERVICES

WIOA Policy Letter 15-08.1 (Career Services for Adults and Dislocated Workers)

Key Points in the Policy Letter:

The WIOA adult and dislocated worker programs are designed to provide services, employment, and training opportunities to those who need and can benefit from such services. Career and training services are tailored to the individual needs of jobseekers and are the backbone of the OhioMeansJobs delivery system. Below are highlights from each career service category.

Three Categories of Career Services



Note: Career services can be provided in **any** order, based on the individual needs of the participant.

- **Basic Career Services Not Triggering Participation in WIOA** are basic career services that are informational and require little to no assistance from OhioMeansJobs center staff. Job seekers engaged in self-service and informational activities do not require registration.
- **Basic Career Services Triggering Participation in WIOA** are basic career services that require assistance from OhioMeansJobs center staff. Receipt of these services means that the individual becomes a WIOA participant and is included in WIOA performance.
- **Individualized Career Services** are available to adults and dislocated workers if determined appropriate in order to obtain or retain employment. These services require enrollment in the WIOA program and include short-term pre-vocational services. Significant staff time is involved with individualized career services, as each service is customized based on every individual's needs. All participants who receive individualized career service or training services must receive an individual employment plan (IEP).
- **Follow-Up Services** must be made available to a participant placed in unsubsidized employment for a minimum of 12 months following the participant's first date of employment. These services can be useful for participants in order to maintain employment. WIOA staff can provide workplace information and tips for success in the workplace environment. Follow-Up services provide the continuing link between participants and the workforce system.

***Let's not forget Supportive Services!** * Supportive Services are designed to provide a participant with the resources necessary to enable their participation in the career services listed above. These services are only provided to participants who are in career or training services.

Name that Service!

Place the services listed below in the appropriate career service column. Brainstorm with your neighbors to add your own services and see how many you can come up with!

Group Workshops

Help w/ Employer Benefits

Intensive Resume Assistance

Group Counseling

Initial Skills Assessment

Providing General Information

Intake Paperwork

Determining WIOA Eligibility

Workforce Preparation Activities

**Basic Career Services
Not Triggering
Participation in WIOA**

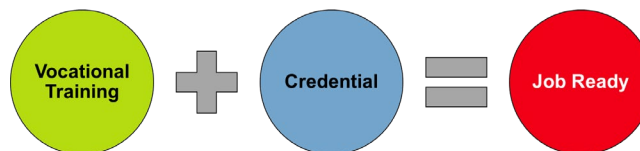
**Basic Career Services
Triggering
Participation in WIOA**

**Individualized
Career Services**

Follow-Up Services

WIOA Policy Letter 15-09.1 (Training Services for Adults and Dislocated Workers)

Training Services



Occupational Skills/ Training

- Program of study that provides specific vocational skills
- Training resulting in attainment of a recognized postsecondary credentials

On-the-Job Training (OJT)

- Training provided by an employer to a participant
- Employers commit to hire and retain participants after successful training period
- Employers incentivized to hire and invest in skill development of individuals
- Trainees earn a wage as they learn



Incumbent Worker Training (IWT)

- Work-based training designed to assist employed individuals in obtaining skills necessary for employment
- Increases both participant's and company's competitiveness
- 20% of local adult and dislocated worker formula funds may be used for IWTs
- Wherever possible, should allow participants to gain industry-recognized training experience

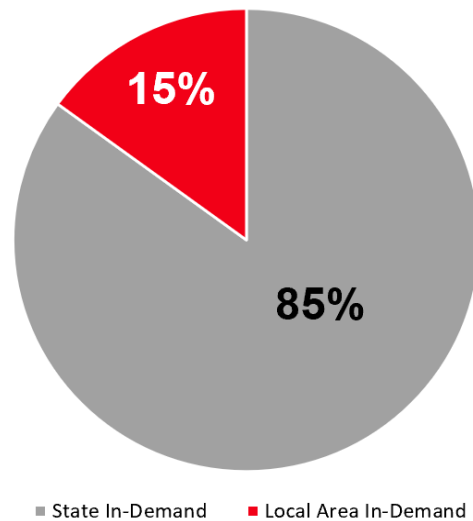
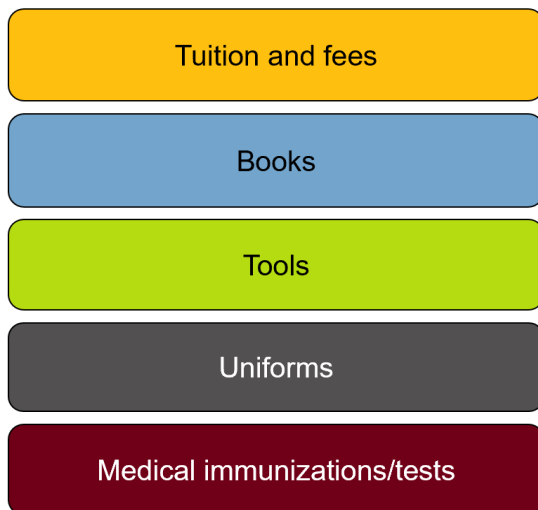


WIOA Policy Letter 15-11.1 (Use of Individual Training Accounts) ITA'S

Key Points in this Policy Letter:

In-Demand Occupations: To receive an ITA, a participant must select a training program that is directly linked to employment that is in high demand.

Costs required to complete training



Notes:

Per WIOAPL No. 15-09.1, WIOAPL No. 15-10, and rule 5101:14-1-02 of the Administrative Code, training services for which ITAs are used shall only be delivered by providers who have met the eligibility criteria and are listed on the Workforce Inventory of Education and Training (WIET) pursuant to section 122 of WIOA.

Workforce Inventory of Education and Training (WIET)

Background Information:

The Workforce Innovation and Opportunity Act Policy Letter (WIOAPL) 16-02.1: Eligible Training Providers states that “WIOA emphasizes informed consumer choice, job-driven training, provider performance, and continuous improvement.” To achieve these standards, the Ohio Department of Job and Family Services (ODJFS) has established eligibility criteria and procedures for the determination of eligibility for training providers and training programs to receive training funds for WIOA Adults, Dislocated Workers, and Youth. The system that is used to maintain the status of Ohio’s eligible training providers is the Workforce Inventory of Education and Training (WIET) system.

WIET Approved Training Providers: Minimum Eligibility Requirements

Valid Federal Employer Identification Number (FEIN), in good standing

Registered with Ohio Secretary of State, unless exempted (Title IV Schools, Ohio Tech. Centers, etc.)

No active exclusions on the System for Award Management

Not on U.S. Department of Education’s Debarment List

In business for at least two years at the time of registration

Please note:

Providers that do not meet the minimum eligibility criteria to be placed on the WIET Approved List can be placed on the Local Provider List. This list allows areas to use local dollars for training purposes at their discretion.

Case Management



Case Management is a collaborative process of assessment, planning, service delivery, maintaining changes, evaluation and advocacy for options and services to meet an individual's and family's needs through communication and available resources to promote cost-effective results.

Case Management

Case Management Activities:

- Assessment
- Career planning
- Coordination of supportive services
- Job matching
- Placement
- Follow-up

Assessment is a systematic approach to gathering information about the customer's strengths and assets, needs and challenges, interests and goals. Assessment is the foundation of effective case management. Case managers must understand and use the various assessments available, be able to interpret the results of multiple assessments, and translate the information obtained through the assessment process into a plan of action. A wide range of assessment tools are available to case managers, from informal interviews to standardized, nationally recognized tests:

- Preliminary assessments (e.g., intake questionnaires)
- Interviews (e.g., unstructured and structured)
- Mental and physical ability tests (e.g., Candidate Physical Ability Test)
- Aptitude/abilities assessments (e.g., O*NET Ability Profiler, WorkKeys)
- Interest measures (e.g., OhioMeansJobs Career Profile, O*NET Interest Profiler)
- Work and personal values measures (e.g., COPSsystem, CareerScope)
- Personality inventories (e.g., Keirsey Temperament Sorter, Myers-Briggs Type Indicator)

The case manager should be aware of the tools available to him or her and understand how these tools, used in combination with each other, can provide comprehensive information to guide all other activities.

Career planning includes analyzing the customer's skills, interests, and other assessment results, examining current labor market information, and working with the customer to develop an employment plan that includes immediate steps to obtain employment and long-term strategies to advance in the labor market. Specifically, after multiple assessments are administered and interpreted, the case manager must work in close collaboration with the customer to develop a comprehensive service strategy or action plan. The employment plan is referred to as an Individualized Employment Plan (IEP). The IEP is an agreement between the customer and case manager about how the customer will progress through benchmarks on the way to meeting his or her goals. IEPs are most effective when tailored to the specific needs of the customer, referenced often, and updated regularly to chart and reflect any changes.

The case manager plays an important role in coordinating access to other services that a

customer may need to achieve his or her employment objectives. The case manager should know about all the workforce programs available at the OhioMeansJobs Center as well as the support services available from community partners and other agencies. Linking customers with the transportation assistance, childcare, financial counseling, and other supportive services they may need can aid in them finding or maintaining employment.

Job matching and placement require knowledge of the customer's skills, interests, and career goals, as well as familiarity with his or her employment plan and access to LMI. As part of the coaching role, the case manager may provide career planning, review resumes, help the customer develop interviewing skills, or provide links to related services. The case manager should maintain frequent contact with the customer after placement and program exit to ensure that he or she is receiving any needed job retention assistance or services. Follow-up can also expose or re-introduce customers to new workforce programs and services from which they could benefit.

Case Notes

Case notes should provide information that clearly outline what is happening with a participant. Case notes must be entered in ARIES, the State of Ohio's case management system within 30 days of obtaining the information.

Case notes refer to statements placed in ARIES by the case manager and identify, at a minimum, the following:

- A participant's status for a specific eligibility criterion or set of eligibility criteria;
- The date on which the information was obtained; and
- The case manager who obtained the information.
- WIOA participant information, including eligibility criteria and barriers to employment;
- Services provided to the participant;
- Case management activities, including case notes; and
- Performance information
- Case notes should always tell a clear story of interactions between clients and case managers:

- Case notes are public record and can be subpoenaed at any time. Do not include any comments that you cannot defend in a court of law;
- Be professional: personal opinions, stereotypical comments, and offensive statements should never be included in a case note;
- Case notes should always include the date and indicate who wrote them.

Notes:

Documentation

For documentation of eligibility for WIOA adult and dislocated worker programs there are multiple forms of acceptable source documentation. In most instances, one of the source documents listed in Attachment A, Allowable Source Documentation for WIOA Program Eligibility, should be used to verify the eligibility of a participant. Below are additional methods that Case Managers may use if, per Attachment A of this policy letter, the method is permissible for the eligibility criteria or data element being verified.

Telephone or Electronic Communication

In instances where telephone or electronic communication is acceptable and used, the case file must contain the name of the agency representative, the date of the conversation, and the result of the eligibility verification.

Case managers must use the [JFS 13188](#), WIOA Telephone Eligibility Verification, to document telephone communication. If a telephone communication is used to verify dislocation, the case file must contain the date and reason for termination, and a possible recall date if applicable

Self-Attestation

Self-Attestation occurs when a participant states his or her status for an eligibility criterion or set of eligibility criteria, and then signs and dates a form acknowledging this status. The key elements for self-attestation are:

- The participant identifying his or her status for permitted eligibility criteria; and
- Signing and dating the form attesting to this self-identification.

Case managers must use the [JFS 13186](#), Self-Attestation, or the [JFS 13187](#), Citizenship Status/Authorization to Work Self-Attestation.

Local areas may add the [JFS 13186](#) to a local area WIOA Adult and Dislocated Worker eligibility determination form if all the components of the form, including language, remain intact. The self-attestation is not a blanket verification for all eligibility components as noted in Attachment A. Within this self-attestation, the individual must document which specific elements of eligibility he or she is attesting (e.g., authorization to work, proof of termination or layoff, etc.) and how he or she meets the eligibility criteria.

WSPs must be cognizant that not all eligibility source documentation may be verified with self-attestation. Therefore, self-attestation does not alleviate or replace the need to collect documentation of some eligibility elements from the individual.

Confidentiality

Federal law, Office of Management and Budget (OMB) Guidance, and United States Department of Labor (USDOL) policies require that Personally Identifiable Information (PII) and other sensitive information be protected.

Disability Confidentiality Requirements

Local areas and lead agencies must keep any medical or disability-related information confidential. This type of information:

- Can only be used for determining eligibility and appropriateness for services;
- Must be maintained in a separate file apart from the WIOA participant case;
- Must be locked up in designated area, in a separate file;
- Must be restricted from access by unauthorized individuals in accordance with [29 C.F.R. § 38.41\(b\)\(3\)](#).

References

Workforce Innovation and Opportunity Act § 116, Pub. L. 113-128.

29 U.S.C. 3101 et seq.; O.R.C. Chapters 6301 and 5116, and O.R.C. § 5101.241.

O.A.C. rules 5101:9-31, 5101:14-1, 5101:9-9-21 and 5101:9-30-04.

USDOL, Training and Employment Guidance Letter No. 7-18, Guidance for Validating Jointly Required Performance Data Submitted under the Workforce Innovation and Opportunity Act (WIOA), (December 19, 2018).

USDOL, Training and Employment Guidance Letter No. 39-11, Guidance on Handling and Protection of Personally Identifiable Information (PII), (June 28, 2012).

ODJFS, Workforce Innovation and Opportunity Act Policy Letter No. 15-08.1, Career Services for Adults and Dislocated Workers, (June 6, 2017).

[Attachment A](#), Allowable Source Documentation for WIOA Program Eligibility

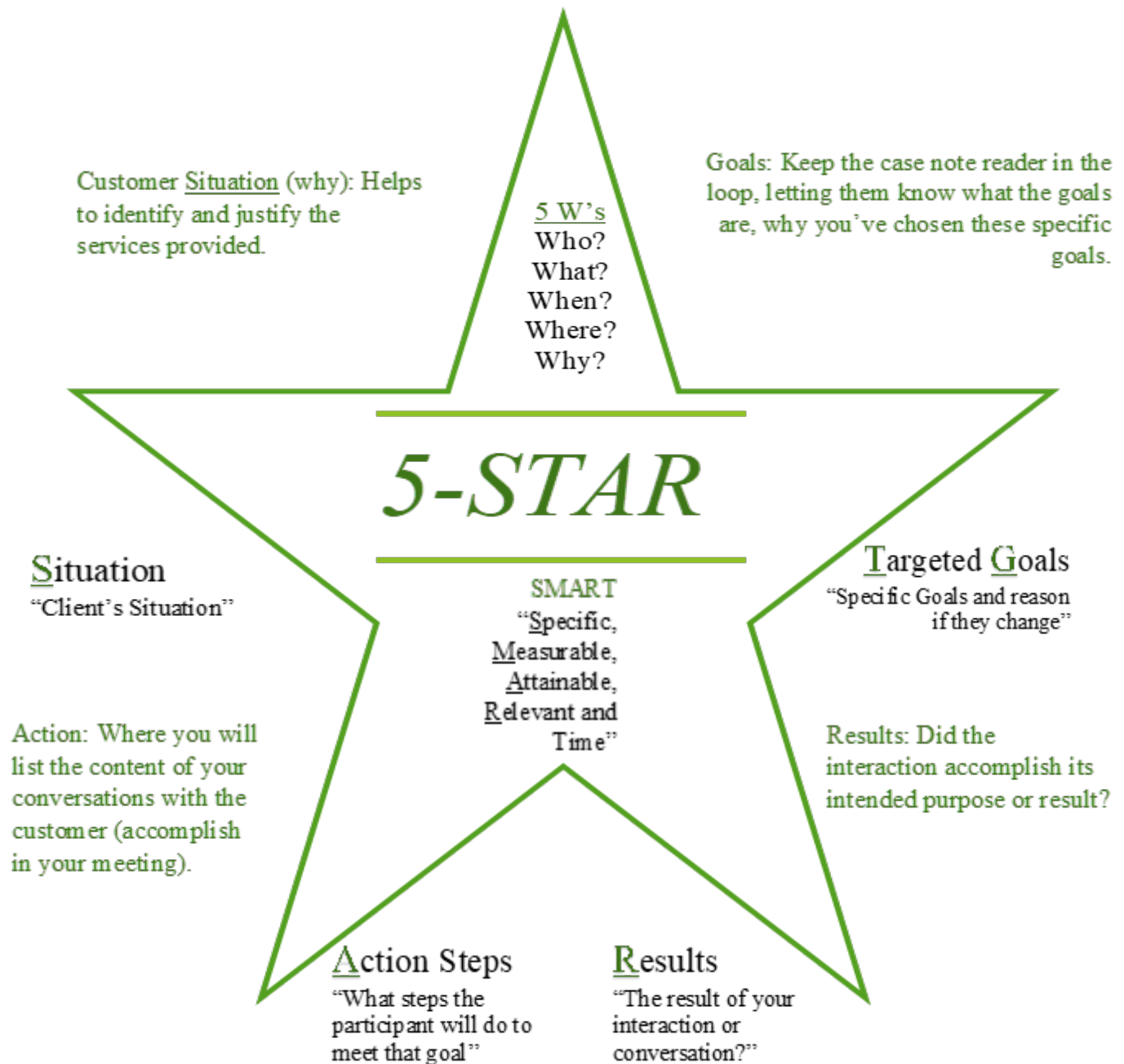
[Attachment B](#), Allowable Source Documentation for WIOA Performance Measures

[JFS 13188](#), WIOA Telephone Eligibility Verification

[JFS 13186](#), Self-Attestation

[JFS 13187](#), Citizenship Status/Authorization to Work Self-Attestation

5 W's - Who came in, what was the purpose, when did it occur, where did the interactions take place and why was it necessary?



One of the most important aspects of your job is **consistent, accurate and complete documentation** of services provided to your customers.

Program Monitoring

The Office of Fiscal and Monitoring Services

Monitoring of WIOA is conducted by The Office of Fiscal and Monitoring Services. The goal of the State's monitoring effort is to conduct oversight and monitoring activities to ensure that established policies, procedures and systems of the Workforce Areas achieve quality program outcomes that meet the requirements and objectives of the Workforce Innovation and Opportunity Act and Federal and State Regulations.

The Office of Fiscal and Monitoring Services provides the local area/lead agency with a Program Monitoring Guide which is used to provide a consistent framework for conducting on-site, programmatic monitoring of local Areas throughout Ohio. The guide ensures that the Office of Fiscal and Monitoring Services, Bureau of Monitoring and Consulting Services' oversight and monitoring practices reinforce federal law and regulations as well as Ohio's guidance and policies as it pertains to administering workforce development at the local level.

Performance Measures



Notes:

KNOWLEDGE CHECK – Presenter Instructions

This activity is a review of everything we talked about. Instruct audience to go to Page # in their books. Explain we are in a “virtual” one stop. Review the scenarios and decide what you would do by placing a checkmark in the box next to each. These are your options.

Physical Documentation: Is a documentation required to establish eligibility? If yes, what?

Case Note: Does the interaction require documentation in case notes?

Entry in ARIES: Services, training, employment

Referral – Partner agency

Scenario 1

Documentation – JFS 01863 Veteran Questionnaire

Referral – Veteran's (know referral process for your center)s

As part of the registration process you should be asking if the person is a veteran. In this case he has already identified himself as one. **WIOAPL 15-20.2 (Priority of Service for Veterans and Eligible Spouses)**

C. Identifying Veterans and Eligible Spouses

The local area must enable veterans and eligible spouses to identify themselves at the point of entry to the system or program. Point of entry may include reception through an OhioMeansJobs center, as part of an application process for a specific program, or through any other method by which veterans and eligible spouses express an interest in receiving services, either in-person or virtually. The local area's policy must include processes to ensure that covered persons are identified at the point of entry for services, the full array of programs and services available to them, any applicable eligibility requirements for those programs and/or services and given an opportunity to take full advantage of priority of service.

Scenario 2

Case Note and referral to Opportunities for Ohioans with Disabilities

Earlier we talked about telling a complete story with case notes. In this case you want to document their barrier and show that you were referring them to OOD*.

*Explain purpose of OOD and let the client tell you it would help them. Although I am referring them to OOD, the client would have to agree. You would then be working together to make sure the client receives the training she needs to return to work.

Scenario 3

Nothing is required.

This goes back to Career Services. Anyone can use the resources at an OhioMeansJobs center. In this instance, it sounds like that person just needs to use the computer. You can even answer general questions he may have as they are working on the computer. However, if that same person needed assistance with developing a resume or resume, job search assistance, etc. You would want to enter them into ARIES for WIOA.

Scenario 4

Documentation, case notes, entries

If WIOA paid for training, Documentation (copy of CDL); Case notes to state she came in and said she completed training and that you got a copy of CDL or asked her to bring in a copy of CDL. In ARIES you will want to end date the services, show completed successfully, and credential obtained. If all of these are done, Monitoring and Performance will be successful.

Scenario 5

This goes back to Appropriateness. You want to make sure everything is documented in this case.

Documentation should show that client is able to complete the training, and that the training (in this case Widget Maker) is showing on the In-Demand List. Monitoring can occur after the client has completed training and what is showing in demand at time training started may not necessarily be in demand a year or so later.

Entries in ARIES should show OST under Services.

1. A non-veteran and a veteran visit a local OhioMeansJobs center and seek funds for training under the WIOA Adult program. The veteran barely makes enough money to pay his bills but does not meet the definition of low income.
Which individual would receive priority of service?
A: veteran B: Non-veteran Answer: non-veteran

2. A veteran enters the OhioMeansJobs center to seek services in the WIOA Adult program. He meets the guidelines to be considered low income. A non-veteran who meets the low-income guidelines and is basic unable to read or write, also comes to the center for WIOA Adult services.
Which individual would receive priority of service?
A: veteran B: Non-veteran Answer: veteran

3. A male veteran is recently released from prison. He is only basic skills deficient in math. A female was also recently released from prison and is basic skills deficient In English. Both came to an OhioMeansJobs center for WIOA adult services.
Which individual would receive priority of service?
A: veteran B: Non-veteran Answer: veteran