



WIOA Adult and Dislocated Worker Training Services

Hello!

Introductions

Heidi Quirion; WIOA ADW & Rapid Response Program Administrator

Heather Ponish; WIOA Employment Support Administrator

Emily Ostrander; Social Sciences Research Supervisor

Donna Stickel; ARIES Project Manager

Abbea Baker; Policy Program Administrator

Housekeeping

Agenda

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

Workforce Delivery in the OMJ Centers

Thank you!!!!

Your efforts support job seeker employment security and advancement.

WIOAPL 16-09.1 Establishment of the Workforce Delivery System

WIOA Services

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

WIOA Training Services

Policy

WIOAPL 15-09.1 Training Services for ADW



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

Training Services

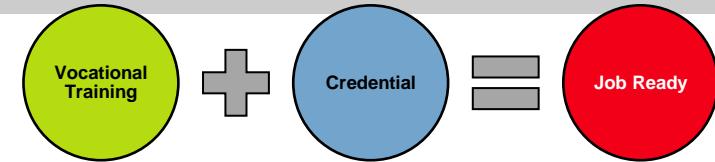


Customized Training
Registered Apprenticeship
On-the-Job Training (OJT)

Job Readiness
Adult Education

Occupational Skills Training
Entrepreneurial
Incumbent Worker Training

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.
- Occupational skills training 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. [WIOA Training Services Policy Link](#)
- In-demand occupations are defined by the state of Ohio (OhioMeansJobs.com. & Ohio's Top Jobs List)

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

- 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.

[WIOA Customized Training Policy Link](#)



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)

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 \(ohio.gov\)](http://Small Business & Entrepreneurship | Development (ohio.gov))



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



Training Providers:

- WIET: Eligible Training Providers (ETPs) (State and Local Providers)
- Occupational Skills Training providers are paid through Individual Training Accounts (ITAs)
- Employers-(OJTs/IWTs/Customized training) reimbursed through an Employer Contract
- Anyone providing the training must be in ARIES: ETPs for Occupational Skills Training & Employers for OJTs/IWTs/Customized
- **Your OhioMeansJobs Center should NEVER be entered as a Local Training Provider in ARIES**

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 Behavior in ARIES

Durational:

- Enrolling; Extends Enrollment indefinitely until manual service closure.

Incumbent Worker Training

Service End Date

Service Delivery Type*

State or Local*

Enrollment Details
Begins and extends enrollment

Closed by:

[Manage Training Milestones](#)

Incumbent Worker Training

Service End Date

Service Delivery Type*
No Virtual/Online, In-person O...

State or Local*
Local

Select Local Provider

Provider name*
KTSDI

Program name*
IWT Welding

Program Category*
Skill Upgrade

Position

Anticipated Start Date 04/03/2024 Anticipated End Date

Actual Start Date 04/03/2024 Actual End Date

Occupation*
Welding, Soldering, and Brazing Machine Setters, Operators, and Tender:

Cost*
8000.00

On-the-Job Training (non-WIOA Youth)

Service End Date: Date in mm/dd/yyyy format.

Measurable Skill Gain

Service Delivery Type:

State or Local:

Select State Program

Provider name:

Program name:

Program Category:

Position:

Anticipated Start Date: Date in mm/dd/yyyy format.

Anticipated End Date: Date in mm/dd/yyyy format.

Actual Start Date: Date in mm/dd/yyyy format.

Actual End Date: Date in mm/dd/yyyy format.

Completion Status:

Certificate Earned:

Certificate Date: Date in mm/dd/yyyy format.

Enrollment Details:

Record Service

Close Training Service

Edit Service

On-the-Job Training (non-WIOA Youth)

Service End Date: Date in mm/dd/yyyy format.

Measurable Skill Gain

Service Delivery Type:

State or Local:

Select State Program

Provider name:

Program name:

Program Category:

Position:

Anticipated Start Date: Date in mm/dd/yyyy format.

Anticipated End Date: Date in mm/dd/yyyy format.

Actual Start Date: Date in mm/dd/yyyy format.

Actual End Date: Date in mm/dd/yyyy format.

Completion Status:

Certificate Earned:

Certificate Date: Date in mm/dd/yyyy format.

Funding Decision:

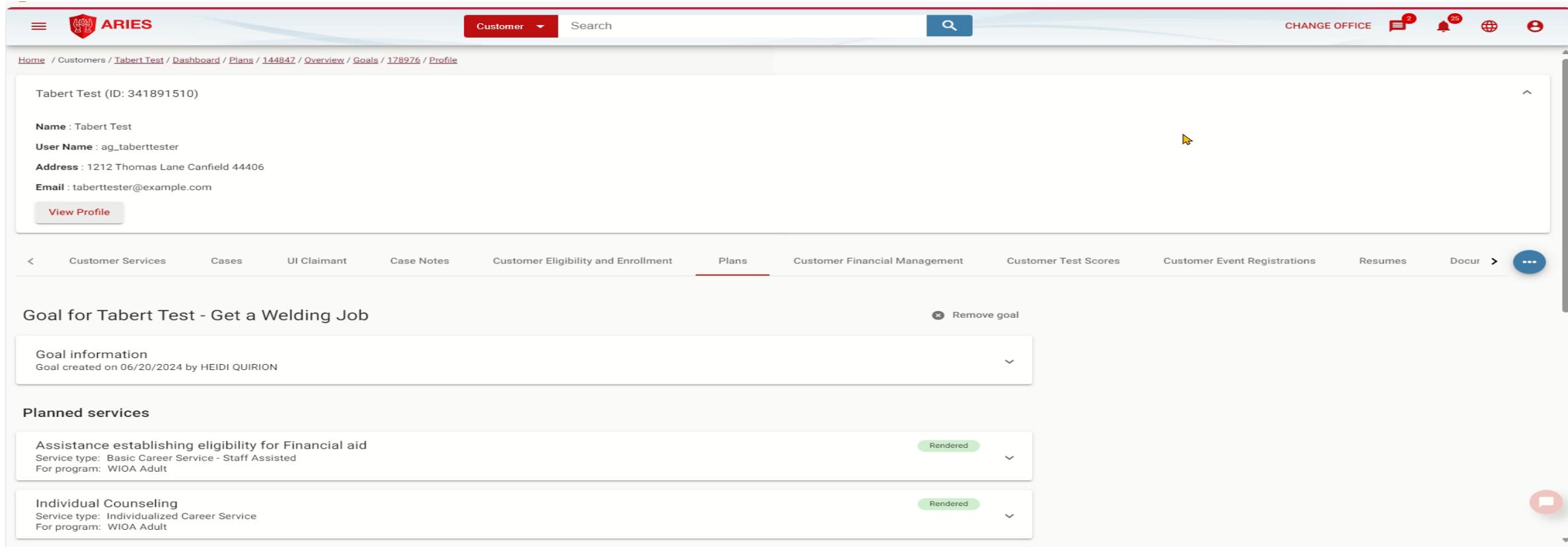
WIOA Performance Measure: Credential Attainment (if earned)

Save

06/25/2023	06/21/2023	OhioMeansJobs Franklin ... HEIDI QUIRION	On-the-Job Training (non- ... WIOA Adult	Open
06/25/2023	06/21/2023	OhioMeansJobs Fran... HEIDI QUIRION	On-the-Job Training (n... WIOA Adult	Completed

Rendering Training Services in the IOP

Demo
(7 mins, 55 secs)



The screenshot shows the ARIES software interface for managing customer profiles and goals. The top navigation bar includes 'Customer' (dropdown), 'Search' (with a magnifying glass icon), 'CHANGE OFFICE' (with a location pin icon), and various notification and system icons. The main content area displays a customer profile for 'Tabert Test' (ID: 341891510) with details: Name: Tabert Test, User Name: ag.taberttester, Address: 1212 Thomas Lane Canfield 44406, Email: taberttester@example.com. A 'View Profile' button is present. Below the profile, a tab navigation bar includes 'Customer Services', 'Cases', 'UI Claimant', 'Case Notes', 'Customer Eligibility and Enrollment', 'Plans' (which is the active tab), 'Customer Financial Management', 'Customer Test Scores', 'Customer Event Registrations', 'Resumes', and 'Docur'. The 'Plans' section shows a goal titled 'Goal for Tabert Test - Get a Welding Job'. The 'Goal information' section indicates the goal was created on 06/20/2024 by HEIDI QUIRION. The 'Planned services' section lists two items: 'Assistance establishing eligibility for Financial aid' (Service type: Basic Career Service - Staff Assisted, For program: WIOA Adult) and 'Individual Counseling' (Service type: Individualized Career Service, For program: WIOA Adult). Each service entry has a 'Rendered' status indicator and a dropdown arrow.

What's Important to Know?

Training Service Types

- Occupational Skills Training (non-WIOA Youth)
- On-the-Job Training (non-WIOA Youth)
- Skill Upgrading

Program Categories



Program name* _____

CDL Licensure Renewal

Program Category* _____

Program Category

Other Non-Occupational-Skills Training

Entrepreneurial Training

ABE or ESL

On the Job Training

Skill Upgrade

Adult Education and Literacy Activities (w/Training)

Other Occupational Skills Training

Customized Training

ABE or ESL NOT in

Anticipated Date in mm/yy

Actual End Date in mm/yy

What to select in ARIES...

Training Service Name	Program Category
Occupational Skills Training (OST)	Other Occupational Skills Training
Occupational Skills Training (OST)	Entrepreneurial Training
Adult Education and literacy activities in combination with other job skills	ABE or ESL
ABE or ESL in conjunction with Training	ABE or ESL
Occupational Skills Training	Prerequisite Training
Incumbent Worker Training	Skill Upgrade
Job Readiness in Conjunction with other Training	Job Readiness training

Program Category*

Program Category
 ▼

- ABE or ESL
- On the Job Training
- Skill Upgrade
- Adult Education and Literacy Activities (w/Training)
- Other Occupational Skills Training
- Customized Training
- ABE or ESL NOT in conjunction with Training Funded by TAA
- Prerequisite Training

WIOA Services to Be Deleted...

Apprenticeship
 On-the-Job
 Training

Service End Date



Service Delivery Type*

State or Local*

Registered Apprenticeship

On-the-Job Training (non- WIOA
Youth)

Other Non-
Occupational
Skills Training

Service End Date

Service Delivery Type*

State or Local*

Enrollment Details
Begins and extends enrollment

Closed by:

[Manage Training Milestones](#)

Occupational Skills Training (non-
WIOA Youth)

Service End Date



Service Delivery Type*
No Virtual/Online, In-person ...

State or Local*
State

Select State Program

Non-ITA Occupational Skills
Training

Service End Date



Service Delivery Type*
Service Delivery Type selection is
required
State or Local*

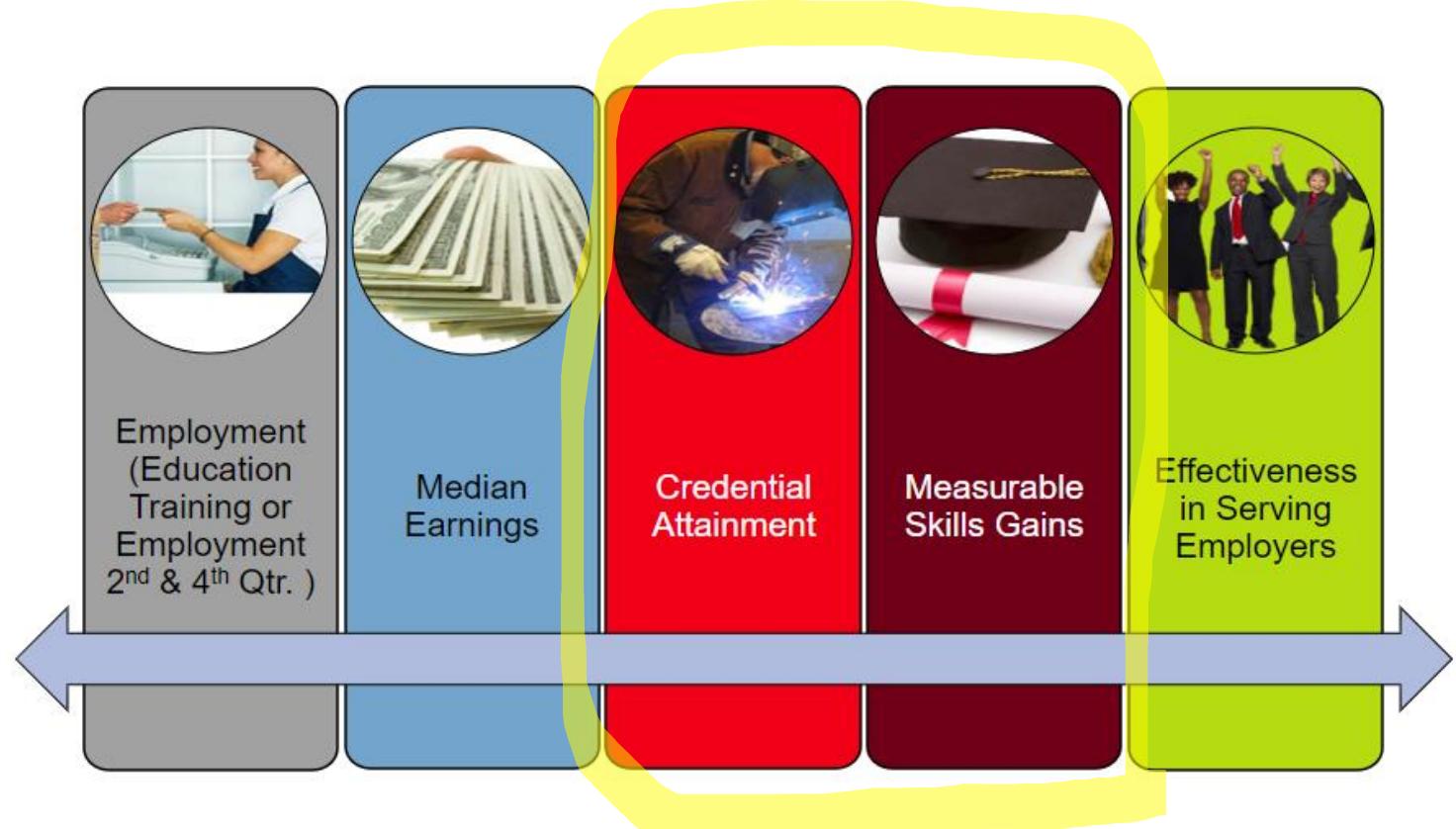
ARIES Notifications:



- 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.

WIOA Adult & Dislocated Worker

Performance Measures



Capturing WIOA Performance During Program Participation

Training Resources for Workforce Professionals



WIOA & CCMEP Program Performance Resources

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

- [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)

(=)

Post Secondary Transcript or Report Card

(=)

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.

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.

Measurable Skill Gain (MSG)



Credential Attainment

(=)

Diploma

(=)

Degree

(=)

Occupational Skills Licensure or
Certificate



(=)

Certificate



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.



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



Must be recorded AFTER successful training completion when a credentail is earned.



During Participation or within (1) year after exit from the program.

Do These Training Services COUNT towards Credential Attainment?

Types of Training Services That ARE 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 ARE NOT 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.

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.

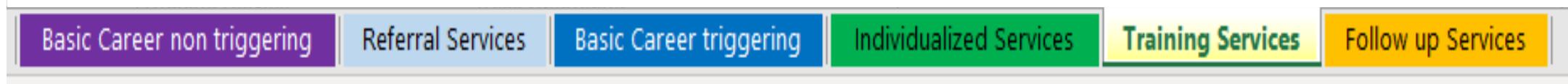
Credential Attainment

Type of Recognized Credential *
High School Diploma / GED
AA or AS Diploma / Degree
BA or BS Diploma / Degree
Post Graduate Degree
Occupational Skills Licensure
Occupational Skills Certificate
Other
Certificate

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.
- **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



Thank you for Attending!

- Questions?
- WIOAQNA@jfs.ohio.gov

