WELCOME

CareerSource South Florida (CSSF) Workforce Innovation and Opportunity Act (WIOA) Certification Training
THE

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)
GOALS OF WIOA

- To increase access to education, training and employment, particularly for people with barriers to employment.

- To create a comprehensive, high-quality workforce system by aligning workforce investment, education, and economic development.

- To improve the quality and labor market relevance of workforce investment, education, and economic development efforts.
Goals of WIOA

- To promote the improvement in the structure and delivery of services.

- To increase the prosperity of workers and employers so that individuals acquire the skills that they need to ensure their profitability and success in the 21st century economy.

- To reduce welfare dependency, increase economic self-sufficiency, meet employer needs and enhance the productivity and competitiveness of the U.S.
Mandated Partners

- WIOA T-1, Adult, DW, Youth
- Migrant Seasonal Farm Workers
- Jobs for Veterans State Grants
- YouthBuild *(WIOA Sec. 171)*
- CSBG (Community Action) E/T
- HUD E/T *(WIOA Sec. 512)*
- Unemployment Compensation
- Second Chance *(WIOA Sec. 512)*
- Wagner-Peyser
Mandated Partners

- Native American Programs
- Adult Education and Literacy
- Vocational Rehabilitation
- Career, Technical Education
- Title V Older Americans Act
- Job Corp
- TANF
- Trade Adjustment assistance (TAA)
Determining Eligibility
To participate in WIOA programs, all participants (adults and dislocated workers) must meet the eligibility requirements and provide acceptable documentation.
ELIGIBILITY REQUIREMENTS

- Social Security Number
- Age at time of registration/participation
- Residence
- Citizenship or Authorization to Work
- Selective Service Registrant (if applicable)
- Highest Grade Completed
- Veteran Status (if applicable)

Click here to view the WIOA Eligibility Documentation Checklist 1015

Click here to view the Memo Applicant Statement 1115
Males born on or after January 1, 1960 must register with the selective service system within 30 days after their 18th birthday or at least before they reach the age of 26.
Region 23 has a local procedure for determining and documenting non-registrants who are 26 or older and have not registered with the Selective Service. These procedures require the documentation of:

- Age and non-registration

AND

- The fact that the individual’s failure to register was not knowing or willful.

Documentation provided should be maintained in the applicant’s file.

See TEGL 11-11 for more detail
Veterans Priority of Service

Region 23 is required to provide priority of service for veterans and eligible spouses. [20 CFR part 1010]

Veteran/eligible spouse (covered person) receives access to services or resources before non-covered person.

If services or resources are limited, covered person receives access instead of or before non-covered person.

A covered person receives priority for services for which he or she meetseligibility requirements.

Click to view Veteran Priority of Service Form 4-1-11.2

Click to view Memo Veterans Priority of Service Process 4-1-11

Click to view Memo Veterans Priority of Service 11-28-07
Priority of service to veterans and other covered persons in qualified job training programs covered by this regulation means the right to take precedence over non-covered persons in obtaining services.

Taking precedence may mean:

- The covered person receives access to the service or resource earlier in time than the non-covered person;
  
or

- If the service or resource is limited, the covered person receives access to the service or resource instead of or before the non-covered person.
The implementation of priority of service does not change the intended function of a program or service. Covered persons must meet all statutory eligibility and program requirements for participation in order to receive priority for a program or service.
WIOA Adult Eligibility
Priority shall be given to:

- Recipients of public assistance
- Other low-income individuals
- Individuals who are basic skills deficient.
- Employed Workers Training Program
Priority is for individualized career services and training services funded with Title I funds.
Low-Income Categories

- Cash Assistance. Individual receives public cash assistance or is member of a family that receives public cash assistance.
- Food Stamps. Individual is a member of a household that receives Food Stamps or was determined eligible for Food Stamps during six-month period before application.

Verification

- Public Assistance Records / Printout
Low-Income Categories

- Unemployment Compensation – Recipient of Reemployment Assistance (RA)

Verification

- Connect System
- Unemployment Transcript (letter)
Low-Income Categories

- Homeless. An individual that lacks a fixed, regular, and adequate night-time residence. Any individual who has a primary night-time residence that is:
  - a publicly or privately operated shelter
  - an institution that provides a temporary residence for individuals intended to be institutionalized
  - a public or private place not designed for or ordinarily used as a regular sleeping accommodation

Violence Against Women Act of 1994
Section 41403(6)

Stewart B. McKinney Homeless Assistance Act
Section 103 (a) and (c)
Homeless Verification

- Written statement from an individual providing temporary assistance or social service agency
- Written statement for Social Service agency
- Applicant statement, in limited cases
If an Adult is not determined low-income under one of the automatic criteria, eligibility staff must record and document family income.
An individual who received an income, or is a member of a family that received a total family income, for the 6-month period prior to application that, in relation to family size, does not exceed the higher of –

- The poverty line, for an equivalent period; or
- 200 percent of the lower living standard income level, for an equivalent period is considered low-income.
To determine family income, follow several steps:

1. Determine family composition (size)

2. Gather information about all includable sources of income for each member of the applicant’s family
3. Document all sources of includable income

4. Calculate the family income for the 6 months prior to application

5. Multiply 6-month income by 2 to get “annualized” income.
Recording family income in the State Management Information System (MIS)

- Record family size
- Record annualized family income
- System will compare family income/family size to Federal Poverty/LLSIL guidelines and will determine if the applicant is low income.
A family is defined as:

- A married couple (and their dependent children, if applicable)
- A parent or guardian and dependent children
Family Composition

Unmarried individuals with no children:

- Adult is generally considered family of 1
- Youth generally counted as member of parent(s)’s or guardian’s family

- “Dependency” see Memorandum dated July 28, 2011
The Agency for Workforce Innovation (AWI) issued a Memorandum on April 28, 2010 that clarified what is includable and excluded income under WIA. Some of the most common sources of INCLUDABLE income are:

- $ Wages and salaries before deductions
- $ Net receipts from self employment, including from farming
INCLUDED INCOME

$ Pension or retirement income
$ Alimony
$ Net rental income
$ Interest, dividends, royalties, periodic receipts from estate or trust
$ Educational assistance and training stipends (unless specifically excluded)
$ Other sources of revenue considered reportable income by the IRS
The April 28, 2010 Memorandum also describes sources of income that are not counted to determine family income. The most common types of EXCLUDED income include:

- Military pay and allowances while on active duty
- Disability & death benefits for veterans and eligible persons
- Educational benefits for veterans and eligible persons
- Social Security Benefits
- Unemployment compensation and Trade Readjustment Allowances
- Public cash assistance & noncash assistance
Excluded Income

- Needs-based scholarships and financial aid
- Child support
- Capital gains, asset draw-down
- Tax refunds, gifts, loans
- One-time unearned income
- WIA training stipends
- Payments from a Supplemental Needs Trust (special needs trust)
- Non-cash benefits from employer
- Any payment that is specifically excludable under federal law
WIOA provides an additional mechanism for determining an applicant to be “low-income”.
This mechanism applies to an individual with a disability who does not meet any of the “automatic” low-income criteria and whose family income exceeds the low-income levels. The applicant may still be determined to be low income if:

- The individual’s disability is verified, and
- The individual’s own includable income meets the low-income levels
Individuals with a Disability

Acceptable sources of documentation of disability:

- Letter from a Drug or Alcohol Rehabilitation Agency
- Medical Records/Physician’s Statement
- Psychiatrist’s Statement
- Psychologist Diagnosis
- Workers Compensation Records
- Social Security Administration Disability Records
- Veterans Administration Records
Acceptable Documentation (continued):

- Social Services Records/Referral
- Rehabilitation Evaluation
- School Records
- Sheltered Workshop Certification
- Vocational Rehabilitation Letter
- Applicant Statement, in limited cases
Basic Skills Deficient Individuals

Individuals that are unable to

- Compute or solve problems
- Read, write or speak English

At a level necessary to function on the job, in the individual’s family, or in society.
WIOA

Dislocated Worker Eligibility
Dislocated Workers

Help Wanted

CareerSource South Florida
A dislocated worker is an individual who meets 1 of 8 categories:

1st Category:
- Terminated/laid off or notified of lay off
- Eligible for or has exhausted Unemployment Compensation Benefits
- Unlikely to return to his/her previous occupation or job.
2nd Category:

- Terminated/laid off or notified of lay off AND

- Has been employed for sufficient duration to demonstrate attachment to the workforce BUT

- Not eligible for Unemployment Compensation Benefits due to insufficient earnings or employer not being covered under state compensation law AND

- Unlikely to return to his/her previous industry or occupation
Examples of Acceptable Documentation

1\textsuperscript{st} & 2\textsuperscript{nd} Categories

**Terminated or Laid Off**
- Documented Collateral Contact With Employer
- Layoff Letter From Employer
- Unemployment Compensation (UC) Printout

**Eligible For or Exhausted UC**
- UC Documentation and/or Printout
- Priority Reemployment Program (PREP)
- Other (if shows UC status - record in Case Notes)
3rd Category:

- Individuals who are TERMINATED or LAID OFF or have received a LAYOFF or TERMINATION NOTICE from employment as a result of a permanent plant closure or substantial layoff at the plant, facility, or enterprise.
Examples of Acceptable Documentation

3rd Category

Plant Closures or Substantial Layoffs at a Plant or Facility

- Certification of Expected Separation
- Letter From Employer
- Media Announcement With Employer Verification
- Layoff Notice/Layoff List(s) of Affected Employee per local definition of substantial layoff
4th Category

- If employer has made a general announcement that plant closure will occur within 180 days, **ALL** services may be provided.

**HOWEVER,**

- If employer has made only a general announcement that plant closure will occur, with no date or within a timeframe greater than 180 days, **ONLY** Basic Services may be provided.
Examples of Acceptable Documentation

4th Category

General Announcement of Plant Closure

- Public Notice (Certified by State’s Rapid Response Team)
- Pay Stub As Proof of Employment at Plant at Time of Closure or Impending Closure
- WARN Notice to Individual With Separating Employer shown
- Telephone Verification (Collateral Contact form needed)
- Other (Record in case notes)
5th Category:

- **Previously Self-Employed** (including farmers, ranchers and fishermen), but is **unemployed** due to general economic conditions in the community of residence or because of natural disaster.

- Record the last date of self-employment in the **Actual Layoff Date**.
Examples of Acceptable Documentation

5th Category

Formerly Self-Employed

- Business License/permit
- IRS Document
- State Employer Business records
Examples of Acceptable Documentation

5th Category

General Economic Conditions in Residing Area

- Labor Market Information
- Unemployment Rate
- Business Ledgers
- Published Notice of Chapter 7 or 11 Bankruptcy
- Failure of Business Customers or Suppliers
- Other (record in case notes)

Natural Disaster

- Federal or State Declaration of Disaster
- Other (record in case notes)
DISLOCATED WORKERS

6th Category – Displaced Homemaker

- An individual who has been providing **unpaid services to family members** in the home and has been dependent on the income of another family member, but **is no longer supported by that income**; or

- Is the **dependent spouse** of a member of the Armed Forces on active duty and whose **family income is significantly reduced** because of a deployment, or a call or order to active duty, or a permanent change of station, or the service-connected death or disability of the member;

**AND**

- Is unemployed or underemployed

**AND**

- Is experiencing difficulty in obtaining or upgrading employment
Examples of Acceptable Documentation

6th Category

- Divorce Decree or Legal Separation
- Death Certificate
- Employer Statement/Lay off Notice
- Public Assistance Records
- Court Records
- Case file documents active duty Armed Forces spouse employment
7th Category:

- The **spouse of a member of the Armed Forces** on active duty, **and** who has experienced a **loss of employment as a direct result of relocation to accommodate a permanent change in duty station** of such member.

**Acceptable Documentation**
Case file documents active duty Armed Forces spouse employment loss related to relocation.
8th Category:

- The spouse of a member of the Armed Forces on active duty and who is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment

Acceptable Documentation

Case file documents active duty Armed Forces spouse is unemployed/underemployed and having difficulty obtaining/upgrading employment
12th Category:

- Dislocated Worker Grant (DWG)

Individual does not meet criteria outlined for DW in categories 1-8 above, but is an individual that meets DWG eligibility outlined under WIOA Title ID National programs. Sec 170 National dislocated worker grants, relating to Sec 170(b)(1)(A) workers affected by major economic dislocations OR Sec 170(b)(1)(B) workers affected by an emergency or major disaster.
Dislocated workers who have become re-employed in "income maintenance" jobs (a job with a lower rate of pay than the job of dislocation) may be served as long as the wage earned does not exceed the local criterion for self-sufficiency for dislocated workers.
SERVICE DELIVERY SYSTEM FOR ADULTS & DISLOCATED WORKERS
WIOA Career Services

- Basic Career Services
- Individualized Services
- Follow-up Services

These services are designed to increase access to employment, education, training and supportive services for individuals, particularly those with barriers to employment and economic success.

The ultimate goal of the system is to increase employment, retention, and earnings of participants.
Basic services are informational in nature and are available to all participants. Examples:

- Intake
- Eligibility of Services
- Labor Exchange Services
- Current Labor Market Information (LMI)
- Information & Referrals to Community Resources
- Information & Assistance on Filing Re-employment Assistance (RA)
- Performance Cost Information
- Supportive Service Information
- Financial Aid Information

Click to view Talent Development Flow Chart
Individualized services must be made available, if determined appropriate in order for an individual to obtain or retain employment. Examples:

- Comprehensive Assessment
- Individual Employment Plan (IEP)
- Short-Term Prevocational Services
- Out-of-Area Job Search
- Internships / Work Experience
- Workforces Preparation
- Paid Work Experience (PWE)
- Financial Literacy Services
- English Language Acquisition
- Support Services
Individual Employment Plan

- Jointly developed by the participant and staff
- Identify employment goals
- Identify objectives
- Services rendered for the participant to achieve goals
- A list of and information about the training providers
- An on-going strategy that helps the participant to become self-sufficient
Eligibility criteria for training services:

- Individuals who, after an interview, evaluation, or assessment, and career planning, have been determined to be in need of training services.

- Unlikely or unable to obtain or retain employment that leads to economic self-sufficiency.

- In need of training services to obtain or retain employment that leads to economic self-sufficiency, and

- Have the skills and qualifications to successfully complete the program.
TRAINING SERVICES

- Occupational Skills Training (OST)
- Employed Worker Training Program (EWTP)
- Customized Training
- On-the-Job Training (OJT)
- Transitional Job (TJ)
- Entrepreneurial and Self-Employment Training (ESET)
Occupational Skills Training (OST)

- Offered in a post-secondary educational setting

- Teaches skills necessary for specific occupation (e.g. IT, nursing, accounting)

- Prepares clients for immediate employment upon completion of training (maybe after licensure)
OCCUPATIONAL SKILLS TRAINING

TRAINING OUTCOMES

- RESULTS IN A DEGREE OR CERTIFICATE
- MAY PREPARE FOR ENTRY LEVEL AS WELL AS ADVANCED LEVEL

OST PROVIDED BY

- VOCATIONAL/TECHNICAL INSTITUTIONS
- COMMUNITY COLLEGES
- UNIVERSITIES
- PRIVATE POSTSECONDARY INSTITUTIONS
OCUPATIONAL SKILLS TRAINING

IS NOT:

- **APPRENTICESHIP** (THIS IS A SEPARATE WIOA TRAINING ACTIVITY)
- **GENERAL LITERACY CLASSES** (REMEDIAL ENGLISH, ESL)
- **GENERAL SUBJECT POSTSECONDARY EDUCATION** (E.G., AA OR BACHELOR DEGREE)
- **PERSONAL DEVELOPMENT CLASSES** (E.G., YOGA)
QUALITY OST

- Targets jobs that provide high earnings, strong employment growth, and opportunity for individual advancement
- Provides students with pathways/ladders for further education opportunities
- Develops and expands the use of technology
- Allows transfer to other institution if necessary
- Prepares students adequately for licensure, when required
One Community One Goal Targeted Industries

- Aviation
- Banking and Finance
- Creative Design
- Hospitality & Tourism
- Information Technology
- Life Sciences & Healthcare
- Trade & Logistics
ELIGIBLE TRAINING PROGRAMS:

- MUST BE ON TARGETED OCCUPATION LISTS (TOL)

http://www.careersourcesfl.com/

http://www.floridajobs.org/labor-market-information/publications-and-reports/labor-market-information-reports/regional-demand-occupations-list
WIOA funded Occupational Skills Training:

- Coordinated with Pell Grants and other financial aid
- Region 23 has imposed a cap on funding of ITAs
- Memoranda of Understanding (MOU) with training institutions are also utilized
**INDIVIDUAL TRAINING ACCOUNT (ITA)**

An ITA acts like a voucher which a WIOA participant may use to assist with training expenses, such as tuition, fees, & required books.

**WIOA-funded Occupational Skills Training:**
- Customer choice
- Generally offered through ITA
INDIVIDUAL TRAINING ACCOUNT (ITA)

WIOA-FUNDED:

- COORDINATED WITH PELL GRANTS AND OTHER FINANCIAL AID

- REGION 23 HAS IMPOSED A CAP ON FUNDING OF ITAS

- MEMORANDUM OF UNDERSTANDING (MOU) WITH TRAINING INSTITUTION
Maximum ITA Amount

- High Growth / High Wage
  - Up to and including $10,000.00

- Low Growth / High Wage
  - Up to and including $7,500.00

- High Growth / Low Wage
  - Up to and including $5,000.00

- Low Growth / Low Wage
  - Up to and including $2,500.00
Follow-up Services

- To keep participants on track in reaching their desired goal
- This service shall be done every ninety (90) days

Retention Services

- To ensure that employment is retained
- Assistance shall be provided from the first day of employment to twelve (12) months

These services are intended to assist the participant in having long-term employment that leads to self-sufficiency.
WORK BASED TRAINING
On-The-Job Training (OJT)

- Provides knowledge or skills essential to the full and adequate performance of the job
- Provides reimbursement to the employer of the wage rate for a participant, and
- Is limited in duration as appropriate to the occupation, taking into account prior experience of participants, content of training, etc.
On-The-Job Training (OJT)

Participants

- Must be eligible under one of the SFWIB WIOA funded programs: Youth, Adult, DW, TANF, Refugee, etc.
- Not fully skilled in the chosen occupation, is in need of training services, and has the skills and qualifications to successfully complete the OJT.
- Under the WIOA, has received Individualized services, including career planning.
- Participants to be compensated at same rate, including periodic increases as other employees that are similarly situated.
On-The-Job Training (OJT)

Reimbursement amounts for participant wages

- Up to 75% with 50 or fewer employees SVP level of 3 or greater or
- Up to 75% with 51-250 employees that meets one of the following special groups
  - Hire participants with special barriers,
  - Present opportunity for advancement,
  - Provide a wage increase at the end of training, or
  - Retained employees from previous contracts
On-The-Job Training (OJT)

Reimbursement amounts for participant wages

- Up to 60% with 51-250 employees that do not hire from the special groups
- Up to 50% with 251 or more employees that do not hire from the special groups
- OJT agreements shall not exceed six months of training
- OJT agreements may not exceed $7,500 per participant
An employed worker may be enrolled in work-based training when

- An employer has determined that the employees are in need of skills upgrading that leads to self-sufficiency

AND

- The training relates to the introduction of new technologies, new production or service procedures, upgrading to new jobs that require new skills, workplace literacy, or other appropriate purpose identified by the local board

Click here to view the Employed Worker Training Policy
Employed Workers Training Program

- Employers may be reimbursed a portion of the cost of training a participant depending on the size of the business.

- Businesses entering into an EWT agreement must provide a minimum 10% matching contribution to the training project, as follows:

  - 10% for companies with 50 or fewer employees
  - 25% for companies with 51-250 employees
  - 50% for companies with 251 or more employees
Agreement between Board and Employer

- Must be executed prior to enrollment of participants in training
- Must detail skills to be taught
- Must detail length of training
- Must set out invoicing and reimbursement requirements, procedures, and amounts
- Must detail expected outcomes
- Must detail employment, promotion, or retention expectations after completion of training
- Must detail record retention & monitoring
PARTICIPATION, EXIT & RELATED TERMINOLOGY
Clarification of Participant

- An individual determined eligible to participate in the program who receives a service funded by the program in either a physical location (e.g., CareerSource center) or remotely through electronic technologies

- Three components:
  1. Determined eligible to participate in the program
  2. Receives a funded service
  3. In either a physical location or through electronic technologies
The participant hasn’t received a service
   Could be program- or partner-funded depending on policies/procedures (e.g., tracking)

For 90 consecutive calendar days
   A gap in service can stop the 90-day clock if based on specific/allowable circumstances

No future services scheduled
   Some services can extend the exit date; does not include any follow-up services or circumstances where the participant voluntarily withdraws or drops out of the program

Often referred to as a “soft exit approach”
Exit Date: Last date of funded service (program or partner-funded)

Exit Quarter: Calendar quarter containing the exit date

Exit Cohort: Group of individuals who exit during the same calendar quarter
FURTHER CLARIFICATION OF DATES

- Participation and Exit Dates are always dates of service
  - Participation Date reflects first funded service
  - Exit Date reflects last funded service

- Translation of “no more hard exit”
  - Not intended to take responsibility away from case managers; for WIOA, case managers do not have to wait 90 days, for instance, to begin providing follow-up services
  - However, federal policy states that an exit cannot be officially recorded until that 90 days has elapsed
  - “Case closure”
Participants should be exited when the IEP is complete.

The IEP is a “living document,” with additions and changes.

Co-enrollment in different funding streams, additional partner services and a valid gap in service can extend the exit date.

Participants should not be exited after a specific program intervention if additional services are needed.
OVERVIEW

- Only participants are included in performance calculations
- Calculations are based on Exiters
- Specific conditions exclude participants from calculations
- Quarters are critical for understanding the measures
- Specific data sources must demonstrate the outcomes
Only Participants are Included in Performance Calculations

- From a measurement perspective, an individual doesn’t exist until they’re considered a participant.

- Once a participant exits, they are subject to the measures.

- Adhering to exit policies and procedures are critical.
Allowable Exclusions – expected 90 day service gap

- Institutionalized - Health/Medical or Family Care
- Incarceration
- Deceased
- Reservists called to active duty (includes National Guard)
- Relocated to a residential or non-residential program (applies to youth only)
- Invalid or missing SSN
A credential may be recorded in the State’s Management Information System (EFM) at different times:

- When an activity is closed. (For an adult or dislocated worker, this would be at closure of the training activity from which the credential resulted.)
- At program closure.
- At exit.
- At follow-up during the first three quarters after the exit quarter.
PERFORMANCE
PERFORMANCE REQUIREMENTS

65 percent of the performance measures must be met, along with these three no fail performance measures:

- Job Placements Maximum Standard
- CAP Mandatory Participation Rate
- CAP and SNAP Dual Enrollment Rates

Click to view the Statement of Work Program Year 17-18
PROCESS QUALITY MEASURES

- Training Completion Rate
- Training Completion Placements Rate
- Training Related Placements
- Number of Training Enrollments
- CAP Participation Rate
- CAP Entered Employment Rate
- WP Entered Employment Rate
Process Quality Measures

- WIOA Adult & Dislocated Worker EER
- Short-Term Veterans EER
- Employers Served (Employer Penetration Rate)
- Employer Services with Level 1 Services
- Job Openings Filled Rate
- Referral Job Skills Match Average
Outcome Measures

- Employment (Obtained Employment and Direct Job Placements)
- Average Days to Employment
  - DJP Average Days to Employment
  - Obtained Average Days to Employment
- Employment / Job Placement Average Wage
- Cost Per Placement
- Net Economic Benefit
- Return on the Investment
WIOA Performance

- Employment in Second Quarter after exit from program
- Employment in Fourth Quarter after exit from program
- Median Earnings during the Second Quarter after exit from the program
- Credentials – program participants who obtain a recognized postsecondary credential, during participation in or within one year after exit from the program.
WIOA State Performance Report

- **Services**
  - Number of participants who received career and training services
  - Number of participants who exited from career and training services
  - Percentage of training participants obtaining training-related employment

- **Costs**
  - Average costs per participant for career and training services
  - Percentage spent administrative costs
QUESTIONS
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What Will WIOA Mean for CareerSource South Florida?

Building on Success!

What Will WIOA Mean for CareerSource South Florida?

Capturing the Opportunity!
What Will WIOA Mean for CareerSource South Florida?

✔ WIOA Wants BIG Change!

✔ Real System Partnership:
  Alignment for System Improvement

✔ Access for Those with Barriers to Employment

✔ Not Just Jobs:
  Skills, Credentials, and Employment Outcomes

✔ “Stepping Stones”:
  Career Pathways for Talent Pipelines

✔ Increased Employer Engagement
  (With More Work-Based Training)
What Will WIOA Mean for CareerSource South Florida?

Five System Shifts

- Partner Programs ➔ and...System Alignment
  - Universal ➔ and...Leave No One Behind
  - Skills, Credentials, Jobs ➔ and...All Three Forever
  - Jobs ➔ and...Careers for Talent Pipelines
  - Business Services ➔ and...Employer Engagement

The WIOA Partnership:
Shared Vision, Participants, Services, Outcomes!
Partner Programs ➔ System Alignment and Access

✓ Strategic Partners
✓ Core Program Partners
✓ One-Stop System, Partners, Centers, Access

NPRM Regulations § 678.300:
What is the one-stop delivery system?

“The one-stop delivery system brings together workforce development, educational, and other human resource services in a seamless customer-focused service delivery network that enhances access to the programs' services and improves long-term employment outcomes for individuals receiving assistance. One-stop partners administer separately funded programs as a set of integrated streamlined services to customers.”
What Will WIOA Mean for CareerSource South Florida?

<table>
<thead>
<tr>
<th>Required WIOA One-Stop Partners</th>
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<td>“Participating in the Operation of a One-Stop Delivery System”</td>
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- WIOA T-I Adult, DW, Youth
- Wagner-Peyser
- Adult Education and Literacy
- Vocational Rehabilitation
- Career, Technical Education
- Title V Older Americans Act
- Job Corps
- Native American Programs
- Migrant Seasonal Farmworkers
- Jobs for Veterans State Grants
- YouthBuild
- Trade Act
- CSBG (Community Action) E/T
- HUD E/T
- Unemployment Compensation
- Second Chance

- TANF (*Unless the Governor Says, “No”*)
- Others (*If Chief Elected Officials and Governor, Says, “Yes”*)
What Will WIOA Mean for CareerSource South Florida?

South Florida Workforce Board
↓
Works With Strategic and Core Program Partners
↓
Designs the CareerSource South Florida Workforce System
↓
Aligns System Partner Programs for Increased Access

The South Florida Workforce System

- ✔ Career Centers
- ✔ Refugee Centers
- ✔ Partner Programs
- ✔ Offender Hub
- ✔ Access Points
- ✔ In-/Out-of School Youth

All One System: Clicks...Bricks...Connect!
What Will WIOA Mean for CareerSource South Florida?

Universal ➔ Leave No One Behind

WIOA Definition: Individual with Barrier to Employment

(A) Displaced homemakers
(B) Low-income individuals
(C) Indians, Alaska Natives, and Native Hawaiians
(D) Individuals with disabilities, including youth who are individuals with disabilities
(E) Older individuals
(F) Ex-offenders
(G) Homeless individuals or homeless children and youths
(H) Youth who are in or have aged out of the foster care system
(I) Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers
(J) Eligible migrant/seasonal farmworkers
(K) Individuals within 2 years of exhausting lifetime eligibility (for TANF)
(L) Single parents (including single pregnant women)
(M) Long-term unemployed individuals
(N) Such other groups as the Governor involved determines to have barriers to employment
What Will WIOA Mean for CareerSource South Florida?

Skills, Credentials, and Jobs ➔ All Three Forever

Six WIOA Primary Indicators of Performance:

1. Employment in Second Quarter
2. Employment in Fourth Quarter
3. Median Earnings in Second Quarter
4. Postsecondary Credentials (or Secondary School Diploma+)
5. Achieving Measurable Skill Gains (During Program)
6. Effectiveness in Serving Employers

Manufacturing Talent for The Employer Customer
Shifting the Business Model from a "Retail Store" to a "Manufacturer of Talent"

**Vision**
Every Job Seeker Leaves as a Better Job Candidate

<table>
<thead>
<tr>
<th>Raw Material</th>
<th>Center as Manufacturer</th>
<th>Quality Product</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Seekers</td>
<td>Continuous Engagement</td>
<td>More Skilled</td>
</tr>
<tr>
<td>Looking, Not Finding</td>
<td>Value-Add Services</td>
<td>More Competitive</td>
</tr>
<tr>
<td>All Need Skills Improved</td>
<td>Skills for Jobs</td>
<td>Employed</td>
</tr>
</tbody>
</table>
The Value-Add

Building Better Candidates

All Job Seekers (and Everyone, Forever) Need To Improve Skills to Be More Competitive

Just Having Better Job Search Skills Does Not Necessarily Make You More Competitive

Workforce Improvement is both a Job Seeker and Business Service

The Shift from Job Security to Skill Security

Not Job or Training

Skill Development and Training

Skills and Training for Jobs
ALL Job Seekers Need an Opportunity to:

Know Skills

Develop Skills

Get Best Job Possible with Skills

Job Seeker Transformation to Serve the Employer Customer:

☐ Skill Assessment and Labor Market Information

and

☐ Skill Development and/or Occupational Training

and

☐ Credentials and Skill Verification

and

☐ Better Job Search and Job Getting Skills
What Will WIOA Mean for CareerSource South Florida?

Jobs and Careers for Talent Pipelines

The Next Step in an Evolution of Purpose and Vision

Credentials for Career Pathway Jobs (WIOA)

Skills for Jobs (Demand-Driven)

Skills and Jobs (Service Integration)

Jobs (Common Measure Waiver)

Skills or Jobs (WIA)

Skills (JTPA)

Jobs (CETA)
Career Pathways

2. Multiple entry points – for both well-prepared students and targeted populations
   - e.g., postsecondary system
   - e.g., apprenticeship
   - e.g., military or civilian workplace
   - e.g., high school or CTE
   - e.g., adult education or workforce system

Increasing skills, competencies, and credentials informed by industry/employers
- e.g., certificate, diploma
- e.g., license, industry certificate
- e.g., 2-year degree
- e.g., 4-year degree

1. Well-connected and transparent offerings
2. Multiple exit points

3. Multiple exit points
   - 1st Job in Career Path
   - 2nd Job in Career Path
   - 3rd Job in Career Path
   - Nth Job in Career Path

Developed by the Center for Postsecondary and Economic Success at The Center for Law and Social Policy (CLASP)
The Next Step in an Evolution of Purpose and Vision

Career Pathways for Workers in Support of Industry and Sector Talent Pipelines

- In-Demand Sector and Industry Partnerships
- Business Engagement and Work-Based Learning
- Job-Driven Training
- Business Services and Employer Services
- Employer Services

Career Pathways Are Both a Job Seeker and Business Service
What Will WIOA Mean for CareerSource South Florida?

Pumping the Pipeline Through Career Pathways!

Talent to Jobs

Talent Pipelines
- Sectors and Employers
- Supply Chains
- Current, Future, Potential Workforce

Merge Pipeline/Pathway
- Partner
- Promote
- Prepare
- Continue
- Connect

Career Pathways
- Non-Linear
- Progressive Steps
- Position: Now, Next
- Lifetime Skill Develop

Jobs to Talent

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What Will WIOA Mean for CareerSource South Florida?

Business Services ➔ and...Employer Engagement ➔

What Is Employer Engagement?

✓ Seeking Advice from Employers and Industries on How to Design and Deliver Job Seeker Services To Better Meet Talent Needs

✓ Defining and Validating the Skills and Credentials Needed for Individual Career Pathways to Fill Talent Pipelines

✓ Providing Work-Based Training and Learning Opportunities

Making the Demand-Driven Connection!
Work-Based Training and Learning

- Internships and Work Experience
  - On-the-Job Training
  - Apprenticeship
- Supported Work and Transitional Jobs
  - Summer Jobs

*Education Gets You an Interview... Work Experience Gets You a Job!*
New in WIOA

The WIOA One-Stop Center’s and System’s Menu of Services

One-Stop Center Career and Training Services

✓ Career Services
  (No Separate Core and Intensive Services)

✓ Career Services
  (Basic and Individualized)

✓ New Menu of Required Career Services

✓ New NPRM Details for Some Career Services

✓ Career Services Requiring Partnership

✓ Expanded (Potential) Training Services
What Will WIOA Mean for CareerSource South Florida?

**WIOA CAREER SERVICES**

“Funds shall be used...to provide career services, which shall be available to individuals who are adults or dislocated workers through the one-stop delivery system and **shall, at a minimum, include**—“

| ✓ Eligibility for services |
| ✓ Outreach, intake, orientation |
| ✓ Initial assessment |
| ✓ Labor exchange services |
| ✓ Referrals to programs |
| ✓ Labor market information |
| ✓ Performance, cost information |
| ✓ Supportive services information |
| ✓ UI Information and assistance |
| ✓ Financial aid information |

| ✓ Follow-up services |
| ✓ Comprehensive assessment |
| ✓ Individual employment plan |
| ✓ Career planning, counseling |
| ✓ Short-term prevocational services |
| ✓ Internships, work experience |
| ✓ Out-of-area job search |
| ✓ Financial literacy services |
| ✓ English language acquisition |
| ✓ Workforce preparation |
**WIOA Career Services = WIA Core + WIA Intensive + New WIOA**

<table>
<thead>
<tr>
<th><strong>WIA Core Services:</strong></th>
<th><strong>WIA Intensive Services:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Eligibility for services</td>
<td>✓ Comprehensive assessment</td>
</tr>
<tr>
<td>✓ Outreach, intake, orientation</td>
<td>✓ Individual employment plan</td>
</tr>
<tr>
<td>✓ Initial assessment</td>
<td>✓ Career planning, counseling</td>
</tr>
<tr>
<td>✓ Labor exchange services</td>
<td>✓ Short-term prevocational services</td>
</tr>
<tr>
<td>✓ Referrals to programs</td>
<td>✓ Work experience, internships</td>
</tr>
<tr>
<td>✓ Labor market information</td>
<td>✓ Out-of-area job search</td>
</tr>
<tr>
<td>✓ Performance and cost information</td>
<td><em>(WIOA Does Not Include:)</em></td>
</tr>
<tr>
<td>✓ Supportive services information</td>
<td>“Case management for participants seeking training services”*</td>
</tr>
<tr>
<td>✓ Information on UI</td>
<td></td>
</tr>
<tr>
<td>✓ Financial aid information</td>
<td></td>
</tr>
<tr>
<td>✓ Follow-up services</td>
<td></td>
</tr>
</tbody>
</table>

**New WIOA Career Services:**

- ★ Business services
- ★ Referrals to other programs
- ★ Assistance in filing UI claims
- ★ Financial literacy services
- ★ English language acquisition
- ★ Workforce preparation activities
### Three Categories of WIOA Career Services

<table>
<thead>
<tr>
<th>1. Basic Career Services: Available to All Participants (No Priority for Services)</th>
<th>2. Individualized Career Services (Apply Priority for Services)</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Eligibility for services</td>
<td>✓ Comprehensive assessment</td>
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<tr>
<td>✓ Outreach, intake, orientation</td>
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<tr>
<td>✓ Labor exchange services</td>
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<tr>
<td>✓ Referrals to programs</td>
<td>✓ Internships and work experience</td>
</tr>
<tr>
<td>✓ Labor market information</td>
<td>✓ Workforce preparation activities</td>
</tr>
<tr>
<td>✓ Performance and cost information</td>
<td>✓ Financial literacy</td>
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<td>✓ Supportive services information</td>
<td>✓ Out-of-area job search</td>
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<td>✓ Information on UI</td>
<td>✓ English language acquisition</td>
</tr>
<tr>
<td>✓ Financial aid information</td>
<td></td>
</tr>
</tbody>
</table>

**3. Follow-Up Activities**
**Career Services:**
Connection to Partner Programs and Services

**WIA and WIOA (No Change):**

“Determinations of whether individuals are eligible to receive assistance under this subtitle”

“Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the one-stop delivery system”

**New in WIOA**

“No referrals to and coordination of activities with other programs and services, including programs and services within one-stop delivery system and, in appropriate cases, other workforce programs”

“No assistance in establishing eligibility for programs of financial aid assistance for training and education programs...not funded under this Act”
Basic Career Services: Initial Assessment

WIA:
“Initial assessment of skill levels, aptitudes, abilities, and supportive service needs”

New in WIOA
“Initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs”

- More than, “How May I Help You?”
- Specifies “Skill Levels” and “Skill Gaps” in Specific Areas
- How and When? (One-on-One, Staff-Assisted?)
Basic Career Services:
Job Search and Placement Assistance

WIA:
“Job search and placement assistance, and...career counseling”

✔ New in WIOA ✔
“Labor exchange services—
job search and placement assistance and, in appropriate cases, career counseling, including—
provision of information on in-demand industry sectors and occupations; and provision of information on non-traditional employment appropriate recruitment and other business services on behalf of employers, including small employers, in the local area, which services may include services described in this subsection, such as providing information and referral to specialized business services not traditionally offered through the one-stop delivery system”
Basic Career Services:
Job Seeker Information

Labor Market Information

“Provision of workforce and labor market employment statistics information, including provision of accurate information relating to local, regional, and national labor market areas, including

- Job vacancy listings in such labor market areas;
- Information on job skills necessary to obtain the jobs;
- Information relating to local occupations in demand and the earnings, skill requirements, and

opportunities for advancement for such occupations”

WIOA

Same as WIA, but adds:
“opportunities for advancement for such occupations”

Another Link to Career Pathways!
Basic Career Services:
Program Performance and Cost Information for Job Seekers

WIA and WIOA (Basically No Change):
✓ Performance information and program cost information on providers of:
  - Training
  - Youth Workforce Activities
  - Adult Education
  - Career and Technical Education
  - Vocational Rehabilitation
✓ Local area performance on accountability measures

 New in WI0A 

“Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area’s one-stop delivery system”
Basic Career Services: 
Job Seeker Supportive Services Information

WIA:
“Provision of accurate information relating to the availability of supportive services, including childcare and transportation, available in the local area, and referral to such services, as appropriate”

New in WIOA

“Provision of information, in usable and understandable formats and languages”

Requires information and referral on specific programs and services:

- Childcare
- TANF
- Child support
- SNAP (Food Stamps)
- Medical, child health assistance
- Earned Income Tax Credit
What Will WIOA Mean for CareerSource South Florida?

**Basic Career Services: Unemployment Insurance**

**WIA:** “Provision of information regarding filing claims...”

**New in WIOA**

*NPRM Regulations § 678.430: “What are career services?”*

“Provision of information and assistance regarding filing claims for unemployment compensation, by which the one-stop must provide meaningful assistance to individuals seeking assistance in filing a claim...

(i) “Meaningful assistance” means:

(A) Providing assistance on-site using staff who are well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants; or

(B) Providing assistance by phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time.

(ii) The costs associated in providing this assistance may be paid for by the State’s unemployment insurance program, or the WIOA adult or dislocated worker programs, or some combination thereof.”
Basic Career Services: Unemployment Insurance

*NPRM Preamble § 678.430: “What are career services?”*

“...individuals...should receive more robust or “meaningful” service beyond what they could obtain on their own using self-service tools...”

“...assistance in filing a claim if they request it or are identified as needing the service due to barriers such as limited English proficiency or disabilities.”

“...meaningful assistance can also be provided by phone or by means of other technology, including computer access, as long as the assistance is provided by specifically identified staff and within a reasonable time. This means that if the customer is referred to a phone for UI claims assistance, it must be a phone line dedicated to serving one-stop customers. It cannot be simply placing the customer into the general State UI agency contact center’s phone queue.

“This proposed regulation does not require that States actively promote in-person claims filing through the one-stop centers. It does mean that assistance must be made available to customers who come to the one-stop for assistance in filing a UI claim and to customers that have been identified as having barriers to filing a UI claim without assistance.”
“Individualized career services must be made available if determined to be appropriate in order for an individual to obtain or retain employment.”

- Comprehensive and specialized assessments of the skill levels
  - Development of an individual employment plan
  - Group counseling and Individual Counseling
  - Career planning
- Short-term pre-vocational services
- Internships and work experiences that are linked to careers
  - Workforce preparation activities
  - Financial literacy services
- Out-of-area job search assistance and relocation assistance
- English language acquisition, integrated education/training programs
**Individualized Career Services:**
Comprehensive Assessment, IEP, Counseling, Career Planning

**WIA and WIOA (No Change):**
- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include diagnostic testing and use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals
- Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals
- Group counseling; Individual counseling; Career planning

**New in WIOA**

*Adds to IEP:*
“Providing information on eligible providers of training services...and career pathways to attain career objectives”
**Individualized Career Services:**
Prevocational Services and Out-of-Area Job Search

**WIA and WIOA (No Change):**

- **“Short-term prevocational services,”** including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals or unsubsidized employment or training”

- **“Out-of-area job search assistance”** and relocation assistance

**New in WIOA**

- **“Internships and work experiences that are linked to careers”**
  - Specifically Adds Internships and Links to Careers
  - More than Just “Work Experience”
  - “Stepping Stones” for “Career Pathways”
NPRM Regulations: § 680.170
What is an internship or work experience for adults and dislocated workers?

“...internships or work experiences are a planned, structured learning experience that takes place in a workplace for a limited period of time.

Work experience may be paid or unpaid, as appropriate.

An internship or work experience may be arranged within the private for profit sector, the non-profit sector, or the public sector.

Labor standards apply in any work experience setting where an employee/employer relationship, as defined by the Fair Labor Standards Act, exists.”
New in WIOA

- English language acquisition and integrated education and training programs
- Workforce preparation activities

Links to WIOA Title II, Adult Education and Literacy

Definition of Workforce Preparation Activities in WIOA Title II, Adult Education and Literacy

“The term ‘workforce preparation activities’ means activities, programs, or services designed to help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education or training or employment.”
New in WIOA

“Financial literacy services, such as...”

“Ability of participants to create household budgets, initiate savings plans, and make informed financial decisions about education, retirement, home ownership, wealth building, or other savings goals;

Ability to manage spending, credit, and debt, including credit card debt, effectively;

Awareness of the availability and significance of credit reports and credit scores in obtaining credit, including determining their accuracy (and how to correct inaccuracies in the reports and scores), and their effect on credit terms;

Ability to understand, evaluate, and compare financial products, services, and opportunities;

Activities that address the particular financial literacy needs of non-English speakers, including providing the support through the development and distribution of multilingual financial literacy and education materials”
Career Services: Follow-up Services

WIA: Adults and Dislocated Workers

“Follow-up services, including counseling regarding the workplace, for participants in workforce investment activities authorized under this subtitle who are placed in unsubsidized employment, for not less than 12 months after the first day of the employment, as appropriate”

WIOA NPRM: Adults and Dislocated Workers

“Follow-up services...must be made available, as appropriate, for a minimum of 12 months following the first day of employment, to registered participants who are placed in unsubsidized employment.”

- Follow-Up “Services”...Not Follow-Up “Contact”

- After “Employment”...Not After “Exit”:

- Employment Does Not Necessarily Equal Exit
What Will WIOA Mean for CareerSource South Florida?

### WIOA TRAINING SERVICES

"Training services *may include*...

<table>
<thead>
<tr>
<th>In Both WIA and WIOA</th>
<th>Modified in WIOA</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Occupational skills training</td>
<td>✓ Job readiness training provided in combination with (with other training)</td>
</tr>
<tr>
<td>✓ On-the-job training</td>
<td>✓ Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with (other training) services</td>
</tr>
<tr>
<td>✓ Programs that combine workplace training with related instruction</td>
<td></td>
</tr>
<tr>
<td>✓ Training programs operated by the private sector</td>
<td></td>
</tr>
<tr>
<td>✓ Skill upgrading and retraining</td>
<td></td>
</tr>
<tr>
<td>✓ Entrepreneurial training</td>
<td></td>
</tr>
<tr>
<td>✓ Customized training</td>
<td></td>
</tr>
</tbody>
</table>

**New “Permissible” Training Services in WIOA**

- ✓ Incumbent worker training
- ✓ Transitional jobs
WIOA Training Service (Modified from WIA)

Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with (other training) services

- The Change: Specifies the Activities
- Links to WIOA Title II, Adult Education and Literacy

Definition of Integrated Education and Training in WIOA Title II, Adult Education and Literacy

“A service approach that provides adult education and literacy activities concurrently and contextually with workforce preparation activities and workforce training for a specific occupation or occupational cluster for the purpose of educational and career advancement”
What Will WIOA Mean for CareerSource South Florida?

What’s New? WIOA Adult and Dislocated Worker Programs

✓ Adult and Dislocated Worker Program Eligibility

✓ Adult and Dislocated Worker Program Registration and Participation

✓ Priority for Individualized Career Services and All Training Services for Adults

✓ No “Sequence of Service” (?)

✓ Eligibility for Training Services

✓ New Center Job Seeker Flow
Adult and Dislocated Worker Program Eligibility

No Real Change in Program Eligibility and Definitions

- Adult Definition the Same: 18+

- Dislocated Worker Definition (Almost) the Same
  (WIOA Includes Spouses of Members of the Armed Forces on Active Duty)

- Continue with Selective Service Requirements

- Continue with Legal-to-Work Requirements

Transfer of Funds Between Adults and Dislocated Worker Programs

“A local board may transfer, if ... approved by the Governor, up to... 100 percent of funds...between adult...and dislocated worker...activities”

Will You Request Transfer? If So, What Percentage?
<table>
<thead>
<tr>
<th>WIA Regulations</th>
<th>WIOA NPRM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sec. 663.105  When must adults and dislocated workers be registered?</td>
<td>§ 680.110 When must adults and dislocated workers be registered and considered a participant?</td>
</tr>
<tr>
<td>(a) Registration is the process for collecting information to support a determination of eligibility. This information may be collected through methods that include electronic data transfer, personal interview, or an individual's application.</td>
<td>Registration is the process for collecting information to support a determination of eligibility. This information may be collected through methods that include electronic data transfer, personal interview, or an individual's application.</td>
</tr>
<tr>
<td>(b) Adults and dislocated workers who receive services funded under title I other than self-service or informational activities must be registered and determined eligible.</td>
<td><strong>Participation occurs after the registration process</strong> of collecting information to support an eligibility determination and begins when the individual <strong>receives a staff-assisted WIOA service</strong>, which does not include self-service or informational activities.</td>
</tr>
</tbody>
</table>
### WIOA: Priority for Adult Services

<table>
<thead>
<tr>
<th>WIA</th>
<th>WIOA</th>
</tr>
</thead>
<tbody>
<tr>
<td>“In the event that funds allocated to a local area for adult employment and training activities are limited, priority shall be given to recipients of public assistance and other low-income individuals for intensive services and training services. The appropriate local board and the Governor shall direct the one-stop operators in the local area with regard to making determinations related to such priority.”</td>
<td>“For adult employment and training activities, priority shall be given to recipients of public assistance, low-income individuals, and individuals who are basic skills deficient for receipt of (certain) career services and (all) training services. The local board and the Governor shall direct the one-stop operators in the local area with regard to making determinations related to such priority.”</td>
</tr>
</tbody>
</table>
## “Priority” for WIOA Adult Individualized Career Services

<table>
<thead>
<tr>
<th>1. Basic Career Services: Available to All Participants (No Priority for Services)</th>
<th>2. Individualized Career Services (Determine Priority for Services)</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Eligibility for services</td>
<td>✓ Comprehensive assessment</td>
</tr>
<tr>
<td>✓ Outreach, intake, orientation</td>
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<td>✓ Financial aid information</td>
<td></td>
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</table>

### 3. Follow-Up Activities
## Adult Priority for Individualized Career Services and Training Services

<table>
<thead>
<tr>
<th>Recipients of Public Assistance and Low-Income (Same as WIA)</th>
</tr>
</thead>
<tbody>
<tr>
<td>and Basic Skills Deficient (New in WIOA)</td>
</tr>
</tbody>
</table>

“...the individual is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual’s family, or in society”

## Veterans:

**If Eligible...Always Have Priority!**
WIOA: “No Sequence of Service”  
USDOL: “Access Training Immediately”

NPRM Preamble § 678.430: What are career services?

“Proposed § 678.425 repeats the WIOA prohibition on one-stop partners requiring a particular sequence of services. Seamless service delivery, which is one of the underlying principles of the one-stop system, requires that appropriate services be made available to individuals based on their needs, and that multiple services can be provided simultaneously.

NPRM § 678.425:

“One-stop centers provide services to individual customers based on individual needs, including the seamless delivery of multiple services to individual customers. There is no required sequence of services.”

WIA: First, Core ➔ Then, Maybe Intensive ➔ Then, Maybe Training
## What Will WIOA Mean for CareerSource South Florida?

### WIOA: No Sequence of Service

“Access Training Immediately”

<table>
<thead>
<tr>
<th>WIA Sequence of Service</th>
<th>WIOA Service Paths</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Job Seeker</strong></td>
<td><strong>Job Seeker</strong></td>
</tr>
<tr>
<td>(\downarrow) Core Services (\Rightarrow) Job</td>
<td>(\downarrow) OR</td>
</tr>
<tr>
<td>(\downarrow) Intensive Services (\Rightarrow) Job</td>
<td>Career Services (\Rightarrow) Training Services</td>
</tr>
<tr>
<td>(\downarrow) Training Services (\Rightarrow) Job</td>
<td>(\downarrow) Job AND Credential</td>
</tr>
</tbody>
</table>

**WIA Core Services:**
- Primarily: Self-Service, Informational, and Group
- Core Required for Intensive and Intensive Required for Training

**WIOA Career Services:**
- Self-Service, Informational, Group, **Staff-Assisted, and One-on-One**
- “Career Services” Not “Required” for Initiation of Training Services

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### WIOA: Training Service Eligibility

<table>
<thead>
<tr>
<th>WIA Intensive Services Eligibility</th>
<th>WIOA Career Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Employed/Unemployed:</td>
<td>- Employed/Unemployed:</td>
</tr>
<tr>
<td>Received at Least One Core Service</td>
<td>No Intensive Services (Career Services)</td>
</tr>
<tr>
<td>- “Need” Intensive Services</td>
<td>Individualized “Career Services:</td>
</tr>
<tr>
<td>- Document: “Inability to Obtain</td>
<td>“If determined to be appropriate in order</td>
</tr>
<tr>
<td>Employment Through Core Services”</td>
<td>for an individual to obtain or retain</td>
</tr>
<tr>
<td></td>
<td>employment”</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>WIA Training Services Eligibility</th>
<th>WIOA Training Services Eligibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Met the eligibility requirements for intensive services and who are <strong>unable to obtain or retain employment</strong> through such services”</td>
<td>“Who, <strong>after an interview, evaluation, or assessment, and career planning,</strong> have been determined by a one-stop operator or one-stop partner, as appropriate, to---”</td>
</tr>
<tr>
<td>“Who after an interview, evaluation, or assessment, and case management, have been determined by a one-stop operator or one-stop partner, as appropriate”</td>
<td><strong>be unlikely or unable</strong> to obtain or retain employment...”</td>
</tr>
</tbody>
</table>
# What Will WIOA Mean for CareerSource South Florida?

<table>
<thead>
<tr>
<th>WIA Training Services Eligibility</th>
<th>WIOA Training Services Eligibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Be in need of training services”</td>
<td>“...be <strong>unlikely</strong> or <strong>unable</strong> to obtain or retain employment, <strong>that</strong> leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment, <strong>through the career services</strong>”</td>
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<td>“Be in need of training services to obtain or retain employment that <strong>leads to</strong> economic self-sufficiency or wages comparable to or higher than wages from previous employment”</td>
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## WIA and WIOA Training Services Eligibility (No Change)

- Have skills and qualifications to successfully participate
- Directly linked to employment opportunities
- Unable to obtain grant assistance from other sources or require additional assistance in addition to other sources
- Eligible in accordance with Adult priority system
“NPRM § 680.220 Are there particular career services an individual must receive before receiving training services under WIOA?

(a) **Yes**, an individual must at a **minimum** receive either an interview, evaluation, or assessment, and career planning or any other method through which the one-stop operator or partner can obtain enough information to make an eligibility determination to be determined eligible for training...

(b) The **case file must contain a determination of need for training services**... as determined through the interview, evaluation, or assessment, and career planning informed by local labor market information and training provider performance information, or through any other career service received. **There is no requirement that career services be provided as a condition to receipt of training services**; however, if career services are not provided before training, the Local Board must document the circumstances that justified its determination to provide training without first providing the services...

(c) **There is no Federally-required minimum time period for participation in career services before receiving training services.**”
What Will WIOA Mean for CareerSource South Florida?

Take-Aways! Best Bets! Next Steps!