



Workforce Connections Programs, Services and Activities WIOA Title I Services	ADW-030-02
Supersedes Policy 3.1 dated October 09,2012	Revision No. 5 – Effective 02-25-2020
Policy Approved by: WC Executive Director Policy Adopted on: August 01, 2013	<i>[Handwritten signature]</i>

Purpose:

To set forth guidelines with respect to provision of services for programs funded in whole or in part under Title I of the Workforce Innovation and Opportunity Act (WIOA).

Background:

The Workforce Innovation and Opportunity Act (WIOA) was signed into law on July 22, 2014. 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. 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 Adult and Dislocated Worker (ADW) formula programs, in coordination with the Wagner-Peyser (WP) Employment Service (ES), are pivotal pieces of the One-Stop Delivery System (OSDS), which is the foundation of the Workforce Delivery System (WDS).

The ADW programs are required partners in the OSDS which provides universal access to career services to meet the diverse needs of adults, dislocated workers and youth. WIOA offers an integrated and comprehensive range of services consisting of workforce development activities benefiting job seekers, employers and communities. WIOA provides for a workforce system that is universally accessible, customer centered, and training that is job-driven.

Policy:

WIOA title I formula funds allocated to local areas for ADW programs must be used to provide career and training services through the OSDS. Local Workforce Development Boards (LWDB) determine the most appropriate mix of these services, but both types must be available for eligible adults and dislocated workers. Workforce Connections (WC) has established that program participants must be provided with individualized career services within five (5) days after eligibility determination/registration is made.

This policy may be subject to revisions/updates as additional Federal statutes and regulations and/or State policy and guidelines are released.

References:

Public Law P.L. 113 – 128 WIOA Secs. 3, 122, 134, 181, 189, 503
20 CFR Part 678; 20 CFR Part 680; 20 CFR Part 683; TEGL 3-14; TEGL 3-15;
TEGL 10-16 Change No. 1; TEGL 15-10; TEGL 16-16; TEGL 17-05; TEGL 19-16; State
Compliance Policy (SCP) 1.8; State TAG 15-3

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I. Participation

- A. To be eligible to participate in activities carried out under Title I of WIOA an individual must first be determined eligible and registration or formal enrollment needs to be completed. Initial assessment is a key component of the overall intake process and includes the initial determination of each individual's employability, aptitudes, abilities and interests through interview, and counseling.
- B. All program participants must have an initial assessment completed to evaluate skills, experience, needs and the appropriateness for services and capacity to benefit from services provided under WIOA Title I programs. Assessment is an ongoing process and shall not be viewed as a one-time event.
- C. The appropriateness of any services provided to an eligible program participant must be properly documented in the Individual Employment Plan (IEP) and/or Individual Service Strategy (ISS) and must show a clear linkage between the services provided and improvement in the program participant's employability or career objective goals.
- D. An IEP is required for all program participants prior to receiving individualized career services. The IEP is an ongoing strategy to identify employment goals, achievement objectives, and the appropriate combination of services for the program participant to obtain these goals and objectives.
- E. WC oversight staff approval is required prior to a determination and action that might affect denial of enrollment/services under programs funded by Title I of WIOA. Consistency and accuracy is imperative. Support documentation is required at all times.

II. General Provisions for Career Services

WIOA Title I authorizes "Career Services" for adults and dislocated workers. Career services must be made available through the Southern Nevada Workforce Development Area (SNWDA) to adults or dislocated workers. As identified in Sec. 134 (c) (2) career services may be provided in three different sets of activities: (1) **basic career services** that must be made available to all individuals seeking services in the One-Stop Delivery System (OSDS); (2) **individualized career services** that must be made available if deemed appropriate and considered to be necessary for WIOA Title I eligible adults and dislocated workers to obtain and retain employment; and (3) **follow up services** available to adult and dislocated workers after unsubsidized employment is attained.

A. Basic Career Services

Basic career services must be made available and, at a minimum, must include the following services consistent with allowable program activities and Federal cost principles. Some of the basic career services are considered self-service and informational only and do not require an enrollment. However, services that involve extensive staff time are considered staff-assisted¹ career services and require enrollment in the WIOA Title I program.

¹ For additional guidance see the attached table.

1. Basic Career Services Include:

- a) Determination of whether the individual is eligible to receive assistance from the adult, dislocated workers, or youth program under WIOA Title I;
- b) Outreach/intake (including worker profiling) and orientation to information and other services available through the one-stop delivery system;
- c) Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs (enrollment required);
- d) Labor exchange services including:
 - 1) Job search and placement assistance, and when needed by an individual, career counseling including provision of information on in-demand industry sectors and occupations and provision of information on nontraditional employment; and
 - 2) Appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services other than those traditionally offered through the OSDS;
- e) Provision of referrals to and coordination of activities with other programs and services, including programs and services within the OSDS and, when appropriate, other workforce development programs;
- f) Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including:
 - 1) Job vacancy listings in labor market areas;
 - 2) Information on job skills necessary to obtain the vacant jobs listed;
 - 3) Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs;
- g) Provision of performance information and program cost information on eligible providers of training services by program and type of providers;
- h) 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;
- i) Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including:
 - 1) Child care;
 - 2) Child support;
 - 3) Medical or child health assistance available through the State's Medicaid program and Children's Health Insurance Program; benefits under SNAP; assistance through the earned income tax credit; and assistance under a State program for Temporary Assistance for Needy Families, and other supportive services and transportation provided through that program;
- j) 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 for unemployment compensation.
 - 1) Meaningful assistance means:
 - i. Providing assistance on-site using staff who are well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants; or

- ii. 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.
- 2) The cost 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; and
- k) Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.

2. Workforce Connections Provisions

- a) Universal assessments may be accepted as the enrolling service if conducted within the preceding six (6) months.
- b) If an individual is considered to be in need of enrollment for individualized career services, the initial assessment must be the enrolling service.
- c) Program orientation is required for all WIOA Title I program participants.

B. Individualized Career Services

Individualized career services² must be made available if determined to be appropriate in order for an individual to obtain or retain employment. These services include the following services, as consistent with program requirements and Federal cost principles. While individualized career services may be offered concurrently, WC requires that an IEP be developed for all individuals in need of individualized career services, and be done within five (5) business days of enrollment.

Individualized career services include:

1. Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include:
 - a) Diagnostic testing and use of other assessment tools; and
 - b) In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
2. Development of an individual employment plan (IEP), to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, the eligible training providers;
3. Group counseling
4. Individual counseling
5. Career planning
6. Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance, and professional conduct services to individuals for unsubsidized employment or training;
 - a) WC authorizes short-term pre-vocational services that meet the below criteria and prepare program participants with the skills required to enter a career path in any of the industry sectors identified by the Governor as appropriate for consideration as a short-term pre-vocational services.
 - b) Short-term pre-vocational services are considered "**Individualized Career Services**" which develop learning skills to prepare an individual for

² Priority of service must be established at the time of eligibility determination and will not change during the participation period. It is not necessary to determine that an adult is eligible in accordance with the WC established priority of service criteria until it is determined that the individual is in need of individualized career services.

unsubsidized employment or training. Short-term pre-vocational services include, but are not limited to:

- 1) Learning skills;
 - 2) Communication skills;
 - 3) Interviewing skills;
 - 4) Punctuality;
 - 5) Professional conduct; and
 - 6) Personal maintenance skills;
 - 7) Mathematic or language skills at the 12th grade level or lower;
 - 8) Basic computer and software application skills;
 - 9) Any training or class which completes a gap in baseline knowledge for a given industry sector as determined by comprehensive/specialized assessment and the program participant's IEP.
- c) WC has established that, with the definition of short-term pre-vocational services, the major determinant for the award of pre-vocational services is:
- 1) Cost of service not to exceed \$1,000;
 - 2) Duration of service not to exceed 40 hours;
 - 3) Services that will lead the program participant to enter into a career path; and
 - 4) Services that will enable a program participant to achieve employment goals.
- d) WC staff may identify and determine unique exceptions to the above criteria. Request for special consideration and potential exception may be brought to WC staff in writing by the provider of WIOA Title I services. These exceptions will be evaluated and potentially granted on a case by case basis.
- e) Consistent with WC established procurement standards for procurements over \$1,000, small purchase procedures must be used and three (3) or more documented quotes are required. Prices/quotes may be obtained from current price list, catalogs, real time internet research/information, or contact (e.g., fax, e-mail, in person) with potential vendors.
7. Internships and work experiences that are linked to career pathways, and linked to in-demand occupations within the LWDA.
 8. Workforce preparation activities, including programs or services that are designed to help a program participant acquire a combination of basic academic, critical thinking, digital literacy, and self-management skills, including developing competencies in using resources and information, working with others, understanding systems, and obtaining skills necessary to successfully transition to and completion of post-secondary education, training and employment.
 9. Financial literacy services, including services which:
 - a) Support the ability of participants to create household budgets, and make informed financial decisions about education, retirement, home ownership, or other savings goals;
 - b) Support program participants in learning how to manage spending, credit, and debt, including educational loans and consumer credit;
 - c) Support activities that increase awareness of the availability and significance of credit reports and credit scores in obtaining and maintaining good credit scores;
 - d) Support activities that increase program participant's ability to understand, evaluate, and compare financial products, services and opportunities, and support 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.
 10. Out-of-area job search assistance and relocation assistance.
 11. English language acquisition and integrated education and training programs.

III. General Provisions for Training Services

Training services are a critical component to the employment success of program participants. Training services are provided to equip individuals to enter the workforce and retain employment. Training programs should be part of a continuum of education and training leading to credential attainment, full time employment, increase earnings, and career advancement.

A. Training services may include the following:

1. Occupational skills training, including training for non-traditional employment (ETPL required);
2. On-the-job training (OJT): training by an employer that is provided to a paid program participant while engaged in productive work in a job that:
 - a) Provides knowledge or skills essential to the full and adequate performance of the job;
 - b) Is made available through a program that provides reimbursement to the employer of up to 50% of the wage rate of the program participant, except as provided in Sec. 134 (c) (3) (H) of WIOA, for the extraordinary cost of providing the training and additional supervision related to the training;
 - c) Is limited in duration as appropriate to the occupation for which the program participant is being trained, taking into account the content of the training, the prior work experience of the program participant, and the IEP of the program participant, as appropriate.
3. Incumbent worker training conducted with a commitment by the employer to retain or avert the layoff of the incumbent worker(s);
4. Programs that combine workplace training with related instruction, which may include cooperative education programs (ETPL may be required);
5. Skill upgrading and retraining (ETPL may be required);
6. Entrepreneurial training;
7. Transitional jobs may include:
 - a) Time-limited work experiences that are subsidized and are in the public, private, or non-profit sectors for individuals with barriers to employment who are chronically unemployed and/or have an inconsistent work history;
 - b) Are combined with comprehensive employment and support services;
 - c) Are designed to assist program participants with barriers to employment to establish a work history, demonstrate success in the workplace, and develop the skills that lead to entry into and retention in unsubsidized employment.
8. Job readiness training provided in combination with services described above (1-7);
9. Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with services described above (1-7);
10. Customized training:
 - a) Conducted with a commitment by the employer to employ an individual upon successful completion of training;
 - b) Is designed to meet the special requirements of an employer (including a group of employers);
 - c) For which the employer pays for a significant cost of the training as determined by the LWDB.

- B. Moving from Individualized Career Services to Training Services**
 After individuals are determined to be eligible, enrolled and determined to be in need of training services consistent with WIOA Sec. 134 (c) (3), and proper justification has been recorded and documented in the participant's IEP, the program participant may be placed in training services.
- C. Prior to the approval of training services a program participant must receive services that include, at a minimum:**
 1. Initial assessment to determine services need; and
 2. Completed IEP.
- D. Training services shall be provided through approved training providers listed on the Eligible Training Providers List (ETPL). The ETPL offers detailed information regarding training cost and duration, as well as available locations and contact information.**
- E. The selection of training services should be conducted in a manner that maximizes customer choice, is linked to in-demand occupations, informed by the performance of relevant training providers, and coordinated to the extent possible with other sources of assistance within the LWDA.**

IV. Follow-up Services

- A. Follow-up services provide a continuing link between the program participant and the workforce system. These services allow service providers to assist with other services the program participant may need once he or she obtains employment, and should be more substantive than contacts to obtain reporting information. Appropriate follow-up services must be made available to a participant placed in unsubsidized employment for a minimum of 12 months following the participant's exit.**
- B. Follow-up services must be provided as appropriate. Note that follow-up services provided to ensure job retention will not extend the participation period. Such follow-up services may include, but are not limited to:**
 1. Contacting employers;
 2. Referral to partners within the OSDS;
 3. Referral to supportive services available in the community;
 4. Counseling regarding work-related issues;
 5. Career counseling; and
 6. Additional services that may be provided with WC Program Manager prior approval.
- C. The service provider must attempt to contact the participant monthly to provide follow-up services. Once 90 days have passed, and contact attempts have not been successful, no further contact attempts will be made. The service provider must exhaust at least three different contact types before discontinuing follow-up attempts. All contact attempts must be properly documented in case note entries in the MIS (currently EmployNV). Acceptable contact types can include, but are not limited to, the following:**
 1. Telephone;
 2. SARA;
 3. In-person;
 4. Email;
 5. Text message;
 6. Social media (i.e., Facebook, Twitter, Instagram, LinkedIn, Snapchat, etc.); and
 7. Message left with contact person.