



TECHNICAL ASSISTANCE MEMO #24 REV 1

ORIGINAL MEMO DATE: SEPTEMBER 16, 2016
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TO: WIOA SUBRECIPIENTS
FROM: AMY GIMLIN, WSW DATA AND COMPLIANCE MANAGER
RE: WIOA SERVICES

Eligible WIOA participants may receive the following types of services: Supportive Services, Career Services (divided between Basic and Individualized Services), Training Services, and Follow up Services. Below are descriptions of each service and what activities fall into each category. Reference citations in this document originate from [TEGL 3-15](#), [WIOA Law](#), the [DOL Final Rule](#), or the [Joint Final Rule](#).

Supportive Service: Supportive services are available to support participation in program services and/or activities to secure and retain employment or post-secondary education. Registration, pursuant to the provisions of WIOA, is an absolute prerequisite to the delivery of supportive services. Participant must be participating in a career or training service and a supportive service is needed to continue participation. For further guidance on providing supportive services refer to [Policy #3005 Revision 3 Supportive Services and Needs Related Payments](#) on the WSW website.

Basic Career Service: Basic Career Services must be made available to job seekers through WIOA or Wagner-Peyser. The services without program enrollment may include:

- Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs;
- Outreach, intake (including worker profiling), and orientation to information and other services available through the one-stop delivery system;
- Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs;
- Labor exchange services (typically provided by Wagner-Peyser staff within the WorkSource Center), including—
 - Job search and placement assistance, and, when needed by an individual, career counseling, including—
 - Provision of information on in-demand industry sectors and occupations (as defined in sec. 3(23) of WIOA); and
 - Provision of information on nontraditional employment; and
 - 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 one-stop delivery system;

Full enrollment in WIOA Youth or Basic enrollment in WIOA Adult or Dislocated Worker is required for the following services:

- Provision of referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and, when appropriate, other workforce development programs;
- 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—
 - Job vacancy listings in labor market areas;
 - Information on job skills necessary to obtain the vacant jobs listed; and
 - Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs;
- Provision of performance information and program cost information on eligible providers of education, training, and workforce services by program and type of providers;
- Provision of information relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including: child care; child support; 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 TANF, and other supportive services and transportation provided through that program;
- Provision of information and meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation.
 - “Meaningful assistance” means providing assistance:
 - On-site using staff who are well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants; or
 - By phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time.
 - 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.
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.

Individualized Career Service (also known as Enhanced Career Service): Individualized career services must be made available if determined to be appropriate in order for an individual to obtain or retain employment. Full enrollment into WIOA Youth, Adult or Dislocated Worker must be completed prior to receiving Individualized Career Services. Staff must use assessments to determine if individualized career services would be appropriate. These services include the following services, as consistent with program requirements and Federal cost principles:

- 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 his or her employment goals, including the list of, and information about, the eligible training providers;
- Group counseling;
- Individual counseling;
- Career planning, job coaching and job matching services;
- Short-term pre-vocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for training or unsubsidized employment;
- Internships and work experiences that are linked to careers (as described in § 680.180 for Adults in the Final Rule);
- Workforce preparation activities including job readiness if not combined with a training service described below. Activities will 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;
- Financial literacy services as described in sec. 129(b)(2)(D) of WIOA and § 681.500 of the Final Rule;
- Out-of-area job search assistance and relocation assistance; and
- Information gathering on English language acquisition and integrated education and training programs. Adult education and literacy activities if not combined with a training service described below.

Training Services: Training services can be critical to the success of a participant transitioning to employment. There is no sequence of service requirement; therefore staff may determine training is appropriate at any time during enrollment. For further guidance on how to administer each type of training, please see the [WSW Training Handbook](#). According to TEG 3-15, program staff must determine if appropriate, after an interview, evaluation or assessment, and career planning, that the participant:

- In unlikely or unable to obtain or retain employment, that leads to economic self-sufficiency or wages comparable to or higher than wages previous employment through career services alone;
- Is in need of training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment, through career services alone; and
- Have the skills and qualifications to successfully participate in the selected program of training services.

This determination must be documented in case notes and through assessments.

Training services may include the following referenced in [WIOA Regs 134\(c\) \(3\) \(D\) \(x\)](#):

- Occupational Skills Training, usually in the form of an Individual Training Account (ITA);
- On-the-Job Training (OJT);
- Incumbent Worker Training;
- Customized Training;
- Required pre-requisite courses or training could include:
 - Skill upgrade and retraining;
 - Accelerated Learning; or
 - Training that combines workplace training and related instruction
- Youth Work Experience/Internship as described in § 681.600 of the Final Rule (Adult WEX or Internship is considered an Individualized Career Service);
- Transitional Jobs;
- Accelerated Skills (learning/training), with a focus on work-based training, that leads to industry-recognized credentials and employment such as registered apprenticeship;
- Registered Apprenticeship;
- Entrepreneurial Training; or
- The following services if combined with one of the training types above:
 - Job readiness or
 - Adult education and literacy activities

The following expenses are typically included in the training cost:

- Tuition;
- Course Fee;
- Participant wages (for youth this is separated by a specific budget line item); and
- Clothing, books, or supplies required by training as documented on the course syllabus or registration paperwork.

Follow-up Services: Follow-up services are available to Adult and Dislocated Workers that entered unsubsidized employment and are required for all Youth participants. These services are available for a 12 month period from the job seekers placement date. Follow-up services do not extend the date of participation. The following services could be provided:

- Supportive Services (see above) allowable only to youth programs;
- Counseling regarding the workplace;
- Retention services; and
- Referrals to community resources