

The following is not new law, but agency guidance designed to clarify the existing statutes or regulations. For more information, contact the WIOA/TAA Mailbox.

# **Idaho Workforce Innovation and Opportunity Act**

## **Technical Assistance Guide**

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## **Section 1: WIOA Overview**

The Workforce Innovation and Opportunity Act (WIOA) is the federal act that authorizes numerous workforce development programs and the One-Stop system.

Enacted on July 1, 2015, WIOA replaced the Workforce Investment Act of 1998. In addition, it retains and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973. WIOA is the primary law governing the federally-funded, state administered, and locally delivered workforce development system.

The WIOA Adult, Dislocated Worker and Youth programs are specifically authorized in WIOA Title I-B.

### **WIOA Key themes**

The law addresses numerous programs, but there are four overarching themes:

- Program Alignment, including Integrated Service Delivery
- Accountability
- Career Pathways
- Serving Individuals with Barriers to Employment

### **Program Alignment, including Integrated Service Delivery**

To ensure that workforce development programs work together, WIOA specifically designated six core programs of federal investment in workforce skill development. These programs are required to develop a unified state plan and submit joint performance metrics. The core programs are:

- Title I-B grants for Adults, Dislocated Workers, and Youth
- Title II grants for adult education and literacy programs (Adult Ed)
- Title III incorporating Wagner-Peyser Employment Services
- Title IV grants for state Vocational Rehabilitation grants to assist individuals with disabilities in obtaining employment

In addition to the core programs, WIOA Title I also authorizes Job Corps, YouthBuild, National Dislocated Worker Grants, and workforce development programs for Native Americans, and Migrant and Seasonal Farmworkers.

The core programs are required to develop a Unified State Plan every four years that describes the state's vision, goals, and implementation strategies for implementing WIOA. States are encouraged to include additional workforce partners within the state planning process to create a Combined State Plan instead of a unified plan. Idaho developed a [Combined State Plan](#) with the following partners:

- WIOA Title I-B – Idaho Department of Labor  
WIOA Title II – Adult Education (within Career Technical Education)
- WIOA Title III – Idaho Department of Labor
- WIOA Title IV – Division of Vocational Rehabilitation and Commission for the Blind and Visually Impaired
- Senior Community Service Employment Program – Commission on Aging
- Trade Adjustment Assistance – Idaho Department of Labor
- Jobs for Veterans State Grants – Idaho Department of Labor

In addition to the State Plan, WIOA specifically directs all federal workforce program partners to work together and provide coordinated services to the individuals and employers in the local community using a “One-Stop” system. In addition to the programs authorized under WIOA, the other federal workforce programs are required to participate. WIOA authorizes both state and local workforce development boards to develop and oversee this system. More information is provided in the One-Stop section.

## **Accountability**

WIOA has an enhanced focus on performance measures and effectiveness of service delivery. As mentioned previously, the core programs have identical performance measures and are expected to contribute to a joint state performance measure. In addition to the program performance reports, there are expectations for regular program evaluations to increase the accountability and transparency of the system. These evaluations are primarily driven by data collection.

## **Career Pathways**

States are required to develop career pathways in industry-specific sectors to ensure career advancement opportunities are aligned with opportunities in the state and local communities. The plan also provides for the integration of education, training, support services, and other workforce services for advancing opportunities for workers and job seekers, especially individuals with barriers to employment.

## **Serving Individuals with Barriers to Employment**

The WIOA State Plan and One-Stop system must specify how they will serve individuals with barriers to employment. The WIOA Title I-B programs are prioritized for individuals with barriers to employment. All program performance reports track the number and type of individuals with barriers served and these data are also considered part of the performance measures.

## **WIOA Governance**

WIOA provides for numerous levels of governance over its WIOA programs. Resources for administering and providing Title I-B workforce development programs are located at Workforce Professionals

## **Federal Law USDOL**

WIOA, as a federal law, provides statutory directive from Congress for the programs it authorizes. The Act is divided into the following major sections:

- Title I - Governance and Workforce Investment Activities
- Title II – Adult Literacy and Education
- Title III – Wagner-Peyser
- Title IV -Vocational Rehabilitation
- Title V – General Provisions

This Technical Assistance Guide covers programs authorized under Title I, subtitles A and B. Title I-A defines the system’s governance, including the performance accountability system. Title I-B establishes the required workforce investment activities, qualifications for providers of those activities, and funding streams to support them.

## **Federal Regulations**

Congress charged both the U.S. Department of Labor and U.S. Department of Education with overseeing WIOA-authorized programs under their jurisdiction. These Departments issued federal regulations that provide specific direction for implementing the statutory directives. The two Departments issued joint regulations for three major areas: State Plan, Performance, and One-Stop.

The Department of Labor issued separate, additional regulations for system governance and for administering and providing the individual programs under its jurisdiction.

Other notable regulations are those issued by the U.S. Department of Labor regulations specifically for implementing the provisions of WIOA Section 188, which are the Equal Opportunity requirements. And those from the Office of Management and Budget regulating the administration of all federal grant funds, including specific guidance for Department of Labor grants.

## **Federal Guidance**

In addition to published regulations, the federal agencies issue advisories related to the administration of its programs. The U.S. Department of Labor Issues Training and Employment Guidance Letters (TEGLs), and Training and Employment Notices (TENs) to provide official notification and/or additional instructions for implementing for specific provisions of the law. USDOL TEGLs often have a special designation for WIOA Operational Guidance.

Some of this guidance is issued jointly (i.e., identical) from the Rehabilitation Services Agency and Family Literacy Agency under the U.S. Department of Education. The U.S. Department of Health and Human Services and the U.S. Department of Agriculture have provided joint guidance for the TANF and SNAP employment and training programs as part of the One-Stop system.

## **WIOA State Policies**

### **State Workforce Development Board**

The Governor established the Idaho Workforce Development Council as a WIOA-compliant state workforce board to provide strategic direction for the entire state workforce development system. This board is comprised of a majority of business representatives and includes representatives of the state's labor and workforce organizations and the government agencies who administer the federal workforce programs.

The state board assists the Governor by conducting strategic planning, facilitating operational alignment of programs at the state level, including joint performance reporting. WIOA authorizes the state board to set policy relating to the One-Stop delivery system.

### **Local Workforce Development Board**

As currently allowed by the U.S. Department of Labor, the Idaho Workforce Development Council also serves in the role of a local workforce development board. The local board provides strategic direction similar to the state board; however, it differs from the state board in that it has direct influence over the funds and service delivery in its local area. It designs and funds the One-Stop delivery system, including selecting the Title I-B service providers, as allowed by law and regulations.

Local funding for Title I-B Adult and Dislocated Worker programs must be used to establish the One-Stop delivery system for jobseekers and employers, as well as provide career and training services to eligible adults and dislocated workers. The local board develops policies to facilitate its service delivery design.

### **Administrative Entity**

The Governor designated the Idaho Department of Labor as the Administrative Entity and Fiscal Agent for WIOA Title I funds. IDOL is responsible for ensuring the funds are spent and managed in accordance with federal law and the programs comply with federal law and policies promulgated by the Workforce Development Council. The State may set policy and procedures to ensure compliance with federal regulations and policy.

### **Local Service Providers in One-Stop Delivery System**

Local boards select the following types of service providers who are responsible to deliver workforce services in the local area in accordance with the service delivery design:

#### **One-Stop Operator**

As of PY 18 the One-Stop operator, currently the Idaho Department of Labor is under contract with local Title I-B funds to ensure coordinated service delivery among the One-Stop partners. The One-Stop operator may have additional responsibilities as determined by the Workforce Development Council.

### **Career Services Provider**

As of 2019 the Idaho Department of Labor, North Idaho College and Magic Valley Youth and Adult Services are currently under contract to provide career services and access to training services using funding from WIOA Title I-B Adult program.

The Idaho Department of Labor is currently under contract to provide career services and access to training services using funding from WIOA Title I-B Dislocated Worker program.

### **Provider for Youth Workforce Investment Activities**

The Idaho Department of Labor has been selected by the Workforce Development Council as the provider of youth workforce investment activities and is under contract to provide services to eligible youth, including access to the required program elements.

## **Resources**

The following documents can be accessed online at Workforce Innovation and Opportunity Act/WIOA Law and Policies:

- Workforce Innovation & Opportunity Act
- Federal WIOA Final Regulations
- Idaho’s WIOA Combined State Plan
- Idaho’s Workforce Development Council Governance and Program Policies
- WIOA Policy Guidance Memos (WIOAPs)
- WIOA Information Bulletins (WIOABs)
- WIOA Technical Assistance Guide (TAG)

The following documents are available from your organization’s administrative staff:

- WIOA Provider Agreement
- General Provisions and Assurances attached to the Agreement
- Appropriate Office of Management and Budget (OMB) Circulars
- Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards (2 CFR 200)
- State Workforce Board - Strategic
- Local Workforce Board – Governance

## **One-Stop Delivery System**

### **Defined**

“One-Stop” – An adjective that means providing or offering a comprehensive range of goods or services at one location. (Merriam-Webster, online)

The federal government supports over a dozen programs offering employment and training services to the public. Recognizing the need to coordinate these programs and provide related services to

the target populations, Congress mandated the “One-Stop” delivery system to provide program services in local areas. (WIOA Sec. 122)

Under WIOA, “One-Stop” has been co-opted as both an adjective and a noun. One-Stop system or One-Stop network describes the workforce development service delivery system collectively. One-Stops are the locations where these services are provided. WIOA has tried to shift the language where “One-Stops” are now “American Job Centers.” “American Job Center” is now required branding for everything associated with the One-Stop system. Idaho has adopted the logo: “Proud Partner of the American Job Center Network” for its One-Stop branding.

Approximately 20 federal programs are required to provide their services in the One-Stop system. WIOA also lists a number of other federal programs promoted to be part of the One-Stop system and allows other government or private programs to participate. The entities administering the programs are called “One-Stop partners.”

### **Vision**

The vision for the One-Stop delivery system is for an individual to go to a single location to receive all of the assistance he needs. The individual does not need to know which program is providing each of the services. It is the responsibility of the One-Stop system to ensure that the services are provided seamlessly. Any fragmentation based on different program requirements is settled by staff behind the scenes, not placed on the individual to navigate.

Although all programs contribute to the One-Stop delivery system, the adult and dislocated worker funding streams are specifically designated to establish the One-Stop system. This is because the adult and dislocated worker programs provide the full complement of basic and individualized career services.

Most of the other One-Stop partner programs are required to provide at least some career services, such as intake and eligibility determination. Therefore, it is redundant in the One-Stop system for each program provider to provide the same services to individuals. The One-Stop system is designed to have a single intake for individuals to receive career services. Because the adult and dislocated worker programs offer all of those services, it is usually the service provider for those programs that provides career services on behalf of the all One-Stop partners.

### **One-Stop Partner Programs**

“List of One-Stop Partner Programs available upon request”

Resources:

- One-Stop MOU’s One-Stop Policies  
<https://www.labor.idaho.gov/dnn/WIOA/Law-and-Policies>
- WIOA Sec. 122

## Services to be provided through the One-Stop delivery system

WIOA SEC. 121(e) requires each local area in the state to establish a One-Stop delivery system, which shall provide career services. The One-Stop delivery system shall also provide access to training services; other employment and training services; programs and activities carried out by WIOA One-Stop partners; labor exchange services and labor market information.

The career services offered through the One-Stop delivery system

- [One-Stop Basic career services](#)
- [Initial assessment](#)
- [Labor exchange services](#)
- [Individualized career services](#)
- [Follow-up services](#)

## Universal Access to Career Services

WIOA self-service and informational career services are designed to be universally delivered across the One-Stop delivery system.

### Self Service

One self-service entry point to the One-Stop system is through the [Live Better Idaho](#) platform. The platform provides informational services about all One-Stop programs, availability of supportive services and assistance and self-service opportunities such as applying for eligibility to receive services.

Another self-service entry point is the IdahoWorks labor exchange services website. In addition to labor exchange services, this website can determine eligibility for WIOA Title I-B and other workforce development programs. It also provides access to information about eligible training providers, workforce and labor market information.

Additional workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, in-demand industry sectors and occupations, and job vacancies are located on the Idaho Labor Market Information Website Labor Market Information. JobScape also provides access to the Career Search tool allowing customers to easily find the information they need. Students in Idaho schools can also use [Next Steps Idaho](#)

### [Tableau In-Demand Occupations](#)

In addition to providing information on careers and education opportunities, CIS allows users to create accounts and perform personalized activities such as assessments.

## **Staff Assisted**

All basic career services are available from staff located at each American Job Center. Program staff within the One-Stop system also conduct outreach to individuals and provide an orientation to the availability of services. Any staff member can perform a simple, initial assessment and is empowered to connect the individual with the appropriate service – either directly or through a referral to individualized career, training or supportive services.

## **Business Services**

Are offered through the One-Stop delivery system shall include labor exchange services authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.)

- Filing job orders, preliminary screening and referring applicants, referral follow-up and amending job order specifications as necessary to provide appropriate and adequate referrals.
- Assisting employers in defining job duties for job orders, training programs and meeting basic legal requirements.
- Recruiting applicants to increase the labor pool. Recruit applicants for a particular employer via special efforts such as job fairs.
- Placing job listings into IdahoWorks.
- Including in the Resource Centers employer-orientated materials. Provide employers with a list of mandatory worker and employer posters.
- Offering assistance in employer/community economic development activities. The assistance will vary according to need but can include labor market data, labor availability analyses, referral to local and state economic development officials.
- Provide educational seminars on relevant topics and participate in local business groups.

## **Prohibition of Nepotism**

No Recipient or Subrecipient, including employers participating in work-based program activities such as On-the-Job training, may hire or engage a person in any position or program activity funded under WIOA/TAA, if a member of that person's immediate family is engaged in any administrative or management capacity related to the hiring, selection, placement, supervision (to the second degree) responsibilities and/or funding organization. No employer may hire a member of his/her immediate family into a work-based training position. In addition, no individual (neither new hire nor incumbent worker) may enter a WIOA/TAA-funded work-based program activity if a member of his/her family is engaged in a capacity noted above.

For purposes of this rule, the term "member of the immediate family" includes persons related by blood, marriage or decree of court, within the second degree, to the WIOA work-based training or program activity participant. This includes the spouse, child, parent, sibling, grandparent, aunt, uncle, niece, nephew, cousin, stepparent, stepchild, grandchild, corresponding in-laws to these family members, or any other persons related by decrees of court within the second degree.

For purposes of this rule, the term "administrative or management capacity" includes overall administrative responsibility for the obtaining of and/or approval of any grant or Subgrant funded under the Act, as well as other persons who have influence or control over the administration of the program, such as the office manager, regional director, project director, deputy director and unit chiefs, and persons who have selection, hiring, placement, or supervisory responsibilities for WIOA/TAA work-based program participants.

## **Section 2: Adult / Dislocated Worker / Youth**

### **Primary Purpose**

This section provides a general overview of the Workforce Innovation and Opportunity Act (WIOA) program in Idaho. It is designed for WIOA Title I Adult, Dislocated Worker and Youth program career planners who provide job seekers access to employment, education, training, and supportive services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy.

The WIOA Adult program provides workforce activities that increase the employment, retention, earnings, and attainment of recognized postsecondary credentials of adults age 18 and older, particularly for individuals with barriers to employment.

The WIOA Dislocated Worker program provides services to individuals who have been terminated, laid off, or have received notice of termination or layoff, from employment generally due to plant closures or downsizing.

Services provided to adults and dislocated workers under title I of WIOA can be a pathway to the middle class and to maintain and build skills to remain in the middle class. Across all titles, WIOA focuses on serving “individuals with barriers to employment”, and seeks to ensure access to quality services for these populations.

Both adult and dislocated worker programs are designed to support the One-Stop system.

The WIOA Youth program prepares vulnerable youth and other job seekers for successful employment, providing services that increase the youth’s knowledge of and ability to enter in-demand career pathways.

### [Tableau In-Demand Occupations](#)

### **Suitable, Appropriate, not an Entitlement**

Many applicants may be eligible for WIOA but are not appropriate for enrollment. Their needs or expectations may not match the services available or they may need to resolve personal issues before they can benefit from enrollment. In such cases, career planners should make appropriate referrals to other service providers (within and outside the One-Stop system). Applicants should be encouraged to reapply if/when their circumstances are such that WIOA enrollment would be appropriate.

WIOA is not an entitlement program. Career planners are charged with the responsibility of enrolling applicants who are both eligible and appropriate for service. There is no limit on the number of times an applicant can apply for WIOA. Career planners must confirm eligibility through an examination of required documentation.

Reference:

- Federal Register Vol 81 No. 161

- WIOA Sec 134 (c) (3) A

## **Application Date, Enrollment Date, the 45 Day Clock, and IdahoWorks and IdahoWorks Data Entry**

“Application” is the process of collecting information and necessary documentation 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.

The “application date” is the first day a Career Planner begins collecting eligibility information from an applicant.

The “enrollment date” is the date on which the individual begins receiving his/her first service following completion of the application. A maximum of 45 days can elapse between the application date and the date of enrollment. The enrollment process is concluded once the Career Planner completes IdahoWorks data entry requirements and the enrollment is approved.

Although verification documents will reflect participant information as of the application date, demographic characteristics entered in IdahoWorks should be updated to reflect the participant’s actual circumstances as of the enrollment date. *Example:* If an individual is employed when he/she begins the application process but the job ends prior to enrollment, he/she should be enrolled as “unemployed”.

If an applicant is not enrolled within this 45-day period, the process begins again, with a new application date and (as appropriate) updated verification documents

## **General Enrollment / Eligibility all Programs**

### **Selective Service Registration**

Service providers are responsible for determining Selective Service status of males prior to program enrollment.

Every male citizen, or any male residing in the United States, born on or after January 1, 1960, unless exempt, is required to register with the Selective Service System (SSS) between their 18th and 26th birthdays. Registration with SSS can occur within 30 days of a male's 18th birthday and prior to attaining his 26th birthday.

Male applicants over the age of 26 who did not register with Selective Service may receive WIOA services if they can establish that their failure to register was not intentional. If the career planner determines the applicant’s failure to register with Selective Service was not knowing and willful, the applicant may complete a Registrant Statement (WIOA 74-B) explaining the reasons behind their failure to register and submit it with their eligibility documents.

Applicants whose registration cannot be verified must also request a Status Information Letter from Selective Service, which verifies whether or not the applicant was required to register. Verification that the Status Information Letter was requested must be included in the participant file.

To obtain the Status Information Letter, the male must complete a Status Information Letter Request form, which can be found at [Request for Status Information Letter](#).

If the career planner determines that a male's failure to register was knowing and willful, WIOA services must be denied and the reason for the decision must be entered into case notes.

A detailed list of males who are and who are not required to register with Selective Service due to an exemption may be found online at <https://www.sss.gov/Registration-Info/Who-Registration>.

Selective Service registration can be verified online at [Selective Service System](#)  
The male's name, date of birth and social security number is needed to verify registration.

If a male who is required to register with Selective Service has failed to do so, WIOA services must be denied until the applicant is registered. The reason for the decision must be entered into case notes.

Youth who turn 18 during WIOA enrollment have 30 days from their 18th birthday to register for Selective Service. If not registered within 30 days, WIOA services must be discontinued until the client is registered.

Individuals denied services must be advised of available WIOA grievance procedures.

#### References:

- WIOA Section 189(h) - Effective 7-1-15
- 20 CFR 683.225 - Published 8-19-16
- Federal Register Vol. 80, No. 140 - Information Collection for WIOA – Published 7-22-15  
TEGL 11-11 Change 2
- TEGL 22-15 - Data Validation & Performance Reporting Timelines – Published 3-12-16

#### [Selective Service Allowable Source documentation](#)

#### **Legally entitled and authorized to work in the United States**

Participation in programs and activities or receiving funds under Title I of WIOA must be available to citizens and nationals of the United States, lawfully admitted permanent resident aliens, refugees, asylum, and parolees, and other immigrants authorized by the Secretary of Homeland Security or the Secretary's designee to work in the United States.

See <https://www.uscis.gov/i-9> for the most current list of acceptable documentation

#### References:

- 20 CFR 683.285(5)
- TEGL 5-08
- WIOA Joint Rule Narrative, page 55838
- TEGL 26-16

[Citizenship status / Authorized to work in the United States Allowable Source Documentation](#)

**Resident of Idaho**

Idaho residents who are eligible for career and training services in the adult, dislocated worker and youth programs will be given priority. Residents of other states who wish to receive WIOA individualized career and training services will be considered, pending funding or referred to the One-Stop system in their home state.

New residents to the state meet this eligibility requirement as soon as they can provide a physical address. No minimum time factor applies for residency. Homeless individuals qualify as Idaho residents when providing applicable verification.

[Resident of Idaho Allowable Source Documentation](#)  
[Statewide-Service Policy](#)

**Age / Date of Birth**

- Adult and Dislocated Worker  
18 and older
- Out of School Youth  
16-24

Age requirements are established at enrollment so a youth who turns 25 after enrollment may continue to receive youth services until WIOA activities and follow-up are complete

References:

- WIOA Sec 3(2) Adult & DW
- 20 CFR 680.120 Adult& DW
- WIOA Section 129(a) (C) Youth
- WIOA Section 129(a) (B) Youth
- Federal Register Vol. 80 No. 140
- 20 CFR 681.210 and .220 Youth
- TEGL 22-15

[Age / Date of Birth Allowable Source Documentation](#)

**Available Services**

**WIOA provides three types of career services:**

- [Basic Career Services](#)
- [Individualized Career Services](#)
- [Follow-Up Services](#)

## **Section 3: Registration, Initial Assessment, Basic / Enhanced Employment Plan and Basic Career Services**

### **Registration**

All customers should be registered for work in Idaho's Labor Exchange System.

#### **What is an assessment?**

An assessment is an ongoing, collaborative process of a career planner and participant to identify strengths, transferable skills, interests, work values, personal priorities and barriers as they relate to employment. An assessment leads to self-awareness and relies on the participant being an active part of the process. It is *not* something that a career planner does *to* the participant, or *for* the participant, rather an activity in which the career planner serves as a facilitator supporting the participant in the goal-setting process.

A career planner will assist the participant in collecting and analyzing information to develop a plan of action and identify appropriate program service options that will lead to self-sufficient employment. An assessment should include a participant's needs, strengths, support systems, education, job skills, interests, and removing barriers to employment career goals. This information may be gathered informally through participant interviews, observations, or formal assessment tools.

#### Reference

- 20 CFR 678.430 (a)

#### **WIOA has two types of Assessments**

- Initial assessment/Initial interview
- Intensive assessment

#### **Assessment/Initial interview**

Initial Assessment, labeled "initial interview" among One-Stop partners, is the preliminary evaluation of a participant's work history, skill levels, aptitudes, abilities, education, and needs to initially assess the participant's employability.

The initial assessment provides the career planner with information about the participant's current interests, attitudes, aptitudes and personal beliefs – all of which have bearing on employability, eligibility and appropriateness.

#### **Basic / Enhanced Employment Plan**

IdahoWorks provides career planners a tool to assist with an initial assessment and the ISS when a participant is registered in labor exchange. The Basic / Enhanced Employment Plan (BEEP) in IdahoWorks is available in the Case Details section. Career planners are encouraged to use this tool during the initial assessment process, but is not required. The ISS will continue to be an acceptable tool when developing a participant's employment plan.

## **Basic Career Services**

Basic career services must be made available to all individuals seeking services in the One-Stop delivery system and, at minimum, participants must have access to the following services:

- Determination of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs,
- Outreach, intake (including identification through the state's worker profiling and Reemployment Services system of unemployment insurance (UI) claimants likely to exhaust benefits), and orientation to information and other services available through the One-Stop delivery system,
- Initial assessment of skills levels to determine literacy, numeracy, and English language proficiency, as well as assessments to determine aptitudes, abilities (including skills gaps), and support service needs.

## **Labor exchange services**

- Job search and placement assistance, and when needed by an individual, career counseling including:
  - Information on in-demand industry sectors and occupations (WIOA Sec. 3(23),

### [Tableau In-Demand Occupations](#)

- Information on nontraditional employment,
- Appropriate recruitment and other business services on behalf of employers.
- Referrals to and coordination of activities with other programs and services,
- Labor market employment statistics information to individuals and employers,
- Performance information and program cost information on eligible providers of education, training, and workforce services by program and type of providers,
- 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,
    - 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,
    - The State’s unemployment insurance program, or the WIOA adult or dislocated worker programs, or some combination thereof may pay for the costs associated in providing this assistance.
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA,
- Provide referrals to and coordination of activities with other programs and services,
- Labor market information, including information relating to local, regional, and national labor market areas,
- Information on eligible providers of training services by program and provider type,

- Information and appropriate referrals to services and assistance, including but not limited to:
  - Child care,
  - Child support services,
  - Medical assistance available through the state's Medicaid program and Children's Health Insurance Program,
  - Benefits under the Supplemental Nutrition Assistance Program (SNAP),
  - Assistance through the earned income tax credit,
  - Assistance under a state program for Temporary Assistance for Needy Families (TANF), and other support services and transportation provided through that program,
  - Housing counseling and assistance services sponsored through the U.S. Department of Housing and Urban Development (HUD).
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.

Reference:

- WIOA Sec 134 (c) (2) (A) (i) (xi)
- 20 CFR 678.430 (a)
- 20 CFR 680.150 (a)
- TEGL 10-16
- TEGL 16-16

## Section 4: Eligibility and Priority

### A. Adult Priority

Priority of service for individualized career services is to be determined, in order, by the following priority groups:

1. Veterans and eligible spouses who are recipients of public assistance, low income or basic skills deficient.
2. All other individuals who are recipients of public assistance, low income or basic skills deficient.
3. Veterans and eligible spouses who are **NOT** recipients of public assistance, low income or basic skills deficient.
4. Other individuals who are not recipients of public assistance, low income or basic skills deficient, but have a potential barrier to employment as defined by WIOA. Barriers to employment as defined by WIOA are the following:
  - Displaced homemakers,
  - English language learners, low levels of literacy, cultural barriers,
  - Exhausting TANF within two years,
  - Ex-offenders,
  - Homeless individuals/runaway youth,
  - Long-term unemployed (27 or more consecutive weeks),
  - Migrant and seasonal farmworkers,
  - Persons with disabilities,
  - Single parents (Including single pregnant women),
  - Youth in foster care or aged out of system,
  - Individuals within an under-represented demographic, such as sex, race, or ethnicity,
  - Indians, Alaska Natives, and Native Hawaiians,
  - Older individuals (age 55 and older).
5. Other individuals within these recognized groups:
  - Individuals within an under-represented demographic, such as sex, race, or ethnicity,
  - Individuals referred by other One-Stop partner programs,
  - Individuals residing in rural counties.

Any other enrolled adult determined to be appropriate for services to obtain or retain employment. To receive WIOA training services enrolled adults must not exceed self-sufficiency guidelines.

References:

- 20 CFR 680.110
- Federal Register Vol 80 No.140
- TEGL 22-15
- TEGL 10.16 Change 1
- TEGL 19.16
- Idaho Policy for Adult Program Service Provisions – Eligibility and Priority
- Idaho Statewide Service Policies for WIOA Service Provision – I and II

**Self-Sufficiency for Employed Adults**

An employed individual enrolled in the Adult program who is considering training services must be evaluated for self-sufficiency. An employed adult in a permanent position is considered "self-sufficient" if his/her projected family income will exceed 155% of LLSIL.

See <https://www.labor.idaho.gov/dnn/Portals/0/WIOA/Bulletins/LLSIL155.pdf> for most current LLSIL to determine Self-Sufficiency.

Reference:

- 20 CFR 680.210
- Idaho State Services Policy - XI

**WIOA Definition of Low Income**

An individual who meets any one of the following criteria is considered low-income for WIOA adult priority of service:

- Receives, or in the past six (6) months has received, or is a member of a family that is receiving or in the past six months has received, assistance through Supplemental Nutrition Assistance Program (SNAP). Temporary Assistance for Needy Families (TANF) known as (Temporary Assistance for Families in Idaho (TAFI), Supplemental Security Income (SSI) program.
- Receives an income or is a member of a family receiving an income that, in relation to family size, is not in excess of the current combined U.S. Department of Labor (DOL) 70 percent of the Lower Level Standard Income Level (LLSIL) and U.S. Department of Health and Human Services (HHS) Poverty Guidelines. These amounts are updated annually.
  - Eligible for Free Lunch.
  - Homeless.
  - Foster child.
  - Individual with a disability.

References:

- WIOA Sec 3 (36) (A)
- Idaho Policy for Adult Program Service Provisions – Eligibility and Priority

### **Low Income Guidelines**

You must be logged into IdahoWorks to access charts:

<https://idahoworks.gov/ada/r/resources>

### **Family Size and Income Guidelines**

**Family:** two or more persons related by blood, marriage, or decree of court, who are living in a single residence and are included in one or more of the following categories:

1. A married couple and dependent children,
2. A parent or guardian and dependent children, or
3. A married couple.

**Dependent child:** as referenced in the definition of family includes children living in a single residence with parent(s) or guardian(s) and who DO NOT meet the definition of independent child based on the Free Application for Federal Student Aid (FAFSA) guidelines.

**Independent child:** shall include those children living in a single resident with parent(s) or guardian(s) and who fall into one (or more) of the following categories:

- Is 24 years of age or older by December 31 of the current year,
- Is an orphan or ward of the court or was a ward of the court until the individual reached the age of 18,
- Is a graduate or professional student (in college, beyond a bachelor's degree),
- Is a veteran of the Armed Forces of the United States,
- Is a married individual,
- Has legal dependents other than a spouse,
- Is a student for whom a financial aid administrator makes a documented determination of independence by reason of other unusual circumstances, or
- Is currently living with parents(s) or guardian(s) but provides more than 50% of his/her own support.

**Family size:** the composition of the family is determined at the date of the application. Members in the household who do not meet one of the categories identified in the definition of family are not included in family size.

When determining family income for eligibility purposes, an individual with a disability's income is based on the individual's income rather than his or her family's income. The individual's income must meet the low-income definition. When individual's income meets the low income guidelines, this individual is considered a family of one.

**Family income:** means all income received by all members included in the family size (determined at time of application) during the six-month period prior to application/registration,

annualized by multiplying the six-month income by two (6-month income x 2). Unless specifically identified as being excluded from family income, income must be included.

Reference:

- 20 CFR 675.300

Income of prior family members who may have comprised part of the family during the past six months, but are no longer members of the household at time of application (i.e., divorced, separated or deceased spouse, or other family member) would not be counted for income determination purposes. Only the income of members of the current family should be counted and applied against the current family size.

### **Included and Excluded Income Guidelines for Enrolled Adults.**

**Lower Living Standard Income Level:** income level (adjusted for regional, metropolitan, urban, and rural differences and family size) determined annually by the Secretary of Labor based on the most recent lower living family budget issued by the Secretary. DLR Central Office distributes the Low Income Guideline Chart each year as this information is made available.

### **Include in Family Income**

1. Money wages and salaries before any deductions;
  - a. Net receipts from non-farm self-employment (receipts from a person's own unincorporated business, professional enterprise, or partnership after deductions for business expense),
  - b. Net receipts from farm self-employment (receipts from a farm, which one operates as an owner, renter, or sharecropper, after deductions for farm operating expenses).
2. Regular payments from railroad retirement, strike benefits from union funds, worker's compensation, and training stipends,
3. Alimony,
4. Military: Pension payments such as those received by military retirees and pension benefits,
5. Pensions whether private, or government employee,
6. Regular insurance or annuity payments other than Supplemental Security Income disability (SSI)<sup>1</sup> or veterans' disability,
7. College or university grants (excluding Pell grant), scholarships (not needs-based), and assistantships,
8. Net gambling or lottery winnings,
9. Social Security Disability Insurance payments (SSDI) <sup>2</sup>,
10. WIOA One-Stop partner programs where income is not subsidized (e.g. On-the-Job Training wages),
11. Unemployment compensation,
12. Child support payments,
13. Old age survivor's insurance benefits received under section 202 of the Social Security Act (42 USC 402). Old age survivor's insurance benefits include:
  - a. Social Security Survivor Benefits: paid to people up to age 18 who have had a parent die and the parent paid wages into the system, and

- b. Social Security Retirement Benefits: paid to people who reached their social security age and have wages paid in the system.

### **Exclude from Family Income**

1. Public Assistance cash payments (including Temporary Assistance to Needy Families (TANF), SSI, Refugee Case Assistance (RCA), and General Assistance (GA)),
2. Foster care child payments,
3. Title IV of the Higher Education Act (i.e., Pell Grants, Federal Supplemental Educational Opportunity Grants (FSEOG), and Federal Work-Study (FWS)),
4. Needs-Based scholarship assistance,
5. Income earned while [the veteran was] on active military duty and certain veteran's benefits (i.e., compensation for service-connected disability, compensation for service-connected death, vocational rehabilitation, and education assistance),
6. Capital gains,
7. Any assets drawn down as withdrawals from a bank, the sale of property, a house or a car,
8. Tax refunds, gifts, loans, lump-sum inheritances, one-time insurance payments, or compensation for injury,
9. Non-cash benefits such as employer paid fringe benefits, food or housing received in lieu of wages, Medicare, Medicaid, school meals, and housing assistance,
10. Tribal Government Payments (i.e., Per Capita Payments, Lease Payments, Individual Indian Money (IIM)),
11. One-Stop partner's programs where income is subsidized. (e.g. work experiences, support services),
12. Any amounts received as military pay or allowance by any person who served on active duty and certain other specified benefits must be disregarded as income.

## **B. Dislocated Worker Eligibility**

Dislocated worker services are provided to workers who have lost their job, through no fault of their own. The goal of dislocated worker services is to help individuals obtain in demand, quality employment.

Dislocated workers must meet general eligibility requirements of Idaho residency, selective service registration, and U.S. work authorization.

The dislocation of an individual implies the existence of a job of dislocation. The job of dislocation must have occurred within three years of enrollment. For military discharge, the period is 48 months.

In addition to general eligibility requirements, dislocated workers must also meet one of the 8 following criteria listed below:

### **Group 1 Dislocated Worker:** WIOA 3(15), [Idaho State Services Policy - XII](#)

Individuals who have been laid off or received a notice of layoff or were recently terminated or have received a notice of termination from employment through no fault of the applicant.

*(See Note regarding use of Unemployment Insurance as sole eligibility documentation below)*

**AND**

Are eligible for or have exhausted entitlement to Unemployment Insurance (UI) compensation,

**OR**

Has been employed for a duration sufficient to demonstrate attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earning or having performed services for an employer that was not covered under state unemployment compensation law.

**Verification of workforce attachment is only necessary when an applicant worked for an employer who was not covered or eligible for UI due to insufficient earnings. Attachment can be demonstrated by full time (30 hours or more per week or 1,560 hours worked per year) in the same or similar occupation for at least 1 year out of the last 3 prior to registration.**

**AND**

Unlikely to return to a previous industry or occupation. An individual is considered unlikely to return to a previous industry or occupation when:

- Labor market information for the occupation shows a zero or negative growth rate,
- The local Chamber of Commerce, Economic Development representative, or other credible sources of regional economic information confirm the occupation or industry has shown a significant employment decline in the local labor market area,
- Employment Services confirms that, in the previous sixty days, there was a lack of job orders for that occupation to qualified job seekers,
- A plant closure or substantial layoff within the labor market area in the same industry or occupation has occurred in the last six months,
- The individual has been actively seeking but is unable to find employment in their previous industry or occupation for a period of four weeks. (The four weeks of unemployed time can be waived if the case manager can verify/document that the registrant is unlikely to return to a previous industry or occupation), or
- A person is laid off from a job due to lack of certification, or
- Doctor or Vocational Rehabilitation Counselor's statement indicating applicant's inability to return to previous industry/occupation due to physical limitations.

**Terminated/laid-off**

- Refers only to involuntary discharge not for cause, or work related misconduct,
- Individuals may qualify as having been "laid off or terminated" when the Unemployment Insurance (UI) entity has adjudicated the case and determined that the discharge was not for cause or the decision to quit the job was warranted.

***NOTE regarding use of Unemployment Insurance as sole eligibility documentation:***

Career planners must evaluate and assess a potential dislocated worker's status during the

application, enrollment and assessment process. The assessment and decision by the career planner must be clearly documented in case notes for the participant to be eligible.

**Refugees/Foreign Trained Workers:**

The US Department of Labor has clarified that individuals whose job dislocation occurred outside the US qualify for WIOA dislocated worker services, however, documents traditionally used to verify eligibility may not be obtainable. The Idaho Office for Refugees (IOR) and/or their “Global Talent Idaho” (GTI) project staff verification of job dislocation and other eligibility factors is an allowable source of documentation for refugees/other immigrants served by IOR since their work history and dislocation is on record with IOR as part of their resettlement in the US.

If the individual is presently employed in the United States, and dislocation occurred outside the United States, career planners should use the ONET to identify US median wage for the job of overseas dislocation. If the individual is currently earning less than 90% of the median wage from ONET, they would not be considered self-sufficient.

[Group 1 allowable source documentation](#)

**Group 2. Plant Closure or Substantial Layoff:** Idaho State Services Policy - XII

Individuals who have been laid off, or have received a notice of termination or layoff from employment as a result of any permanent closure or any substantial layoff at a facility or enterprise.

Substantial Layoff is any reduction in force which is not the result of a plant closing and which results in an employment loss at a single site of employment during any 30-day period of:

At least 500 employees (excluding employees regularly working less than 20 hours per week),

**OR**

At least 50 employees (excluding employees regularly working less than 20 hours per week) and at least 33% of the regular full-time workforce.

[Group 2 allowable source documentation](#)

**Group 3. General Announcement of Closure:**

Is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days. (Applicants from this group are eligible for the full range of WIOA services),

**OR**

Currently employed at a facility where the employer has made a general announcement that such facility will close after 180 days. (Applicants from this group may only receive "basic" career services and are not eligible to receive "individualized" career or "training" services until such a time that the specified closure date is within 180 days),

A general announcement is a verifiable form of communication from the employer, authorized representative or designee, informing the public or the employees of the business closure or substantial layoff. A planned closure date for the facility is required.

[Group 3 allowable source documentation](#)

**Group 4. Self-Employed:** Individual who was self-employed (including employment as a farmer, rancher, or fisherman) or was a contributing family member in a self-employment endeavor, but is unemployed due to business downturn or failure which occurred as a result of general economic conditions in the community in which the individual resides or because of natural disasters. (Natural disaster is defined as a hurricane, tornado, storm flood, high water, wind driven water, tidal wave, tsunami, earthquake, or other catastrophe identified by Federal Emergency Management Agency),

[Group 4 allowable source documentation](#)

**Group 5. Displaced Homemaker:** 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 a dependent spouse of a member of the Armed Forces on active duty and whose family income is significantly reduced because of a deployment, a call or order to active duty, a permanent change of station, or the service-connected death or disability of the participant,

**AND**

Is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

[Group 5 allowable source documentation](#)

**Group 6. Spouse of an Armed Forces Member:** Is the spouse of a member of the Armed Forces on active duty,

**AND**

Has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such members,

**OR**

A 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.

[Group 6 allowable source documentation](#)

**Group 7. Separating Service Member:** A separating service member with a discharge other than dishonorable, who has received a notice of separation from the Department of Defense is appropriate for enrollment in DW career services while still a part of Active Duty military. Employment and Training Administration policy generally dictates that a separating service member is unlikely to return to a previous industry or occupation.

[Group 7 allowable source documentation](#)

**Group 8. Governor's Group:** Individuals laid off or terminated due to natural disaster or severe economic downturn, as defined and approved by the Governor or his designated representative.

[Group 8 allowable source documentation](#)

References:

- WIOA Sec 3(15) (16)
- 20 CFR 680.120.130
- TEGL 22-15
- TEGL 19-16

## C. Youth Program

The WIOA Youth program prepares vulnerable youth and other job seekers for successful employment, providing services that increase the youth's knowledge of and ability to enter in-demand career pathways.

Youth funds in Idaho are designated for out-of-school youth only.

[Tableau In-Demand Occupations](#)

### Youth Eligibility

**Out of School Youth are:**

- Ages 16-24,  
(Age requirements are established at enrollment so a youth who turns 25 after enrollment may continue to receive youth services until WIOA activities and follow-up are complete.)
- Not attending any school, including secondary and/or post-secondary institutions. All State education agencies recognize 2- and 4-year colleges as "schools," and the Department has determined that both secondary and postsecondary institutions are considered "schools" for the purpose of determining school status for WIOA youth program eligibility. If a youth is registered for classes, the youth is considered to be enrolled in the secondary or postsecondary institution, training program or institution (public and private) and is considered to be attending that school,
- If the only "school" the youth attends is adult education (an ABE program) provided under Title II of WIOA, YouthBuild, or Job Corps, the youth is considered an OSY. If

a youth is enrolled in the WIOA youth program during the summer and is in between school years, the youth is considered an ISY if they are enrolled to continue school in the fall. If a youth is enrolled in the WIOA youth program between high school graduation and postsecondary education, the youth is considered an ISY if they are registered for postsecondary education, even if they have not yet begun postsecondary classes at the time of WIOA youth program enrollment.

References:

- WIOA Section 129(a) (B)
- 20 CFR 681.210,220, 230
- Federal Register Vol. 80 No. 140
- TEGL 22-15
- TEGL 21-16

**If out-of-school youth have one or more of the following barriers low income DOES NOT need to be considered:**

- School dropout on date of enrollment

A youth's eligibility status is determined at the time of enrollment; therefore, if a youth has not received a high school diploma, or a recognized equivalent, AND is not attending any school, he/she is considered a dropout and is an OSY.

An OSY is as an individual who is no longer attending any school and who has not received a secondary school diploma or its recognized equivalent.

References:

- WIOA Sec 354
- WIOA Sec 129(a) (1) (B) (ii) (iii) (1)
- 20 CFR 681.210.230.240
- TEGL 22.16

[School dropout allowable source documentation](#)

- Offender

Subject to either the juvenile or adult justice system.

References:

- WIOA Sec 3(39)
- WIOA Sec 129(a) (1) (B) (IV)
- WIOA Sec 129(a) (1) (C) (IV) (III)
- 20 CFR 681.210,220
- Federal Register Vol 80 No 140
- TEGL 21.15
- TEGL 21.16

[Offender allowable source documentation](#)

- Homeless

References:

- WIOA Sec 129(1) (a) (B) (V)
- 20 CFR 681.210.220
- Federal Register Vol 80 No 140
- TEGL 22-15

[Homeless allowable source documentation](#)

- Runaway

References:

- WIOA Sec 129 (1) (a) (B) (V)
- WIOA Sec 129 (1) (a) (C) (iv)
- 20 CFR 681.210 (5) .220 (4)
- Federal register Vol 80 No 140
- TEGL 22-15

[Runaway allowable source documentation](#)

- Pregnant or Parenting

References:

- WIOA Sec 129 (a) (1) (B) (VI)
- CFR 681.210(7) 220(6)
- TEGL 22-15
- TEGL 21.16

[Pregnant or Parenting allowable source documentation](#)

- Individual with a disability

References:

- WIOA Sec 3 (25)
- WIOA Sec 129(a) (1) (B) (VII)
- 20 CFR 681.210(8)220(7)280
- Federal Registry 80 No140
- TEGL6-14

[Individual with a disability allowable source documentation](#)

- Foster Child

Individual in foster care or who has aged out of the foster care system or who has attained 16 years of age and left foster care for kinship, guardianship or adoption, a child eligible for assistance under the Social Security Act, or in an out-of-home placement.

References:

- WIOA Sec 129(a) (1) (B) (IV)
- Federal Registry 80 No 140
- TEGL 22-15

[Foster Child allowable source documentation](#)

### **Low income for OSY is only required under the following “conditions”:**

- Low income and needs **additional assistance to enter or complete an educational program or to secure or hold employment** is defined as:

- Has been treated by a professional for mental health issues including traumatic events, depression, or substance abuse related problems, **OR**
- Has been or is a victim of abuse, or resides in an abusive environment as documented by a licensed professional (licensed professionals include: Marriage and Family Therapists, Counselors, Psychologist, Social Worker, Physician, Physician Assistant, and Nurse Practitioner, **OR**
- Has been unemployed for at least three of the last six months (not necessarily consecutive), **OR**
- Has a family history of chronic unemployment (during the two years prior to application, family members were unemployed longer than employed), **OR**
- Limited English speaking or cultural displacement (i.e. refugees).

References:

- WIOA Sec 129(a) (1) (B) (VIII)
- WIOA Sec 129(a) (1) (C) (VIII)
- WIOA Sec 129(a) (3) (B)
- 20 CFR 681.210,220,300,310
- TEGL 22-15
- TEGL 21-16

[Allowable source documentation](#)

- Low-Income and high school graduate or recognized equivalent who is:
  - Basic skills deficient.

- Has English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test.
- ESL

Test Benchmarks Educational Functioning Levels

ESL is an eligible individual who has limited ability in reading, writing, speaking, or comprehending the English language and whose native language is a language other than English or who lives in a family or community environment where a language other than English is the dominant language.

References:

- WIOA Section 3(5)
- WIOA Section 129 (a) (1) (B) (III) (aa)
- WIOA Section 129 (a) (1) (C) (iv) (I)
- 20 CFR 681.210; 220; 290
- Federal Register Vol 80 No 140
- TEGL 22-15

**Note:**

The state of Idaho does not regulate or monitor homeschooled youth.

If the youth is participating in an organized program that would end up with a certificate, then the homeschooled youth would be considered in school (ISY) if the youth is “hanging out at home” and working on the GED they would be considered out of school (OSY).

References:

- WIOA Section 3(54)
- TEGL 21-16
- Section 477 of the Social Security Act (42 U.S.C 677)

**5% Low Income Exception**

WIOA allows a low-income exception of five percent (5%) of WIOA youth participants who ordinarily would be required to be low-income. Participants must meet all other eligibility criteria for WIOA. Out-of-school youth that are not low income must fall in one or more of the following categories to be considered for the 5% exception.

- A recipient of a secondary school diploma or its recognized equivalent and are basic skills deficient or English language learner, **Or**
- An individual who **requires additional assistance** to enter or complete an educational program or secure and hold employment as defined on [Low income for OSY section above.](#)

Due to the need to carefully track the regional limit imposed on this small eligibility group, career planners must contact the WIOA/TAA mailbox before proceeding with a 5% enrollment. The applicant's enrollment packet should include a copy of the approval from the grants unit, and document justification in the case notes.

### **Youth Elements:**

Along with intake, eligibility, objective assessment, and development of individual service strategy with youth ages 16 to 24, Workforce Innovation and Opportunity Act (WIOA) Title I Youth Programs are required to provide access to following 14 program service elements. The youth enrollment occurs when the youth receives one of the elements for the first time.

The 14 youth program elements are:

1. Tutoring, study skills training, instruction, and dropout prevention
2. Alternative secondary school services or dropout recovery services
3. Paid and unpaid work experience
4. Occupational skills training
5. Education offered concurrently with workforce preparation and training for a specific occupation
6. Leadership development opportunities
7. Supportive services
8. Adult mentoring
9. Follow-up services
10. Comprehensive guidance and counseling
11. Financial literacy education
12. Entrepreneurial skills training
13. Services that provide labor market information
14. Postsecondary preparation and transition activities

**Note:** The career planner has the discretion to determine which of these 14 federally required program services a youth participant receives, based on each participant's objective assessment and individual service strategy. Local programs are not required to provide every program service to each participant.

References:

- WIOA Section 129 (a) (3) (A) (iii)
- 20 CFR 681.250 (c)
- TEGL 21-16

## Section 5: Assessment

### Intensive Assessment

WIOA requires that career planner's conduct, document and data enter an intensive assessment of each participant after enrollment. The intensive assessment thoroughly covers the academic and basic skill levels, employability, interests, aptitudes (including interests and aptitudes for nontraditional jobs), supportive service needs and developmental needs of a participant to identify appropriate services and career pathways for participants.

Assessments provided by One-Stop partners can be used by career planner when working with participant. Career planners must review provided assessment for appropriateness and accuracy prior to enrollment.

Intensive Assessment is a comprehensive and specialized assessment of the skill levels and service needs of the participant, which may include:

- In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals,
- Development of a written employment plan, or Individual Service Strategy (ISS), to identify the employment goals, steps and timetables, and combination of services needed for the participant to achieve a specific occupational goal,
- Use of some formal assessment, such as a TABE or other approved assessment.

Reference:

20 CFR 678.430 (b)

### Interviewing

Personal interviews, between the career planner and participant, can provide in-depth information not easily obtained through other methods. Since personal interviews do not typically follow a predetermined set of questions, different information is often gathered with each interview. Because responses to questions posed in the interview cannot always be recorded while the interview is in progress, care should be taken to note complete responses at completion of interview.

### The 5-S interview

The **5-S interview form** is a suggested case management tool for keeping assessment interviews structured and focused on gathering information relevant to the goals of the WIOA program, and the goals of the participant.

The intent of the **5-S Interview** is not to ask *all* of the questions, but to learn more about the customer. A strong interview will help a career planner determine whether a customer is appropriate for WIOA. On occasion, a customer will be eligible for the WIOA program, but will have barriers that may make successful participation difficult. Through the interview process, the

career planner can work with the customer and determine if enrollment in WIOA is appropriate and recommend resources to the customer to assist in removing barriers to employment.

[5-S Interview Fillable Form](#)

Must be logged into IdahoWorks to access form.

## Section 6: ISS/Employment Plan and Services

### Individual Service Strategy

Based on the results of the intensive assessment, a formal training/needs strategy must be mutually developed between the career planner and the participant. It must identify career pathways that include:

- Educational and employment goals (including, in appropriate circumstances, nontraditional employment,
- Appropriate achievement objectives, and
- Appropriate service for the participant.

Career planners may prefer to use formal assessment tools to validate a participant's career choice but they are not always necessary. Career assessment tools are designed to discover the skills, aptitude and talents of candidates. These tools are designed to help individuals understand how a variety of personal attributes (i.e., data values, preferences, motivations, aptitudes and skills), impact their potential success and satisfaction with different career options and work environments. It will be up to the career planner to decide if these tools will be beneficial to the participant and the career planner to develop goals that will lead to self-sufficient employment.

Most formal assessment tools fall into one of these categories:

- **Aptitude and Ability Assessments** – These tests attempt to measure a participant's overall ability, including general aptitude, reading ability, typing speed, or a variety of other skills.
- **Interest Inventories** – Standardized interest inventories measure the individual's preference for particular activities. Those preferences/interests can be linked to occupations or occupational clusters that most closely match their interests. The Idaho Department of Labor utilizes the following interest inventories: Interest Determination, Exploration and Assessment System (IDEAS); Holland's Self-Directed Search (SDS), O-Net Interest Profiles and O-Net Work Importance Locator.
- **Personality and Management Style Inventories** – These instruments assess the emotional, social, and motivational aspects of an individual. The Idaho Department of Labor does not utilize, administer or endorse assessments of this type. However, WIOA providers should be familiar with providers in their local area, which may use or administer these types of tests.

### IdahoWorks Tools - Basic Employment Plan / Employment Plan

IdahoWorks provides career planners a tool to assist with an intensive assessment and development of the ISS. The Basic Employment Plan (BEP) and Employment Plan (EP) in IdahoWorks is available in the Enrollment Details section. Career planners are encouraged to use

this tool during the intensive assessment process, but is not required. The ISS will continue to be an acceptable tool when developing a participant's employment plan.

References:

- WIOA Sec 129 (c) (1) (B)
- [WIOAP 01-19](#)

## **Individualized Career Services**

Individualized career services must be made available to eligible and enrolled adults and dislocated workers when a service provider determines additional services beyond basic career services are required in order for an individual to obtain or retain employment.

Career planners may use recent previous assessments by partner programs to determine if individualized services are appropriate. Not all individuals will receive all services.

A list of Individualized career services can be found at link below:

[Individualized career services](#)

References:

- WIOA Sec 134 (c) (2) (A) (xxii)
- 20 CFR 678.430(b)
- 20 CFR 680.150(b)
- TEGL 10-16
- TEGL 16-16
- TEGL 19-16

## **Follow-Up**

### **Adult and Dislocated Worker Follow-Up Services**

Adults and Dislocated Workers. Career planners are only required to provide follow up when participant is placed in unsubsidized employment.

The goal of Follow-up Services is to ensure job retention, wage gains and career progress for those that obtain unsubsidized employment. Follow-up services should provide personalized encouragement and provide resolution to issues that may arise.

WIOA law states Adults or Dislocated Workers who have been exited and are in 12-month follow-up may not receive paid supportive services.

Follow-up services do not extend the date of exit in performance reporting.

References:

- WIOA Sec 134 (c) (2) (A) (xiii)

- 20 CFR 678.430(c)
- 20 CFR 680.150
- TEGL 16-16
- TEGL 19-16
- TEGL 10-16

### **Youth ONLY Follow- Up Services**

All youth participants must be offered an opportunity to receive follow-up services that align with their individual service strategies. Furthermore, follow-up services must be provided to all participants for a minimum of 12 months unless the participant declines to receive follow-up services or the participant cannot be located or contacted.

The types of services provided and the duration of services must be determined based on the needs of the individual and therefore, the type and intensity of follow-up services may differ for each participant. Follow-up services must include more than only a contact attempted or made for securing documentation in order to report a performance outcome.

Follow-up services for youth also may include the following program elements:

- Supportive services,
- Adult mentoring,
- Financial literacy education,
- Services that provide labor market and employment information about in- demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services,
- Activities that help youth prepare for and transition to postsecondary education and training.

References:

- 20 CFR 361.430
- 20 CFR 468.430
- 20 CFR 678.430
- 20 CFR 680.150 (a)
- 20 CFR 681.580 (c)
- WIOA Section 134 (2) (A)
- WIOA Section 134(c) (2) (A) (i) (xi)
- TEGL 10-16
- TEGL 19-16

## **Training Services**

Training services can be critical to the employment success of many adults, dislocated workers and youth.

The selection of training services should be conducted in a manner that maximizes customer choice, is linked to in-demand occupations, and is coordinated with other sources of assistance.

### Tableau In-Demand Occupations

Under WIOA, training services may be provided if the American Job Center staff, including partner programs' staff, determines after conducting an interview, an evaluation, or assessment, and career planning, that the individual:

Is unlikely or unable 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.

- 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,
- Has the skills and qualifications to successfully participate in the selected program of training services,
- Is unable to obtain grant assistance from other sources to pay the costs of such training, including such sources as State-funded training funds,

### **Training services may include**

- Occupational skills training, including training for nontraditional employment,
- On-the-job training (OJT), including registered apprenticeship,
- Workplace training combined with related instruction that may include cooperative education programs,
- Private sector training programs,
- Skill upgrading and retraining,
- Entrepreneurial training,
- Job readiness training provided in combination with other training described above,
- Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, in combination with training described above,

Training services must be provided either through an Individual Training Account (ITA) or through a training contract such as On-the-Job training, Registered Apprenticeship. Registered Apprenticeships are required for the ETPL, and must have an ITA.

Training services must be linked to in-demand employment opportunities in the local area or planning region or in a geographic area in which the adult or dislocated worker is willing to commute or relocate.

References:

- WIOA Sec 134 (c) (3) (D)
- 20 CFR 680.200, .210, .220 and .230
- 20CFR 681.540
- Federal Register Vol 80 No 140
- TEGL 22-15
- TEGL 10-16
- TEGL 19-16

[Tableau In-Demand Occupations](#)

## **Section 7: Supportive Services**

Supportive services are one of the allowable program services authorized in the Workforce Innovation and Opportunity Act (WIOA).

The term “supportive services” means services such as transportation, child care, dependent care, and housing that are necessary to enable an individual to participate in activities authorized under this Act.

Supportive services may include transportation, residential support, health care, financial assistance, drug and alcohol abuse counseling and referral, individual and family counseling, special services and materials for participants with disabilities, job coaches, dependent care, meals, temporary shelter, financial counseling, occupational testing and licensing fees and other reasonable expenses required for participation.

To enhance the availability of supportive services to participants, services must be coordinated with community organizations and other agencies. Some community organizations provide services at little or no cost to the participant. These resources must be examined, utilized and documented prior to obligating WIOA funds.

When considering the use of WIOA supportive service funds, career planners must consider the following:

- Is reasonable – both in cost and the item being purchased,
- Is necessary to participate in WIOA, or to obtain or maintain employment,
- Is the last resort when utilizing WIOA funds,
- Participant cannot afford to pay for the expense,
- No other resources are available (family, community, other agencies),
- Is a required item (and not a “nice to have” item) when assisting with payment of tools, books, and supplies, etc.,
- The supportive service is justified and fully documented in the plan or case notes and should directly relate to the Individual Service Strategy (ISS, formally known as the Employment Training Plan).

The need and rationale for the supportive service must be attached to the WIOA-04 form or summarized in Section I of the form, along with the corresponding invoice. When purchasing tools, books, supplies, etc., a comprehensive list of required items must be attached to the WIOA-04.

### **Supportive Service Bid Requirements**

Supportive service purchases made for or on behalf of participants that exceed \$5,000 will require a minimum of three bids, obtained by phone, fax, or in writing from qualified sources. Awards shall be made to the bidder offering the lowest acceptable bid or quote. Documentation shall be maintained in the participant file for unacceptable quotes and efforts made to obtain bids, if less than three are generated.

In most cases, the lowest bid should be accepted. However, if the career planner has reason to believe that the low bid will be of inferior quality, not delivered in a timely manner, or substandard for any other reason, the career planner may accept a higher bid. That reasoning should be documented.

## **Documentation**

Please include the following information in the participant file **AND** with the WIOA 04 form:

- A description of bid(s), including those not accepted (vendor, bid amount, date of contact),
- If the lowest bid is not accepted, the rationale for accepting the higher bid,
- If the item or service is available from only a single source in the area, please note.

If purchasing a number of like items for several clients during the course of a program year, the career planner may limit redundant bidding by using the same bid information more than once. For example, the career planner secures an all-inclusive list of tools for an occupational training course for a participant, obtains at least three bids and documents those bids. These bids may be used for any other participant enrolling in the same training course and needing those same tools during that program year. As long as the bids are secured within the program year, the career planner will be in compliance with WIOA policy.

## **General Supportive Service**

### **Dependent Care**

Child care or elder care for participant dependents may be necessary for an individual to participate in WIOA activities. Before authorizing supportive service funds for dependent care, career planners should explore alternative dependent care programs that may be available in their area, such as the Idaho Childcare Program funded through Health & Welfare. If other programs are not available or appropriate, and supportive service funds are authorized for dependent care services, participants should be encouraged to use only licensed day care centers or licensed babysitters. In the event of an emergency, or when alternative acceptable dependent care arrangements are not available, the use of family members and/or in-home dependent care may be authorized. Justification of the decisions and circumstances must be fully documented in the participant's employment plan and forwarded with the payment request.

Requests for payment must be for services provided. A participant attendance record must be attached, or section II must be completed on the purchase agreement, except when dependent care payments are based on a set monthly amount, rather than actual facility use.

### **Transportation**

Transportation expenses may be provided for participants to attend training, conduct work search (both in-area and out of area) or relocate for employment. When transportation costs are authorized, the career planner may select from one of the following payment methods:

- Mileage reimbursement,
- Actual fuel cost,
- Public transportation.

When making this decision, the career planner should choose the most economical means available, which reasonably meets the needs of the client.

Career planners should submit mileage confirmation from a recognized source such as MapQuest, Expedia, or Google Maps with the first transportation request. A new or updated map is not necessary unless the client moves or changes their training location.

If transportation is contingent upon attendance (classroom training as an example), the client must verify their attendance by completing Section II of the purchase agreement or attaching a signed attendance record from the training site.

Additional requirements for out-of-area job search and relocation assistance are described below.

Note: The State Board of Examiners establishes a mileage reimbursement rate designed to cover fuel costs and anticipated vehicle maintenance such as tune-ups and oil changes. Since the maximum rate changes periodically, check the State Controller's Office website. SCO Website, Appendix A.

Career planners may use the SCO rate or negotiate a lower reimbursement rate. When the maximum mileage rate is chosen, supportive service funds cannot be used for routine maintenance costs. Automotive repairs could be an acceptable supportive service regardless of mileage reimbursement negotiated with participant.

### **Routine Maintenance**

Can only be paid for if participant uses a lower negotiated mileage reimbursement rate.

Routine maintenance is:

- Oil change
- Filters
- Spark plugs
- Fluids
- Tire pressure checks

All other automotive costs will be considered repair.

### **Mileage Reimbursement Process**

- Prepare WIOA-04 payable to participant with brief explanation stating why transportation is necessary for participant. Include travel calculation on WIOA-04,
- Negotiate a reimbursement rate or use the SCO rate. SCO Website Appendix A,
- Attach mileage confirmation with first WIOA-04. (Please use a recognized source, such as MapQuest, or Google Maps),
- Include travel calculation on mileage confirmation. Only one mileage confirmation is required for duration of assistance unless participant has changes to transportation calculation. (example: 50 miles' roundtrip X .53.5 cents X 10 days = \$267.50),

- Ensure attendance verification, Section II, is complete or attach attendance record is attached,
- Career planners must use the shortest most economical route.

### **Actual Fuel Costs**

Payment can be made directly to the vendor or as a reimbursement to the client.

- Prepare WIOA-04 payable to participant with brief explanation stating why transportation is necessary for participant,
- Attach invoice or receipt(s),
- Attach mileage confirmation with first WIOA-04. (Please use a recognized source, such as MapQuest, or Google Maps),
- Authorized amount entered on the WIOA-04 should include calculation (example: \$100.00 = 50 miles' roundtrip X .40 cents X 5 days) not to exceed the maximum mileage rate allowed by the State Board of Examiners,
- Ensure attendance verification, Section II, is complete or attach attendance record is attached,
- Career planners must use the shortest most economical route.

### **Local Job Search Fuel Costs**

Fuel purchases necessary for local job seeking activities are an allowable expense.

The WIOA-04 general description section must identify the time frame covered for the fuel purchase. Example: Fuel necessary to conduct a local job search during the week of December 12-18, 2016.

An original receipt or invoice must accompany the WIOA-04. A mileage confirmation sheet is not required for local job search; however, work search activities and outcomes must be documented in the participant's case notes. The documentation must also include rationale for this purchase.

Such documentation would include the participant's need to purchase fuel to secure employment. Additionally, references to specific occupations or industries, travel limits, interview results, etc. will be referenced to support the vendor payments or participant reimbursement. These notes do not need to accompany the WIOA-04 for payment processing unless circumstances are unusual or additional clarification becomes necessary.

### **Public Transportation**

If available and appropriate, public transportation may be obtained using the WIOA-04. A brief explanation stating why transportation is necessary for participation must be included in case notes and Section I. The WIOA-04 is processed as a normal vendor payment or reimbursement to the client.

### **Medical Assistance**

As with all other supportive service costs, career planners should explore and document alternative funding sources such as Title XIX of the Social Security Act, the Lion's Club or programs of other

service organizations before authorizing a supportive service payment to cover minor medical expenses. If other resources are not available, medical services such as eyeglasses or other minor services that are necessary to enable an individual to participate in WIOA activities are allowed.

**Note:** All medical documentation must be in a lock file cabinet. If using the medical issue/disability as eligibility simply state "medical documentation in locked file". When addressing the medical/disability in case notes be very objective and generic as it applies to the participant's overall plan. Also, list the referrals given to the participant to partner agencies to overcome the barrier.

### **Residential Support for Out-of-Area Training**

Residential support, to include lodging and meals, may be provided to participants who attend training outside their normal commuting area. Career planners will limit residential support to; 1) short-term training that is not available in the local area, and 2) training for in-demand occupations. Payments are limited to rates established by the State Board of Examiners, or actual expenses, whichever is less. State Board of Examiners Website

### **[Tableau In-Demand Occupations](#)**

Participants who attend training outside of their local area can be reimbursed for transportation costs to and from training as well as round-trip travel during school vacation periods and summer /session breaks.

### **Tools, Books, and Supplies**

Tools, books and supplies must be a requirement of training. Items not required for every student cannot be supported with WIOA funds. This is also true for training activities such as on-the-job training, internships, etc. If the training/work site requires a trainee/employee to have uniforms, tools, etc., and does not provide such items for regular employees or trainees, WIOA funds can be utilized.

### **Cash Assistance**

Some circumstances require cash payment be made directly to the client. This would be true when a vendor will not accept a WIOA-04, the participant has no ability to pay "up front", or funds will be used to meet a one-time, unanticipated emergency that prohibits the participant from continuing or completing WIOA services. WIOA funds can only be used for allowable costs. Supportive service prohibitions and guidelines apply to cash payments in the same way they apply to vendor payments.

An explanation of circumstances must be included in Part I of, or attached to the Purchase Agreement (WIOA-04). It should also be documented in the case file. This explanation must include the following:

- Reason cash is required for the participant in lieu of a vendor payment (and/or reimbursement),
- Itemization of what is to be purchased, including dollar amount,

- Rationale as to why the purchase is reasonable and necessary for the participant's continued participation in WIOA.

### **Out-of-Area Job Search Assistance**

This service is designed to assist adults and dislocated workers in seeking employment in areas outside their normal commuting distance. Career planners may authorize multiple job searches for a participant, with the following service and cost limitations applied to each job search service:

- Limitations for **each** out-of-area job search: 90% of actual costs, up to a maximum of \$600,
- To substantiate the out-of-area job search, the career planner must include Labor Market Information or other documentation to prove the employment sought in an out-of-area search is not available or will not provide self-sufficient wages in traditional labor market area,
- The participant must have a reasonable expectation of securing employment in the job search area and must provide the career planner with verification of employer contacts upon return,
- Reimbursable costs in this service may include round-trip transportation, meals, lodging, and any necessary miscellaneous costs for the participant only,
- Transportation will be by the most economical means available which reasonably meets the needs of the client,
- Mileage reimbursement, if a private automobile is the chosen mode of transportation, cannot exceed the rate currently authorized by the State Board of Examiners. State Board of Examiners Website,
- Meal reimbursement cannot exceed the in-state or out-of-state (as applicable) per diem rates established by the State Board of Examiners. State Board of Examiners Website,
- Lodging reimbursement cannot exceed the actual costs and must be based on single occupancy,
- The participant must provide the original lodging, gasoline, and miscellaneous purchase receipts to obtain reimbursement for actual costs. If mileage reimbursement is used, submit proof of mileage and show the mileage computation on the WIOA-04 section I in lieu of sending gas receipts. This may be in the form of a trip calculation for the shortest route from an Internet travel information service such as MapQuest, Expedia, or Google,
- Cash advances of no more than 50% of estimated costs, not to exceed \$300, may be provided to the participant; such advances may not be requested more than five working days prior to the commencement of job search activities. Career planners exercising this option should contact the Grants Management Unit if they are unfamiliar with cash advance procedures,
- Out-of-Area Job Search Assistance may be followed by Relocation Assistance if a job is secured, but these activities **may not** be provided concurrently.

### **Relocation Assistance**

Relocation assistance is designed to enable participants to receive financial assistance toward the cost of relocating themselves and their family to a labor market outside their normal commuting

distance. A variety of assistance may be provided in this service, although the following limitations are in effect:

- Limitations on relocation assistance: 90% of allowable and actual costs not to exceed \$4,000,
- Relocation expenses are not covered by the new employer,
- The actual relocation should be accomplished within a 60-day period, whenever circumstances allow.
- Administrative authorization and case note documentation will be necessary for relocations exceeding 60 days.
- The relocation destination must be within the United States,
- Relocation assistance cannot be provided for acceptance of part-time, temporary, or seasonal employment,
- The participant cannot have previously received relocation assistance under any WIOA program,
- A lack of suitable work in the labor market of residence must be documented,
- The participant must have received a non-contingent, bona fide job offer or have entered employment,
- Costs in this service are limited to reasonable and necessary expenses of moving a participant and family to the new labor market,
- Reimbursable costs may include commercial moving of household goods and personal effects not exceeding a weight limit of 11,000 pounds,
- Allowable transportation costs in this service may include the costs of a rental vehicle for moving household goods and effects, costs for the rental of an automobile dolly, trailer, or other similar conveyance, actual gasoline costs for rental vehicles or personal vehicles **or** reimbursement for gasoline expenses incurred during the relocation,
- Costs for lodging and meals may be provided to the participant and relocating family members. Lodging reimbursement will be based on the actual rate paid. Meal costs may be reimbursed at rates not to exceed the in-state or out-of-state per diem rates authorized by the State Board of Examiners. SCO Website, Appendix B.
- Reimbursement requests for gasoline, lodging, and rental/commercial moving vehicle costs must be accompanied by receipts. Mileage reimbursement, if provided in place of gasoline cost reimbursement, may not exceed the rate authorized by the State Board of Examiners. If mileage reimbursement is used, submit proof of mileage instead of gasoline receipts. This may be in the form of a trip calculation for the shortest route from an Internet travel information service such as MapQuest, Expedia, or Google,
  - Calculations for mileage should be reflected in Section I of the WIOA Form 04 in lieu of gas receipts.
- Cash advances of no more than 50% of estimated costs, or \$750, whichever is lower, may be provided to the participant. Such advances may not be requested more than five working days prior to the commencement of relocation assistance activities. Career planners exercising this option should contact the Grants Management Unit if they are unfamiliar with cash advance procedures.

**Note:** A complete list of cost categories with definitions is stored in IdahoWorks Resources section under WIOA information tables. You must log on to your account to access.

## **Idaho Youth Program Incentive Policy**

A WIOA Youth program participant may only receive incentive payment or payments related to a single incentive option during a program year.

### **Requirements for Youth incentives:**

Career planner must develop an Individual Service Strategy (ISS) describing training and employment goals.

WIOA Youth can be in an ongoing *or* follow-up service.

### **Incentive Documentation**

- Description of achievement to qualify for specified incentive award is documented in case file as part of the Individual's Service Strategy (ISS) and WIOA career planner intervention in accomplishing the established goals leading to the incentive,
- Supporting documentation of attainment prior to issuance of incentive award (copy of credential/test scores/grades, employer evaluations, attendance record, etc.) retained in case file.

### **Incentive Options:**

#### **Credential Attainment**

Attainment of a recognized postsecondary credential or secondary school diploma during WIOA Youth program participation or during the 12-month follow-up period.

#### **Measurable Skill Gain**

Attainment of a WIOA Youth skill gain as defined by USDOL for program reporting.

- i. Achievement of at least one educational functioning level, if receiving instruction below postsecondary education level;

#### [Test Benchmarks Educational Functioning Levels](#)

- ii. Attainment of secondary school diploma or equivalent;
- iii. Secondary or postsecondary transcript for sufficient number of credit hours
  1. **Secondary:** transcript or report card for 1 semester, or
  2. **Postsecondary:** at least 12 hours per semester or, for part-time students, a total of at least 12 hours over 2 completed consecutive semesters
- iv. Satisfactory progress report toward established skill-based milestone from an employer or training provider;
- v. Passage of an exam required for an occupation or progress attaining technical/occupational skills as evidenced by trade-related benchmarks.

## **Employment and Retention**

Attainment of fulltime employment in the youth's selected occupation/industry as reflected in the ISS; 9-month retention with the same occupation/employer.

**Note:** Incentives during follow-up may only assist with completion towards predetermined program goals.

## **Idaho WIOA Youth Financial Incentive Options**

### **A progressive job retention incentive**

For youth who have successfully completed WIOA Youth program activities and attained full-time unsubsidized employment in the individual's selected career/industry as planned in the WIOA ISS. Verification of employment and retention by the career planner are required for reimbursement.

- a. \$100 for obtaining employment.
- b. \$200 for retaining the same position/employer for 9 months.

### **A \$150 skill attainment incentive**

Allows a youth in a work-based activity (OJT, Internship or Work Experience) who can demonstrably show a measureable skill gain verified by the employer/worksites, based upon a positive employer evaluation which enumerates the skill obtained. The evaluations are incorporated as part of the overall process to show the participant's progress, either at the mid-point of the work-based activity or at the end of the activity, based upon the participant's goal as established in each activity's Memorandum of Agreement with the worksite/employer. **Note: This incentive is not tied to an MSG**

### **\$100 GED Incentive**

Per section passed during participation in the WIOA Youth Program or during the 12-month follow-up period (up to four). Career planners will be allowed the flexibility to provide the GED incentive individually as each test is passed, or cumulatively once the GED is obtained.

\$100 Incentive for secondary or postsecondary transcript for sufficient number of credit hours.

- (1) **Secondary:** transcript or report card for 1 semester, or
- (2) **Postsecondary:** at least 12 hours per semester or, for part-time students, a total of at least 12 hours over 2 completed consecutive semesters

### **\$250 incentive for each area in literacy and numeracy**

A basic skills deficient participant demonstrates an increase of one or more educational functioning levels based on pre- and post-test scores, utilizing any of the assessments recognized by the National Reporting System for Adult Education programs, including the TABE (Test of Adult Basic Education), Wonderlic, Casas, etc. The same assessment instrument must be used for pre- and post-tests.

## [Test Benchmarks Educational Functioning Levels](#)

### **\$400 incentive for successful passage of required exam**

Employment in a particular occupation, or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks, such as knowledge-based exams, which lead to a credential. These may include items such as a welding test or passage of the NNAAP (National Nurse Aide Assessment Program). Exams for general skills, such as a typing test, do not qualify for the incentive.

### **\$400 incentive for obtaining a recognized postsecondary credential, OR a secondary school diploma or its recognized equivalent.**

The post-secondary credential must reflect attainment of measurable technical or industry/occupational skills necessary to obtain employment or advance within an industry/occupation based on standards developed or endorsed by employers or industry associations. Certificates must recognize skills specific to the industry/occupation rather than general skills related to safety, hygiene, etc., which excludes credentials such as CPR, OSHA Health and Safety, flagging certification and other similar certifications.

#### **Listed below are examples of credentials eligible for this incentive:**

- Secondary School diploma or recognized equivalent,
- Associate's degree,
- Bachelor's degree,
- Occupational licensure,
- Occupational certificate, including Registered Apprenticeship and Career and Technical Education educational certificates,
- Occupational certification.

Other recognized certificates of industry/occupational skills completion sufficient to qualify for entry-level or advancement in employment

## **Supportive Service Prohibitions**

- Payment toward goods or services incurred or received prior to the participant's enrollment in WIOA is prohibited.
- Fines and penalties may not be paid with WIOA funds under any circumstances.
- WIOA funds cannot be used to cover the cost of certain legal fees. If this type of assistance is contemplated, the Grants Management Unit must be contacted.
- Bad debts cannot be paid with WIOA funds; debts meet this definition at the point they are turned over to a collection agency for further action.
- Interest expense cannot be paid with WIOA resources. Revolving credit payments or other periodic loan payments are normally comprised of both interest and principal.
- Payments for real or personal property that bears title (i.e. - automobiles, homes, etc.) cannot be made with WIOA funds.

- The purchase of goods or services that are illegal under any federal, state, local, or municipal law or statute cannot be made with WIOA funds.
- The purchase of cigarettes, alcoholic beverages or firearms is prohibited.
- WIOA funds cannot be used to pay for union dues or rental deposits.
- WIOA funds may not be used for foreign travel or training.
- Payments for participant memberships, dues and subscriptions are not allowed unless it is a specific requirement of a training program, or necessary and reasonable as a condition of employment.

### Cost Category Codes

Cost Code	Description
A	General Training. Use this code for the purchase of any training or training items related to basic skills, GED prep, or basic computer training. This code is used for Adult, Youth, and Dislocated Worker participants. Basic Skills Training includes classes that will enhance participant employability by upgrading basic education and work readiness skills.
C	Individual Training Account (ITA). Use this code when purchasing any occupational training tuition, books, supplies, tools, etc., required by an eligible training provider that is listed on the State-maintained <b>WIOA Eligible Training Provider list</b> .
F	Fringe. Standard percentage added to Work Experience and Internship wages to cover FICA and Workers Compensation is 9.457% You do need to consider this when obligating wage-paying activities. (% amount is subject to change please check with GMO unit). Example \$7.25 with fringe (9.457%) = \$7.94
G	Classroom Insurance. This is the 45-cent insurance payment paid automatically.
I	General Support. Use for car repairs/maintenance, utility payments, rent, clothing for interviews, follow-up costs such as uniforms, shoes, work clothing, and tools. Note: "Follow-up" refers to follow-up to training. For example, uniforms, shoes and tools are training related if required as part of the training. However, the same items purchased for the purpose of job seeking after training, would not be training related.
M	Medical. Use for any minor medical expense required for the participant to remain in the WIOA service; includes glasses, prosthesis repair, or other minor medical services that may be appropriate
N	Bonus/Incentives.
O	OJT Payments to Employers.
R	Relocation. Use to enable participants to receive financial assistance toward the cost of relocating themselves and their family to a labor market outside their normal commuting distance.
W	Wages. Work Experience and Internship wages. Be sure to send an e-mail to accounting if the internship wage is higher than minimum wage.
X	Child Care. Use this code for paying childcare or adult care costs.
Y	Transportation. Use this code for costs associated with transportation, including gas, mileage reimbursement or public transportation. This code should not be used for out-of-area job search or relocation. <b>DO NOT</b> use this code for car repair.

## Section 8: 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 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, eligible training providers,
- Group counseling,
- Individual counseling,
- Career planning,
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training,
- 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 and integrated education and training programs.

### Internships

Internship is a short-term or part-time work assignment with a private for-profit, non-profit, or public employer. Generally, or usually less than 250 hours. An internship provides relevant work history toward career goals and hands-on instruction. Participants receive an hourly wage of Federal minimum wage or the hourly wage offered at the work site to individuals with comparable experience. Internships are not for individuals already participating in an internship program sponsored by educational institutions, these participants remain in their occupational training activity. Participants cannot acquire overtime.

Internship participants are employed by the WIOA service provider and are provided with FICA and Worker's Compensation coverage. Payment to the participant can only be made for time actually spent in the activity or authorized state and national holidays. Authorized holidays are allowed if the worksite provides nationally-recognized holiday pay to similarly situated, temporary employees. No vacation or sick leave is provided.

The following is a list of forms to be completed for each Internship participant. These forms may be accessed in the WIOA IdahoWorks in the Resources page; then Internship Tab.

- Internship Memorandum of Agreement (WIOA-51)
- Job Description (WIOA-40)
- W-4
- INS Form I-9
- WIOA Weekly Time Report (WIOA-50)
- Internship Operational Guidelines (WIOA-51-A)
- Participant Evaluation (WIOA-175)

**Note:** The Internship Operational Guidelines is an information publication designed for worksite staff and does not require completion; a copy should be provided to the worksite.

All required internship forms can be accessed at this link:  
[IdahoWorks Resources internships forms](#)

## Work Experiences

Work Experience is a short-term or part-time planned, structured learning experience that takes place in a public, private-for-profit, or non-profit workplace for a limited period of time, generally not exceeding 520 hours up to \$11.00 an hour. Work Experience is for participants who need assistance in becoming accustomed to basic work requirements and self-management skills. It should promote the development of good work habits and basic work skills. Work Experience is available to youth, adult, and on rare occasions, it may be appropriate for dislocated workers. Participants cannot acquire overtime.

Work Experience participants are employed by the WIOA service provider and are provided with FICA and Worker's Compensation coverage. Payment to the participant can only be made for time actually spent in the activity or authorized state and national holidays. Authorized holidays are allowed if the worksite provides nationally-recognized holiday pay to similarly situated, temporary employees. No vacation or sick leave is provided.

The following is a list of forms to be completed for each Work Experience participant.

- Work Experience Memorandum of Agreement (WIOA-48)
- Job Description (WIOA-40)
- Participant Evaluation (WIOA-175)
- W-4 Tax Withholding Form
- INS Form I-9
- WIOA Weekly Time Report (WIOA-50)
- Work Experience Operational Guidelines (WIOA-48-A)

**Note:** The Work Experience Operational Guidelines is an information publication designed for worksite staff and does not require completion; a copy should be provided to the worksite.

[IdahoWorks Resources work experience forms](#)

## **Mentoring**

What is mentoring and why are we doing it?

Providers of workforce investment services are offering mentoring opportunities to youth participants because mentoring is one of the ten required elements of the WIOA menu of youth services. Research done by the American Youth Policy Forum indicates that “Adults who take time with young people, who advocate and broker on their behalf, who guide them, who connect them to the broader institutions of society, and who have the training and professional skills to help them develop and grow are central to effective youth policies and programs. The effectiveness of adults is enhanced by program settings that have coherence and structure, that offer challenging content that give youth responsibility, and that establish rules and set practical limits for participating young people.” It was from the findings of this research that the State of Idaho adopted “the involvement of caring, competent adults to provide support, structure, and expectations for youth” as one of the six key design features that provide the framework for WIOA youth programs.

All required mentoring forms can be accessed at this link:

[IdahoWorks Resources mentoring forms](#)

## **Job Shadowing**

The Job Shadowing work based activity is a WIOA “individualized career service” available to adults, dislocated workers and youth participants as authorized in the applicable plan and service provider agreement.

Job shadowing is a career exploration activity that offers an opportunity to spend time with a professional currently working in a person’s career field of interest. Job shadowing offers a chance to see what it is like working in a specific job. Not only do job shadows get to observe the day-to-day activities of someone in the current workforce, they also get a chance to have their questions answered.

This type of structured observation provides the participant with first-hand information helpful in making more informed career decisions.

Successful Job Shadowing will provide the participant with a thorough orientation to the duties and responsibilities specific to an occupation or industry, and to the extent that the participant understands, the basic concept of the tasks demonstrated.

The participant's time spent in this activity is comprised only of "Job Shadowing" activities in which the participant may only observe and ask questions of the worksite staff to gain conceptual knowledge of the occupation or industry. The participant may not directly contribute to the worksite's productivity in terms of engaging in actual work activities.

Prior to the participant’s enrollment in this activity, the career planner and participant should determine the specific participant goals to be met via Job Shadowing and agree to an estimated number of Job Shadowing hours that will meet the needs of the participant. This estimation should be incorporated into the worksite agreement(s).

Because participants in Job Shadowing do not receive wages, fringe benefits are not provided during time in this activity. Participants are provided with limited accident and occupational illness coverage through a blanket policy in force through the Administrative Entity. General supportive services may also be provided as appropriate.

Safety at the learning site is a critical issue for participants. Career planners must ensure that the participant and site supervisor(s) are fully aware that hands-on work by participants is not allowed.

All required job shadowing forms can be accessed at this link:

[IdahoWorks Resources job shadowing forms](#)

**NOTE:** All the services listed above must meet the needs of the participant's ISS rather than driven solely by the employer's need.

References:

- WIOA Sec 134 (c) (2) (A) (xii)
- 20 CFR 678.430(b)
- 20 CFR 680.150(b)
- TEGL 10-16
- TEGL 16-16
- TEGL 19-16

## Section 9: Occupational Skills Training

### OJT

On-the-Job-Training (OJT) is available to youth, adults and dislocated workers, as authorized in the applicable WIOA Service Provider Agreement. OJT is a type of training that is provided by an employer or registered apprenticeship sponsor in the private, private-non-profit or public sector employer to a participant.

During the training, the participant is engaged in productive work in a job for which he or she is paid by the employer, and the training provides the knowledge or skills essential to the full and adequate performance of the job. If participant acquires overtime employer must pay all overtime hours.

As required under WIOA's Prohibition of Nepotism, Section 214 of the WIOA Provisions and Assurances does not allow an employer to hire a member of his/her immediate family in any position funded under WIOA (OJT, work experience, internship, job shadowing, pre-apprenticeship). Also see page eight of this document for more detail.

The link below provides OJT reimbursement rates:

[WIOA Reimbursement Rates](#)

All required OJT forms can be accessed at this link:

[Idaho Works Resources OJT forms](#)

#### Positive features of OJT are:

- The participant begins training as a permanent employee with the employer and is subject to the same conditions of employment as other similarly employed individuals, and
- The participant starts earning a wage immediately, with the same working conditions, and employment benefits such as health insurance, as similarly tenured regular employees.
- The participant receives training under appropriate supervision, gaining knowledge of the job, acquiring and applying occupational skills while performing on the job.
- Training time leads to greater proficiency in the occupation for which the training is being provided.
- Training contracts should be directed to employers who are able to provide occupational skill training and full-time employment that leads to economic self-sufficiency for the participant. Employers must agree first to hire and then to train eligible WIOA/TAA participants.
- A training payment is provided to the employer to compensate for the extraordinary costs of training; extraordinary costs are those associated with workplace training and additional supervision. This includes those costs the employer has in training participants who may not yet have the knowledge or skills to obtain the job through an employer's normal recruitment process.

- This training payment can be paid as a monthly reimbursement or at the end of the training contract. Although the employer commits to retaining the participant upon successful completion of training, a portion of the training payment may also be designated as a retention payment. When used, the retention payment option mandates job retention (from 1-6 months) before the employer is eligible to receive this final payment.
- Despite the benefits accruing to employers who participate in WIOA/TAA training, the focus of the activity should be on the participant. An OJT is designed to provide participants an opportunity to receive the training necessary to acquire skills and knowledge that will enable them to maintain economic self-sufficient employment and compete for job advancement.

References:

- §§ 680.200 through 680.230

## ITA

ITA is a payment agreement established on behalf of a participant with a training provider. Training services, when determined appropriate, must be provided either through an Individual Training Account (ITA) or through a training contract, such as an On-the-Job (OJT) training contract. The WIOA ITA (WIOA-04) form is designed to authorize occupational training payments as well as other services. For form completion instructions, refer to IdahoWorks, Workforce Professional Resources, Financial Forms.

The Individual Training Account (ITA) is established when purchasing occupational training services (tuition and books), from an eligible training provider. There is no monetary limitation on ITA's as career planners will ensure that each ITA cost is reasonable and necessary.

Completion of the WIOA-04 should correspond to the training institution's billing cycle policy, i.e., by semester, full payment at the beginning of short-term training, or by session for classes which require session payments.

The WIOA ITA is identified by cost category C of the WIOA-04 form. The ITA is designed to authorize payments for occupational skills training and related expenses.

**Note:** A participant's signature on the WIOA-04 is not required when issued to a training provider as WIOA-04. However, when the WIOA-04 is given to the participant for items to be received by the participant directly (i.e. tool purchase from Home Depot), normal form completion requirements will apply and vendor/participant signatures are required.

## WIOA 42 and Financial Coordination

WIOA funding for training is limited to participants who:

- Are unable to obtain grant assistance from other sources to pay the costs of their training; or
- Require assistance beyond that available under grant assistance from other sources to pay the costs of such training. Programs and training providers must coordinate funds available to pay for training. In making the determination, career planners may take into account the full cost

of participating in training services, including the cost of support services and other appropriate costs.

Career planners must coordinate training funds available and make funding arrangements with one-stop partners and other entities. Career planners must consider the availability of other sources of grants to pay for training costs such as Temporary Assistance for Needy Families (TANF), State-funded training funds, and Federal Pell Grants, so that WIOA funds supplement other sources of training grants.

All WIOA participants with an ITA (Individual Training Account) and eligible for FAFSA (Free Application for Federal Student Aid) must have a completed WIOA 42 in their case file for each semester of assistance.

Documentation of financial aid coordination must also be included in their case notes.

WIOA funding may only be used when all other sources of assistance have been exhausted. If WIOA funding is used to supplement training resources, justification for the use of WIOA funds must be documented in case notes.

References:

- WIOA Sec 134 (c) (3) (F) (iii) and (G)
- 20 CFR 680.220 (b); 230; 300; 310
- 20 CFR 681.500
- 20 CFR Subpart C
- Federal Register Vol. 80 No 140
- TEGL 13-16
- [WIOAP 02-19](#)

## **Section 10: Exit**

This section provides guidance to career planners for WIOA exit, delivery of follow-up services, and performance measures. WIOA uses exit and follow-up data to measure the success of WIOA programs. It describes how annual performance goals are established and how exit and follow-up data feeds into those annual performance goals and the state's WIOA performance measures reporting to the U.S. Department of Labor.

Successful WIOA performance (entered employment, job retention, etc.) flows from a program design that provides clear and positive processes for staff and participants. Idaho's WIOA program design supports career planners who deliver personalized career guidance and ongoing participant support to attain employment goals. The system provides career planners with flexibility to design a unique plan of activities for each participant as appropriate. With annual negotiation of outcomes, the system also allows for adjustment to program design plans (those served or services offered) in response to changes in the labor market.

### **Schedule a Service Gap**

To add a scheduled service gap so the client is not soft exited navigate to IdahoWorks WIOA enrollment details. Click on the link to "Schedule a Service Gap".

- Enter Gap Start Date
- Enter Gap End Date
- Enter a reason in the box provided
  - Make sure this is clearly documented in participant case notes

Participant gap cannot be longer than 90-days

### **End of Service**

The end of service date is the last date of all WIOA funded services received, excluding follow-up services.

The Individual Service Strategy (ISS) developed by the career planner and participant provides a road map of where the participant is heading; their employment goals, along with how WIOA funds will assist the participant in meeting their goals and the services that will be provided. An in-depth assessment and thoughtful career planning leads to development of a successful ISS. The career planner is responsible for determining when a participant has completed WIOA services and accomplished all goals identified in the plan.

If the participant's personal situation or other circumstances changes, the career planner, in communication with the participant, must make a modification to the ISS and/to consider placing the participant in a gap service or end program services as appropriate.

### **USDOL Exit Requirement**

USDOL regulations state that a participant who has not received a program or partner-funded service for 90 consecutive days and has no future services scheduled must be exited from WIOA. Time accumulated under the “gap in service” designation does not count against the 90 consecutive days. IdahoWorks will automatically exit a participant after 90 consecutive days without service.

## **Reporting Data at Exit when all WIOA Services are ended**

At the time, all WIOA services have ended enter participant’s employment information in IdahoWorks. If a client exits without employment, enter employment information as soon as you receive it.

Training credentials must be documented and entered in IdahoWorks no later than the end of the fourth quarter after exit.

A credential is defined as a diploma, degree, certificate or license issued by a third party with jurisdiction to issue such credential (such as an accredited educational institution, an industry recognized association, or an occupational association or professional society).

A certificate is recognition of attaining measurable technical or occupational skills necessary to obtain employment or advance within an occupation. Work readiness certificates are NOT included in this definition.

## **IdahoWorks Participant Exit Process**

- Close all participant services
- Answer exit questions
- Answer outcome questions
- Close MSG’s
- De-Obligate budgets

## **Section 11: Program Follow-Up**

WIOA Follow-up Services are a required activity for twelve months after exit for Youth. A 12-month follow up with an Adult and Dislocated Worker participant is recommended but not required. Career planners are only required to provide follow up when participant is placed in unsubsidized employment.

The goal of Follow-up Services is to ensure job retention, wage gains and career progress for those that obtain unsubsidized employment. Follow-up services should provide personalized encouragement, resolution to issues that may arise.

WIOA law states Adults or Dislocated Workers who have been exited and are in 12-month follow-up may no longer receive paid supportive services.

### **Allowable Services for Youth during Follow-up**

When appropriate, Youth Program participants may receive limited supportive services necessary to help prevent job loss or enter employment. Supportive services provided during Follow-up must meet the same guidelines as all other WIOA supportive services, including documentation in the participant file. Career planners should only use activity code “99” in the fund number field when issuing a WIOA- 04 for Youth supportive services during follow-up. Once all youth services have ended add the 99 follow-up service.

Access to occupational classroom training, OJT, Internship, Work Experience, or Job Shadowing are prohibited during the follow-up period and requires re-enrollment in the WIOA program.

## **Section 12: Performance**

In 2014, Congress passed WIOA legislation to promote an increase in demand-driven employment, job retention, earnings, and occupational skill levels of Adults, Dislocated Workers and Youth. The U.S. Department of Labor (USDOL) is responsible for oversight of WIOA and provides states with program policies and technical assistance. In addition, the Governor's Workforce Development Council oversees Idaho's workforce programs. USDOL, the Workforce Development Council, all WIOA frontline and support staff and management are interested in tracking the impact of WIOA in Idaho.

### **WIOA Performance Measures**

Annually established program performance measures are based upon the information entered in IdahoWorks by career planners during participation, at the time of participant exit, and during follow-up.

### **Idaho Negotiated Annual Goals**

Each program year Idaho Department of Labor negotiates performance measure goals with USDOL and reflected in each service provider's contract. WIOA Administrative staff refer to these performance goals for quarterly oversight of progress and overall management of contracts.

USDOL considers several factors when negotiating the PY performance goals:

- Increase/decrease in funding from prior year
- Prior year number served, types of activities used, average participant costs
- Service provider focus on special needs participants beyond eligibility
- Service provider's proposed changes in program design, activities
- Type of activities planned, increase/decrease in training costs
- Availability of community organizations to assist with training/supportive services
- Current economic impacts, labor market data and forecasts
- Any additional guidance from USDOL regarding program design and focus

After the performance, goals are agreed to by USDOL, the new PY performance goals are updated in the service provider agreement, and online in the IdahoWorks management reporting system.

### **Exclusions from Performance Measures Adult, Dislocated Worker and Youth**

If the participant is exiting the program, nine specific situations exclude them from the measure.

- Institutionalized: The participant is incarcerated in a correctional institution or has become a resident of an institution or facility providing 24-hour support such as a hospital or treatment center during the course of receiving services as a participant.
- Health/Medical: The participant receives medical treatment, which is expected to last longer than 90 days, and precludes entry into unsubsidized employment or continued participation in the program.
- Deceased: The participant is deceased.

- Entered into active military: The participant is a member of the National Guard or other reserve military unit of the armed forces and is called to active duty for at least 90 days.
- Foster care: The participant is in the foster care system and exits the program because the participant has moved from the area as part of such a program or system.
- Ineligible: The participant, who was determined to be eligible, is later determined not to have met eligibility criteria.
- Criminal offender: A participant who was enrolled while incarcerated in a correctional institution and remained incarcerated after exit.
- Other reason for exit: Do not use
- Retirement: Do not use

## WIOA Performance Measures Chart

WIOA Performance Measures	Data Source (s)
<b>Adult and Dislocated Worker</b>	
Employment Rate (2 <sup>ND</sup> Quarter after exit)	Wage Records
Employment Rate (4 <sup>TH</sup> Quarter after exit)	Wage Records
Median Earnings (2 <sup>nd</sup> Quarter after exit)	Wage Records
Credential Rate (1 year after exit)	4 <sup>th</sup> Quarter Outcomes page
Measurable Skills Gain (Real time measure)	Measurable Skill Gains Page
<b>Youth</b>	
Placement in Employment, Training or Education (2 <sup>ND</sup> Quarter after exit)	2 <sup>nd</sup> Quarter Outcomes Page
Placement in Employment, Training or Education (4 <sup>TH</sup> Quarter after exit)	4 <sup>th</sup> Quarter Outcomes Page
Median Earnings (4 <sup>TH</sup> Quarter after exit)	Wage Records
Credential Rate	4 <sup>th</sup> Quarter Outcomes Page
Measurable Skills Gain (Real Time Measure)	Measurable Skills Gain Page
<b>Employer Measure (TBD)</b>	

Reference:

- WIOA Section 116

## **Section 13: Credential Attainment**

The percentage of those Adult, Dislocated Worker and Youth participants enrolled in an education or training program (excluding those in OJT and customized training) who attained a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during participation in or within one year after exit from the program.

A participant who has attained a secondary school diploma or its recognized equivalent is included in the percentage of participants who have attained a secondary school diploma or its recognized equivalent only if the participant also is employed or is enrolled in an education or training program leading to a recognized postsecondary credential within one year after exit from the program.

**Methodology:** Calculation includes all participants who exited from a program and were in either a postsecondary education or training program (other than OJT and customized training) OR in a secondary education program at or above the 9th grade level without a secondary school diploma or its equivalent:

The number of participants who exited during the reporting period who obtained a recognized postsecondary credential during the program or within one year after exit PLUS those who were in a secondary education program and obtained a secondary school diploma or its recognized equivalent during the program or within one year after exit and were also employed, or in an education or training program leading to a recognized postsecondary credential within one year after exit DIVIDED by the number of participants enrolled in an education or training program (excluding those in OJT and customized training) who exited during the reporting period.

### **Definition of Credential**

Indicator measures attainment of two types of credentials: either a recognized postsecondary credential, or a secondary school diploma or its recognized equivalent.

A recognized postsecondary credential is defined as a credential consisting of an industry-recognized certificate or certification, a certificate of completion of an apprenticeship, a license recognized by the State involved or Federal government, or an associate or baccalaureate degree, as well as graduate degrees.

A recognized postsecondary credential is awarded in recognition of an individual's attainment of measurable technical or industry/occupational skills necessary to obtain employment or advance within an industry/occupation. These technical or industry/occupational skills generally are based on standards developed or endorsed by employers or industry associations. Neither certificates awarded by workforce development boards, nor work readiness certificates, are included in this definition because neither type of certificate documents the measurable technical or industry/occupational skills necessary to gain employment or advance within an occupation. Likewise, such certificates must recognize technology or industry/occupational skills for the specific industry/occupation rather than general skills related to safety, hygiene, etc., even if such general skills certificates are broadly required to qualify for entry-level employment or advancement in employment.

A variety of different public and private entities issue recognized postsecondary credentials. Below is a list of the types of organizations and institutions that award recognized postsecondary credentials (not all credentials by these entities meet the definition of recognized postsecondary credential).

- State educational agency or a State agency responsible for administering vocational and technical education within a State.
- Institution of higher education described in Section 102 of the Higher Education Act (20 USC 1002) qualified to participate in the student financial assistance programs authorized by title IV of that Act. This includes community colleges, proprietary schools, and all other institutions of higher education eligible to participate in Federal student financial aid programs.
- Institution of higher education that is formally controlled, or has been formally sanctioned or chartered, by the governing body of an Indian tribe or tribes.
- Professional, industry, or employer organization (e.g., National Institute for Automotive Service Excellence certification, National Institute for Metalworking Skills, Inc., Machining Level I credential) or product manufacturer or developer (e.g., recognized Microsoft Information Technology certificates, such as Microsoft Certified IT Professional (MCITP), Certified Novell Engineer, a Sun Certified Java Programmer, etc.) using a valid and reliable assessment of an individual's knowledge, skills and abilities.
- ETA's Office of Apprenticeship or a State Apprenticeship Agency.
- Public regulatory agency, which awards a credential upon an individual's fulfillment of educational, work experience, or skill requirements legally necessary for an individual to use an occupational or professional title or to practice an occupation or profession (e.g., Federal Aviation Administration aviation mechanic license, or a State-licensed asbestos inspector)
- Program approved by the Department of Veterans Affairs to offer education benefits to veterans and other eligible persons
- Job Corps, which issues certificates for completing career training programs based on industry skills standards and certification requirements

### **Definition of a Secondary School Diploma**

For purposes of the credential attainment performance indicator, a secondary school diploma (or alternate diploma) (commonly referred to as high school diploma) is one recognized by a State and is included for accountability purposes under the Elementary and Secondary Education Act of 1965 (ESEA), as amended by the Every Student Succeeds Act (ESSA). A secondary school equivalency certification signifies a student has completed the requirements for a high school education. The types of recognized equivalents, for those not covered under ESEA, which would satisfy this performance indicator are those recognized by a State.

### **Examples of secondary school diplomas, alternate diplomas, and recognized equivalents recognized by individual States include:**

- Obtaining certification of attaining passing scores on a State-recognized high school equivalency test,

- Earning a secondary school diploma or State-recognized equivalent through a credit bearing secondary education program sanctioned by State law, code, or regulation,
- Obtaining certification of passing a State recognized competency-based assessment,
- Completion of a specified number of college credits.

### **Types of Acceptable Credentials**

The following are acceptable types of credentials which count toward the credential attainment indicator:

- Secondary School diploma or recognized equivalent,
- Associate's degree,
- Bachelor's degree,
- Graduate degree for purposes of the VR program,
- Occupational licensure,
- Occupational certificate, including Registered Apprenticeship and Career and Technical Education educational certificates,
- Occupational certification,
- Other recognized certificates of industry/occupational skills completion sufficient to qualify for entry-level or advancement in employment.

#### Reference

- TEGL 10-16

### **Measurable Skill Gains**

Indicator is the percentage of Adult, Dislocated Worker and Youth participants who, during a program year, are in education or training programs leading to a recognized postsecondary credential or employment and who are achieving measurable skill gains, defined as documented academic, technical, occupational, or other forms of progress, towards such a credential or employment.

The measurable skill gains indicator is used to measure interim progress of participants who are enrolled in education or training services for a specified reporting period. It is not an exit-based measure. The intention is to capture important progressions through pathways that offer different services based on program purposes and participant needs and can help fulfill the vision for a workforce system that serves a diverse set of individuals with a range of services tailored to individual needs and goals.

Types of measurable skill gains under WIOA:

- Secondary Transcript / Diploma or equivalent
- Post-Secondary Transcript
- Educational Functioning Level (EFL) Gain
- Training Milestone
- Skills Progression

<b>Adult and Dislocated Worker Services</b>	<b>Does this service lead to a credential, employment or MSG? Yes or No?</b>	<b>Credential</b>	<b>Employment</b>	<b>MSG</b>
ABE or ESL in Combination with Training (21 A/DW, 41 Y)	Yes	Yes	No	Yes
Non-Occupational Skills Training (12 A/DW, 41 Y)	Yes	No	No	Yes
Occupational Skills Training (21 A/DW, 41 Y)	Yes	Yes	No	Yes
OJT - On the Job Training (24 A/DW)	Yes	No	Yes	Yes
OJT – Registered Apprenticeship (24 A/DW)	Yes	No	Yes	Yes
Prerequisite Training (21 A/DW, 41 Y)	Yes	No	No	Yes
Registered Apprenticeship - Classroom Training (RTI) (21 A/DW, 41 Y)	Yes	Yes	Yes	Yes
Skill Upgrading (21 A/DW)	Yes	Yes	No	Yes
Entrepreneurial Training (21 A/DW)	Yes	No	No	Yes
Workforce Preparation Activities	Yes	Yes	No	Yes
<b>Youth Services</b>	<b>Does this service lead to a credential, employment or MSG? Yes or No?</b>	<b>Credential</b>	<b>Employment</b>	<b>MSG</b>
ABE or ESL in Combination with Training (21 A/DW, 41 Y)	Yes	Yes	No	Yes
Basic Skills-Youth (32 Y)	Yes	Yes	No	Yes
Non-Occupational Skills Training (12 A/DW, 41Y)	Yes	No	No	Yes
Occupational Skills Training (21 A/DW, 41 Y)	Yes	Yes	No	Yes
Prerequisite Training (21 A/DW, 41Y)	Yes	No	No	Yes
Registered Apprenticeship - Classroom Training (RTI) (21 A/DW, 41 Y)	Yes	Yes	Yes	Yes

## Reference

- TEGL 10-16
- WIOAP 01-20 change 1

Depending upon the type of education or training program in which a participant is enrolled, documented progress is defined as one of the following: **Note: Youth work experience, internships and OJT's are not considered an MSG.**

- Educational Functioning Level
  - Documented achievement of at least one educational functioning level.
  - Comparing initial educational functional level pre-test with the participant's educational functional level on the post-test
  - Enrolling in postsecondary education or training during the program year after the participant finishes high school or recognized equivalency.
- Secondary or postsecondary transcript or report card
  - Effective 7/1/17 Idaho serves only Out of School Youth
  - A sufficient number of credit hours that shows a participant is meeting the State unit's academic standards. Within each state there is an administrative unit that provides authorization to postsecondary institutions within the State. States differ in the requirements to which they hold postsecondary institutions responsible for satisfactory progress. Progress for WIOA purposes must comply with any applicable State standards. Likewise, every State has a State educational agency that establishes education standards for secondary education within the State, which would apply for purposes of determining if a participant is meeting the State's academic standards.
  - Full time students = 12 hours per semester
  - Part time students = 12 hours over the course of 2 consecutive semesters
  - Example
    - A participant took 9 credits during the fall semester and 6 during the spring. Use both semesters' transcripts as documentation of measurable skills gain
- Training milestone
  - Satisfactory progress report, towards established milestones, from an employer or training provider.

- Such as
  - OJT, Work experience or Internship (**Adult and Dislocated Worker only**)
  - Completion of one year of an apprenticeship program or similar milestones, from an employer or ITA training provider who is providing training; (**Youth, Adult and Dislocated Workers**)
- Milestone documentation must include the following
  - Substantive skill development that the participant has achieved  
Progress report from an employer or training provider that a participant has mastered required job skills or completed steps toward completion
- Diploma or Equivalent (In IdahoWorks as an option)
- Skill progression
  - Successful passage of an exam required for a particular occupation or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams.

## Section 14: Supplemental Data Sources and Documentation

While the majority of those employed in the workforce are “covered” and included in UI wage records, certain types of employers and employees are excluded by Federal unemployment law standards or are not covered under the state’s UI law. “Uncovered” employment typically includes some out-of-state employment, self-employment, some agricultural employment, and some employment where earnings are primarily based on commission.

USDOL requires that all data and methods to supplement employment data must be documented and subject to audit. A telephone response from program participants, their employers, etc. should be documented and accompanied by a W2 form, pay stub, 1099 form, or other written documentation when available. Telephone verification of employment with employers is also acceptable, but must be documented in detail in the participant’s case notes and in IdahoWorks.

When entering supplemental wage data, a Federal Employer Identification Number (FEIN) is required. For Self-employed participants, telephone verification with major clients/contracting entities is acceptable, but must be documented in detail as outlined above.

**For Youth, Placement in Military Service, Post-Secondary Education, and Advanced Training/Occupational Skills Training, or the Attainment of a credential.**

All data and methods must be documented and are subject to audit. A telephone response from the program participant regarding the outcome must be accompanied by detailed *written* documentation identifying the type of degree or certificate and date of attainment. Telephone verification with the institution responsible for the activity (i.e. schools, military, or apprenticeship program) is acceptable but must be explicitly documented in the participant's file and must be data entered in IdahoWorks.

The receipt of a training credential must be documented by the end of the fourth quarter.

## Section 15: Participant Records Retention and Destruction

To ensure compliance with federal records retention requirements, WIOA providers must scan and submit participant documents as outlined below.

**IDOL Providers File Retention** – career planners must upload all participant documents from enrollment through exit to EPIC/SharePoint Participant Records.

Final exit is 12 months after the last service date. This is important in order to archive documentation/case notes of 12-month follow up for each participant. This process must be completed within ten working days following the completion of the twelve-month follow-up period.

### IDOL Providers - Paper File Destruction

Paper files from 2019 and older will follow the below destruction process. Destroy participant paper files **five years after participant exit**.

1. When ready to destroy the paper file, local office designee verifies all documents are in EPIC/SharePoint Participant Record.
2. Check the Final Exit box in the Participant Record
3. Complete, sign and email form [I-61-13 Storage Authorization Form](#) to [tony.hartz@labor.idaho.gov](mailto:tony.hartz@labor.idaho.gov)
4. Local office shreds file. [IDOL WIOA - Retention / Destruction Flow Chart](#)

### IDOL Electronic Files Management from 2019 and forward

1. All documents must be loaded to EPIC/SharePoint Participant Records. Final exit is 12 months after the last service date. This is important in order to archive documentation/case notes of 12-month follow up for each participant. This process must be completed within ten working days following the completion of the twelve-month follow-up period.
2. Local office designee verifies all documents are in EPIC/SharePoint Participant Record, and checks the Final Exit box in the Participant Record.

### Naming Files

To allow for consistency and ease in archiving records, all career planners should name and save files as follows:

- For **enrollment**: Last name (space) last 4 digits of SSN (space) enrollment documents  
Example: Smith 1234 enroll
- For **exit**: Last name (space) last 4 digits of SSN (space) exit documents  
Example: Smith 1234 exit

- For **all other documents** including additional documents requested by the WIOA Grants Management Unit: Last name (space) last 4 digits of SSN (space) description of document  
Example: Smith 1234 OJT Contract

### **Reminders and Tips**

- If a participant file contains documents that are double sided, make a copy of each side and incorporate them into the file **before** scanning the document.
- Use only white paper and copy small items to a standard sheet of 8-1/2 x 11 of paper rather than tape. Please note colored paper, tape and most highlighter colors do not scan well. If/when, a highlighter is used, please use yellow.
- As noted in the example above, other documents such as OJT contracts, job descriptions, internship agreements, etc., can be scanned and submitted over the course of the enrollment.
- Please check files for completeness prior to uploading or mailing. Inserting corrected forms and omitted documentation may require the career planner to re-submit an entire file in order to ensure all proper documents have been included.

### **Non-IDOL Provider Document Retention and Destruction Process**

**Non-IDOL providers** must send exit documents via mail to Administrative Entity (AE) staff at the Central Office. Since participant files contain social security numbers and other sensitive data, they **cannot** be submitted via e-mail.

#### **Timeframe**

Upon completion of the 12-month follow-up period, the career planner will provide exit documents as mentioned above. This process must be completed within ten (10) working days after participant exit for non-IDOL providers to ensure a timely review of exit documents and to comply with WIOA contractual requirements.

#### **Document Destruction**

The career planner should retain the paper file for five years following participant exit. When ready to shred participant file, complete the [I-61-13 Storage Authorization Form](#) with participant names and SSN's. [Non-IDOL WIOA Retention / Destruction File Flow Chart](#)

The career planner should adhere to established policies regarding disposal and destruction of confidential records. Do not discard records in trash bins, recycling containers and/or other publicly accessible locations. Staff should make all reasonable efforts to prevent confidential records from misuse for any unauthorized or unlawful purpose.

Reasonable efforts to ensure confidentiality and security of documents include, but are not limited to the following:

1. Documents must be destroyed in such a manner as to ensure that the information contained on the records is unidentifiable.
2. Documents must be destroyed in a secure location.

If document destruction services are procured, a written agreement to adhere to the standards contained in this announcement must be available for review.

## Section 16: Participant Worker Compensation Coverage

The Idaho Department of Labor, as the states WIOA Administrative Entity, has a Workers Compensation policy to cover WIOA participants who receive wages and are enrolled in paid work experience and internships for work related injuries or accidents that occur at the work site.

It is important participants be made aware of this insurance coverage prior to their first day of employment as they are required to notify their work/training site supervisor immediately in the event of an injury or work related illness.

If a participant is involved in a work related injury or illness there are three documents that must be completed and returned to Idaho Department of Labor accounting as soon as possible.

### **First Report of Injury: FROI**

FROI SIF, First Report of Injury form should be completed by the work/training site supervisor in consultation with the career planner. This form should be completed as soon as possible and returned to the Idaho Department of Labor WIOA Fiscal-Accounting Bureau for processing.

This form and the instructions are available on-line at the following web sites. You may also contact the grants management unit for assistance:

**Form:** Workers Compensation Form

### **Notice of Injury and Claim for Benefits (Form WIOA-30)**

The WIOA-30 form will be completed by the career planner and will notify the Grants Management Unit and WIOA Fiscal-Accounting Bureau of the Administrative Entity that a participant is covered under the WIOA Worker's Compensation policy. The WIOA-30 must accompany the completed First Report of Injury form (FROI).

#### **Form:**

The WIOA-30 form is located in the IdahoWorks WIOA Resources Page under the "Ongoing Forms" Tab

#### **Instructions:**

- Enter the full name of the participant.
- Enter the participant's social security number.
- Enter the month, day, and year the participant was injured (this date may be obtained from the FROI form).
- Enter the name of the work or training site where the participant was engaged in WIOA activities at the time of injury.
- Enter the full name of the participant's supervisor at the work or training site.
- Enter the telephone number of the work or training site.
- The authorized WIOA career planner for the service provider must sign the form.
- Enter the name of the service provider organization and WIOA cost center number.
- The Administrative Entity's fiscal officer will sign and date the form. The WIOA career planner should leave this portion of the form blank.

#### **Procedure:**

Mail the WIOA-30 and the FROI form to the address below:

WIOA Fiscal Accounting Bureau  
Attn: Simon So  
Idaho Department of Labor  
317 West Main Street  
Boise, ID 83735

A duplicate should be retained in the participant's file.

**Employer's Supplemental Report to State Insurance Fund: IC Form 14**

The career planner must complete this form when any of the following occur:

- The injured worker has returned to work regardless of the length of time unable to work, **or**
- The injured worker is unable to work after 60 days.

The Employer's Supplemental Report may accompany the WIOA-30 and the First Report of Injury form if the injury/illness is of short duration and the employee has returned to work. If this is not the case, it must be submitted after 60 days if the employee continues to be disabled. The career planner is responsible for the completion of this form in consultation with the work/training supervisor and the participant.

As instructed in the following forms completion and instructions section, all forms related to a participant work related injury or illness should be mailed to WIOA Fiscal-Accounting Bureau for review and distribution.

**Form:**

This form can be obtained from the following website: IC Form 14

**Do not send to the State Insurance Fund** despite the instructions. Original and one copy should be sent to:

WIOA Fiscal Accounting Bureau  
Attn: Simon So  
Idaho Department of Labor  
317 West Main Street  
Boise, ID 83735

The WIOA Accounting staff will forward to the State Insurance Fund. A duplicate should be retained in the participant's file.

## Section 17: Acceptable Documents

When a verification document creates a hardship for a participant and cannot be obtained, the WIOA Registrant Statement (WIOA 74B) or online self-attestation will suffice.

The definition of self-attestation for WIOA purposes is a confirmation by the customer that all information provided is correct. Self-attestation occurs when the customer provides an “electronic” signature in the IdahoWorks system.

### General Eligibility

- Date of Birth/Age
- Baptismal or hospital record of birth
- Birth certificate
- DD-214 Certificate of Release or Discharge from Active Duty
- Driver’s license
- Federal, State or local government identification card
- Work permit
- Public assistance / social service records
- Passport
- School Records or ID cards
- Tribal Records

### Citizenship status / Authorized to work in the United States

- [I-9 Employment Eligibility Verification](#)
- One verification source from List A on I-9
- One verification source from List B and One verification source from List C on I-9 Form

### Selective Service Registrant

- Screen printout from the Selective Service System Online Verification (for men born on or after 1/1/1960)
- [Selective Service System](#)
- Selective Service Registration Acknowledgment Card
- Selective Service Registration Confirmation Letter
- Selective Service Status Information Letter and a separate letter explaining reasons surrounding your failure to register (used after 1995)
- Selective Service Advisory Opinion Letter (used prior to January 1995)
- DD-214 Certificate of Release or Discharge from Active Duty
- Telephone verification 1-847-688-6888 or toll-free 1-888-655-1825
- [Selective Service-Who must register](#)
- Non-registered males 26 or older:

- Selective Service Status Information Letter and a separate letter explaining reasons surrounding failure to register,  
**or**
- Registrant Statement (WIOA 74-B) detailing reasons surrounding failure to register and verification that Status Information Letter has been requested (case notes, copy of completed Status Information Letter Request Form, or Telephone Verification from Selective Service (1-847-688-6888)).

### **Idaho Resident**

- Idaho Driver's License
- Federal, State or Local Government ID
- Utility Bill
- Hunting or Fishing License
- Insurance Policy (Residence or Auto)
- Lease/Landlord Statement/Rent Receipt
- School Records
- Library Card
- Medicaid/Medicare Card
- Phone Directory (copy of applicable page)
- Postmarked Mail Addressed to the Applicant
- Property Tax Record
- Statement or printout from government agency such as Housing Authority
- Selective Service Registration Card
- Public assistance records
- Telephone verification
- IdahoWorks electronic Self-Attestation
- WIOA Registrant Statement (74B)

### **Veteran Status**

- DD-214 indicating type of discharge or, Report of Transfer or Discharge
- Letter from Veteran Administration

## **Adult Low-Income Priority of Service Source Documents**

### **Adults Low-Income Priority of Service**

- Copy of authorization to receive TANF
- Copy of authorization to receive Food Stamps
- Copy of authorization to receive Other Public Assistance
- SSI
- Verification from the refugee assistance provider

### **Social Security Number**

Required if participating in work-based activities and for payments of any kind to be made through the APS and SCO.

- Social Security Card
- Letter from Social Security Agency
- DD-214 Report of Transfer or Discharge

### **Individual status and family size**

- Court decree
- Divorce decree
- Disabled (Family of 1)
- Lease or Landlord statement (if family size is provided)
- Marriage certificate
- Public assistance / Social service agency records / Public records
- WIC
- Housing Authority
- Most recent tax return
- Birth Certificates
- Native American tribal document
- IdahoWorks electronic Self-Attestation
- WIOA Registrant Statement (74B)

### **Family Income**

- Pay stubs
- Employer statement of earnings
- Compensation award letters
- Social Security benefits letter
- Pension statements
- Bank statements
- Court award letter
- Family or business financial records
- Quarterly estimated tax from self-employed persons
- Alimony agreements
- Award letter veteran's administration
- Unemployment insurance documents
- Low-Income Housing Authority verification
- Public assistance records
- Child support payments
- Old-Age survivor's insurance benefits
- IdahoWorks electronic Self-Attestation
- WIOA Registrant Statement (74B)

### **Homeless**

- Written statement from a shelter or social service agency
- Written statement from an individual providing temporary residence
- IdahoWorks electronic Self-Attestation
- WIOA Registrant Statement (74B)

### **Individuals with Disabilities**

- Letter from drug or alcohol rehabilitation agency
- Medical records
- Physician, psychiatrist or psychologist diagnosis / statement
- Rehabilitation evaluation
- School records
- Sheltered workshop certification
- Social service records/referral
- Social Security Administration disability records
- Veterans Administration letter/records
- Vocational Rehabilitation letter/statement
- Worker's Compensation records/statements
- IdahoWorks electronic Self-Attestation
- WIOA Registrant Statement (74B)

### **Adult Self-Sufficiency**

- Training services
- Pay stubs
- Employer statement of earnings
- Compensation award letters
- Social Security Retirement benefits letter
- Pension statement
- Bank statements when income is received by direct deposit
- Court award letter
- Family or business financial records
- Quarterly estimated tax for self-employed persons
- Alimony agreements

### **Adult Basic Skills Deficient**

- Standardized assessments
- Case notes

### **Other Barriers**

- Telephone verification
- IdahoWorks application
- Case notes
- IdahoWorks electronic Self-Attestation
- WIOA Registrant Statement (74B)

## **Dislocated Worker Eight Eligibility Criteria Source Documentation**

## **Group 1 - Dislocated Worker**

Individuals who have been laid off or received a notice of layoff or were recently terminated or have received a notice of termination from employment through no fault of the applicant.

### **Proof of termination or layoff**

- Employer or union representative verification letter, phone or electronic verification of layoff
- Participant's name on a WARN notice
- Media article/general announcement that includes source and date
- Trade Act eligibility documents that confirm layoff
- Statement from the Idaho Office of Refugees
- Statement from an IDOL Regional Economist
- Detailed phone verification
- Detailed registrant statement
- Unemployment Insurance personal eligibility determination
- Statement from UI representative
- IOR/GTI Verification (Refugee/IOR participant only)

**And** is eligible for Unemployment compensation

- Unemployment compensation letter
- Statement from Unemployment representative

**Or** proof of attachment to the workforce, but ineligible for unemployment due to insufficient earnings or services not covered by Unemployment compensation law.

- Pay stubs that reflect a minimum of 1560 hours in the occupation
- Employer verification: letter, phone or electronic verification that employer is not subject to Unemployment Compensation law
- W-2 or tax returns
- IOR/GTI Verification (Refugee/IOR participants only)

**And** unlikely to return to previous industry or occupation

- Printout from state or local LMI data indicating a lack of job availability in industry
- Printout of state in-demand list

### [Tableau In-Demand Occupations](#)

- Career planner statement regarding labor market conditions
- Letter from Doctor or Vocational Rehabilitation counselor
- Employer letter
- Verification of 4 weeks' unemployment insurance

## **Group 2 - plant closure or substantial layoff**

Individuals who have been laid off, or have received a notice of termination or layoff from employment because of any permanent closure or any substantial layoff at a facility or enterprise.

Must verify both categories to meet eligibility.

**Proof of employment**

- Pay stub
- Unemployment compensation that confirms plan closure or substantial layoff
- Participant's name on state approved WARN notice
- Employer or union representative verification letter, phone or electronic verification

**Proof of closure or substantial layoff**

- WARN notice
- IDOL Labor Market Analyst Statement
- Media article/general announcement that includes source and date
- Employer or union representative verification letter, phone or electronic verification
- Unemployment compensation document that confirms plan closure or substantial layoff

**Group 3 - General Announcement of Closure**

Is employed at a facility at which the employer has made a public announcement that such facility will close within 180 days.

Must verify both categories to meet eligibility.

**Proof of employment**

- Pay stub
- Unemployment compensation that confirms plan closure or substantial layoff
- Participant's name on state approved WARN notice
- Employer or union representative verification letter, phone or electronic verification

**Proof of closure within 180 days**

- IDOL Labor Market Analyst Statement
- Media article/general announcement that includes source and date
- Employer or union representative verification letter, phone or electronic verification,

**Or** is employment at a facility which the employer has made a general announcement that a facility will close.

Must verify both categories to meet eligibility.

Basic career services only until closure is within 180 days.

**Proof of employment**

- Pay stub
- Employer or union representative verification letter, phone or electronic verification

**Proof of announcement**

- IDOL Labor Market Analyst Statement
- Media article/general announcement that includes source and date
- Employer or union representative verification letter, phone or electronic verification

## **Group 4 - Self-Employed**

Individual, including farmer, rancher, or fisherman or was a contributing family member in a self-employment endeavor, who is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters.

Must verify both categories to meet eligibility.

### **Evidence of self-employment**

- Business license or permits
- IRS forms and tax documents
- Monthly Profit and Loss Statements

### **Evidence of business closure**

- Chapter 7 or Chapter 11 bankruptcy published in newspaper with the date shown
- Evidence of business failure of supplier or customer
- Insurance claims or other proof of income loss
- Disaster insurance claim
- Federal or state declaration of disaster
- Statement from an Accountant, Bookkeeper or Tax Preparer
- Articles of Dissolution

## **Group 5 - Displaced Homemaker**

An individual, including dependent military spouses, who have been providing unpaid services to family members in the home and have been dependent on the income of another family member but is no longer supported by that income

- Court records
- Divorce documents
- Bank records
- Public assistance records
- WARN notice
- Death Certificate
- IdahoWorks electronic Self-Attestation
- WIOA Registrant Statement (74B)
- Permanent change of station documentation
- DD-214 indicating type of discharge
- Employer verification letter, phone or electronic verification

## **Group 6 - Spouses of an Armed Forces Member**

Spouse of a member of the Armed Forces on active duty and who has experienced a loss of employment or difficulty in obtaining or upgrading employment Court records.

Must verify both categories to meet eligibility.

### **Change of Station**

- Permanent Change of Station Documentation,  
And unlikely to return to previous industry or occupation
- Printout screen shots from state or local LMI data indicating a lack of job availability in industry
- Printout of state in-demand list

#### [Tableau In-Demand Occupations](#)

- Career planner statement regarding labor market conditions
- Letter from Doctor or Vocational Rehabilitation counselor
- Employer letter
- Verification of 4 weeks Unemployment Insurance

### **Group 7 - Separating Service Member**

A separating service member with a discharge other than dishonorable, who has received a notice of separation from the Department of Defense

#### **Proof of military service and discharge date**

- DD-214 indicating type of discharge
- Active military service member's ID card with planned discharge date
- Letter from active military service member's command center indicating tentative date of separation
- Other appropriate documentation showing separation or imminent separation from the Armed Forces

Note: It is appropriate to enroll a separating service member in DW program and provide career services to separating service members provided their discharge will be anything other than dishonorable. Training services must wait until the service member is no longer Active Duty military.

Employment and Training Administration policy dictates that a separating service member meets.

### **Group 8 - Governors Group**

Individuals laid off or terminated due to natural disaster or severe economic downturn, as defined and approved by the Governor or his designated representative.

### **Youth Eligibility Source Documentation**

#### **School Status at Participation**

- Applicable records from educational institution
- Statement from any cognizant agency or official
- Telephone verification

- IdahoWorks electronic Self-Attestation
- WIOA Registrant Statement (74B)

### **School Dropout**

- School records
- Statement from any cognizant agency or official
- IdahoWorks electronic Self-Attestation
- WIOA Registrant Statement (74B)

### **Not Attending School**

- School records
- Court documents
- Statement from any cognizant agency or official
- IdahoWorks electronic Self-Attestation
- WIOA Registrant Statement (74B)

### **Receipt of High School Diploma**

- School records
- Diploma
- Letter or other documentation from school system
- IdahoWorks electronic Self-Attestation
- WIOA Registrant Statement (74B)

### **Homeless or Runaway**

- Written statement from individual providing residence
- Written statement from a shelter or social service agency
- IdahoWorks electronic Self-Attestation
- WIOA Registrant Statement (74B)

### **Foster Child, aged out of Foster Care System, Left Foster Care, Out of Home Placement**

- Written statement from social services agency
- Case notes
- IdahoWorks electronic Self-Attestation
- WIOA Registrant Statement (74B)

### **Disability**

- Letter from drug or alcohol rehabilitation agency
- Medical records
- Physicians' statement
- Psychologist diagnosis
- Social Security disability records
- Social services records
- Veterans administration letter
- Vocational rehabilitation letter

- Worker's compensation record
- School record of disability determination
- IdahoWorks electronic Self-Attestation
- WIOA Registrant Statement (74B)
- Case notes

### **Offender**

- Documentation from criminal justice system  
[iCourt](#)
- Telephone verification
- Statement from any cognizant agency or official
- IdahoWorks electronic Self-Attestation
- WIOA Registrant Statement (74B)

### **Basic Skills Deficient**

- Standardized assessment test
- School records

### [Test Benchmarks Educational Functioning Levels](#)

### **Pregnant or Parenting Youth**

- Physician's statement
- Birth certificate if parenting
- IdahoWorks electronic Self-Attestation
- WIOA Registrant Statement (74B)
- Baptismal record
- Observation of pregnancy status in case notes

### **English Language Learner**

- School records
- Case notes
- Partner agencies
- IdahoWorks electronic Self-Attestation
- WIOA Registrant Statement (74B)

### **Youth Low-Income**

- Copy of authorization to receive TANF
- Copy of authorization to receive Food Stamps
- Copy of authorization to receive Other Public Assistance
- IdahoWorks electronic Self-Attestation
- WIOA Registrant Statement (74B)

## **Require additional assistance to complete educational program or to secure and hold employment**

Has been treated by professional for mental health issues including traumatic events, depression, or substance abuse related problems.

- Letter from Licensed Professional
- Letter from partner agency documentation

**Or** has been or is a victim of abuse, or resides in an abusive environment as documented by a licensed professional

- Letter from Licensed Professional
- Letter from partner agency documentation

**Or** has been unemployed for at least three of the last six months. Not necessarily consecutive.

- Statement from any cognizant agency or official that has knowledge of the barrier.
- Telephone verification

**Or** has a family history of chronic unemployment during the two years prior to application.

- Statement from any cognizant agency or official that has knowledge of the barrier.
- Telephone verification
- IdahoWorks electronic Self-Attestation
- WIOA Registrant statement (74B)

**Or** limited English speaking or cultural displacement

- Standardized tests
- Statement from any cognizant agency or official that has knowledge of the barrier.
- IdahoWorks electronic Self-Attestation
- WIOA Registrant statement (74B)
- School records

## **Individual Status and Family Size**

- Court decree
- Divorce decree
- Disabled (Family of 1)
- Lease or Landlord statement (if family size is provided)
- Marriage certificate
- Public assistance / Social service agency records / Public records
- WIC
- Housing Authority
- Most recent tax return
- Birth Certificates
- Native American tribal document
- IdahoWorks electronic Self-Attestation
- WIOA Registrant Statement (74B)

## **Family Income**

- Pay stubs

- Employer statement of earnings
- Compensation award letters
- Social Security benefits letter
- Pension statements
- Bank statements
- Court award letter
- Family or business financial records
- Quarterly estimated tax from self-employed persons
- Alimony agreements
- Award letter veteran's administration
- Unemployment insurance documents
- Low-Income Housing Authority verification
- Public assistance records
- Child support payments
- Old-Age survivor's insurance benefits
- IdahoWorks electronic Self-Attestation
- WIOA Registrant Statement (74B)

## Section 18: Definitions

- 1. Workforce Innovation and Opportunity Act** – Public Law 113-128 –WIOA amends the Workforce Investment Act of 1998 to strengthen the United States workforce development system through innovation in, and alignment and improvement of, employment, training, and education programs in the United States, and to promote individual and national economic growth. Authorizes and funds the One-Stop delivery system.
- 2. One-Stop Service Delivery System or One-Stop Network**– 20 CFR 678.300 - The One-Stop service delivery system is a network of workforce development services designed to meet business and job seeker needs in whatever manner and location is most effective and convenient for the customer. The system must include at least one comprehensive physical center in each workforce area. The system may also have an affiliated site or a network of affiliated sites.
- 3. One-Stop Program** – 20 CFR 678.400 - A One-Stop program is a workforce program that provides access to its services through the One-Stop system. Certain federal programs are required by WIOA to be part of the One-Stop system. Other federal, state, local or non-profit programs that carry out a workforce development program can also be part of the One-Stop system.
- 4. One-Stop Partner** – 20 CFR 678.400 - A One-Stop partner is the entity that is responsible for administering the funds of one or more workforce development programs designated as required components of the One-Stop system. For programs that do not include local administrative entities, the responsible State agency should be the partner.
- 5. American Job Center (AJC)** – 20 CFR 678.900 - The Common One-Stop delivery system identifier for the One-Stop service delivery system under WIOA. Idaho certifies physical locations as “American Job Centers.” Other partner programs, locations, electronic resources, or other related materials may be branded “a proud partner of the American Job Center network” according to WDC policy.
- 6. Comprehensive American Job Center- 20 CFR 678.305** - Each workforce area must have at least one comprehensive One-Stop center. It is a physical location or facility where job seeker and employer customers can access the programs, services, and activities of all required One-Stop partners. The comprehensive One-Stop center is one of the vehicles providing a no-wrong door approach through which customers can access the system. It makes a wide range of the system’s products and services accessible at a single site, through either self-service or personalized assistance.
- 7. Affiliate American Job Center – 20 CFR 678.310** - An Affiliate One-Stop center makes one or more One-Stop partner program services available at a single location and is an access point to the One-Stop system, in addition to the comprehensive center. Affiliate One-Stop centers are part of a larger service delivery strategy in the area.
- 8. Live Better Idaho** – Live Better Idaho is an internet-based platform providing access to an array of locally available government and non-profit services directed by a customer’s general area of need. It is the framework for the virtual One-Stop system across Idaho.
- 9. One-Stop Operator- 20 CFR 678.600** - The Workforce Development Council selects one or more One-Stop operators whose primary role is to coordinate the service delivery of the designated

One-Stop partners and service providers. Other roles, such as providing direct services, may also be established.

**10. Service Provider** – Entity or entities that deliver program services directly to participants.

**11. Career Services- 20 CFR 678.430** - Certain career services must be provided to individuals through the One-Stop system. The types of these services are listed below. WIOA Title IB programs provide all levels of career services. Other One-Stop programs may provide a subset of the services.

**12. Basic Career Services** – Services that generally require little investment in staff time with participants. Examples include interacting with a self-service labor exchange system, receiving labor market information or referrals, or receiving an initial assessment and eligibility determination.

**13. Individualized Career Services** – A higher level of career services provided after it is determined appropriate for an individual to obtain or retain employment. Examples include diagnostic testing, development of an individual employment plan, or individual counseling.

**14. Follow-up Services** – Services provided to former participants for at least 12 months after employment. Examples include counseling regarding the workplace.

**15. Business Services – 20 CFR 678.435** -Certain business services must be provided to local employers through the One-Stop system, such as labor exchange activities and labor market information. Customized business services, such as customized job fairs, reviewing job descriptions, and screening and referring qualified training service participants may also be made available. Partners and providers in local areas must also develop relationships with employers and convene industry sector partnerships to facilitate developing career pathways for training recipient.

## Summary of Changes

Change Date	Summary of Changes
9/21/20	<ul style="list-style-type: none"> <li>• Page 49; Updated fringe rate to 9.457%</li> </ul>
8/31/20	<ul style="list-style-type: none"> <li>• Page 66; Removed Y from Adult/DW MSG chart</li> </ul>
7/27/20	<ul style="list-style-type: none"> <li>• Page 66; Included Adult, Dislocated Worker and Youth MSG chart</li> </ul>
7/22/20	<ul style="list-style-type: none"> <li>• Page 72; Updated First Report of Injury link</li> </ul>
7/16/20	<ul style="list-style-type: none"> <li>• Page 34; Added WIOAP 01-19</li> <li>• Page 56; Added WIOAP 02-19</li> <li>• Page 66; Added WIOAP 01-20</li> </ul>
6/30/20	<ul style="list-style-type: none"> <li>• Added disclaimer on top of cover sheet</li> </ul>
5/7/20	<ul style="list-style-type: none"> <li>• Page 8-9; inserted nepotism policy</li> </ul>
5/1/20	<ul style="list-style-type: none"> <li>• Page 71-73; Removed participant insurance section</li> </ul>
4/9/20	<ul style="list-style-type: none"> <li>• Page 50; Removed Work plan and Competency Resume (WIOA-185) and Supervisor’s Workbook (WIOA-184) from required documents for a work experience. Page 50; Added up to \$11.00 an hour for a work experience</li> </ul>
3/25/20	<ul style="list-style-type: none"> <li>• Page 55; Added section on scheduling a service gap</li> </ul>
2/21/2020	<ul style="list-style-type: none"> <li>• Page 56; Added IdahoWorks Participant Exit Process</li> </ul>
2/5/2020	<ul style="list-style-type: none"> <li>• Page 7; Removed CIS and added Next Steps Idaho</li> </ul>
1/7/2020	<ul style="list-style-type: none"> <li>• Page 35; Removed section regarding participants awaiting TAA petition</li> </ul>
12/3/19	<ul style="list-style-type: none"> <li>• Page 13, 32-33; Added clarifying language about the use of IdahoWorks assessment tools for assessments.</li> <li>• Page 33; Combined Employment Plan section with IdahoWorks Tools.</li> </ul>
11/22/19	<ul style="list-style-type: none"> <li>• Page 13; Updated the Basic / Enhanced Employment Plan</li> <li>• Page 32; Updated Basic Employment Plan and Employment Plan</li> <li>• Page 72; Included section on documentation hardship and definition of Self-Attestation</li> </ul>
11/6/19	<ul style="list-style-type: none"> <li>• Pages; 10-11 updated selective service section</li> </ul>
11/4/19	<ul style="list-style-type: none"> <li>• Pages; 7,9,14,24,36-36,41,76 and 78 added link to Tableau “In Demand Jobs”</li> <li>• Page 11; Added in-document link to “Selective Service Allowable Source Documentation” to page 72 in TAG</li> </ul>
10/23/19	<ul style="list-style-type: none"> <li>• Pages 28, 44-45, 81; Updated educational functioning level link</li> <li>• Page 39; Defined routine maintenance</li> <li>• Page 53; Updated OJT reimbursement rates link</li> </ul>
10/11/19	<ul style="list-style-type: none"> <li>• Pages 27-28; Updated information designating youth barriers that needed low-income verification and the youth barriers that do not need low-income verification. Added information career planners need to submit to Administrative Entity when requesting youth 5% exception.</li> </ul>
9/10/19	<ul style="list-style-type: none"> <li>• Page 28, 81 Added links to Educational functioning levels</li> </ul>

9/10/19	<ul style="list-style-type: none"> <li>• Page 11 Enrollment priority for Idaho residents</li> </ul>
9/10/19	<ul style="list-style-type: none"> <li>• Page 52 added reimbursement links to OJT information</li> </ul>
9/10/19	<ul style="list-style-type: none"> <li>• Added additional details to all WBL information</li> </ul>
8/29/19	<ul style="list-style-type: none"> <li>• Page 65 &amp; 66; Put link to the I-61-13 Storage Authorization Form</li> </ul>
8/8/19	<ul style="list-style-type: none"> <li>• Updated Record Retention and Destruction pgs. 65-66 and moved credentials under performance section</li> </ul>
8/2/19	<ul style="list-style-type: none"> <li>• Added Self-Attestation and Registrant statement to Eligibility Source Documents</li> </ul>
7/25/19	<ul style="list-style-type: none"> <li>• Page 18: LLSIL guidelines updated</li> </ul>
7/22/19	<ul style="list-style-type: none"> <li>• Page 19; Income guidelines updated</li> </ul>
7/16/19	<ul style="list-style-type: none"> <li>• Page 42 bullet 4; fixed wording for relocations exceeding 60 days</li> </ul>