

The following is not a 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. Also, 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 authorized explicitly 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 federal investment programs in workforce skill development. These programs must 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 authorize Job Corps, YouthBuild, National Dislocated Worker Grants, workforce development programs for Native Americans, and Migrant and Seasonal Farmworkers.

The core programs must 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 local community's individuals and employers using a “One-Stop” system. In addition to the programs authorized under WIOA, the other federal workforce programs must 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 service delivery effectiveness. As mentioned previously, the core programs have identical performance measures to contribute to a joint state performance measure. In addition to the program performance reports, there are expectations for regular program evaluations to increase accountability and transparency. These evaluations are primarily driven by data collection.

Career Pathways

States must develop career pathways in industry-specific sectors to ensure career advancement opportunities align with opportunities in the state and local communities. The plan also provides 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 employment barriers. The WIOA Title I-B programs prioritize 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. Locate resources for administering and delivering Title I-B workforce development programs at the [WIOA Law & Policies Page](#).

Federal Law USDOL

WIOA, as a federal law, provides statutory directives 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 the U.S. Department of Education with overseeing WIOA-authorized programs under their jurisdiction. These Departments issued federal regulations that provide specific directions for implementing the statutory directives. The two Departments issued joint regulations for three significant areas: State Plan, Performance, and One-Stop.

The Department of Labor issued separate, additional regulations for system governance and 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 WIOA Section 188, 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 their programs' administration. The U.S. Department of Labor Issues Training and Employment Guidance Letters (TEGLs) and Training and Employment Notices (TENS) provide official notification and additional instructions for implementing the law's specific provisions. USDOL TEGLs often have a special designation for WIOA Operational Guidance.

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. The Workforce Development Council comprises most business representatives and includes representatives of the state's labor and workforce organizations and the government agencies that 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 a local workforce development board. The local board provides strategic direction similar to the state board; however, it differs from the state board. It directly influences 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 law and regulations allow.

Local funding for Title I-B Adult and Dislocated Worker programs is used to establish the One-Stop delivery system for jobseekers and employers and provide career and training services to eligible adults 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 per 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 for delivering workforce services in the local area per the service delivery design:

One-Stop Operator

As of PY 18, the One-Stop operator, the Idaho Department of Labor, is currently 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 2020, the Idaho Department of Labor, North Idaho College, and Magic Valley Youth and Adult Services is currently under contract to provide career services and access to training services using the WIOA Title I-B Adult funding program.

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

Provider for Youth Workforce Investment Activities

The Workforce Development Council selected the Idaho Department of Labor 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 are located 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

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 services are provided. WIOA has tried to shift the language where One-Stops are now “American Job Centers.” American Job Center now has 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 many 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 One-Stop delivery system's vision is for an individual to go to a single location to receive all the assistance he needs. The individual does not need to know which program provides each of the services. The One-Stop system's responsibility is to ensure that services provided are seamless. The staff behind the scenes will settle any fragmentation based on different program requirements and will not be 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. The adult and dislocated worker programs provide the full complement of basic and individualized career services.

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

Idaho One-Stop Partner Programs (As of 2020)

Idaho Career-Technical Education

Perkins Postsecondary Programs - CTE
Adult Education & Family Literacy Act - Adult Education

Idaho Commission on Aging

Senior Community Service Employment Program

Idaho Division of Vocational Rehabilitation

WIOA Title IV Vocational Rehabilitation

Idaho Department of Health and Welfare

Temporary Assistance for Needy Families
Work-related Employment and Training Programs

Idaho Commission for the Blind and Visually Impaired

WIOA Title IV VR

Idaho Department of Labor

WIOA Title IB Employment and Training Programs –
Adult, Dislocated Workers, Youth, & National Dislocated
Worker Grants

WIOA Title III – Wagner-Peyser/Employment Services

TAA – Trade Adjustment Assistance

Jobs for Veterans Grants

Unemployment Insurance

Community Council of Idaho

National Farmworkers Jobs Program – WIOA Title I, Sec.
167

YouthBuild - WIOA Title I, Sec. 171

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 to establish a One-Stop delivery system, providing 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, 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. This website can determine eligibility for WIOA Title I-B and other workforce development programs in addition to labor exchange services. It also provides access to information about eligible training providers, workforce and labor market information.

Additional workforce and labor market employment statistics information, including accurate information relating to local, regional, and national labor market areas, in-demand industry sectors and occupations, and job vacancies, is located on the Idaho Labor Market Information Website Labor Market Information. JobScape also provides access to the Career Search tool, allowing customers to find the information they need. Students in Idaho schools can also use [Next Steps Idaho or Tableau In-Demand Occupations, which lists the state's Top 150 in-demand jobs, and may be broken down by region.](#)

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

Staff-Assisted Services

All basic career services are available from staff at each American Job Center. Program staff within the One-Stop system also conduct outreach to individuals and orientation to services' availability. 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 and 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 workers and employer posters.
- Offering assistance in employer/community economic development activities. The service will vary according to need and 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 involved in any administrative or management capacity related to the hiring, selection, placement, supervision (to the second degree) responsibilities and funding organization. No employer may hire a member of their immediate family into a work-based training position. Also, no individual (neither new hire nor incumbent worker) may enter a WIOA/TAA-funded work-based program activity if their family member 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 the court, within the second degree, to the WIOA work-based training or program activity participant. Including 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 the court within the second degree.

For purposes of this rule, the term "administrative or management capacity" includes overall administrative responsibility for the obtaining of 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 a 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 Idaho's Workforce Innovation and Opportunity Act (WIOA) program. 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 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 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 these populations' quality services.

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. (Review Top 150 List-Tableau)

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 available services, or they may need to resolve personal issues before benefiting 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 responsible for enrolling eligible and appropriate applicants 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*

“Application” is the process of collecting information and the necessary documentation to support a determination of eligibility. Information is collected through electronic data transfer, personal interviews, or an individual’s application.

- The application date is the first day a Career Planner collects eligibility information from an applicant.
- The enrollment date is when the individual begins receiving their first service following the application's completion. A maximum of 45 days can elapse between the application date and enrollment date. The enrollment process is concluded once the Career Planner completes *IdahoWorks* data entry requirements, enters a service, 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 they begin the application process, but the job ends before enrollment, they should enroll as “unemployed.”

The eligibility process begins again if an applicant is not enrolled and entered in *IdahoWorks* within 45 days, with a new application date and (as appropriate) updated verification documents.

General Enrollment / Eligibility of all Programs

Selective Service Registration

[Selective Service Allowable Source documentation](#)

Service providers are responsible for determining males' selective service status before 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 before attaining his 26th birthday.

Applicants whose registration cannot be verified must also request a Status Information Letter from Selective Service, demonstrating whether the applicant must register. To obtain the Status Information Letter, the male must complete a Status Information Letter Request form, located at [Request for Status Information Letter](#).

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. Suppose the career planner determines the applicant’s failure to register with Selective Service was not knowing and willful. In that case, 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.

To determine whether the failure was “knowing,” career planners should ask the following:

- Was the individual aware of the requirement to register?

- If the individual knew about the requirement to register, was he misinformed about the applicability of the necessity to him (e.g., veterans discharged before their 26th birthday were occasionally told that they did not need to register)?
- On which date did the individual first learn that he was required to register?
- Where did the individual live when he was between 18 and 26?
- Does the status information letter indicate that Selective Service sent letters to the individual at that address and did not receive a response?
- Was the failure to register done deliberately and intentionally?
- Did the individual have the mental capacity to choose whether to register and decided not to register?
- What actions, if any, did the individual take when he learned of the requirement to register?

Suppose a career planner determines that an individual's failure to register with the Selective Service was not knowing and willful. The individual is eligible, and services may be provided to the participant. However, if the authorized organization determines that evidence shows that the individual's failure to register was knowing and willful, the participant will be denied WIOA services. Individuals denied services must be advised of the available grievance procedures. Authorized organizations must keep documentation related to evidence presented in Selective Service determinations.

A detailed list of males who are not required to register with Selective Service due to an exemption may be found online <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 are needed to verify the registration.

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)
- 20 CFR 683.225
- Federal Register Vol. 80, No. 140 - Information Collection for WIOA – 7-22-15
TEGL 11-11 Change 2
- TEGL 22-15 - Data Validation & Performance Reporting Timelines –3-12-16

Legally entitled and authorized to work in the United States

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

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

Idaho Residency

[Residency Allowable Source Documentation](#) [Statewide-Service Policy](#)

Idaho residents eligible for career and training services in adult dislocated workers, and youth programs will receive priority for WIOA program enrollment. 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 appropriate verification.

Age / Date of Birth

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

- 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

Available Services

WIOA provides three types of career services:

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

Section 3: Registration, Initial Assessment, Training Plan, Employment Plan, and Basic Career Services

Registration

All customers must register for work in Idaho's Labor Exchange System, *IdahoWorks*.

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 employment barriers. 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 help the participant collect and analyze information to develop a plan of action and identify appropriate program service options for 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 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

The 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 assess the participant's employability. 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 data is 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 answers after an interview. The WIOA-required intensive assessment, which requires a deeper dive into a participant's interests, is more thoroughly covered in Section 5. The initial assessment provides the career planner with information about the participant's current interests, attitudes, aptitudes, and personal beliefs – all of which have a bearing on employability, eligibility, and appropriateness. A thorough interview will help a career planner determine whether a customer is appropriate for WIOA. Occasionally, a customer may 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 remove barriers to employment.

The 5-S interview

Various tools are available to help an interviewer reach their information-gathering goal. One of them that has helped WIOA staff is the **5-S interview method**, a suggested case management tool for keeping assessment interviews structured and focused on gathering information relevant to the WIOA program's goals and the participant's goals. The intent of the **5-S Interview** and similar tools is not to ask *all* of the questions but to learn more about the customer.

Training and Employment Plan

IdahoWorks is the repository for participant's individual service strategy (ISS). Career planners must use the employment and training plan template before adding the ISS into *IdahoWorks*.

Please review [WIOAP 01-21](#) Management Information System for more information.

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 to assess 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),
 - (Review Top 150 List-Tableau) 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,
 - Assisting on-site using staff who are well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants,
 - Assisting 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, the WIOA adult or dislocated worker programs, or some combination thereof may pay for the costs of 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 coordinate 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:
 - Childcare,
 - Child support services,
 - Medical assistance is 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 are sponsored through the U.S. Department of Housing and Urban Development (HUD).

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

The 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.

NOTE: Seventy-five percent (75%) of Adult program enrollments **must be** from these first two priority groups.

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 the 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, employed 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 considering training services must be evaluated for self-sufficiency. An employed adult in a permanent position is considered "self-sufficient" if their projected family income will exceed 155% of LLSIL.

See [WIOAB 11-20](#) for most current LLSIL and income guidelines 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, have received or is a member of a family 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); or Supplemental Security Income (SSI) program.
- Receives an income or is a member of a family receiving income that, based on family size, is not over the current U.S. Department of Labor (DOL) 70 percent of the Lower Level Standard Income Levels (LLSIL) or U.S. Department of Health and Human Services (HHS) Poverty Guidelines, both of which are updated annually.

References:

- WIOA Sec 3 (36) (A)
- Idaho Policy for Adult Program Service Provisions – Eligibility and Priority
- <https://www.labor.idaho.gov/dnn/Portals/0/WIOA/Income-Guidelines-LLSIL-1-25-21.pdf>

Family Size and Income Guidelines

Definitions-Family: two or more persons related by blood, marriage, or decree of the court, who are living in a single residence and 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 an 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:

- Are 24 years of age or older by December 31 of the current year,

- An orphan or ward of the court or was a ward of the court until the individual reached the age of 18,
- Is currently enrolled as a college, graduate, or post-graduate student,
- 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 because of other unusual circumstances, or
- They live with their parents(s) or guardian(s) but provide more than 50% of their support.

Family size: The family composition is determined at the application's date. Members in the household who do not meet one of the family definition categories 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 their family's income. The individual's income must still meet the low-income definition to be considered low-income.

Family income: means all income received by all members included in the family size (determined at the time of application) during the six months before 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

The income of prior family members who may have comprised part of the family during the past six months but are no longer household members at the time of application (i.e., divorced, separated or deceased spouse, or other family members) would not be counted for income determination purposes. Only the income of the current family members should be calculated 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. Central Office distributes the Low Income Guideline Chart each year as this information is made available.

Included 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 the business expense),
 - b. Net receipts from farm self-employment (from a farm that 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) or veterans' disability,
7. College or university grants (excluding Pell grant), scholarships (not needs-based), and assistantships,
8. Net gambling or lottery winnings,
9. Dividends, interest, net rental income, net royalties, periodic receipts from estates or trusts.
10. Social Security Disability Insurance payments (SSDI)
11. WIOA One-Stop partner programs where income is not subsidized (e.g., On-the-Job Training wages),
12. Unemployment compensation,
13. Child support payments,
14. Old age survivor's insurance benefits are 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.

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 are drawn down as withdrawals from a bank, the sale of a property, a house, or a car,
8. Tax refunds, gifts, loans, lump-sum inheritances, one-time insurance payments, or compensation for an injury,
9. Non-cash benefits such as employer-paid fringe benefits, food or housing received in place 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. Dislocated worker services aim 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.

[National Dislocated Worker Grant Policy](#)

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

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

Individuals, who have been laid off, received a notice of layoff, 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 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 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 one year out of the last three before 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 cannot find employment in their previous industry or occupation for 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 a 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 decision to quit was explicitly warranted.

Temporary Employees

An applicant may not be automatically disqualified from enrollment in the WIOA dislocated worker program because the job of dislocation was not considered a permanent position.

- An employee under a temporary contract or placed by a temporary employment agency with an employer may be made eligible under the same category as the company's regular employees (substantial layoff, plant closing) if a closing or significant layoff did not cause the dislocation. Temporary employees directly under contract with the company are considered eligible, as are regular employees if a layoff or closing caused their dislocation. The applicant must be unlikely to return to the job/industry, confirmed by the unemployment insurance division, or the temporary agency arbitrary confirm.
 - However, temporary employees who are unemployed because the project or undertaking they were hired has been completed are considered dislocated only after they have contacted the temporary agency. The agency has failed to find suitable work for them.

Contracted Employees

Employees working within a set contract (not through a temporary agency) that ends on a scheduled date are not eligible for the WIOA Dislocated Worker program. If the job ends before the set contract end date and the applicant is not at fault for the separation, they are considered to have a job of dislocation.

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 career planner's assessment and the decision must be 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) 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.

Suppose the individual is presently employed in the United States, and dislocation occurred outside the United States. In that case, career planners should use the ONET to identify the US median wage for the job of overseas dislocation.

Suppose the individual is permanently employed and earning less than 90% of dislocation wage, they would not be considered self-sufficient. Use the WIOA-74C to support this.

Group 2. Plant Closure or Substantial Layoff:

[Group 2 allowable source documentation](#)

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

Substantial Layoff is any reduction in force that is not the result of a plant closing and which results in an employment loss at a single site of employment during any 30 days 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 3. General Announcement of Closure:

[Group 3 allowable source documentation](#)

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 announced 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 of the business's business closure or substantial layoff. A planned closure date for the facility is required.

Group 4. Self-Employed:

[Group 4 allowable source documentation](#)

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 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 5. Displaced Homemaker:

[Group 5 allowable source documentation](#)

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 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 6. Spouse of an Armed Forces Member:

[Group 6 allowable source documentation](#)

Is a 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 the duty station of such members,

OR

A spouse of a member of the Armed Forces on active duty and unemployed or underemployed and is experiencing difficulty obtaining or upgrading employment.

Group 7. Separating Service Member:

[Group 7 allowable source documentation](#)

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 the Active Duty military. USDOL's Employment and Training Administration policy generally dictates that a separating service member is unlikely to return to a previous industry or occupation.

Group 8. Governor's Group:

[Group 8 allowable source documentation](#)

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

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.

YOUTH ELIGIBILITY

Out of School Youth are:

- Ages 16-24 - Age eligibility is established at enrollment. A youth who turns 25 after enrollment may continue to receive youth services until WIOA activities and follow-up are complete.
- They are not attending any school, including secondary 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" to determine 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 post-secondary institution, training program, or institution (public and private) and considered in school,
- If the only "school" the youth attends is adult education (an AE program) provided under Title II of WIOA, YouthBuild, or JobCorps, the youth is considered an OSY. Youth cannot be enrolled in the WIOA youth program during the summer between school years if enrolled in the fall. Youth cannot be enrolled in the WIOA youth program between high school graduation and postsecondary education if they have 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

PARENTAL/GUARDIAN CONSENT Release of Information a parent/guardian signature is required on the Release of Information for applicants under 18 to provide services. However, the requirement can be waived if an exception is deemed appropriate for applicants who cannot produce the parent/guardian signature. The situation must be fully documented in case notes explaining why the parent/guardian could not sign.

Income DOES NOT need to be considered if the Out-Of-School youth falls under one of the following barriers:

- School dropout on date of enrollment - [School dropout allowable source documentation](#)
An OSY is an individual who is no longer attending any school and who has not received a secondary school diploma or its recognized equivalent. A youth's eligibility status is determined at enrollment; therefore, if a youth has not received a high school diploma or a recognized equivalent AND is not attending any school, they are considered a dropout.

References:

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

- Offender - [Offender allowable source documentation](#)
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

- Homeless - [Homeless allowable source documentation](#)

References:

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

- Runaway - [Runaway allowable source documentation](#)

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

- Pregnant or Parenting - [Pregnant or Parenting allowable source documentation](#)

References:

- WIOA Sec 129 (a) (1) (B) (VI)

- CFR 681.210(7) 220(6)
- TEGL 22-15
- TEGL 21.16
- Individual with a disability - Individual with a disability allowable source documentation

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
- Foster Child - Foster Child allowable source documentation
An individual in foster care or who has aged out of the foster care system or 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

Low-Income Requirement for Out-Of-School Youth

Although most out-of-school youths do not need to be low-income to participate in the WIOA youth program, the Act does require the following category of youth to be low-income:

- 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 in the [Low income for OSY section above](#).

However, WIOA allows a low-income exception of five percent (5%) of the youth categorized above. These participants must meet all other eligibility criteria for WIOA.

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 grants unit's approval and document justification in the case notes.

References:

- 681.250 (a) & (c)

Low income for OSY is only required under the following conditions:
[Allowable source documentation](#)

- **Low income and needs additional assistance to enter or complete an educational program or to secure or hold employment** 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 before 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
- **Low-Income and high school graduate or recognized equivalent who is:**
 - Basic skills deficient.
 - Has English reading, writing, or computing skills on a generally accepted standardized test at or below the 8th-grade level.
 - ESL
 - [Test Benchmarks Educational Functioning Levels](#)

ESL is an eligible individual who has limited 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 parent is using approved school curriculum, following all their rules, etc., the youth should be

considered “in-school”. Conversely, if they simply state “we are home-schooling”, but can’t provide a direct connection to the school district’s policy, procedure, curriculum, etc., they should be identified as “out-of-school.”

References:

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

Youth Elements:

Along with intake, eligibility, objective assessment, and individual service strategy in *IdahoWorks* with youth ages 16 to 24, the Workforce Innovation and Opportunity Act (WIOA) require that every local workforce development area make 14 program elements available. These program elements are services that are intended to assist youth in preparing for the workforce. While all program elements must be made available in a local area, each youth does not have to receive all 14 elements (Local areas must make follow-up services available to all youth for at least 12 months after program exit).

In general, youth workers decide which program elements to provide to youth based on their objective assessment and record a plan to provide these services in the youth’s Individual Service Strategy (ISS) that is directly tied to at least one indicator of performance. In general, it is expected that each youth will receive exposure to multiple program elements during their participation in the WIOA youth program. The ISS, which must be developed with input from the youth, must also have particular goals for each program element provided and indicate the progress made by the youth towards these goals.

The 14 youth program elements are:

1. Tutoring, study skills training, instruction, and dropout prevention
Services focus on providing academic support, helping youth identify areas of academic concern, assisting with overcoming learning obstacles and providing tools and resources to develop learning strategies.
2. Alternative secondary school services or dropout recovery services
Services, such as basic education skills training, individualized academic instruction, and English as a Second Language training, assist youth who have struggled in traditional secondary education. An alternative education program means a comprehensive educational program delivered in a nontraditional learning environment that is distinct and separate from the existing general or special education program.
3. Paid and unpaid work experience
Planned, structured learning experiences that provide the youth participant with opportunities for career exploration and skill development and that take place in a workplace for a limited time.
4. Occupational skills training
occupational skills training is defined as an organized program of

study provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by specific occupational fields at entry, intermediate, or advanced levels. Local areas must prioritize training programs that lead to recognized post-secondary credentials that align with in-demand industry sectors or occupations in the local area.

5. Education offered concurrently with workforce preparation and training for a specific occupation

This program element reflects an integrated education and training model and describes how workforce preparation activities, basic academic skills, and hands-on occupational skills training are to be taught within the same time frame and connected to training in a specific occupation, occupational cluster, or career pathway.

While programs developing basic academic skills, which are included as part of alternative secondary school services and dropout recovery services (program element 2), workforce preparation activities that occur as part of a work experience (program element 3), and occupational skills training (program element 4) can all occur separately and at different times (and thus are counted under separate program elements), this program element refers to the concurrent delivery of these services which make up an integrated education and training model.

6. Leadership development opportunities

Leadership development opportunities are opportunities that encourage responsibility, confidence, employability, self-determination, and other positive social behaviors

7. Supportive services

As defined in WIOA Sec, 3(59), Supportive Services for youth are services that enable an individual to participate in WIOA activities.

8. Adult mentoring

Adult mentoring for youth must:

- Last at least 12 months and may take place both during the program and following exit from the program;
- Be a formal relationship between a youth participant and an adult mentor that includes structured activities where the mentor offers guidance, support, and encouragement to develop the competence and character of the mentee;
- While group mentoring activities and mentoring through electronic means are allowable as part of the mentoring activities, at a minimum, the local youth program must match the youth with an individual mentor with whom the youth interacts on a face-to-face basis. Local programs should ensure appropriate processes are in place to adequately screen and select mentors.
- Mentoring may include workplace mentoring where the local program matches a youth participant with an employer or employee of a company.

9. Follow-up services

Follow-up services:

- Are critical services provided following a youth’s exit from the program to help ensure the youth is successful in employment and/or post-secondary education and training
 - May include regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise
 - May begin immediately following the last expected date of service in the Youth program when no future services are scheduled
 - Do not cause the exit date to change and do not trigger re-enrollment in the program
 - Must be provided to **all** youth participants in some form for a minimum of 12 months, unless the participant declines to receive follow-up services or cannot be located or contacted.
 - Must include more than only a contact attempted or made for securing documentation to report a performance outcome
10. Comprehensive guidance and counseling
 Comprehensive guidance and counseling provides individualized counseling to participants. This includes career and academic counseling, drug and alcohol abuse counseling, mental health counseling, and referral to partner programs, as appropriate. (WIOA sec. 129(c)(1)(C)(J)) When referring participants to necessary counseling that cannot be provided by the local youth program or its service providers, the local youth program must coordinate with the organization it refers to ensure continuity of service. When resources exist within the local program or its service providers, it is allowable to provide counseling services directly to participants rather than refer youth to partner programs.
 All youth should receive career and academic counseling. Other counseling should be provided as necessary depending on the needs of the individual youth as determined through the intake and assessment process and as recorded in the youth’s ISS.
11. Financial literacy education
 The financial literacy education program element includes activities which:
- Support the ability of participants to create budgets, initiate checking and savings accounts at banks, and make informed financial decisions;
 - Support participants in learning how to manage spending, credit effectively, and debt, including student loans, consumer credit, and credit cards;
12. Entrepreneurial skills training
 Entrepreneurial skills training provides the basics of starting and operating a small business.
13. Services that provide labor market information
 All WIOA youth participants should be provided labor market information. The method of delivery and the particular Services and information should be determined by the needs of the individual youth. Labor market information should be presented in formats that are easily understood and usable.
14. Postsecondary preparation and transition activities
 Postsecondary preparation and transition activities and services prepare ISY and OSY for advancement to postsecondary education after attaining a high school diploma or its recognized equivalent. These services include exploring postsecondary education options,

including technical training schools, community colleges, 4-year colleges and universities, and registered apprenticeships.

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 entered into *IdahoWorks*. 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 the 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 to identify participants' appropriate services and career pathways.

A complete assessment conducted by One-Stop partners within 90 days of enrollment may be used by career planners when working with a co-enrolled participant. However, career planners must review these assessments for appropriateness and accuracy.

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

- An in-depth interview and evaluation to identify employment barriers and appropriate employment goals,
- The development of a written employment plan, or Individual Service Strategy (ISS), identifies the employment goals, steps, timetables, and a combination of services needed for the participant to achieve a specific occupational goal.

Formal assessments, such as a TABE or other approved tools, may also be used to address various factors about a participant's intensive assessment.

Reference:

20 CFR 678.430 (b)

Section 6: Individual Service Strategy (ISS)

ISS

The career planner and the participant must develop the individual service strategy based on the intensive assessment.

The ISS should be developed, and updated as needed, based on the needs of each participant. The ISS should directly link the performance objectives for the program, identify career pathways that include education and employment goals, consider career planning and the results of the objective assessment and prescribe achievement objectives and services 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 candidates' skills, aptitude, and talents. These tools are designed to help individuals understand how various 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 benefit 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 various other skills.
- **Interest Inventories** – Standardized interest inventories measure the individual's preference for various 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. 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 distribute these types of tests.

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 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. Individualized career services can be found at the link: [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

Follow-up Services' goal is to ensure job retention, wage gains, and career progress for those that obtain unsubsidized employment. Career planners must only provide follow-up when they are placed in unsubsidized employment. Follow-up services should provide personalized encouragement and resolve 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.

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 Follow- Up Services

All youth participants must be offered an opportunity to receive follow-up services that align with their individual service strategies. The services provided must be determined based on the individual's needs. The type and intensity of follow-up services may differ for each participant. Furthermore, follow-up services **must** be provided to all participants for a minimum of 12 months regardless of whether the participant successfully exited the program or not.

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 many adults' employment success, dislocated workers, and youth. Training services should be selected to maximize customer choice, linked to in-demand occupations, and coordinated with other assistance sources.

Under WIOA, training services may be provided if the American Job Center staff, including partner programs' staff, determine after conducting an interview, evaluation, or assessment, 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 or individualized career services alone.
- Needs 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)
- 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 linked to in-demand employment opportunities in the local area or planning region or in a geographic area where the adult or dislocated worker is willing to commute or relocate. As per the Workforce Development Council's Eligible Training Provider policy, training must align with the respective location's Top 150 In-Demand Jobs for the region. See the Top 150 List-Tableau list.

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
- See Section on Occupational Skills Training

Section 7: Supportive Services

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

The term “supportive services” means services such as transportation, childcare, dependent care, and housing 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. Career planners should be very cautious of providing supportive service payments associated with standard living expenses, such as insurance premiums, utility payments, or rent payments. Although such payments are not strictly prohibited, career planners must fully document all supportive services payments as reasonable and necessary and required for the client to participate. No other funds or assistance are available to provide these services.

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 before obligating WIOA funds.

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

- It is reasonable – both in cost and the item being purchased,
- It is necessary to participate in WIOA, or to obtain or maintain employment,
- Is the last resort when utilizing WIOA funds,
- The 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 directly relates to the Individual Service Strategy in *IdahoWorks*.

The support service's need and rationale 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.

Purchase of a Tablet/Chromebook for WIOA participants must not exceed \$200.00 per participant.

Career planners **must notify** the GMO unit via the WIOA/TAA mailbox before purchasing these items to track this activity. This practice is viewed as a temporary consideration while WIOA service providers provide limited services to their participants. This includes participants who may need the hardware to continue or complete a training program. Career planners must document the justification for the purchase in the participant’s case notes and indicate if the participant:

- Is lacking the hardware to complete the activity or training?
- Is enrolled in a job search, or training activity
- Has no alternative means to access online services for job search or training?

To emphasize, requests will be assessed on a case-by-case basis and must be approved by the Administrative Entity before purchase.

Supportive Service Bid Requirements

Supportive service purchases made for or on behalf of participants that exceed \$3,000 will require a minimum of three bids, obtained by phone, fax, or in writing from qualified sources. The bidder offering the lowest acceptable bid or quote shall receive the award.

In most cases, the lowest bid should be accepted. However, suppose 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 and the reasoning documented in that case. Documentation shall be maintained in the participant's file for unacceptable quotes and efforts to obtain acceptable quotes if less than three are generated.

Documentation

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

- A description of the 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 several like items for several clients during a program year, the career planner may limit redundant bidding 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 comply with WIOA policy.

A) General Supportive Services

Dependent Care

Childcare 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 in their area, such as the Idaho Childcare Program funded through Health & Welfare. Suppose other programs are not available or appropriate, and supportive service funds are authorized for dependent care services. In that case, participants should be encouraged to use only licensed daycare centers or licensed babysitters. In an emergency, or when alternative acceptable dependent care arrangements are not available, the use of family members 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.

Payment requests 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.
- Taxi
- Uber / Lyft

When making this decision, the career planner should choose the most economical means available, which reasonably meets the client's needs. 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 unnecessary 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 attaching a signed attendance record from the training site. Additional requirements for out-of-area job search and relocation assistance are described on the following page.

Note: The State Board of Examiners establishes a mileage reimbursement rate designed to cover fuel costs and scheduled 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 excellent supportive service regardless of mileage reimbursement negotiated with the participant.

Routine Maintenance

It can only be paid for if the participant uses a lower negotiated mileage reimbursement rate. All other automotive costs will be considered a repair. Routine maintenance is:

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

Mileage Reimbursement Process

- Prepare WIOA-04 payable to the participant with a brief explanation stating why transportation is necessary for the 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 the duration of assistance unless the participant has changes to transportation calculation. (example: 50 miles' roundtrip X .56 cents X 10 days = \$280.00),
- Ensure attendance verification, Section II is complete or attach attendance record is attached,
- Career planners must use the shortest, most economical route.

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

Note: All medical documentation must be in a locked file cabinet. If using the medical issue/disability as eligibility, state "medical documentation in the 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 short-term training outside their normal commuting area. Career planners will limit residential support for short-term training for in-demand occupations not available in the local area. Payments are limited to rates established by the State Board of Examiners, or actual expenses, whichever is less. See reference to Appendix A on the previous page.

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/worksites 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 payments to be made directly to the client. This would be true when a vendor will not accept a WIOA-04, which requires the participant to pay upfront, so program funds may 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 place of a vendor payment (or reimbursement),
- Itemization of what is to be purchased, including dollar amount,
- The rationale for why the purchase is reasonable and necessary for the participant's continued participation in WIOA.
- Cash assistance over \$350 must have approval from the WIOA Grants Management Team

Out-of-Area Job Search Assistance

This service is designed to assist adults and dislocated workers in seeking employment in areas outside their average 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 expenses for the participant only, as authorized by the State Board of Examiners' Travel Policy and Procedures
 - Transportation will be by the most economical means available which reasonably meets the needs of the client;
 - If a private automobile is the chosen mode of transportation, mileage reimbursement cannot exceed the currently authorized rate;
 - Meal reimbursement cannot exceed the in-state or out-of-state (as applicable) currently authorized per diem rates;
 - 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 reimburse actual costs. If mileage reimbursement is used, submit proof of mileage and show the mileage computation on the WIOA-04 section I in place 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 before 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,
- If a job is secured, relocation assistance may follow Out-of-Area Job Search Assistance, but these activities **may not** be provided concurrently.

Relocation Assistance

Relocation assistance is designed to enable participants to receive financial aid toward the cost of relocating themselves and their families to a labor market outside their average 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,
- The new employer does not cover relocation expenses,
- The actual relocation should be accomplished within 60 days, 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 fees of a rental vehicle for moving household goods and effects, charges 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 Examiner Travel Policy.
- Receipts must accompany reimbursement requests for gasoline, lodging, and rental/commercial moving vehicle costs. If provided in place of gasoline cost reimbursement, Mileage reimbursement may not exceed the rate authorized by the State Board of Examiners (See link above). 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 place 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 before the commencement of relocation assistance activities. Career planners exercising this option should contact the Grants Management Unit if unfamiliar with cash advance procedures.

Note: A complete list of cost categories with definitions is stored in the *IdahoWorks* Resources

section under WIOA information tables. You must log on to your account to access it.

B) Idaho Youth Program Incentive Policy

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

Requirements for Youth incentives:

Career planners must develop an Individual Service Strategy (ISS) describing training and employment goals. WIOA Youth can be in an ongoing *or* follow-up service. **Note:** Incentives during follow-up may only help complete predetermined program goals.

Incentive Documentation

- Description of achievement to qualify for specified incentive award is documented in the 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 attainment documentation before issuing incentive award (copy of credential/test scores/grades, employer evaluations, attendance record, etc.) is retained in the case file.

Idaho WIOA Youth Incentive Options

A progressive job retention incentive

For youth who have 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 is required for reimbursement.

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

A \$150 skill attainment incentive

It allows youth in a work-based activity (OJT, Internship, or Work Experience) to demonstrate a measurable skill gain (occupational/work-readiness/ employment preparedness/or other skill attainments) verified by the employer/worksites. A positive employer evaluation 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 Exam Completion Incentive

Per section passed during participation in the WIOA Youth Program or 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 a secondary or postsecondary transcript for a sufficient number of credit hours.

- (1) **Secondary:** transcript or report card for one semester, or

- (2) **Postsecondary:** at least 12 hours per semester or, for part-time students, a total of at least 12 hours over two 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. Click on the following link to see the - [Test Benchmarks Educational Functioning Levels](#)

\$400 incentive for the successful passage of a 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 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 the 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., excluding 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 are sufficient to qualify for entry-level or advancement in employment

Supportive/Training Services Prohibitions

- Payment toward goods or services incurred or received before the participant's WIOA enrollment is prohibited. This would include a participant who registered for training or education and billed before classes have begun but approaches the WIOA program for assistance. It is important to remember that an education or training plan requires agreement between the career plan and the participant before committing to program funds.
- Fines and penalties may not be paid with WIOA funds under any circumstances.
- WIOA funds cannot be used to cover the cost of specific 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 when 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 typically comprise 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 illegal goods or services 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 training program requirement or necessary and reasonable as a condition of employment.

Cost Category Codes

Cost Code	Description
A	General Training. Use this code to purchase 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., directly from an eligible training provider listed on the State-maintained WIOA Eligible Training Provider List .
F	Fringe. The standard percentage added to Work Experience and Internship wages to cover FICA and Workers Compensation is 9.457%. You 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 job-seeking after training would not be training-related.
L	Job Search Assistance. Use for costs incurred for an out-of-area job search activity. This includes transportation, meals, and lodging.
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 average 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 the minimum wage.
X	Child Care. Use this code for paying childcare or adult care costs.
Y	Transportation. Use this code for transportation costs, including gas, mileage reimbursement, or public transport. This code should not be used for out-of-area job search or relocation. DO NOT use this code for car repair.

Section 8: Individualized Career Services

Must be made available if determined to be appropriate 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 their employment goals, including the list of, and information about, eligible training providers,
- Group counseling,
- Individual counseling,
- Career planning,
- Short-term prevocational services, including the 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

An 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 worksite's hourly wage to individuals with comparable experience. 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 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. Internships are not for individuals already participating in an internship program sponsored by educational institutions; these participants remain in their occupational training activity

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)
- Idaho and federal W-4 (Send to Accounting)
- I-9 (Send to Accounting)
- WIOA Weekly Time Report (WIOA-50)
- Internship Operational Guidelines (WIOA-51-A)
- Participant Evaluation (WIOA-175)
- COVID-19 Work Activity Acknowledgement

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 in a public, private-for-profit, or non-profit workplace for a limited period, 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, adults and may be appropriate for dislocated workers on rare occasions. 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 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)
- WIOA Weekly Time Report (WIOA-50)
- Work Experience Operational Guidelines (WIOA-48-A)
- W-4 Tax Withholding Form (Send to Accounting)
- INS Form I-9 (Send to Accounting)
- COVID-19 Work Activity Acknowledgement

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 offer mentoring opportunities to youth participants because mentoring is one of the 14 required youth 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 provides a chance to see what it is like working in a specific job. Job shadows get to observe someone's day-to-day activities in the current workforce; they also get a chance to have their questions answered.

This structured observation provides the participant with first-hand information to make 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 comprises only "Job Shadowing" activities. The participant may only observe and ask the worksite staff questions to gain conceptual knowledge of the occupation or industry. The participant may not directly contribute to the worksite's productivity in engaging in actual work activities.

Before enrolling 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 to complete the participant's needs. 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 this activity. Participants have 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 participants and site supervisor(s) are fully aware that participants' hands-on work 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 be 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 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 the employer pays their wage. The employer's training provides participants the knowledge or skills essential to fulfill the job's requirements and meet adequate performance levels. If a 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 their immediate family in any position funded under WIOA (OJT, work experience, internship, job shadowing, pre-apprenticeship).

The link below provides OJT reimbursement rates:
[WIOA Reimbursement Rates](#)

Positive features of OJT are:

- The WIOA 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 provided.
- Training contracts should be directed to employers who can provide occupational skill training and full-time employment, leading to the participant's economic self-sufficiency.
- A training payment is provided to the employer to compensate for the extraordinary training costs; extraordinary costs are 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 standard 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 activity's focus 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 economically 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 an education or training provider recognized and authorized by the WIOA program. Training services, when determined appropriate, must be provided either through an Individual Training Account (ITA) or through a training contract. The WIOA ITA (WIOA-04) form is designed to authorize payment for occupational skills training and other services necessary for the participant to complete the training, i.e., required books, supplies, etc. There is no monetary limitation on ITA's as career planners will ensure that each ITA cost is reasonable and necessary.

The ITA is established when purchasing occupational skills training services (tuition, books, or other supplies required for training) from an eligible training provider. Completing 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 requiring session payments. The WIOA ITA is identified as a Cost Category C on the WIOA-04 form. The ITA is designed to authorize payments for occupational skills training and related expenses.

WIOA Eligible Training Providers

WIOA requires states to approve training providers before funds can be used to pay for occupational training. The Governor (via the Idaho Workforce Development Council) is charged with developing the process for determining how training providers may qualify for inclusion on Idaho's Eligible Training Provider List (ETPL). The Idaho Department of Labor (as the State's Administrative Entity under WIOA) is responsible for implementing this policy and maintaining the ETPL.

The ETPL is composed of eligible training programs. Both training providers and their programs must meet eligibility standards. A training program is defined as one or more courses or classes or a structured regimen that directly leads to employment in an in-demand occupation. The training must lead to:

- A recognized postsecondary credential,
- A secondary school diploma or its equivalent, or
- Demonstrate a measurable skill gain toward such a credential or employment.

Note: The Eligible Training Provider List is used to provide occupational skills training services. Basic skills training, "soft" skills training, or other workforce preparation activities do not train individuals for a particular occupation. Please review Appendix C of the Council's policy to review with are not considered occupational skills training: [Eligible Training Provider Policy](#)

Top 150 In-Demand Occupations

Based on the Workforce Development Council's Eligible Training Policy, the Idaho Department of Labor's Research and Analysis Division developed a dynamic web tool ranking Idaho's in-demand

occupations. This tool uses quantifiable information to comprise the list and is augmented with projected growth and total annual openings, entry-level wage information, and education and training requirements. The occupation must be in the top 150 for your region for WIOA to support the training. To determine the top 150, you must first filter the list to verify the specific occupation is in demand for your region.

Note: A training provider may request a Policy Committee review if their program falls outside this policy. Please review the Council’s policy on the following link to review this process -[Eligible Training Provider Policy](#)

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 such training costs. Programs and training providers must coordinate funds available to pay for training. In determining, career planners may consider the total cost of participating in training services, including 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 assistance sources have been exhausted. If WIOA funding is used to supplement training resources, the justification for using 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/Completion of Services

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.

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 the flexibility to design a unique plan of activities for each participant as appropriate.

End of Participant Service

The end of participant service date is the last date of all WIOA qualifying participant-level services received, excluding follow-up services, self-services, and information-only 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, and how WIOA funds will help the participant meet their goals and services will be provided. An in-depth assessment and thoughtful career planning lead to successful ISS development. In conjunction with the participant, the career planner is responsible for determining when a participant no longer needs WIOA services and has met the goals identified in their ISS.

Suppose the participant's situation or other circumstances change after establishing the ISS? After communicating with the participant, the career planner must modify the ISS and/to consider placing the participant into a future scheduled service or end the date of services as appropriate.

USDOL regulations state that a participant who has not received a program or partner-funded service for 90 consecutive days will be automatically exited from WIOA enrollment in the *IdahoWorks* MIS system. This will occur automatically if a participant has no open service or future services scheduled in IDWKs. The date is retroactive to the most recent exited service.

Schedule a future service

A scheduled future service, although very rare, prevents the client from soft exiting in *IdahoWorks*. Time accumulated under the "future services" designation does not count against the 90 consecutive days.

1. The Gap service option has been removed from IdahoWorks. During the federal presentation in May 2021, she indicated that WIOA should not have a gap in service but future scheduled services. As a result, these references have been changed.
2. A participant who needs a break in service up to 120 days should have a service "scheduled" with a future expected start date (90+ days in the future) to keep from exiting.
3. If the planned break is less than 90 days, the participant can temporarily remain in the system with no open services. Career Planners will want to manage this strategy

carefully because IdahoWorks will exit the participant if the break between services lasts 90 days or longer.

4. Also, if the future Estimated Start Date passes, the 90-day clock will start (even if there is an Estimated End Date). Career Planners will want to ensure they enter an actual start date in the service to keep the enrollment active.
5. Anytime there is a change in the participant's service strategy, career planners will want to amend the ISS in IdahoWorks to reflect the change.

- Enter a service in the participant's service and training plan (S&T)
- Enter the status as "Scheduled."
- Enter a reason in notes.
- Set the estimated start date up to 90-days
 - Make sure this is documented in participant case notes

Please note that a scheduled future service may be up to 90-days. If necessary, it may be extended to 120 days if extenuating circumstances arise. Please contact the GMO unit for scheduled futures services beyond 90 days.

Reporting Data at Exit when all WIOA Services are ended

When all WIOA services have ended, enter the participant's employment information in *IdahoWorks*. If a client exits without employment, enter any future employment information as soon as you receive it after the participant has exited. This could be several months after leaving the program.

Training credentials must be documented and entered in *IdahoWorks* as soon the career planner receives them, but 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 a credential (an accredited educational institution, an industry-recognized association, or an occupational association or professional society).

A certificate recognizes 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 Program Completion/Case Closure**

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

[Common Exit Policy](#)

Section 11: Program Follow-Up

WIOA Follow-up Services are required for twelve months after the exit for Youth, regardless of whether the youth had a positive exit or not. A 12-month follow-up with an Adult and Dislocated Worker participant is recommended but not required. Career planners must only provide follow-up when they are placed in unsubsidized employment.

Follow-up Services' goal 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. During follow-up, supportive services 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 services.

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

Section 12: Performance

In 2014, Congress passed WIOA legislation to promote increased demand-driven employment, job retention, earnings, 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. Also, 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

The state quarterly and annual outcomes for five WIOA program performance measures (listed on the table on page 55) are based upon the information career planners enter in *IdahoWorks* during participation, at the time of participant exit, and during follow-up.

Annual Performance Negotiations

As the state Administrative Entity, the Idaho Department of Labor annually negotiates statewide WIOA performance measure levels (for each PY) with USDOL. These are reflected in each WIOA service provider's contract. WIOA Administrative staff continually review the state's and providers' performance levels throughout the year to assess the program's progress and overall contracts management.

USDOL considers several factors when negotiating the PY performance goals:

- Increase/decrease in funding from the prior year
- Prior year number served, types of activities used, average participant costs
- Service providers 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 both parties agree to the performance goals, the state's 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 the 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 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)
Adult and Dislocated Worker	
Employment Rate (2 ND Quarter after exit)	Wage Records
Employment Rate (4 TH Quarter after exit)	Wage Records
Median Earnings (2 nd Quarter after exit)	Wage Records
Credential Rate (1 year after exit)	4 th Quarter Outcomes page
Measurable Skills Gain (Real-time measure)	Measurable Skill Gains Page
Youth	
Placement in Employment, Training or Education (2 ND Quarter after exit)	2 nd Quarter Outcomes Page
Placement in Employment, Training or Education (4 TH Quarter after exit)	4 th Quarter Outcomes Page
Median Earnings (4 TH Quarter after exit)	Wage Records
Credential Rate	4 th Quarter Outcomes Page
Measurable Skills Gain (Real-Time Measure)	Measurable Skills Gain Page
Employer Measure (TBD)	

Reference:

- WIOA Section 116

Section 13: Credential Attainment

The percentage of those adults, 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 exiting 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 exiting from the program.

Methodology: Calculation includes all participants who exited from a program and were in either a post-secondary 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

The indicator measures the attainment of two types of credentials: either a recognized postsecondary credential, 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 baccalaureate degree, as well as graduate degrees, if reasonable and appropriate.

A recognized postsecondary credential is awarded to recognize 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 credentials):

- 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 other higher education institutions eligible to participate in Federal student financial aid programs.
- Higher education institutions formally controlled or have 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.
- The 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 a high school diploma) is one recognized by a State. It 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 high school education requirements. For those not covered under ESEA, the recognized equivalents would satisfy this performance indicator and are 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 that count toward the credential attainment indicator:

- 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 are sufficient to qualify for entry-level or advancement in employment.

Reference

- TEGL 10-16

Measurable Skill Gains

The MSG performance indicator is a real-time, non-exit-based indicator designed to gauge program year progress made by participants enrolled in education and training programs. The MSG indicator is calculated by determining the percentage of participants who, during a program year (July 1- June 30), are in an education or training program that leads to a recognized postsecondary credential or employment during a program year. The performance indicator for MSG is calculated by dividing the total number of participants completing an MSG (numerator) by the total number of eligible participants. (Denominator)

Participants will be counted in the MSG performance indicator if they receive any service on the chart below. A successful MSG must be fully documented to be counted in the performance measure.

Only the program/provider that pays for the training/education will be eligible for an MSG. Supportive service payments do not qualify for MSGs.

If a participant is dual enrolled in WIOA, the formula program that pays for the training/education will be eligible for the MSG. Services for dual-enrolled participants do not need to mirror.

One MSG will satisfy the measure. However, it is expected that participants receive multiple MSGs during the program year.

If participation spans over multiple PYs and participates in an eligible service, a new MSG must be achieved for each PY.

Types of measurable skill gains under WIOA:

- Secondary Transcript / Diploma or equivalent
 - For a Diploma/Equivalent to count as an MSG, it must be entered into IdahoWorks 4th quarter outcomes.
- Post-Secondary Transcript

- Educational Functioning Level (EFL) Gain
- Training Milestone
- Skills Progression

Adult and Dislocated Worker Services	Does this service lead to a credential, employment, or MSG? Yes or No?	Credential	Employment	MSG
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
Youth Services	Does this service lead to a credential, employment, or MSG? Yes or No?	Credential	Employment	MSG
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

*Note- ABE was the previous name for the Adult Education program. However, because *IdahoWorks* still retains the title, we have continued to include the identifier as ABE.

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 completed or obtained show a participant has met the State unit's academic standards. An administrative unit provides authorization to postsecondary institutions the State within each state. States differ in the requirements to 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, determining if a participant meets the State's academic standards.
 - Full-time students = 12 hours per semester
 - Part-time students = 12 hours over 2 consecutive semesters
 - Example
 - A participant obtained nine credits during the fall semester and six 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(Adult and Dislocated Worker only – see earlier chart in this section.)**
 - 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
- 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.
 - Examples of Skill Progression MSGs:
 - GED or equivalency
 - Participants can receive a skill progression for each exam passage towards completing the GED or equivalency.
 - Education exam passage
 - The participant is taking a math class. If the participant passes a scheduled exam, this can be counted as a Skill progression.

Section 14: Supplemental Data Sources and Documentation

While most of those employed in the workforce are covered and included in UI wage records, certain types of employers and employees are excluded from Federal unemployment law wage collection regulations or are not protected under the state's UI law. Employment considered "not covered" typically includes out-of-state employment, self-employment, agricultural employment, and some employment where earnings are primarily based on commission.

USDOL requires all WIOA providers to gather supplemental employment data, credentials, SOC, or ONET codes. This data must be documented and is 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 *IdahoWorks*.

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

- For Youth, Placement in Military Service, Post-Secondary Education, Advanced Training/Occupational Skills Training, or the Attainment of a credential. Verification of youth credential attainment or placement follows similar practice to collecting supplemental wage data. All supplemental data and collection methods must be documented and are subject to audit. For example, 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 attainment date. 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*.

As discussed earlier, the receipt of a training credential must be documented by the end of the fourth quarter.

Section 15: Participant Records Retention and Destruction

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

WIOA Provider File Retention after July 1, 2021 – career planners must upload all participant documents, including WIOA 04 vouchers, from enrollment through an exit to IdahoWorks. (See WIOAP 01-21)

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

WIOA Provider - Paper File Destruction

Exited participant paper files before July 1, 2021, will follow the below destruction process.
Destroy participant paper files **five years after final participant exit**.

Note: Participant files uploaded into IdahoWorks will automatically be purged from the system five years after participant exit.

1. The local office designee verifies all EPIC/SharePoint Participant Record documents when ready to destroy the paper file.
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
4. Local office shreds file. [IDOL WIOA - Retention / Destruction Flow Chart](#)

IDOL Electronic File Management Before July 1, 2021

1. All program-related documents must be loaded to EPIC/SharePoint Participant Records. The final exit is 12 months after the last service date. This is important to archive documentation/case notes of 12-month follow-up for each participant. This process must be completed within ten working days following the twelve-month follow-up period.
2. The 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 four digits of SSN (space) enrollment documents
Example: Smith 1234 enroll

- For **exit**: Last name (space) last four 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 four digits of SSN (space) description of the document
Example: Smith 1234 OJT Contract

Reminders and Tips

- If a participant file contains double-sided documents, 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 throughout the enrollment.
- Please check files for completeness before uploading or mailing. Inserting corrected forms and omitted documentation may require the career planner to re-submit an entire file to ensure all proper documents have been included.

Section 16: Participant Worker Compensation Coverage

The Idaho Department of Labor, as the state's 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 worksite.

It is essential participants be made aware of this insurance coverage before 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.

Suppose a participant is involved in a work-related injury or illness. In that case, three documents must be completed and returned to Idaho Department of Labor accounting as soon as possible.

First Report of Injury: FROI - [Workers Compensation Form](#)

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 online at the following websites. You may also contact the grants management unit for assistance:

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

The career planner will complete the WIOA-30 form. It 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: Contact GMO unit

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 participant's supervisor's full name 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 the 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, **or**
- The injured worker is unable to work after 60 days.

The Employer's Supplemental Report (IC Form 14) must be submitted when the injured worker returns to work or cannot work after 60 days. The career planner is responsible for completing 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's 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 (such as an e-mail from a participant) will suffice. The definition of self-attestation for WIOA purposes is a confirmation by the customer that the information provided is correct. However, in the *IdahoWorks* system, self-attestation occurs when the customer provides an “electronic” signature within the 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 Registration

[Selective Service System](#)

[Selective Service-Who must register](#)

- Screen printout from the Selective Service System Online Verification (for men born on or after 1/1/1960)
- Selective Service Registration Acknowledgment Card
- Selective Service Registration Confirmation Letter
- Selective Service Status Information Letter and a separate letter (74B) explaining reasons surrounding the failure to register (used after 1995)
- Selective Service Advisory Opinion Letter (used before 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
- Non-registered males 26 or older:
 - Selective Service Status Information Letter and a separate letter/Registrant Statement (WIOA 74-B) explaining reasons surrounding the failure to register

Idaho Residency

- 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 the applicable page)
- Postmarked Mail Addressed to the Applicant
- Property Tax Record
- Statement or printout from a government agency such as Housing Authority
- Selective Service Registration Card
- Public assistance records
- Telephone verification (74-A)
- *IdahoWorks* electronic Self-Attestation
- WIOA Registrant Statement (74B)

Veteran Status

- DD-214 indicating the type of discharge or, Report of Transfer or Discharge
- Letter from Veteran Administration or Veteran Affairs indicating the type of discharge may serve as **temporary** supportive documentation if the participant does not have the DD-214 at the time of enrollment.
 - However, the participant must still provide the DD-214 within 90 days of program enrollment.

Social Security Number

It is required if participating in work-based activities and for payments of any kind to be made through State Controller's Office (SCO).

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

Adult Low-Income & Priority of Service Source Documents

Adults Low-Income/Public Assistance

- 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

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

- A written statement from a shelter or social service agency
- A 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 (if receiving training or education 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
- WIOA Adult/DW Employment Status (74-C, Must be completed by career planner)

Adult Barriers (Refer to Section 4 on Adult Priority for more information)

- Standardized assessments, like recent TABE results
- Case notes
- Educational records (IEP/Sec. 504 plans, etc.)
- Court records
- Medical records
- *IdahoWorks* electronic Self-Attestation
- WIOA Registrant Statement (74B)
- Telephone Verification (74-A) with relevant staff/personnel

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

- Detailed phone verification with the employer (74-A)
- Detailed registrant statement from participant stating that they were terminated or laid off due to no fault of their own (electronic attestation or 74-B)
- IOR/GTI Verification (Refugee/IOR participant only)

And is eligible for Unemployment compensation

- Unemployment compensation letter
- Statement from Unemployment representative
- Unemployment Insurance personal eligibility determination
- RESEA attendance documentation

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 the industry
- Printout of state in-demand list (Review Top 150 List-Tableau)
- 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 substantial layoff at a facility or enterprise. Both categories must be verified to meet eligibility.

Proof of employment

- Paystub
- 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 (74-A or electronic statement)

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 (74-A or electronic statement)
- Unemployment compensation document that confirms plan closure or substantial layoff

Group 3 - General Announcement of Closure

The participant is employed at a facility where the employer has publicly announced that such a facility will close within 180 days. Both categories must be verified to meet eligibility.

Proof of employment

- Paystub
- 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 (74-A or electronic statement)

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 (74-A or electronic statement)

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

Basic career services are provided until closure is within 180 days. Once within 180 days of closure, the full complement of services is available to individuals, if appropriate. Again, both categories must be verified to meet eligibility.

Proof of employment

- Paystub
- Employer or union representative verification letter, phone or electronic verification (74-A or electronic statement)

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 (74-A or electronic statement)

Group 4 - Self-Employed

Individuals, including farmers, ranchers, fishermen, or contributing family members in a self-employment endeavor, are unemployed due to general economic conditions in the community in which they reside or because of natural disasters. Both categories must be verified 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 a newspaper with the date shown
- Evidence of business failure of supplier or customer
- Insurance claims, including disaster insurance claims
- Federal or state declaration of disaster
- Statement from an Accountant, Bookkeeper, or Tax Preparer (74-A or electronic statement)
- Articles of Dissolution
- Other proof of income loss (Contact GMO to discuss details)

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
- Permanent change of station documentation
- DD-214 indicating the type of discharge
- Employer verification letter, phone, or electronic verification (74-A or electronic statement)
- WIOA Registrant Statement (74B) Telephone verification (74-A or electronic statement)
- *IdahoWorks* electronic Self-Attestation

Group 6 - Spouses of an Armed Forces Member

Spouse of a member of the Armed Forces on active duty who has experienced the loss of employment from relocation or spouse of a member of the armed forces on active duty and unemployed or underemployed and is experiencing difficulty obtaining upgrading employment.

Proof of military separation, change in duty or station

- Notice of Separation
- DD214
- Permanent Change of Duty or Station Documentation

Proof of unemployment or underemployment

- Letter from Doctor or Vocational Rehabilitation counselor (74-A or electronic statement)
- Verification of 4 weeks Unemployment Insurance
- WIOA Registrant Statement (74B) indicating Spouse is unemployed or underemployed
- *IdahoWorks* electronic Self-Attestation

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 the type of discharge
- Active military service member's ID card with a planned discharge date
- Letter from active military service member's command center indicating the 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 the DW program and provide career services to separate service members. Providing their discharge will be anything other than dishonorable. Training services must wait until the service member is no longer Active Duty military.

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.

- Letter from Governor's office designating employees from a specific employer(s) as eligible for the WIOA program.
- Proof of employment with the specific employer(s)

Youth Eligibility Source Documentation

School Status at Participation

- Applicable records from an educational institution
- Statement from any cognizant agency or official
- WIOA Registrant Statement (74B)
- Telephone verification (74-A or electronic statement)
- *IdahoWorks* electronic Self-Attestation

School Dropout

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

Not Attending School

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

Receipt of High School Diploma

- School records
- Diploma
- A letter or other documentation from the school system

- WIOA Registrant Statement (74B)
- Telephone verification (74-A or electronic statement)
- *IdahoWorks* electronic Self-Attestation

Homeless or Runaway

- A written statement from an individual providing residence
- A written statement from a shelter or social service agency
- WIOA Registrant Statement (74B)
- Telephone verification (74-A or electronic statement)
- *IdahoWorks* electronic Self-Attestation

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

- A written statement from social services agency
- Case notes
- WIOA Registrant Statement (74B)
- Telephone verification (74-A or electronic statement)
- *IdahoWorks* electronic Self-Attestation

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
- The school record of disability determination
- WIOA Registrant Statement (74B)
- Telephone verification (74-A or electronic statement)
- *IdahoWorks* electronic Self-Attestation

Offender

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

Basic Skills Deficient

- Standardized assessment test - [Test Benchmarks Educational Functioning Levels](#)
- School records

Pregnant or Parenting Youth

- Physician's statement
- Child's birth certificate, if parenting
- Child's baptismal record, if parenting
- Observation of pregnancy status in case notes
- WIOA Registrant Statement (74B)
- Telephone verification (74-A or electronic statement)
- *IdahoWorks* electronic Self-Attestation

English Language Learner

- School records
- Case notes
- Partner agencies
- WIOA Registrant Statement (74B)
- Telephone verification (74-A or electronic statement)
- *IdahoWorks* electronic Self-Attestation

The low-income requirement for youth applies only to the following categories of youth – (1) a recipient of a secondary school diploma or its recognized equivalent who is either basic skills deficient or an English language learner; AND (2) an individual who requires additional assistance to enter or complete an educational program or to secure or hold employment.

Professionals have been treated 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 knows the barrier.
- WIOA Registrant Statement (74B)
- Telephone verification (74-A or electronic statement)
- *IdahoWorks* electronic Self-Attestation

Or has a family history of chronic unemployment during the two years before application.

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

Or limited English speaking or cultural displacement

- Standardized tests
- Statement from any cognizant agency or official that knows the barrier.
- School records

- WIOA Registrant Statement (74B)
- Telephone verification (74-A or electronic statement)
- *IdahoWorks* electronic Self-Attestation

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 participant
- Housing Authority
- Most recent tax return
- Child(ren) birth certificate(s), if parenting
- Native American tribal document noting the family size
- WIOA Registrant Statement (74B)
- Telephone verification (74-A or electronic statement)
- *IdahoWorks* electronic Self-Attestation

Household 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
- WIOA Registrant Statement (74B)
- Telephone verification (74-A or electronic statement)
- *IdahoWorks* electronic Self-Attestation

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 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. WIOA requires specific federal programs 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 an 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 – This term identifies how the One-Stop service delivery system is applied under WIOA. Idaho certifies these physical locations as “One-Stop Centers,” There are two variants in the state. Other partner programs, sites, electronic resources, or other related materials may be branded “a proud partner of the American Job Center network” according to WDC policy.

5a. Comprehensive One-Stop 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 seekers and employer customers can access all required One-Stop partners' programs, services, and activities. 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.

5b. Affiliate One-Stop Center – 20 CFR 678.310 - An Affiliate One-Stop center makes one or more One-Stop partner program services available at a single location. It 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.

6. Live Better Idaho – Live Better Idaho is an internet-based platform providing access to an array of the 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.

7. 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.

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

9. 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 offer all levels of career services. Other One-Stop programs may provide a subset of the services.

9a. Basic Career Services – Services 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.

9b. 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, the development of an individual employment plan, or individual counseling.

9c. Follow-up Services – Services provided to former participants for at least 12 months after employment. Examples include counseling regarding the workplace.

10. Business Services – 20 CFR 678.435 -Local employers must provide certain business services 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 training recipients' career pathways.

Summary of Changes

Note: Page numbers may change after each Technical Assistance Guide update

Change Date	Summary of Changes
9/21/21	<ul style="list-style-type: none"> • Page 28-31; Included definitions for the 14 youth elements
7/1/21	<ul style="list-style-type: none"> • Page 17; Updated 155% LLSIL. Metro and Non-Metro Income Guidelines. • Page 33-38; Included purchase of a Tablet/Chromebook as part of supportive service.
4/29/21	<ul style="list-style-type: none"> • Page 50-51; Updated Exit/Completion Section • Page 50-51; Removed “Gap” and replaced with “future service” • Page 51; Added link to the Common Exit Policy • Page 62; Included credentials, SOC or ONET codes as data that needs to be collected during supplemental data collection • Page 75; Added WIOA Registrant Statement (74B), Telephone verification (74-A or electronic statement), and <i>IdahoWorks</i> electronic Self-Attestation to “Not Attending School” Source Documentation
4/15/21	<ul style="list-style-type: none"> • Total TAG Revamp • Page 21; Added section on temporary employees for DW • Page 34; Lowered the bid amount
2/9/21	<ul style="list-style-type: none"> • Page 51; Included “L” into the Cost Category Table
2/5/21	<ul style="list-style-type: none"> • Page 45; Cash advances over \$350 must-have GMO approval • Page 79; Included Veterans Affairs as eligible documentation to support Veteran status
1/29/21	<ul style="list-style-type: none"> • Page 27; Included parental/guardian waiver situation for youth under 18
1/29/21	<ul style="list-style-type: none"> • Page 75; Updated the IC-14 information and links
1/26/21	<ul style="list-style-type: none"> • Page 19,20; Updated low income and LLSIL links
1/7/21	<ul style="list-style-type: none"> • Page 40; Added Taxi, Uber, and Lyft as alternative transportation assistance
12/17/20	<ul style="list-style-type: none"> • Updated Tableau “In-Demand Jobs” links • Page 11-12; Updated Selective Service section • Page 24; Updated 90% of dislocated wage and the use of the WIOA 74C • Page 77-78; Update to Selective Service Acceptable documentation • Page 83; Updated Spouses of an Armed Forces Member supportive documentation
10/22/20	<ul style="list-style-type: none"> • Page 79; Added RESEA attendance as acceptable documentation for eligibility for unemployment compensation
10/13/20	<ul style="list-style-type: none"> • Page 20; Added dividends, interest, net rental income, net royalties, periodic receipts from estates or trusts to includable income
10/13/20	<ul style="list-style-type: none"> • Page 79; Removed the following from proof of termination or layoff: <ul style="list-style-type: none"> ○ Unemployment Insurance personal eligibility determination ○ Statement from UI representative

	<ul style="list-style-type: none"> ○ Statement from an IDOL Regional Economist ● Page 79; Added: <ul style="list-style-type: none"> ○ Detailed registrant statement from participant stating that they were terminated or laid off due to no fault of their own
10/7/20	● Page 40; Added hyperlink to SCO State Travel Policy and Procedures
10/7/20	● Page 18; Updated 155% LLSIL link
9/24/20	● Page 51; Added required forms for WEX, W4, and the I-9
9/21/20	● Page 49; Updated fringe rate to 9.457%
8/31/20	● Page 66; Removed Y from Adult/DW MSG chart
7/27/20	● Page 66; Included Adult, Dislocated Worker, and Youth MSG chart
7/22/20	● Page 72; Updated First Report of Injury link
7/16/20	<ul style="list-style-type: none"> ● Page 34; Added WIOAP 01-19 ● Page 56; Added WIOAP 02-19 ● Page 66; Added WIOAP 01-20
6/30/20	● Added disclaimer on top of the cover sheet
5/7/20	● Page 8-9; inserted nepotism policy
5/1/20	● Page 71-73; Removed participant insurance section
4/9/20	<ul style="list-style-type: none"> ● 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
3/25/20	● Page 55; Added section on scheduling a service gap
2/21/2020	● Page 56; Added <i>IdahoWorks</i> Participant Exit Process
2/5/2020	● Page 7; Removed CIS and added Next Steps Idaho
1/7/2020	● Page 35; Removed section regarding participants awaiting TAA petition
12/3/19	<ul style="list-style-type: none"> ● Page 13, 32-33; Added clarifying language about the use of <i>IdahoWorks</i> assessment tools for assessments. ● Page 33; Combined Employment Plan section with <i>IdahoWorks</i> Tools.
11/22/19	<ul style="list-style-type: none"> ● Page 13; Updated the Basic / Enhanced Employment Plan ● Page 32; Updated Basic Employment Plan and Employment Plan ● Page 72; Included section on documentation hardship and definition of Self-Attestation
11/6/19	● Pages; 10-11 updated selective service section
11/4/19	<ul style="list-style-type: none"> ● Pages; 7,9,14,24,36-36,41,76 and 78 added link to Tableau “In-Demand Jobs” ● Page 11; Added in-document link to “Selective Service Allowable Source Documentation” to page 72 in TAG
10/23/19	<ul style="list-style-type: none"> ● Pages 28, 44-45, 81; Updated educational functioning level link ● Page 39; Defined routine maintenance ● Page 53; Updated OJT reimbursement rates link
10/11/19	● Pages 27-28; Updated information designating youth barriers that needed low-income verification and the youth barriers that do not require low-

	income proof. Added information career planners need to submit to Administrative Entity when requesting youth 5% exception.
9/10/19	• Page 28, 81 Added links to Educational functioning levels
9/10/19	• Page 11 Enrollment priority for Idaho residents
9/10/19	• Page 52 added reimbursement links to OJT information
9/10/19	• Added additional details to all WBL information
8/29/19	• Page 65 & 66; Put a link to the I-61-13 Storage Authorization Form
8/8/19	• Updated Record Retention and Destruction pgs. 65-66 and moved credentials under performance section
8/2/19	• Added Self-Attestation and Registrant statement to Eligibility Source Documents
7/25/19	• Page 18: LLSIL guidelines updated
7/22/19	• Page 19; Income guidelines updated
7/16/19	• Page 42 bullet 4; fixed wording for relocations exceeding 60 days