The following is not a new law, but rather agency guidance intended to clarify existing statutes or regulations.

For more information, contact the WIOATAA 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 a One-Stop system.

WIOA is the primary law governing the federally funded, state-administered, and locally delivered workforce development 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.

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

WIOA State Plan - Program Alignment, including Integrated Service Delivery

WIOA specifically designated six core federal investment programs in workforce skill development to ensure that workforce development programs work together. 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 authorizes 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 in the state planning process to create a Combined State Plan, rather than a unified plan. In 2020, 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
- Unemployment Insurance - Idaho Department of Labor

In addition to the state plan, WIOA specifically directs all federal workforce program partners to collaborate and provide coordinated services to individuals and employers in the local community through a state's *One-Stop* system, which requires other non-WIOA federal workforce programs to participate. WIOA authorizes state and local workforce development boards to develop and oversee this system. For more information, please refer to the One-Stop section.

Accountability

WIOA focuses on heightened performance measures and service delivery effectiveness. As mentioned, the core WIOA programs share identical performance measures to contribute to a joint state performance measure and ease program comparison. In addition to program performance reports, regular program evaluations lead to increased accountability and transparency, primarily driven by data collection.

Career Pathways

States must develop career pathways in industry-specific sectors to ensure that career advancement opportunities align with those available in the state and local communities. The plan also integrates education, training, support services, and other workforce services to advance 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 prioritized by the WIOA Title I-B programs. 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 numerous levels of governance for its programs. Locate resources for administering and delivering Title I-B workforce development programs on 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, outlines the qualifications for providers of those activities, and provides funding streams to support them.

Federal Regulations

Congress charged 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 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, specifically for implementing WIOA Section 188, the Equal Opportunity requirements. And those from the Office of Management and Budget, which regulates the administration of all federal grant funds, including specific guidance for Department of Labor grants.

Federal Guidance

In addition to published regulations, federal agencies issue advisories related to the administration of their programs. The U.S. Department of Labor Issues Training and Employment Guidance Letters (TEGLs) and Training and Employment Notices (TENs), which provide official notification and additional instructions for implementing the law's specific provisions. USDOL TEGLs often have a special designation for WIOA Operational Guidance, which is usually issued jointly (i.e., identical) with the Rehabilitation Services Agency and the 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 workforce development system. The Workforce Development Council comprises business representatives, representatives of the state's labor and workforce organizations, and government agencies that administer federal workforce programs.

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

Local Workforce Development Board

Currently, as permitted by the U.S. Department of Labor, the Idaho Workforce Development Council also serves as a local workforce development board. As law and regulations allow, it selects the Title I-B service providers to participate in the One-Stop delivery system. A local board provides strategic direction through policies. It directly funds the Title I-B programs (Adult, Dislocated Workers, and Youth) and their service delivery in its local area, as well as the One-Stop for job seekers and employers. It provides career and training services to eligible adults and dislocated workers.

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 that funds are spent and managed in accordance with federal law and that programs comply with federal laws and policies promulgated by the Workforce Development Council. The State may establish policies and procedures to ensure compliance with federal regulations and policies.

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 21, the Idaho Department of Labor, as the One-Stop operator, 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 determined by the Workforce Development Council.

Career Services Provider

As of 2022, Equus Workforce Solutions is currently under contract to provide career services and access to training services using both the WIOA Title I-B Adult program and Dislocated Worker program funding.

The Idaho Department of Labor provides career services and referrals to training services using Wagner-Peyser (Employment Services) program funding.

Provider for Youth Workforce Investment Activities
The Workforce Development Council has 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 on the Workforce Innovation and Opportunity Act/WIOA Law and Policies page:

- Workforce Innovation & Opportunity Act
- Federal WIOA Final Rules
- 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

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. A One-Stop system or One-Stop network collectively describes the workforce development service delivery system. One-Stops are the locations where services are provided. WIOA has attempted to rebrand One-Stops as "American Job Centers." The American Job Center now has required branding for everything associated with the One-Stop system. Idaho has adopted the "Proud Partner of the American Job Center Network" logo for its One-Stop branding.

Approximately 20 federal programs must 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 referred to as One-Stop partners.

Vision
The One-Stop system's responsibility is to ensure that the services provided are seamless and efficient. The One-Stop delivery system's vision is for an individual to visit a single location to receive all the assistance they need. The individual does not need to know which program provides each service. The staff behind the scenes will resolve any fragmentation based on different program requirements and will not expect individuals to navigate these complexities.

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 fully complement basic and individualized career services.

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

Idaho One-Stop Partner Programs (As of 2024)

Idaho Division of 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 Worker, Youth, & National Dislocated Worker Grants (Equus operates the Adult and Dislocated Worker programs)
- 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:
- WIOA One-Stop Policies
  - Infrastructure Funding Agreement Guidance
  - 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 following career services offered through the One-Stop delivery system are detailed later on in this TAG:

- 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 system.

Self Service

One self-service entry point to the One-Stop is the *IdahoWorks* Labor Exchange services website. This website can determine eligibility for WIOA Title I-B and other workforce development programs and offer labor exchange services. It also provides information about eligible training providers, as well as workforce and labor market data.

Information on workforce and labor market employment statistics, including accurate data related to local, regional, and national labor market areas, in-demand industry sectors and occupations, and job vacancies, is available on the Idaho Labor Market Information Website. Job-seeking customers may use JobScape, or if a student is in Idaho schools, Next Steps Idaho, or Tableau In-Demand Occupations as career search tools to allow them to find the necessary information.

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

Staff-Assisted Services

All basic career services are available from each American Job Center staff member or the Idaho Department of Labor's mobile location. Any staff member can perform a simple initial assessment and be empowered to connect the individual with the appropriate service – directly or through a referral to individualized career, training, or supportive services.

Business Services

Business services are offered through the One-Stop delivery system and 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-oriented materials. Provide employers with a list of mandatory workers and employer posters.
- Provide educational seminars on relevant topics and participate in local business groups.

Prohibition of Nepotism

No recipient or sub-recipient, 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 WIOATAA 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 an immediate family member into a work-based training position. Additionally, no individual (neither a new hire nor an incumbent worker) may participate in a WIOATAA-funded work-based program activity if their family member is involved in the aforementioned capacity.

> **For 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 WIOATAA work-based program participants.*

Equal Opportunity Notice

WIOA 10 Procedure for all participants. Program staff must:

1. Provide the participant with the WIOA 10 at the time of enrollment. The WIOA 10 can be in either electronic or paper form.
2. Discuss the WIOA 10 with the participant and document in enrollment notes it was reviewed and provided.

References:

- WIOA/Law-and-Policies
- 29 CFR § 38.36(a)

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-B Adult, Dislocated Worker, and Youth program WIOA staff 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.

Prioritizing individuals with barriers to employment, the WIOA Adult program offers workforce activities to help increase the employment, retention, earnings, and attainment of recognized postsecondary credentials of adults 18 and older.

The WIOA Dislocated Worker program provides services to individuals who have been terminated, laid off, or 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-B of WIOA can serve as a pathway to the middle class, allowing them to maintain and build skills necessary to sustain that status. Across all titles, WIOA focuses on serving “individuals with barriers to employment” and seeks to ensure access to these populations' quality services.

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 Title I-B programs, but are not appropriate for enrollment. Their needs or expectations may not align with the available services, or they may

need to address personal issues before benefiting from enrollment. WIOA staff should refer individuals to other service providers within and outside the One-Stop system appropriately. Applicants should be encouraged to reapply if and when their circumstances change, making WIOA enrollment more suitable.

WIOA is not an entitlement program. WIOA staff 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. WIOA staff must confirm eligibility through an examination of the required documentation.

References:

- 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 the necessary and available information and documentation to support a determination of eligibility. Information is collected through electronic data transfer, personal interviews, or an individual's application.

- The first day a WIOA staff member collects applicants' eligibility information is the application date.
- The enrollment date is the date when the individual begins receiving their first service following the completion of the application.WIOA staff
- Based on the guidelines, the eligibility/application documentation for WIOA must not exceed 45 days at enrollment. Additionally, the WIOA enrollments should not be delayed due to pending supporting documentation.

Although available verification documents (ID, residency, etc.) 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 date the participant applies for the WIOA program must be entered in the participant's job seeker notes.

General Enrollment / Eligibility of all Programs

WIOA self-service and informational career services are designed to be universally delivered to individuals seeking these services in the one-stop system. Those seeking services beyond this level must show eligibility among at least one of the WIOA Title I-B programs – Adult, Dislocated Worker, or Youth – to receive a more comprehensive level of services. The state's Eligibility and Priority of Service policy highlights the eligibility criteria for the state's three Workforce Innovation and Opportunity Act (WIOA) Title I-B programs and priority of service (PoS) criteria for

all of Idaho's WIOA programs, as established by the WDC. The following section provides more detail on determining and documenting eligibility and appropriateness for enrollment.

Selective Service Registration

U.S. citizens and applicable noncitizens aged eighteen through twenty-five who were assigned male at birth must register with the Selective Service System (SSS), including those who may have changed their gender to female. Those required to register must do so within 30 days of their 18th birthday and before their 26th birthday. Selective Service registration is a requirement for eligibility for certain federal benefits and programs, including WIOA Title I services.

A chart detailing who is required to register with Selective Service and who is exempt can be found in the Selective Service Registration Requirements Table.

Selective Service Registration Verification

Career planners should use the Selective Service System website to verify an individual's Selective Service registration.

If online registration verification is unavailable, individuals may use either of the following alternative methods:

- **Email:** Individuals may request a manual registration search by contacting information@sss.gov and providing their full name, date of birth, and the last four digits of their Social Security number. Personally identifiable information must only be transmitted using an approved, secure method.
- **Telephone:** Individuals may contact Selective Service at 888-655-1825, Monday through Friday, 9:00 a.m. to 5:00 p.m. Eastern Time, excluding federal holidays.

Career planners should assist participants with obtaining registration verification when necessary and retain appropriate documentation in the participant's eligibility file.

Status Information Letters

Effective June 30, 2026, the Selective Service System permanently discontinued issuing Status Information Letters (SILs).

Career planners must not require or direct applicants to obtain a Status Information Letter, as these letters are no longer issued by the Selective Service System.

For individuals age 26 or older who failed to register, WIOA staff must determine whether the failure to register was knowing and willful.

Under TEGL 11-11, Change 2, this determination may be completed without obtaining a Status Information Letter.

If WIOA staff determine that the applicant's failure to register was not knowing and willful, the applicant may complete a WIOA Registrant Statement (74-B) explaining the circumstances surrounding the failure to register. The statement and supporting documentation must be retained in the participant's eligibility file.

Completion of WIOA 74-B does not automatically establish eligibility. Career planners must evaluate the circumstances and document the eligibility determination.

Determining Knowing and Willful Failure to Register

Individuals age 26 or older who were required to register but failed to do so must establish that their failure was not knowing and willful to be eligible for WIOA Title I services.

To determine whether the failure was knowing, WIOA staff should consider the following:

- Was the individual aware of the requirement to register?
- If the individual knew about the registration requirement, were they misinformed about whether it applied to them (e.g., veterans discharged before their 26th birthday who were incorrectly informed they did not need to register)?
- On which date did the individual first learn they were required to register?
- Where did the individual live between the ages of 18 and 26?

To determine whether the failure was willful, WIOA staff should consider the following:

- Was the failure to register deliberate and intentional?
- Did the individual have the mental capacity to choose whether or not to register?
- What actions, if any, did the individual take when they learned of the requirement to register?

Career planners must consider the individual's circumstances and any supporting documentation when making the determination.

If the failure to register was determined not to be knowing and willful, the individual may receive WIOA services if otherwise eligible.

If the failure was determined to be knowing and willful, the individual is ineligible for WIOA Title I services. Staff must document the determination and inform the applicant of applicable grievance procedures.

WIOA Youth Program

Selective Service registration requirements also apply to participants enrolled in the WIOA Youth Program.

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

Beginning in December 2026, Selective Service will implement automatic registration under a change in federal law.

According to Selective Service, automatic registration applies to eligible males born December 18, 2000, or later.

Until automatic registration is implemented and additional guidance is provided, career planners must continue following existing registration and eligibility verification procedures.

Designated female at birth
If the applicant was designated female at birth and has had sex reassignment surgery, they do not need to register with the Selective Service. However, if they are applying for federal benefits that require proof of Selective Service registration (including educational loans), they must show they were never required to register with Selective Service.

People who are designated female at birth are never required to register. They can prove this by requesting a Status Information Letter from the Selective Service System. They must explain in detail why they believe they were not required to register for the selective service (they were designated female at birth, were diagnosed with Gender Identity Disorder [OR], an intersex condition, and have now completed sex reassignment). They should also include supporting documentation, such as a letter of affidavit from your treating physician and a copy of their original birth certificate (with female gender marker).

Once they receive their Status Information Letter, staff should keep it in their files for future reference. The exemption letter will not specify why the exemption is allowed, so it will not require participants to undergo any additional application process. The Selective Service does, however, require a copy of their birth certificate showing their birth-assigned sex. If the sex on their birth certificate has been changed, please attach any documentation that notes this change.

Please note: *Although Selective Service materials refer to transgender people as "people who have had a sex change," their policies apply to those who have transitioned* ***regardless of surgical history****.*

Complete the 'Request for Status Information Letter' form and submit it along with all supporting documentation to:

Selective Service System
P.O. Box 94638
Palatine, IL 60094-4638

Designated male at birth
If a participant was designated male at birth, even if they've had sex reassignment surgery, they must register with the Selective Service. However, if the draft is resumed, they may file a claim for exemption from military service if they receive an order for an examination or induction.

People assigned male at birth must register with the Selective Service within 30 days of their 18th birthday, including those who may have transitioned before or since then. The Selective Service uses Social Security and other databases to determine who they believe was assigned male at birth. As of now, it is unclear whether transgender individuals are eligible for military service; however, they are required to register nonetheless, as this is necessary to gain access to certain government benefits.

Name Changes and the Selective Service
People assigned male at birth and required to register must also inform the Selective Service of any legal name change or change in other record information, such as an address, up until their 26th birthday. This does not include a change of gender, as the Selective Service policy is entirely based on birth-assigned sex. For transwomen and others who were assigned male at birth and have registered with the Selective Service, notification of a name change is legally required within 10 days.

To update their records, they must complete a Change of Information Form attached to the Registration Acknowledgement Card with their new name. Alternatively, they can fill out a Change of Information Form called SSS Form 2, which may be obtained at any United States Post Office, U.S. Embassy, or Consulate abroad. They may also update their information with the Selective Service by letter, including their full name, Social Security Number, Selective Service Number, date of birth, current mailing address, and any changes to their name in the letter. With these three methods, they must attach official name change documentation and mail it to the Selective Service. Updates typically take four to six weeks, and you will receive a new acknowledgment card.

Suppose a WIOA staff member 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 WIOA provider 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.

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

To receive financial assistance services under Title I-B of WIOA, participants must be available to citizens and nationals of the United States, lawfully admitted permanent resident aliens, refugees, asylum seekers, parolees, and other immigrants authorized by the Secretary of Homeland Security or the Secretary's designee to work in the United States. See uscis.gov/i-9 for the most current list of acceptable documentation.

Ensure that each document is an unexpired original document.

Individuals not authorized to work in the United States may not receive participant services in WIOA.

Individuals Not Born in the United States

Certain individuals may be exempt from the Selective Service registration requirement and may not need to obtain a Status Information Letter. This includes non-U.S. males who entered the United States for the first time after their 26th birthday and other individuals who can establish an exemption through supporting documentation.

For these individuals, staff should obtain documentation sufficient to establish the exemption and maintain the documentation in the participant file. Acceptable documentation may include:

- I-94 Arrival/Departure Record showing date of entry into the United States.
- Refugee admission documentation.
- USCIS documentation indicating date of entry into the United States.
- Passport entry stamps showing date of admission into the United States.
- Other official immigration documentation establishing the individual's date of entry and authorization to work in the United States.

If the documentation demonstrates that the individual first entered the United States after their 26th birthday, no additional Selective Service documentation is required. Staff should document the basis for the exemption in case notes and retain supporting documentation in the participant file.

If staff cannot determine whether an exemption applies, the case should be referred to the WIOATAA mailbox for guidance.

References:

- TEGL 10-23 Change 2
- 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 the Adult, Dislocated Workers, and Youth programs will receive priority for enrollment in the WIOA program. Residents of other states who wish to receive WIOA individualized career and training services will be considered, pending funding availability or referral to the One-Stop system in their home state.

Homeless individuals may qualify as Idaho residents if they've provided appropriate verification. New residents to the state meet this eligibility requirement as soon as they provide a physical address for in-state residence. No minimum time factor applies for residency.

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 in the WIOA Youth Program 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

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

Registration
All customers must register using Idaho's Labor Exchange System, *IdahoWorks*.

What is an assessment?
An assessment is an ongoing, collaborative process of WIOA staff and participants to identify strengths, transferable skills, interests, work values, personal priorities, and employment barriers. It is not something that a WIOA staff member does to the participant, but rather an

activity in which the WIOA staff member serves as a facilitator, supporting the participant in the goal-setting process. An assessment leads to self-awareness and relies on the participant being an active part of the process.

A WIOA staff member will assist the participant in collecting and analyzing information to develop an action plan and identify suitable program service options that will help achieve self-sufficient employment. An assessment should address a participant's needs, strengths, support systems, education, job skills, and interests, and remove barriers to employment and career goals, gathered informally through participant interviews, observations, or formal assessment tools.

References:

- 20 CFR 678.430 (a)

WIOA has two types of Assessments

- Initial assessment/Initial interview
- Intensive assessment

Assessment/Initial interview
The initial assessment, commonly referred to as an "initial interview" among One-Stop partners, is a preliminary evaluation of a participant's work history, skill levels, aptitudes, abilities, education, and needs to assess their employability. Personal interviews between the WIOA staff and participants can provide in-depth information that is 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 afterward.

The WIOA-required intensive assessment, which requires a more in-depth examination of a participant's interests, is thoroughly covered in Section 5. The initial assessment provides the WIOA staff 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 WIOA staff determine whether a customer is eligible for WIOA services. Occasionally, a customer may be eligible for the WIOA program but face barriers that could make successful participation challenging. Through the interview process, the WIOA staff can work with the customer to determine if enrollment in WIOA is appropriate and recommend resources to remove barriers to employment.

The 5-S Assessment Interview
Various tools are available to help an interviewer reach their information-gathering goal. One of the tools 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 both the WIOA program's and the participant's goals. The 5-S Interview and similar

tools aim not to ask *all* the questions but to learn more about the customer. The 5-S Interview Template can be located in the IdahoWorks resources.

1. Self
2. Situation
3. Support
4. Strategies
5. Skills

Training and Employment Plan
IdahoWorks is the repository for participants' individual service strategy (ISS). WIOA staff must use the employment and training plan template before adding the ISS to *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 assistance in the One-Stop delivery system, and, at a 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),
    - 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 provide 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 help 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 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,
    - The U.S. Department of Housing and Urban Development (HUD) sponsors housing counseling and assistance services.

References:

- WIOA Sec 134 (c) (2) (A) (i) (xi)
- 20 CFR 678.430 (a)
- 20 CFR 680.150 (a)
- TEGL 10-16, Change 3
- 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 are recipients of public assistance, have low incomes, or possess deficient basic skills.
   NOTE: Seventy-five percent (75%) of Adult program enrollments **must be** from these priority groups.

3. Veterans and eligible spouses who are **NOT** recipients of public assistance, low income, or basic skills deficient.
4. Other individuals not receiving public assistance are low-income or have basic skills deficiencies and may have a potential barrier to employment, as defined by WIOA. Barriers to employment, as defined by WIOA, are the following:
    a. Displaced homemakers,
    b. English language learners, low levels of literacy, cultural barriers,
    c. Exhausting TANF within two years,
    d. Ex-offenders,
    e. Homeless individuals/runaway youth,
    f. Long-term unemployed (27 or more consecutive weeks),
    g. Migrant and seasonal farmworkers,
    h. Persons with disabilities,
    i. Single parents (Including single pregnant women),
    j. Youth in foster care or aged out of the system,
    k. Individuals within an under-represented demographic, such as sex, race, or ethnicity (Native Americans/Indians, Alaska Natives, Native Hawaiians, African-Americans, Latino/Hispanic, etc.),
    l. Older individuals (age 55 and older).
5. Other individuals within these recognized groups:
    a. Individuals referred by other One-Stop partner programs,
    b. Individuals residing in rural counties.
6. Any other eligible individual deemed appropriate for services or training to obtain or retain employment.

For purposes of WIOA eligibility, a **veteran** is defined as a person who:

- Served on active duty for more than 180 days and was discharged with other than a dishonorable discharge or
- Was discharged from active duty because of a service-connected disability or
- As a reservist, was called to active duty and served during a period of war or qualifying campaign and was discharged with other than a dishonorable discharge.

A **qualifying spouse** is the spouse of any of the following:

- Any veteran who died of a service-connected disability, or
- Any member of the Armed Forces who is listed in one of the following categories for at least 90 days: missing in action, captured in the line of duty, forcibly detained by a foreign government, or
- Any veteran who has a total disability resulting from a service-connected disability.

Any other enrolled adult determined 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 3
- 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 exceeds 155 percent of the Lower Level Standard Income Levels (LLSIL).

References:

- 20 CFR 680.210

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. Refer to the IdahoWorks resource section for the most up-to-date guidelines.
  IdahoWorks

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

WIOA Definition of Public Assistance

Federal, State, or local government cash payments for which eligibility is determined by a needs or income test, which, in Idaho, includes:

1. Temporary Assistance for Needy Families (TANF)

2. Refugee Cash Assistance (RCA)
3. Supplemental Security Income (SSI-SSA Title XVI)
4. Aged, Blind or Disabled (ABD) Cash Assistance Program

Note: SNAP (food stamps), unemployment insurance, food banks, energy assistance, free or reduced school lunch, and other similar services are not considered public assistance under WIOA. They may, however, be an indicator of low-income status.

WIOA Income-Based State or Local Assistance

1. Temporary Assistance for Needy Families (TANF)
2. Refugee Cash Assistance (RCA)
3. Supplemental Security Income (SSI-SSA Title XVI)
4. Aged, Blind or Disabled (ABD) Cash Assistance Program

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 residence 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 on the application's date. Members in the household who do not meet one of the family definition categories are excluded from the family size calculation.

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 definition of being 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). Income must be included unless specifically identified as being excluded from family income.

References:

- 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 (LLSIL): 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. The Central Office distributes the Low-Income Guideline Chart each year as soon as this information becomes 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 employees,
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), assistantships,
8. Net gambling or lottery winnings,

9. Dividends, interest, net rental income, net royalties, and 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 individuals who have reached their Social Security retirement 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 specific 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 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 jobs through no fault of their own. Dislocated worker services aim to help individuals obtain in-demand, quality employment.

Dislocated workers must meet the 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.

Dislocated worker self-sufficiency
Use the WIOA 74C to determine dislocated worker self-sufficiency.

A participant who earns 90% or more of the dislocation wage is considered self-sufficient and not eligible for training services.

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 Workforce Development Program Specific Requirements Policy
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 the 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 earnings or having performed services for an employer not covered under the state unemployment compensation law.

Verification of workforce attachment is only necessary when an applicant worked for an employer 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 for four weeks in their previous industry or occupation. (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 the 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 "laid off or terminated" when the Unemployment Insurance (UI) entity adjudicated the case and determined that the discharge was not for cause or that the 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 might be 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, as arbitrarily confirmed by the unemployment insurance division or the temporary agency.
    - However, temporary employees who are unemployed because the project or undertaking for which they were hired has been completed are considered dislocated only after contacting the temporary agency. The agency has failed to find suitable work.

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 contract end date and the applicant is not at fault for the separation, they are considered to have a job of dislocation.

NOTE regarding the use of Unemployment Insurance as sole eligibility documentation:
WIOA staff must evaluate and assess a potential dislocated worker's status during the application, enrollment, and assessment process. The WIOA staff's assessment and the decision must be documented in enrollment 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 are on record with IOR as part of their resettlement in the US.
Suppose the individual is presently employed in the United States, and a dislocation occurred outside the United States. In that case, WIOA staff 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 the 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 received a notice of termination or layoff from employment due to any permanent closure or 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 where 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 the 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 time that the specified closure date is within 180 days)

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

Group 4. Self-Employed:

Group 4 allowable source documentation

An 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 a business downturn or failure that occurred because of general economic conditions in the community in which the individual resides or because of natural disasters. (Natural disasters are defined as hurricanes, tornadoes, storm floods, high water, wind-driven water, tidal waves, tsunamis, earthquakes, or other catastrophes identified by the Federal Emergency Management Agency),

Group 5. Displaced Homemaker:

Group 5 allowable source documentation

A displaced homemaker is an individual who has not worked full-time/full year in the labor force for a number of years but during those years has been primarily responsible for unpaid domestic work, such as managing a household and taking care of family members and who are now in a situation where they must reenter the workforce.

AND

Has been dependent upon the financial support of another and now, due to divorce, separation, death, or disability of that person, must find employment to self-support.

OR

Derived a substantial share of support from public assistance on account of dependents in the home and no longer receives such support

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 disasters or severe economic downturns, 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 both out-of-school and in-school youth.

PARENTAL/GUARDIAN CONSENT - *Release of Information*. To receive services, a parent/guardian signature is required on the Release of Information for WIOA Youth program applicants under 18. However, the requirement may be waived (*See Alternative Authorization Options below*) if an exception is deemed appropriate for applicants who are unable to produce the parent/guardian's signature. The situation must be fully documented in enrollment notes, explaining why the parent/guardian was unable to sign.

Definition
Under WIOA, the term **"parent"** is understood to mean a person who is the biological, adoptive, or legal guardian of a child, and who provides financial or other support for the child's living expenses**.**

In the WIOA Youth Program, "parent" is used to determine dependent status. For example, a youth is considered dependent if they are under 18 and living with parents or guardians and receiving support from them, or if they are 18–24 and more than 50% of their support comes from a parent or guardian.

Alternative Authorization Option
For youth experiencing homelessness or unstable living situations, obtaining a parent or guardian signature may not be possible and creates a barrier to participation. **Do not delay services when lack of parental consent creates a barrier for an eligible youth participant.** When a parent or guardian's signature is not obtainable, WIOA staff may accept a signature from *another responsible adult*, who WIOA staff has confirmed has direct knowledge of the youth's circumstances and can verify that a parent or guardian signature cannot be obtained. The youth's case notes must explain the reason for using an alternative authorizing signature from *another responsible adult*.

Another responsible adult includes individuals who are in a position to understand and verify the youth's situation, including:

- A relative with whom the youth resides,
- An adult with delegated custodial or administrative responsibility, either temporarily or permanently, by a parent or an appropriate agency,
- A school official, such as a teacher, counselor, or McKinney-Vento liaison,
- A court or legal system representative, such as a probation officer or court officer,
- A foster parent,
- A clergy member,

- A representative of an agency providing support services, such as a social worker, homeless shelter staff, child protective services worker, or health clinic official, or
- Another adult determined appropriate by the WDC.

YOUTH ELIGIBILITY

Out of School Youth are:

- Ages 16-24 - Age eligibility is established at the time of 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," The Department has determined that secondary and postsecondary institutions are considered "schools" to determine school status for WIOA youth program eligibility.
- A participant can register for a training session but must meet all eligibility requirements and successfully enroll in WIOA to receive tuition assistance from WIOA before beginning the training session. This will not affect a participant's status as an out-of-school youth (OSY, WIOAB 04-22)
- If the only “school” the youth attends is an adult education (AE) program provided under Title II of WIOA, YouthBuild, or Job Corps, the youth is considered an OSY. If enrolled in the fall, youth cannot be enrolled in the WIOA youth program during the summer between school years. 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.

Credit and Noncredit courses

If a youth is enrolled in a non-credit-bearing postsecondary class, they would not be considered attending postsecondary school and, therefore, an OSY.

Credit courses are typically designed for students seeking to earn college units toward a degree or certificate. Students who take credit courses receive a letter or number grade at the end of the training session. Noncredit courses are offered through an institution’s Continuing Education Division or Workforce Training Division. They are designed for students who wish to acquire general knowledge, learn a new skill, enhance existing skills, or deepen their understanding of a broad range of topics. Upon completing the course, students will receive a pass or no-pass grade. Noncredit classes are NOT applicable toward a degree. Upon completing a series of required classes, students may receive a noncredit certificate of completion.

References:

- WIOA Section 129(a) (B)

- 20 CFR 681.210,220, 230
- Federal Register Vol. 80 No. 140
- TEGL 22-15
- TEGL 21-16

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 no longer attends any school and has not received a secondary school diploma or its recognized equivalent. A youth's eligibility status is determined at enrollment; therefore, if they have not received a high school diploma or a recognized equivalent AND are 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

- An individual with a disability - Individual with a disability allowable source documentation
  Section 3 of the Americans with Disabilities Act of 1990 (42 U.S.C. 12102) defines Disability as a physical or mental impairment that substantially limits one or more major life activities of an individual or is regarded as having such an impairment.

  Major life activities: Activities such as caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working

  References:
  - Section 3 of the Americans with Disabilities Act of 1990
  - 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 is basic skills deficient or an 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.

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, WIOA staff must contact the WIOATAA 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 enrollment 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, Psychologists, Social workers, Physicians, Physician Assistants, and Nurse Practitioners, **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 a 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 with limited reading, writing, speaking, or comprehension of 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 uses the approved school curriculum, follows all their rules, etc., the youth should be considered "in school." Conversely, if they state "we are homeschooling" but can't provide a direct connection to the school district's policy, procedure, curriculum, etc., they should be identified as "out-of-school." Please reach out to the WIOATAA mailbox before completing an enrollment if you are considering accepting a homeschooled youth into the program.

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) requires that every local workforce development area make 14 program elements available. These program elements are services designed to help youth prepare 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).

Youth workers generally decide which program elements to provide to youth based on their objective assessment. They also record a plan to provide these services in the youth's Individual Service Strategy (ISS), directly tied to at least one performance indicator. In general, each youth is expected to receive exposure to multiple program elements while participating in the WIOA youth program. The ISS, which must be developed with input from the youth, should also have specific goals for each program element 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, 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 is 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 provide youth participants with opportunities for career exploration and skill development in a workplace setting for a limited period.
4. Occupational skills training
   Occupational skills training is an organized program of study that provides specific vocational skills, leading to proficiency in performing tasks and technical functions required by various occupational fields at entry, intermediate, or advanced levels. Local areas must prioritize training programs that lead to recognized postsecondary credentials, aligning with in-demand industry sectors or occupations in the local area.
5. Education is offered concurrently with workforce preparation and training for a specific occupation.
   This program element reflects an integrated education and training model, describing how workforce preparation activities, basic academic skills, and hands-on occupational skills training are to be taught concurrently 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 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 enable individuals 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 face-to-face. Local programs should ensure appropriate processes to screen and select mentors adequately.
   - 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 or post-secondary education and training
   - 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 or trigger re-enrollment in the program.
   - Must be provided to **all** youth participants 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 provide individualized counseling to participants, including career and academic counseling, drug and alcohol abuse

counseling, mental health counseling, and referral to partner programs. (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 to which 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. Additional counseling should be provided as necessary, depending on the individual youth's needs, as determined through the intake and assessment process and recorded in the youth's ISS.

11. Financial literacy education

    The financial literacy education program element includes activities that:

    - 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 with 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 clear and user-friendly formats.

14. Postsecondary preparation and transition activities

    Postsecondary preparation and transition activities and services prepare ISY and OSY for advancement to postsecondary education after they have attained a high school diploma or its recognized equivalent. These services include exploring postsecondary education options, such as technical training schools, community colleges, four-year colleges and universities, and registered apprenticeships.

Note: The WIOA staff can 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

In-School Youth (ISY)

Definition
In-School Youth (ISY) are individuals who meet all of the following criteria:

- Attending school, as defined by State law. This includes secondary school, post-secondary school, and homeschool, where recognized under State law.
- Age 16 through 21 at the time of enrollment. A youth with a disability who is participating in an Individualized Education Program (IEP) and is age 22 may be enrolled as an In-School Youth, consistent with TEGL 21-16.

Eligibility Requirements
To be eligible as an In-School Youth, an individual must be low-income and meet at least one (1) of the following barriers:

- Basic skills deficient;
- An English language learner;
- An offender;
- A homeless individual or runaway;
- An individual in foster care, has aged out of foster care, or has attained age 16 and left foster care for kinship guardianship or adoption;
- A child eligible for assistance under Section 477 of the Social Security Act;
- An individual in an out-of-home placement;
- Pregnant or parenting (custodial or non-custodial parent, including non-custodial fathers);
- An individual with a disability; or
- An individual who requires additional assistance to complete an educational program or to secure and hold employment, as defined below.

Additional Assistance Criteria

- An individual may be determined to require additional assistance if one or more of the following apply:

- Has been treated by a licensed professional for mental health conditions, including trauma, depression, or substance abuse-related issues; or
- Has been, or currently is, a victim of abuse or resides in an abusive environment, as documented by a licensed professional; or
- Has been unemployed for at least three (3) of the last six (6) months (not necessarily consecutive); or
- Has a family history of chronic unemployment (during the two years prior to application, family members were unemployed longer than employed); or
- Has limited English proficiency or is culturally displaced (e.g., refugees).

Foster Care and Kinship Care Definitions

Kinship Care
Kinship care is defined as the full-time nurturing and protection of children by relatives or individuals with whom the child or parents have a family-like relationship. Kinship care includes informal kinship care, where children live with relatives and are not in the custody of a public child welfare agency, and formal kinship care, where children are placed with relatives or non-related extended family members and are in the custody of a public child welfare agency.
(Source: Child Welfare League of America)

Foster Care
Foster care is defined as a situation in which a minor child is placed into state custody and cared for by a state-licensed caregiver in place of the parent or legal guardian. Youth may enter foster care due to unsafe or unstable home environments or caregiver incapacity. Some youth age out of foster care without achieving permanent family placement.
(Source: Cornell Law School, WEX Definitions)

Five Percent (5%) Low-Income Eligibility Exception
WIOA permits up to five percent (5%) of youth participants to be enrolled without meeting low-income eligibility requirements, provided they meet all other youth eligibility criteria.

Refer to Attachment A of this policy and the State's WIOA Technical Assistance Guide (TAG) for detailed low-income criteria.

Duration of Eligibility
Youth eligibility is determined at the time of enrollment. Once determined eligible, a youth remains eligible for WIOA youth services until exited.

For example, an individual enrolled as an In-School Youth between ages 16–21 who subsequently exceeds age 21 remains classified as an ISY until exit.

Service to In-School Youth
Service Delivery Areas (SDAs) may expend up to twenty-five percent (25%) of their total WIOA youth program funds to serve In-School Youth.

Any specific focus, initiatives, or special requirements related to ISY service delivery will be developed and communicated annually.

Priority of Service – In-School Youth
The following ISY populations shall receive priority of service:

- Low-income youth involved with the justice system;
- Low-income youth in or exiting foster or kinship care;
- Low-income youth who are pregnant and/or parenting; and

- Low-income youth with disabilities.

Establishing these priorities does not limit service exclusively to these populations. However, Idaho's ISY program will emphasize enrollment and service strategies that prioritize these groups.

Section 5: Assessment

Intensive Assessment

WIOA requires that WIOA staff conduct, document, and data-enter an intensive assessment of each participant after enrollment. The intensive assessment thoroughly covers academic and basic skill levels, employability, interests, aptitudes (including those 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 WIOA staff when working with a co-enrolled participant. However, WIOA staff must review these assessments to ensure their appropriateness and accuracy.

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

- An in-depth interview and evaluation to identify employment barriers and appropriate employment goals,
- Developing 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 13-14 or other approved tools, may also address various factors related to a participant's intensive assessment.

References:

- 20 CFR 678.430 (b)

Section 6: Individual Service Strategy (ISS)

ISS

The WIOA staff and the participant must develop an 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 objective assessment results, and prescribe achievement objectives and services for the participant.

Career assessment tools are designed to discover candidates' skills, aptitudes, and talents. These tools help individuals understand how various personal attributes (i.e., data values, preferences, motivations, aptitudes, and abilities) impact their potential success and satisfaction with different career options and work environments. WIOA staff may prefer formal assessment tools to validate a participant's career choice, but they are not always necessary. It will be up to the WIOA staff to decide whether these tools will benefit the participant, and they will then develop goals for self-sufficient employment.

Most formal assessment tools fall into one of these categories:

- **Aptitude and Ability Assessments –** These tests measure a participant's overall ability, including general aptitude, reading ability, typing speed, or 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 closely match their interests. The Idaho Department of Labor utilizes interest inventories, including the Interest Determination, Exploration, and Assessment System (IDEAS), Holland's Self-Directed Search (SDS), O-Net Interest Profiles, and the O-Net Work Importance Locator.
- **Personality and Management Style Inventorie**s 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 local area providers who may use or distribute these tests.

References:

- WIOA Sec 129 (c) (1) (B)
- WIOAP 01-19
- WIOAP 01-19 Change 1

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. Not all individuals will receive all services. WIOA staff may use recent assessments from partner programs to

determine if individualized services are appropriate. 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, Change 3
- TEGL 16-16
- TEGL 19-16

Follow-Up

Adult and Dislocated Worker Follow-Up Services

The goal of Follow-up Services is to ensure job retention, wage gains, and career progress for individuals who obtain unsubsidized employment. WIOA staff 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. The WIOA law states that adults or relocated workers who have been exited and are in a 12-month follow-up period 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, Change 3

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 tailored to meet the individual's specific 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 at least 12 months, regardless of whether they successfully exit the program.

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.

As with the Adult and Dislocated Worker programs, youth follow-up services do not extend the exit date.

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, Change 3
- TEGL 19-16

Training Services

Training services can be crucial to the success of many adults, dislocated workers, and young people. Training services should be selected to maximize customer choice, align with in-demand occupations, and be 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, that the individual:

- Is unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services 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 participate in the selected program of training services successfully,
- 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 the training described above,

Training services must be linked to in-demand employment opportunities in the local area, planning region, or a geographic area where the adult or dislocated worker is willing to commute or relocate. As per the Workforce Development Council's training providers, they must be on the Eligible Training Provider list.

**On-the-job training does not need to follow the list of eligible training providers. ** See the OJT section on page 52 for more information.

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, Change 3
- TEGL 19-16
- See Section on Occupational Skills Training

Section 7: Supportive Services

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

S*upportive services* may include transportation, childcare, housing, and other necessary services to enable individuals to participate in activities authorized under this Act.

Supportive services awards should be based on the individual participant's needs and the development of their plan. The WIOA Title I Adult, Dislocated Worker, and/or Youth program staff should meet with each participant to assess the need for supportive services. Each participant should receive individualized case management services and plan development to minimize potential dependency on supportive services. The Individual Service Strategy and enrollment notes should properly document this information.

Supportive services may include transportation, residential support, healthcare, financial assistance, drug and alcohol abuse counseling, and referrals, as well as individual and family counseling, special services and materials for participants with disabilities, job coaches, meals, temporary shelter, financial counseling, occupational testing, and licensing fees. No other funds or assistance are available to provide these services. WIOA staff should be cautious of supportive service payments associated with standard living expenses, such as insurance premiums, utility payments, or rent payments. Although such costs are not strictly prohibited, WIOA staff must fully document all supportive services payments as reasonable, necessary, and required for the client to participate in the program. Additionally, efforts will be made to ensure that the exact costs are not applied to the program in the future.

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

When considering the use of WIOA supportive service funds, WIOA staff 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, supplies, etc.,
- The supportive service is justified and fully documented in the plan or enrollment 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, and other items, a comprehensive list of required items must be attached to the WIOA-04.

Purchase of a Tablet/Chromebook for WIOA participants.

Before purchasing a Chromebook, WIOA staff must notify the GMO unit via the WIOATAA mailbox to track this activity. This practice involves participants requiring hardware to continue or complete a training program. WIOA staff must document the justification for the purchase in the participant's enrollment notes and indicate if the participant:

- Is there a lack of hardware to complete the activity or training?
- Is enrolled in a job search or training activity
- Has there been no alternative means to access online job search or training services?

The 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 WIOA staff 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 WIOA staff may accept a higher bid if the reasoning is documented in the participant's case notes. Documentation shall be maintained in the participant's file for unacceptable quotes and efforts to obtain acceptable quotes if fewer 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,
- Please note if the item or service is available from only a single source in the area.

If purchasing several like items for several clients during a program year, the WIOA staff may limit redundant bidding using the same bid information more than once. For example, the WIOA staff 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 WIOA staff will comply with WIOA policy.

A) General Supportive Services

Dependent Care
Childcare for participant dependents may be necessary for an individual to participate in WIOA activities. Before authorizing supportive service funds for dependent care, WIOA staff should explore alternative dependent care programs in their area, such as the Idaho Childcare Program, which is 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.

Payment requests must be for services that have been provided. A participant's attendance record must be attached, or section II must be completed on the purchase agreement, except when dependent care payments are based on a monthly amount rather than actual facility use.

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

- Mileage reimbursement,
- Actual fuel cost,
- Public transportation.
- Taxi
- Uber / Lyft

When making this decision, the WIOA staff should choose the most economical means to meet the client's needs. With the first transportation request, WIOA staff should submit mileage confirmation from a recognized source such as MapQuest, Expedia, or Google Maps. A new or updated map is unnecessary unless the client moves or changes their training location. If transportation is contingent upon attendance (e.g., classroom training), 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 to cover fuel costs and scheduled vehicle maintenance such as tune-ups and oil changes. Since the maximum rate changes periodically, please check the State Controller's Office website for updates. SCO Website: Appendix A.

WIOA staff 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 (such as oil changes, tire rotations, etc.). Automotive repairs could be an excellent supportive service regardless of the mileage reimbursement negotiated with the participant.

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

- Oil change
- Filters
- Fluids
- Tire rotations

Mileage Reimbursement Process

- Prepare WIOA-04, payable to the participant, with a brief explanation stating why transportation is necessary. Include travel calculation on WIOA-04,
- Negotiate a reimbursement rate or use the SCO rate. SCO Website Appendix A,
- Attach the mileage confirmation to the 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 the transportation calculation. (example: 50 miles' roundtrip X .56 cents X 10 days = $280.00),
- Ensure that attendance verification, Section II, is complete, or the attendance record is attached,
- WIOA staff must use the shortest, most economical route.

Local Job Search Fuel Costs
Fuel purchases necessary for local job-seeking activities are an allowable expense.

The WIOA-04 general description section must identify the time frame covered for the fuel purchase. Example: Fuel is necessary to conduct a local job search during the month and week. Example: June 19-23, 2023

An original receipt or invoice must accompany the WIOA-04. No mileage confirmation sheet is required for local job searches. However, work search activities and outcomes must be documented (e.g., employers/businesses visited, whether an interview took place, and whether the participant was hired) in the participant's case notes. The case notes must also include the rationale for this purchase, i.e., the participant's need to purchase fuel to secure employment. All this information helps to justify and support the vendor payments and/or participants' reimbursement. These notes do not need to accompany the WIOA-04 for payment processing unless the circumstances are unusual or additional clarification is necessary.

Public Transportation
If available and appropriate, public transportation may be obtained using the WIOA-04. A brief explanation stating why transportation is necessary for participation must be included

in enrollment 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, WIOA staff 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 unavailable, 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 enrollment notes, be objective and generic as it applies to the participant's overall plan. Additionally, the referrals provided to the participant for partnering with agencies to overcome the barrier should be listed.

Residential Support for Out-of-Area Training
Residential support, including lodging and meals, may be provided to participants who attend short-term training outside their normal commuting area. WIOA staff will limit residential support to short-term training for in-demand occupations that are unavailable locally. Payments are limited to rates established by the State Board of Examiners or actual expenses, whichever is less. See the reference in Appendix A on the previous page.

Tools, Books, and Supplies
Tools, books, and supplies must be a requirement for 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 and internships. If the training/worksite 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
Supportive service prohibitions and guidelines apply to cash payments and vendor payments. In certain circumstances, cash payments must be made directly to the client. This would be true when a vendor refuses to accept a WIOA-04, which requires the participant to pay up front. 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.

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:

- The 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 reason for the purchase is reasonable and necessary for the participant's continued participation in WIOA.
- Cash assistance exceeding $350 requires approval from the WIOA Grants Management Team.

Out-of-Area Job Search Assistance

This service is designed to help adults and dislocated workers find employment in areas outside their typical commuting distance. WIOA staff 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 WIOA staff 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 the traditional labor market area,
- The participant must have a reasonable expectation of securing employment in the job search area and must provide the WIOA staff 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 receipts for lodging, gasoline, and miscellaneous purchases to reimburse actual costs. If mileage reimbursement is used, submit proof of mileage and include the mileage computation in the WIOA-04 section I, rather than 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 the 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. WIOA staff exercising this option should contact the Grants Management Unit if they are unfamiliar with cash advance procedures.
- Relational assistance may follow Out-of-Area Job Search Assistance if a job is secured; however, these activities should **not** be provided concurrently.

Relocation Assistance

Relocation assistance is designed to enable participants to receive financial aid toward 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, not exceeding 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 instead 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 relocation assistance activities. WIOA staff exercising this option should contact the Grants Management Unit if they are unfamiliar with cash advance procedures.

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

Youth Follow-up Services

Supportive services for youth, as defined in WIOA sec. 3(59) services enable individuals to participate in WIOA activities. These services include, but are not limited to, the following:

- Linkages to community services;
- Assistance with transportation;
- Assistance with childcare and dependent care;
- Assistance with housing;
- Assistance with educational testing;
- Reasonable accommodations for youth with disabilities;
- Legal aid services;
- Referrals to health care;
- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eyewear;
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and
- Payments and fees for employment and training-related applications, tests, and certifications

B) Idaho Incentive Policy

Participants may work towards achieving two UNIQUE incentive options per program year. No overlapping of similar objectives between the two options.

Requirements for incentives:

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

Incentive Documentation

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

NOTE: If WIOA program funding levels become a concern during the year, WIOA service providers may submit a request to the AE to provide all incentives at a reduced level, i.e., 25%, 50% reduction from policy levels to program participants beginning at a specific point in time. Each WIOA provider location may make this request as follows:

- Requests justifying the reduction and the specific percentage decrease must be submitted by WIOA Youth Area Managers or WIOA Adult/DW Operations Supervisors to the WIOA/TAA mailbox.
    - The AE will review the submission and notify the submitters whether the request is approved or denied.
- Once approved by the AE, all new incentives offered at this location to any potential participant eligible to receive an incentive must be funded at the reduced rate.
    - The incentive reduction will continue through the end of the WIOA service provider's contract period, again applying to all new incentives offered to participants.
    - However, if a WIOA staff member has planned and arranged (confirmed by notes and S&T plan) for a participant to receive an incentive prior to the implementation of the reduced rate, the provider must honor the original incentive policy rate initially presented/discussed with the participant.

Idaho WIOA Incentive Options

Note: The below incentives only apply to the program designated in their descriptions due to funding and service delivery constraints of the different WIOA Title I programs.

1. **Educational Skills Incentive: $250**
   A participant identified as having basic skills deficiencies who demonstrates an increase of one or more educational functioning levels based on pre- and post-test scores from any of the assessments recognized by the National Reporting System for Adult Education programs (including the Test of Adult Basic Education (TABE), CASAS, GAIN, etc.) can achieve this incentive. Use the same assessment instrument for the pre- and post-tests. Click on the following link for the Test Benchmarks NRS Educational Functioning Levels.
   This measure applies to Out-of-School Youth, Adult/DW participants.

2. **GED Passage Incentive: $150 each, up to $600**
   Participants may earn this incentive by passing GED subject tests during their WIOA program or the 12-month youth follow-up period. Career planners may provide the GED incentive individually as each test is passed ($150 per subject) or cumulatively once the GED is obtained ($600).
   This measure applies to Out-of-School Youth and Adult/DW participants.

   An In-School Youth no longer attending secondary school after enrolling in the WIOA Youth program may receive an incentive of $75 for each GED subject test passed, up to a maximum of $300 for passing all four subjects.

3. **School Credits Incentive: $100**
   Participants who complete a sufficient number of credit hours during their secondary or postsecondary schooling while enrolled in WIOA programs, or during the 12-month youth follow-up period, may earn this incentive. Documentation of completed credit hours must demonstrate:
   - **Secondary:** transcript or report card for one semester, or
   - **Postsecondary:** at least 12 hours per semester (or for part-time students, a total of at least 12 hours over two completed consecutive semesters) shown on a transcript or verified by a school administration official.

   This measure applies to Out-of-School Youth and Adult/DW participants.

4. **School Graduation Incentive: $100**
   An In-School Youth participant who graduates from the secondary school they are enrolled in during WIOA participation or during the 12-month follow-up period can achieve this incentive. A diploma or equivalent document must be documented in the participant's case file.
   This measure applies only to In-School Youth.

5. **Required Exam Incentive: $400**
   Participants who attain the technical or occupational skills required by their chosen occupation/industry during WIOA program participation or the 12-month youth follow-up period may earn this incentive. Career planners must verify that the participant achieved a trade-related benchmark, such as passing a knowledge-based exam, that leads to an industry credential. Examples include a welding test or passing the NNAAP (National Nurse Aide Assessment Program). Exams for general skills, such as a typing test, or excluded credentials, such as CPR, OSHA Health and Safety, flagging certifications, or other similar certifications, do not qualify for the incentive.
   This measure applies to Out-of-School Youth and Adult/DW participants.

6. **Credential or Diploma Incentive: $400**
   Participants who obtain a recognized postsecondary credential or secondary school diploma (or a recognized equivalent) during WIOA participation or during the 12-month youth follow-up period can achieve this incentive. The postsecondary credential must reflect measurable technical or industry/occupational skills needed to get or advance in a job, based on standards developed or endorsed by employers or industry associations. Certificates must recognize industry- or occupation-specific skills rather than general skills in safety, hygiene, etc. They must exclude 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 degree
- Bachelor's degree
- Occupational licensure
- Occupational certificates, including Registered Apprenticeship and Career and Technical Education certificates
- Occupational certifications

This measure applies to Out-of-School Youth and Adult/DW participants.

An In-School Youth no longer attending secondary school after enrolling in the WIOA Youth program may receive a $ 200 incentive for completing this measure.

7. **Skill Attainment Incentive: $250**
   A participant in a work-based activity (OJT, Internship, Work Experience, or Registered Apprenticeship) that attains a skill (occupational/work-readiness/employment preparedness/or other skill attainments) verified by the employer through a positive evaluation can achieve this incentive. The evaluation may be a midpoint or closing evaluation and must show the participant's progress toward the goals established in the Memorandum of Agreement with the worksite/employer.
   Note: This incentive is not tied to a measurable skills gain (MSG) for youth.
   This measure applies to Out-of-School Youth and Adult/DW participants.

8. **WEX/Internship Completion Incentive: $300**
   Participants who successfully complete a WEX or internship (an average score of 3.0 or better on evaluations and completion of the WEX hours as specified in the participant's WEX agreement), including all activities required for participation, may achieve this incentive. Successful completion includes attending orientations and workshops, fulfilling WEX requirements, meeting all established program expectations, and attaining positive employer evaluation report(s).
   This measure applies to Out-of-School Youth and Adult/DW participants.

9. **WEX Completion Incentive: $100**
   In-School Youth participants who successfully complete a WEX activity, confirmed through an average score of 3.0 or better on WEX evaluations and completion of the WEX hours as specified in the participant's WEX agreement, can achieve this incentive.
   This measure applies to In-School Youth.

10. **Employment Attainment Incentive: $200**
    Adult and DW participants who complete planned training services, work-based learning activities, or employment preparation activities identified in the ISS and obtain unsubsidized employment prior to program exit can achieve this incentive. The career planner must verify and enter employment details into IdahoWorks before issuing the incentive.
    This measure applies to Adult/DW participants.

11. **Progressive Job Retention Incentive: up to $500**
    Out-of-School 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 can achieve this incentive. The career planner must verify employment and retention before issuing each incentive payment.

Activity	Incentive	Max Amount	OSY	ISY	Adult	DW
Education	Educational Skills Incentive	$250	x		x	x
	GED Passage Incentive	$600	x	x	x	x
	School Credits Incentive	$100	x		x	x
	School Graduation Incentive	$100		x		
Training	Required Exam Incentive	$400	x		x	x
	Credential or Diploma Incentive	$400	x	x	x	x
Work-Based Learning	Skill Attainment Incentive	$250	x		x	x
	WEX/Internship Completion Incentive	$300	x		x	x
	WEX Completion Incentive	$100		x		
Employment	Employment Attainment Incentive	$200			x	x
	Progressive Job Retention Incentive	$500	x			

Incentive Payments – Tax Guidance

WIOA incentive payments may be considered taxable income under IRS guidelines. As a result, participants who receive incentive payments may be issued a Form 1099 for tax reporting purposes.

Staff Responsibilities

Career Planners and Career Coaches must inform participants before to issuing an incentive payment that:

- Incentive payments are not guaranteed to be tax-free.
- Incentive payments may be reportable income.
- Participants who receive incentive payments may receive a Form 1099.

Staff must not provide tax advice. If participants have questions regarding how incentive payments may affect their taxes, staff should refer participants to:

- A qualified tax professional, or
- The Internal Revenue Service (IRS)

Supportive/Training Services Prohibitions

- A person can register for a training session, **but cannot** begin the training session until they have met all eligibility requirements and successfully enrolled in WIOA to receive tuition assistance from WIOA. (WIOAB 04-22)
- Adult and Dislocated Worker Only. **If a youth is registered for a training session, they would no longer be considered an OSY.**
- Payments toward goods or services received before the participant's WIOA enrollment are prohibited. 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 cover the cost of legal fees.
- Debts cannot be paid with WIOA funds; they meet this definition when they are turned over to a collection agency for further action.
- Interest expense cannot be paid with WIOA resources. This includes revolving credit payments or other periodic loan payments, which 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.
- Under any federal, state, local, or municipal law or statute, illegal goods or services cannot be purchased with WIOA funds.
- The purchase of cigarettes, alcoholic beverages, or firearms is prohibited. This includes firearms required for individuals participating in P.O.S.T. law enforcement training.
- WIOA funds cannot be used to pay 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 there is a specific training program requirement or a necessary and reasonable employment condition.

Cost Category Codes

Cost Category Code	Description
A	General Training: Use this code for: • Purchasing any training or training items related to basic skills, GED prep, or basic computer training. * • Purchasing items related to occupational skills training, such as books, tools, or other training supplies, from a non-ETP vendor. If the books, supplies, tools, etc., are to be purchased from a provider **not** on the ETP list, use Code A, General Training. This code is used for Adult, Youth, and Dislocated Worker participants.
C	Individual Training Account (ITA). Use this code when purchasing any occupational skills training (tuition, books, supplies, tools, etc.) from an Eligible Training Provider listed on the state-maintained WIOA Eligible Training Provider list. The participant must be enrolled in an occupational classroom training service, and the training provider and program must be selected from the Eligible Training Provider selection tool/program picker. This code is for Youth, Adult, and Dislocated Workers.
F	Fringe. The standard percentage added to work experience and internship wages to cover FICA and Workers Comp. It would help if you considered this when obligating wage-paying activities. Example: $7.25 per hour = $7.88 per hour for obligation purposes (The percentage amount is subject to change annually). *You will not find this code in the dropdown section of the WIOA 04 voucher.* 2026 = 8.683%
G	Classroom Training Insurance. This is a monthly insurance payment that is paid automatically. *You will not find this code in the dropdown section of the WIOA 04 voucher.*
I	General Support. Use this code for car repairs/maintenance, utility payments, rent, clothing for job interviews, and post-training costs, such as uniforms, shoes, work attire, and tools necessary for employment. An item is considered training-related (Cost Category A or C) if it is required as part of the training. However, after training is completed, it would fall under General Support if the same items required to secure employment may be purchased after training is completed. **NOTE:** The WIOA law states That Adults or Dislocated Workers who have been exited and are in a 12-month follow-up may no longer receive paid supportive services.
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 activity includes glasses, prosthesis repair, or other minor medical services that may be appropriate. Contact the Grants Management Unit for any questions concerning whether an expense is considered minor. This code should not be used for vaccinations required for occupational skills training. Use the appropriate code (A or C) for those required training items.
N	Bonus/Incentives. Use for payment of an authorized bonus/incentive award to an eligible participant.
O	OJT Payments to employers.

R	Relocation Assistance. Use this code to calculate costs associated with relocation services. This includes transportation, meals, lodging, rental trucks, etc.
W	Wages. Work Experience and Internship Wages. Ensure communication with the payroll entity regarding whether the hourly wage is higher than the minimum wage and/or if the hourly wage changes at any time during the activity.
X	Dependent Care. Use this code to pay for childcare.
Y	Transportation. Use this code for costs associated with transportation, including gas, mileage reimbursement, or public transportation for local job search or training activities. This code should not be used for out-of-area job search or relocation. DO NOT use this code for car repair or maintenance costs (see Cost Category I above).

Fringe Rate 2026

Example Calculation

Participant wage: $7.25

Fringe rate: 8.683%

Wage with fringe: $7.88

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 service strategy to identify the employment goals, appropriate achievement objectives, and an 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 with a private for-profit, non-profit, or public employer is a short-term or part-time work assignment, usually less than 250 hours. An internship provides relevant work history toward career goals and hands-on instruction. Participants receive an hourly wage of either the Federal minimum wage or the worksite's hourly wage, depending on their comparable experience. The WIOA program cannot cover participants' overtime hours (exceeding 40 hours).

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 available to individuals already participating in an internship program sponsored by educational institutions; these participants remain in their occupational training activities.

The following is a list of forms for each Internship participant to complete. These forms can be accessed on the Resources page of WIOA IdahoWorks. You must log in to IdahoWorks to access the forms.

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.

Only Idaho employers are eligible to participate in internships sponsored by Idaho's WIOA Title I-B programs. WIOA service providers are prohibited from using Idaho WIOA funds to support employers in other states.

Work Experiences

A Work Experience activity is a short-term or part-time planned, structured learning experience in a public, private, or non-profit workplace for a limited period, generally not exceeding 520 hours, and pays up to $15.00 an hour. A work experience may exceed 520 hours with approval from the Grants Management Unit. This activity is designed for participants who require support in adapting to basic work requirements and developing self-management skills. It should promote the development of good work habits and basic work skills. Work Experience is available to youth and adults and, on rare occasions, may be appropriate for dislocated workers. Similar to the Internship activity described earlier, the WIOA program does not cover participants' overtime hours (exceeding 40 hours).

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.

A list of forms for each Work Experience participant can be found on the IdahoWorks resource page.

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.

Only Idaho employers are eligible to participate in Work Experiences sponsored by Idaho's WIOA Title I-B programs. WIOA service providers are prohibited from using Idaho WIOA funds to support employers in other states.

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 gives 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 resource page

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 activities provide 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 and also have the opportunity 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 concepts of the tasks demonstrated.

The participant's Job Shadowing activities may only be spent observing and asking questions to the worksite staff to understand the occupation or industry. The participant may not directly contribute to the worksite's productivity by engaging in actual work activities.

Before enrolling in this activity, the WIOA staff and participant should determine the specific goals to be achieved through the Job Shadow activity and agree on an estimated number of Job Shadowing hours to meet the participant's objectives. This estimation should be incorporated into the worksite agreement(s).

Since participants in Job Shadowing do not receive wages, fringe benefits are also not provided during this activity. Career Planners/Career Coaches should discuss accident and

occupational illness coverage with the participant. General supportive services may also be provided as appropriate.

Safety at the learning work site is critical for WIOA service providers. WIOA staff must ensure that participants and site supervisor(s) are fully aware that participants' hands-on work is not permitted under any circumstances.

All required job shadowing forms can be accessed on the IdahoWorks resource page.

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

References:

- WIOA Sec 134 (c) (2) (A) (xii)
- 20 CFR 678.430(b)
- 20 CFR 680.150(b)
- TEGL 10-16, Change 3
- TEGL 16-16
- TEGL 19-16

Section 9: Training Types

OJT

On-the-Job-Training (OJT) activities are available to youth, adults, and dislocated workers, as authorized in the WIOA Service Provider Agreement. OJT is a type of training provided by an employer or registered apprenticeship sponsor to offer a participant unsubsidized employment at a private, nonprofit, or public-sector worksite.

Only Idaho employers are eligible to participate in OJTs sponsored by Idaho's WIOA Title I-B programs. WIOA service providers are prohibited from using Idaho WIOA funds to support employers in other states.

The employer's training provides participants with the knowledge and skills necessary to fulfill the requirements for the position sought by the participant, enabling them to meet satisfactory performance levels. During the training period, the participant is engaged in productive work for a job where the employer pays their wage. An employer must pay for any overtime hours if a participant acquires overtime.

As noted under WIOA's Prohibition of Nepotism, a participating employer is not allowed to hire a member of their immediate family in any position funded under WIOA (OJT, work experience, internship, job shadowing, pre-apprenticeship).

Note: Employers may not be eligible for an OJT service if they receive funding via grants from the Workforce Development Council. Review the WDC employer grant section to determine if the OJT is appropriate. If you have questions, please contact the WIOATAA mailbox.

This link provides OJT reimbursement rates: WIOA Statewide Service Policies.

Note: The WIOA-TAA-19C document is only needed when an employer is new to the area.

Positive features of OJT:

- An OJT is designed to provide participants with the training necessary to acquire skills and knowledge that will enable them to maintain economically self-sufficient employment and compete for job advancement.
- The WIOA participant begins their training as a permanent employee with the employer and is subject to the same conditions of employment as other similarly employed individuals.
- Like tenured regular employees, the participant begins the OJT activity earning a wage immediately, with the same working conditions and employment benefits, such as health insurance.

- The participant receives training under appropriate supervision, gaining knowledge of the job and acquiring and applying occupational skills while performing on-the-job tasks.

OJT Contract and Payment Guidance

- Training contracts are directed to employers who provide occupational skill training and full-time employment, leading to the participant's economic self-sufficiency.
- Payment is provided to the employer to compensate for the extraordinary costs incurred in training the participant. These extraordinary costs are associated with workplace training and additional supervision, including those costs that the employer incurs in training participants who may not yet possess the necessary knowledge or skills to obtain the job through the employer's standard recruitment process.
- This 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. The retention payment option mandates job retention (1-6 months) before the employer can receive this final payment.
- WIOA does not allow employers to participate in the OJT activity if they pay on a piecework, flat-rate, billable-hours, or commission basis, rather than by a regular salary or hourly wage.

Training Period

The length of a training contract is limited to the time required for a participant to become accustomed to basic work activities in the new occupation. The training period will seldom be adequate for full job proficiency, but it should be sufficient to demonstrate competence and compatibility with the occupation. The following factors should be used in establishing the length of training:

- The skills and knowledge requirements of the occupation
- The academic and occupational skill levels of the participant
- The participant's prior work experience
- The Participant's Employment/Training Plan
- The Specific Vocational Preparation (SVP) level for the chosen occupation

6-Month or 1040-Hour Limit

WIOA staff must obtain administrative entity approval before implementing OJT contracts that exceed six months or 1,040 hours in duration.

TAA staff must obtain the TAA Coordinator's approval for TAA OJT contracts exceeding this limit.

Specific Vocational Preparation (SVP)

Occupational preparation encompasses training programs, academic studies, and relevant work experience. The Specific Vocational Preparation (SVP) time estimate is the time the USDOL determines is necessary to learn the techniques, acquire the information, and develop the skills needed to perform adequately in a job, as described within the standard occupational coding structure. This coding structure is commonly referred to as SOC coding or SOC codes.

Level	Timeframe
Level 1	< 1 month
Level 2	1 month
Level 3	< 1month – 3 months
Level 4	>3 months – 6 months
Level 5 - 9	>6 Months

Occupations with SVP levels 1 or 2 are never appropriate for WIOA or TAA-sponsored OJTS

SOC codes, along with their corresponding SVP levels, can be viewed online at www.onetcenter.org. As mentioned previously, this website includes a crosswalk to the Dictionary of Occupational Titles (DOT), Military Occupational Classification Codes (MOC), and Registered Apprenticeship Information System (RAIS) Codes. For ease of use, it is recommended that the WIOA staff access the O-Net Center crosswalk at http://online.onetcenter.org/crosswalk/

References:

- §§ 680.200 through 680.230

Individual Training Account – ITA

An Individual Training Account (ITA) is a payment agreement established on behalf of a participant with an education or training provider recognized and authorized by a WIOA Title I-B program. WIOA training services must be provided through an ITA or 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, such as required books and supplies. There is no monetary limitation on ITAs; however, WIOA staff must ensure that the cost of each ITA is reasonable and necessary.

The ITA is established when a WIOA service provider purchases occupational skills training services (tuition, books, or other supplies required for training) from a training institution for a participant. 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 Cost Category C on the WIOA-04 form. The ITA is designed to authorize payments for occupational skills training and related expenses.

ITA financial information must be documented in IdahoWorks' educational grant section.

WIOA Eligible Training Providers
WIOA requires states to approve training providers before funds can be applied toward occupational skills 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 comprises eligible training programs throughout the state. Both training providers and their programs must meet eligibility standards. A training program is defined as one or more courses, classes, or a structured regimen directly leading to employment in an in-demand occupation. The training must lead to the following:

- 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 provides participants access to various occupational skills training service options. Basic skills training, "soft" skills training, or other workforce preparation activities do not train individuals for a particular occupation. Please review the Workforce Development Council's policy for more details.

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 utilizes quantifiable information to compile the list, which is supplemented with projected growth and total annual openings, entry-level wage information, and education and training requirements. The occupation must meet the Workforce Development Council's eligible training provider policy for WIOA to support the training.

Note: A training provider may request a Policy Committee review if their program falls outside the scope of this policy. Please review the Council's policy at the following link to review this process: Workforce Development Council ETP Policy

WIOA 42 and Financial Coordination

WIOA funding for training, which may only be used when all other potential resources have been exhausted, is limited to participants who cannot obtain assistance from other sources to cover these costs. WIOA service providers and training providers must coordinate all available resources to pay for training, including non-grant funds such as state-funded training funds (e.g., Launch), Federal Pell Grants, and other sources. This coordination should also include any arrangements with One-Stop partners and other entities assisting in the training effort for WIOA staff. This coordination should consider the total cost of training participation, including support services and reasonable additional costs.

WIOA staff

All WIOA participants with an ITA (Individual Training Account) who have submitted/received a FAFSA (Free Application for Federal Student Aid) must complete a WIOA 42 for each semester while receiving program assistance. WIOA staff must outline the financial aid coordination in the participant's enrollment notes, including justification for the use of WIOA funds when supplementing other funding sources for training.

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

WIOA utilizes exit and follow-up data to assess the effectiveness of WIOA programs. This section guides WIOA staff on program exit, follow-up service delivery, and performance measures. It describes how annual performance goals are established, exit and follow-up data feed into those goals, and the state's overall WIOA performance measures are reported to the U.S. Department of Labor.

Idaho's WIOA program design supports WIOA staff in delivering personalized career guidance and ongoing participant support to help individuals attain their employment goals. The system allows WIOA staff to design a unique plan of activities for each participant.

Program Exit

Program exit is the last date a participant receives services from any common exit program in which the participant is enrolled. The last day of service cannot be determined until at least 90 days have elapsed since the participant last received participation-causing services; services do not include self-service, information-only services, activities, or follow-up services. This also requires that there are no plans to provide the participant with future services.

The Individual Service Strategy (ISS), developed in collaboration between WIOA staff and the participant, provides a roadmap of the participant's employment goals, how WIOA funds will help them achieve these goals, and the services that will be provided. In conjunction with the participant, WIOA staff determine when a participant no longer needs WIOA services and has completed the goals identified in their ISS. An in-depth assessment and thoughtful career planning lead to successful ISS development.

Suppose the participant's situation or other circumstances change after the ISS is established. After communicating with the participant, WIOA staff must modify the ISS and/or consider placing the participant into a future scheduled service or end the service date as appropriate.

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

Enrollment notes **should not** indicate that the participant has been exited from WIOA Title I-B participation. Instead, staff should enter "*No future services are planned*" in the participant's enrollment notes.

Schedule or planned future service

A scheduled future service, although very rare, prevents a participant's soft exit in *IdahoWorks*. Time accumulated under the "future services" designation does not count towards the 90

consecutive days of no service. Please see the process below. If you are considering a scheduled or planned service, please contact the WIOATAA mailbox.

- Enter a service in the participant's Service and Training Plan (S&T)
- Enter the status as “Scheduled.”
- Enter a reason in the notes.
- Set the estimated start date up to 90 days
    - Make sure this is documented in participant enrollment notes

Please note that a scheduled future service may be up to 90 days in advance. It may be extended to 120 days if extenuating circumstances arise. Please contact the GMO unit for scheduled future services beyond 90 days.

Things to consider:

1. A participant who needs a break in service for up to 120 days should have a service “scheduled” with a future expected start date (90+ days in the future) to keep from exiting.
2. If the planned break is less than 90 days, the participant can temporarily remain in the system with no open services. WIOA staff will want to manage this strategy carefully because *IdahoWorks* will exit the participant if the period between services exceeds 90 days.
3. Additionally, if the future Estimated Start Date passes, the 90-day clock will begin (even if an Estimated End Date is present). WIOA staff will want to ensure they enter an actual service start date to keep the enrollment active.
4. Anytime there is a change in the participant’s service strategy, WIOA staff will want to amend the ISS in *IdahoWorks* to reflect the change.

Reporting Data at Exit when all WIOA Services are ended

When all WIOA services have been completed, enter the participant’s employment status and related information in *IdahoWorks*. If a client exits without being employed, enter any future employment information as soon as you receive it after the participant has exited. This could be several months after the participant leaves the program.

Training credentials must be documented and entered in *IdahoWorks* as soon as WIOA staff receive them. Enter the credential information into the participant’s *IdahoWorks* 4th quarter outcome section.

- A credential is 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).

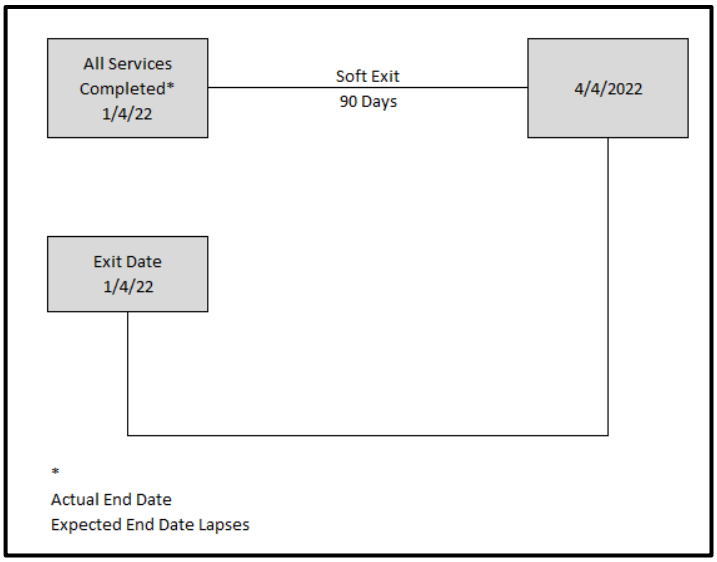
- A certificate recognizes the attainment of measurable technical or occupational skills necessary to obtain employment or advance within an occupation. Work readiness certificates (certificates of completion, etc.) are NOT included in this definition.

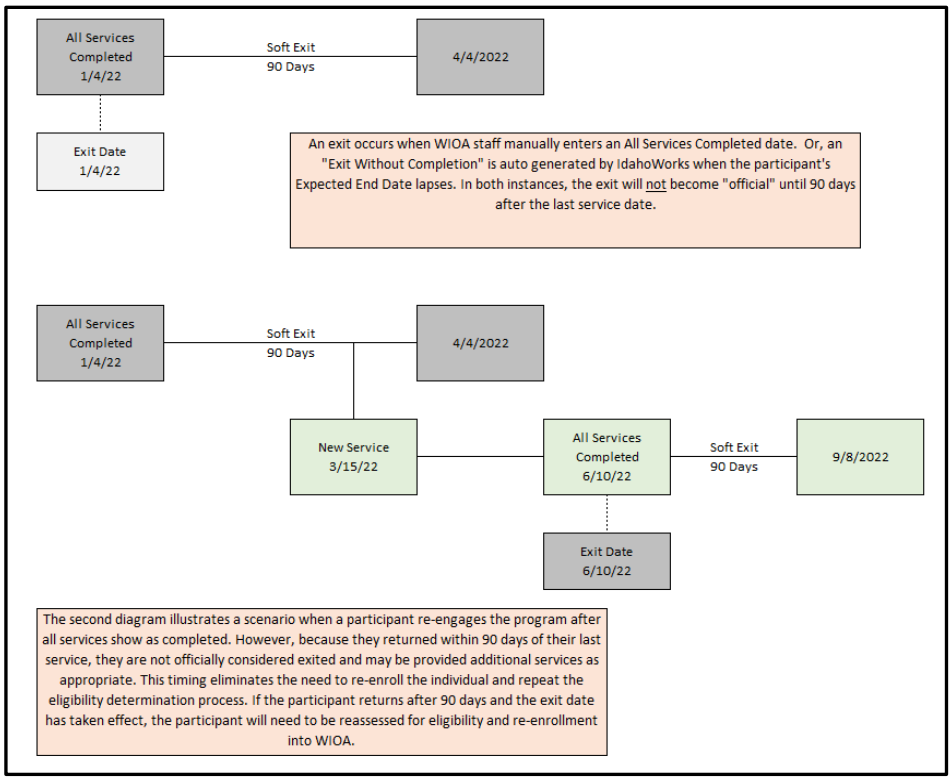
IdahoWorks Participant Program Completion/Case Closure

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

Common Exit Policy

Common Exit Flow Charts




All Services Completed 1/4/22
Soft Exit 90 Days
4/4/2022
Exit Date 1/4/22
An exit occurs when WIOA staff manually enters an All Services Completed date. Or, an "Exit Without Completion" is auto generated by IdahoWorks when the participant's Expected End Date lapses. In both instances, the exit will not become "official" until 90 days after the last service date.
All Services Completed 1/4/22
Soft Exit 90 Days
4/4/2022
New Service 3/15/22
All Services Completed 6/10/22
Soft Exit 90 Days
9/8/2022
Exit Date 6/10/22
The second diagram illustrates a scenario when a participant re-engages the program after all services show as completed. However, because they returned within 90 days of their last service, they are not officially considered exited and may be provided additional services as appropriate. This timing eliminates the need to re-enroll the individual and repeat the eligibility determination process. If the participant returns after 90 days and the exit date has taken effect, the participant will need to be reassessed for eligibility and re-enrollment into WIOA.

Section 11: Program Follow-Up

Youth Follow-up

WIOA Follow-up Services are required for youth twelve months after exit, regardless of whether the youth had a positive exit outcome. A 12-month follow-up with an Adult and Dislocated Worker participant is recommended but not required.

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

Allowable Services for Youth During Follow-up

Youth Program participants may receive limited supportive services necessary to help prevent job loss or to facilitate employment entry. During follow-up, supportive services must adhere to the same guidelines as all other WIOA supportive services, including documentation in the participant's file.

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

Follow-up services are critical, provided after a youth's exit from the program, to help ensure the youth's success in employment, postsecondary education, or training. Follow-up services may include regular contact with a youth participant's employer and assistance in addressing work-related problems.
Youth follow-up services may also 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; and
- Activities that help youth prepare for and transition to postsecondary education and training.

Adult and Dislocated Worker Follow-up.

Adult and Dislocated Worker participants successfully exiting WIOA may receive limited supportive services during the 12 month period following program exit when those services are necessary to support employment retention. USDOL recently approved this WIOA waiver specific to Idaho for implementation through June 30, 2028.

Supportive services provided to Adults and Dislocated Workers during follow-up must:

- Be directly related to maintaining unsubsidized employment.
- Address a temporary employment-related barrier as noted below.
- Be reasonable, necessary, and properly documented in the participant file.
- Not available from another source.
- Comply with all state and federal supportive service policies, including any established dollar limits, duration limits, and approval requirements.

Examples of allowable supportive services may include transportation assistance, childcare assistance, work-related supplies, or other short-term services necessary to help the participant retain employment.

Adult and Dislocated Worker participants may not receive additional career services or training services after exit unless they are determined eligible and re-enrolled in the WIOA program.

Section 12: Performance

The USDOL, IDOL, the Workforce Development Council, and all WIOA frontline and support staff, as well as management, work in a coordinated effort to track the impact of the WIOA program and its participants within the state of Idaho.

WIOA Performance Measures

The state's quarterly and annual performance measure outcomes (listed on page 57) for the five WIOA programs are based on information entered by WIOA staff in IdahoWorks during participation, at participant exit, and during follow-up.

Annual Performance Negotiations

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

USDOL may consider several factors taking place within a state when negotiating the PY performance goals:

- Increase/decrease in funding from the prior year
- Number served in the prior year,
  - types of activities used,
  - average participant costs
- Service providers focus on special needs participants beyond eligibility
- Service providers' 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

Once both parties agree, the state's new performance goals are applied to the new/renewed service provider agreements and the *IdahoWorks* management reporting system.

Exclusions from Performance Measures: Adult, Dislocated Worker, and Youth
The following five specific situations may exclude an existing participant from the measure.

- Institutionalized: The participant exits the program because he or she has become 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, while receiving services as a participant. There is no minimum length of stay in an institution required to qualify for institutionalized exclusion; however, the exclusion may only be used when the participant is unable to continue receiving program services.
- Health/Medical: The participant exits the program because of medical treatment, which is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation.
- Deceased: The participant is deceased.
- Reserve Forces **C**alled to Active Duty: The participant exits the program because they are a member of the National Guard or other armed forces reserve military unit and are called to active duty for at least 90 days.
  Foster Care: The Participant is in the foster care system as defined in 45 CFR 1355.20(a) and exits the program because the participant has moved from the area as part of such a program or system. This exclusion only applies to the WIOA Title I Youth Program.

WIOA Performance Measures Chart

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

References:

- Refer to the WIOAB outlining the state's most recent performance goals: WIOABs
- WIOA Section 116

Section 13: Credential Attainment

WIOA Credential Attainment refers to the percentage of those adults, Dislocated Workers, 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 youth participant*** who has attained a secondary school diploma or its recognized equivalent is **only** included in the measure if the participant:
>
> - Is employed within one year after exiting the program.
>
> **OR**
>
> - Is enrolled in an education or training program leading to a recognized postsecondary credential within one year after exiting the program.
>
> **Note:**
> ***All other education or training credentials obtained by youth are included in the measure, regardless of whether the participant is employed or enrolled in an education or training program*** within one year after exiting 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 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 an industry-recognized certificate or certification, a certificate of completion of an apprenticeship, a license recognized by the State involved or the Federal government, an associate or baccalaureate degree, or a graduate degree, 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-specific skills are generally based on standards developed or endorsed by employers or industry associations.

This definition does not include certificates awarded by workforce development boards (WDBs) and work readiness certificates. Neither certificate is recognized industry-wide and does not document the measurable skills necessary to gain employment or advancement within an occupation. Likewise, such certificates must recognize technical 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;
- Institutions of higher education described in Section 102 of the Higher Education Act (20 USC 1002) are qualified to participate in the student financial assistance programs authorized by Title IV of that Act, including community colleges, proprietary schools, and other higher education institutions eligible to participate in Federal student financial aid programs;
- Higher education institutions formally controlled or having been officially 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.
- A public regulatory agency 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)
- The Department of Veterans Affairs approved a program 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 the credential attainment performance indicator, a secondary/high school diploma (or alternate diploma) is recognized by a State and included for accountability under the ESEA of 1965, as amended by ESSA. A secondary school equivalency certification indicates a student has met high school education requirements.

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

- Obtaining certification by 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 certificates, including Registered Apprenticeship and Career and Technical Education educational certificates,
- Occupational certification,
- Other recognized certificates of completion of industry/occupational skills are sufficient to qualify for entry-level or advancement in employment.

References:

- TEGL 10-16, Change 3, pg. 11

Measurable Skill Gains

The MSG performance indicator is a real-time, non-exit-based indicator designed to measure the progress made by participants enrolled in education and training programs during a program year. The MSG indicator is calculated by determining the percentage of participants who, during a program year (July 1 - June 30), are enrolled in an education or training program that leads to a recognized postsecondary credential or secure employment during the same 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 to take credit for the participant's achievement of an MSG. Supportive service payments do not qualify as assistance in obtaining MSGs.

If a participant is dual-enrolled in WIOA, *only the formula program that has paid for the training/education may take credit for the MSG*. Mirrored services for dual-enrolled participants are not required, i.e., Adult – OST, DW - OST.

Although only one MSG will satisfy the measure, participants are expected to obtain multiple MSGs during the program year.

If a participant is enrolled in an eligible service and spans multiple PYs, the participant must achieve a new MSG in each PY.

Note: The "planned date of attainment" and "date attained" must match to count in the measure.

Types of measurable skill gains under WIOA:

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

All in-school youth (ISY) are included in the measurable skills gain indicator, as they are attending secondary or postsecondary school.

Please see the table on the following page to determine which Adult/DW or Youth participant services lead to MSGs and credentials.

Adult and Dislocated Worker Services	Does this service lead to a credential, employment, or MSG? Yes or No?	Credential	MSG
ABE or ESL in Combination with Training (21 A/DW, 41 Y)	Yes	Yes	Yes
Occupational Skills Training (21 A/DW, 41 Y)	Yes	Yes	Yes
OJT - On-the-Job Training (24 A/DW, 44 Y)	Yes	No	Yes
OJT – Registered Apprenticeship (24 A/DW, 44 Y)	Yes	No	Yes
Prerequisite Training (21 A/DW, 41 Y)	Yes	No	Yes
Registered Apprenticeship - Classroom Training (RTI) (21 A/DW, 41 Y)	Yes	Yes	Yes
Skill Upgrading (21 A/DW, 41 Y)	Yes	Yes	Yes
Entrepreneurial Training (21 A/DW, 41 Y)	Yes	No	Yes
Workforce Preparation Activities	Yes	Yes	Yes
Youth Services	**Does this service lead to a credential, employment, or MSG? Yes or No?**	**Credential**	**MSG**
ABE or ESL in Combination with Training (21 A/DW, 41 Y)	Yes	Yes	Yes
Basic Skills-Youth (32 Y)	Yes	Yes	Yes
Occupational Skills Training (21 A/DW, 41 Y)	Yes	Yes	Yes
Prerequisite Training (21 A/DW, 41Y)	Yes	No	Yes
Registered Apprenticeship - Classroom Training (RTI) (21 A/DW, 41 Y)	Yes	Yes	Yes

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

References:

TEGL 10-16, Change 3
WIOAP 02-24

Depending on 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 **are not considered an MSG.**

- Educational Functioning Level
  - Documented achievement of improvement of at least one educational functioning level by comparing the initial educational functional level pre-test with the participant's educational functional level on the post-test

- Secondary or postsecondary transcript or report card
  The following applies to adult DWs and out-of-school youth enrolled in the WIOA Youth program who have chosen to return to school or participate in post-secondary education.

- A sufficient number of completed credit hours shows a participant has met the State unit's academic standards. An administrative unit provides authorization to postsecondary institutions within each state. States differ in their requirements for holding 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 whether a participant meets the state's academic standards.
- Full-time students = 12 hours per semester.
- Part-time students = 12 hours over two 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.
  - Milestone documentation must include the following:
    - Substantive skill development that the participant has achieved via a progress report from an employer or training provider, indicating that the participant has mastered required job skills or completed steps toward completion

- Diploma or Equivalent
  - Only for participants who have achieved a GED or Equivalent

- Skill progression
  - Successful passage of an exam is 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 included in UI wage records, certain employers and employees are excluded from Federal unemployment law wage collection regulations or are not covered under the state's UI law. Employment considered not covered by UI law typically includes out-of-state employment, self-employment, agricultural employment, and certain types of employment where earnings are primarily based on commissions or other forms of compensation.

The USDOL requires all WIOA providers to gather participant information regarding supplemental employment data, credentials, SOC codes, or ONET codes. This data must be documented and is subject to audit. A telephone response from program participants, their employers, or other relevant parties should be documented and accompanied by a W-2 form, pay stub, 1099 form, or other written documentation. Telephone employment verification with employers is also acceptable, but must be detailed in the participant's enrollment notes in I*dahoWorks*.

A Federal Employer Identification Number (FEIN) is required when entering a participant's 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*. Verifying youth credential attainment or placement is similar to collecting supplemental wage data. All supplemental data and collection methods must be documented and audited. For example, a telephone response from the program participant regarding the outcome must be accompanied by detailed *written* documentation that identifies the type of degree or certificate and the attainment date. Telephone verification with the institution responsible for the activity (i.e., schools, military, or apprenticeship program) is acceptable. Still, it must be explicitly documented in the participant's file and must be data entered in *IdahoWorks*.

As previously discussed, 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 –

WIOA staff 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. It is essential to archive documentation/enrollment notes and summarize the 12-month follow-up period for each participant. This process must be completed within ten working days following the end of the twelve-month follow-up period.

WIOA Provider - Paper File Destruction

Participant paper files must be destroyed **five years after the participant's final exit**.

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

1. Complete, sign, and email the I-61-13 Storage Authorization Form to john.romlein@labor.idaho.gov (208) 696-5207
2. Flow chart

Section 16: Participant Worker Compensation Coverage

The Idaho Department of Labor, as the state's WIOA Administrative Entity, has a Worker's Compensation policy to cover youth WIOA participants who receive wages and are enrolled in paid work-based activities - work experience and internships - for work-related injuries or accidents that occur at the worksite.

Participants must be notified of this insurance coverage before their first day of employment. They must notify their work/training site supervisor immediately after 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 the Idaho Department of Labor accounting as soon as possible.

First Report of Injury (FROI)

The Idaho State Insurance Fund First Report of Injury form should be completed by the work/training site supervisor in consultation with the WIOA staff. 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 link above. You may also contact the Grants Management Officer (GMO) Unit for assistance:

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

The WIOA staff 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 the GMO unit

Instructions:

- Enter the full name of the participant.
- Enter the participant's Social Security number – this is required to process the claim and report to the USDOL if monetary compensation is determined.
- 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 name at the work or training site.
- Enter the telephone number of the work or training site.
- The authorized WIOA staff 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 staff should leave this portion of the form blank.

Procedure:

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

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

A duplicate copy of these documents should be retained in the participant's file.

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

The WIOA staff must complete this form when any of the following occurs:

- 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 WIOA staff completes this form with the work/training supervisor and the participant.

All forms related to a participant's work-related injury or illness should be mailed to the WIOA Accounting Bureau.

Form:

This form can be obtained from the link above or by following the State Insurance Fund website - Forms | SIF

Despite the form instructions, DO NOT SEND TO THE STATE INSURANCE FUND. The original and one copy must be sent to:

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

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

Section 17: Acceptable Documentation

The definition of self-attestation for WIOA purposes is confirmation by the customer that the information provided is correct. In the *IdahoWorks* system, self-attestation occurs when customers provide an electronic signature upon completing their enrollment. **When a verification document necessary to complete program enrollment creates a hardship for a participant and cannot be obtained, the WIOA Registrant Statement (WIOA 74B), an email from the participant, Telephone Verification (74A), or an online *IdahoWorks* self-attestation will suffice.**

WIOA staff must enter an enrollment note(s) to indicate that using these means was due to difficulty obtaining the documentation. Although these documents are acceptable for completing enrollment, WIOA staff should ensure that the highest level of supporting documentation is provided for each participant. WIOA staff should note that USDOL does not permit these means of documentation to verify Selective Service registration or establish basic skills deficiency.

Once determined to be eligible and enrolled in the program, WIOA staff should work to assist participants in overcoming these hardships by obtaining the necessary documents to establish their work authorization status fully. For example, if these documents are used to verify a participant's date of birth, an initial goal of the participant's ISS must be to obtain some official identification, such as a driver's license or a state/tribal identification card.

References:

- TEGL 23-19 Change 1
- WIOA Section 129
- 20 CFR Part 681

General Eligibility for All Programs (documentation to establish this)

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
- Self-attestation

Authorization to work in the United States

- I-9 Employment Eligibility Verification – (See instructions on the web page).
- Each document must be an unexpired original document to verify this status.

Demonstrating Selective Service Registration

The following resources and documentation may be used to verify Selective Service registration:

- Selective Service System (See instructions on the webpage)
- Selective Service: Who Must Register.
- Screen printout from the Selective Service System Online Verification (for men born on or after January 1, 1960), when available.
- Selective Service Registration Acknowledgment Card.
- Selective Service Advisory Opinion Letter (issued before January 1995).
- DD-214, Certificate of Release or Discharge from Active Duty.
- Email Verification: Individuals may request a manual registration search by emailing information@sss.gov and providing their full name, date of birth, and the last four digits of their Social Security number.
- Telephone Verification: Individuals may contact Selective Service at 1-888-655-1825, Monday through Friday, 9:00 a.m. to 5:00 p.m. Eastern Time, excluding federal holidays.
- Status Information Letters: Effective June 30, 2026, the Selective Service System permanently discontinued issuing Status Information Letters (SILs). Career planners must not require or direct participants to obtain an SIL.

WIOA Registrant Statement (74-B): For individuals age 26 or older who failed to register, career planners must follow existing WIOA eligibility procedures to determine whether the failure was knowing and willful. If the failure was not knowing and willful, the individual may complete a WIOA Registrant Statement (74-B) explaining the circumstances. The statement and supporting documentation must be retained in the participant's eligibility file.

Note: Online registration verification is temporarily unavailable during Selective Service website modernization. Until online verification is restored, staff should use the alternative verification methods listed above and approved, secure methods for transmitting personally identifiable information.

Establishing 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 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 the Housing Authority
- Selective Service Registration Card
- Public assistance records
- Telephone verification (74-A)
- *IdahoWorks* electronic Self-Attestation
- WIOA Registrant Statement (74B)

Noting Veteran Status

- DD-214 indicating the type of discharge or Report of Transfer or Discharge
- A letter from the 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 enrollment.
    - However, the participant must still provide the DD-214 within 90 days of program enrollment.

Social Security Number

Only required if participating in work-based activities and for payments of any kind to be made through the 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

Public Assistance recipients

- Copy of authorization to receive TANF
- Refugee Cash Assistance (RCA)
- Supplemental Security Income (SSI-SSA Title XVI)
- Aged, Blind or Disabled (ABD) Cash Assistance Program

WIOA Income-Based State or Local Assistance

- Temporary Assistance for Needy Families (TANF)
- Refugee Cash Assistance (RCA)
- Supplemental Security Income (SSI-SSA Title XVI)
- Aged, Blind or Disabled (ABD) Cash Assistance Program

Adults Low-Income

- Copy of authorization to receive Food Stamps
- SSI
- Verification from the refugee assistance provider
- See Family Income for additional documentation to support low-income status.

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/DW 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 WIOA staff)
- Telephone Verification (74-A)

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

- Standardized assessments, like recent TABE results
- Enrollment 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 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 statements from participants 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 the 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 their 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)
- WIOA staff statement regarding labor market conditions
- Letter from a 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. **Or,** the participant is employed at a facility where the employer has made a general announcement that a facility will close, but closure will take place longer than 180 days. 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. In both instances, each category 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 announcement of closure over/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)

Group 4 - Self-Employed

Individuals, including farmers, ranchers, fishermen, or contributing family members in a self-employment endeavor, who are unemployed due to general economic conditions in the community in which they reside or because of natural disasters. Must be verified to meet eligibility.

Evidence of self-employment

- Business licenses 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 of 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 on active duty.

Group 8 - Governors Group

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

- A letter from the Governor's office designates employees from a specific employer(s) eligible for the WIOA program.
- Proof of employment with the specific employer(s)

Youth Eligibility Categories and 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 a social services agency
- Enrollment 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

Pregnant or Parenting Youth

- A physician's statement acknowledging youth's parenthood
- The child's birth certificate, if parenting
- The child's baptismal record, if parenting
- Observation of pregnancy status in enrollment notes
- 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; OR (2) an individual who requires additional assistance to enter or complete an educational program or to secure or hold employment.

Basic Skills Deficient

- Standardized assessment test - Test Benchmarks Educational Functioning Levels
- School records

English Language Learner

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

Participant(s) who:

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**

Is 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 any location 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 responsible for administering the funds of one or more workforce development programs designated as required components of the One-Stop system. The responsible State agency should be the partner for programs that do not include local administrative entities.

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 vehicle that provides 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 and the comprehensive center. Affiliate One-Stop centers are part of the area's larger service delivery strategy.

6. One-Stop Operator- 20 CFR 678.600 - The Workforce Development Council selects one or more One-Stop operators whose primary role is coordinating the service delivery of the designated One-Stop partners and service providers. Other roles, such as providing direct services, may also be established.

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

8. Career Services- 20 CFR 678.430 - The One-Stop system must provide individuals with certain career services. 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.

> **8a. 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.
>
> **8b. Individualized Career Services –** A higher level of career services is provided after determining what is appropriate for an individual to obtain or retain employment. Examples include diagnostic testing, the development of an individual employment plan, or individual counseling.
>
> **8c. Follow-up Services –** Services provided to former participants at least 12 months after employment. Examples include counseling regarding the workplace.

9. 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 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.

10. Public Assistance - Federal, State, or local government cash payments for which a needs or income test determines eligibility.

11. Full-time Employment – Is defined as an individual employed by a single employer between 30 and 40 hours a week. Having two part-time jobs where the total hours worked fall within the 30 to 40 hours per week combined would not be considered full-time employment.

IdahoWorks Status definitions

Service Status	Definition
Completed	The purpose of this service is done, or the objective has been achieved. Example: Participant attended training (or any other service) and completed all required materials and objectives such as: • Certificate • Diploma/GED • License
Exit Funding Source Change	Funding for service is closed, and the participant is moving into another funding source.
Exit Grant Ended	The grant period ended, and no other funding sources were available to the participant.
Exit Program Year Ended	**Do not use**
Exited Without Completing	The participant did not complete the service and is no longer participating in the service.
Failed To Report	The service was scheduled, but they did not report to participate in the service.
In Progress	The participant is working on completing service objectives.
Proposed	Future planned service
Rescheduled	Service was scheduled, but the scheduled dates needed to be changed.
Scheduled	Service is scheduled for a specific date in the future.
Unsuccessful Completion	Participants who participated in the service bud did not complete it.

Summary of Changes

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

Change Date	Summary of Changes
	• Page 11-12 and 89; Updated Selective Service information
10/29/26	• Page 11-12: Selective Service Registration
9/2/26	• Page 60; Updated the fringe rate. Fringe is %8.683.
6/24/26	• Page 74-45; Added Adult and Dislocated Worker follow-up guidance
6/3/26	• Page 11; Added guidance regarding the Selective Service agency's suspension of Status Information Letters and interim documentation procedures.
6/3/26	• Page 12; Clarified procedures when Selective Service registration cannot be verified through online or agency records.
6/2/26	• Pages;14-15; Added Selective Service exemption documentation guidance for individuals not born in the United States who entered the U.S. after age 26.
4/20/26	• Page 29; Added alternative authorization options for ISY parental consent, including other responsible adult signatures, self-attestation, and waiver guidance
2/12/26	• Page 84; Removed TEGL 9-22 and replaced it with WIOA Section 129 and 20 CFR Part 681 for reference.
12/31/25	• Page 53; Incentive payments and Tax Guidance
12/16/25	• Page 38-40; Added ISY Eligibility information
10/2/25	• Page 49-52; Updated the incentive policy
9/30/25	• Page 44; Removed the financial limit on purchasing a Chromebook
7/11/26	• Removed guidance from TEGL 10-23 throughout the TAG
6/12/25	• Page 76; Updated the MSG/Credential spreadsheet • Updated page numbers and formatting
3/20/25	• Miscellaneous formatting changes and hyperlink review and update.
3/19/25	• Pages 68-69; Non-Occupational Skills Training was removed from the eligible MSG chart.
2/12/25	• Page 28; 44: Update broken hyperlinks for EFL
1/28/25	• Page 45; Clarified that registering for a training session is only for AD/DW. Any youth registered for training prior to enrollment would be considered an ISY and not eligible for the OSY program
1/3/25	• Page 23-23; Defined displaced homemaker category

9/26/24	• Page 49-50; Only Idaho employees are eligible to participate in WEX or internship sponsored by Idaho's WIOA Title I-B programs. WIOA service providers are prohibited from using Idaho WIOA funds to support employers in other states.
8/15/24	• Updated TAG and hyperlinks
5/3/24	• Page 10: Guidance to adhere to TEGL 20-13
2/21/24	• Page 87: Added a definition for Full-Time Employment
12/20/23	• Page 2; Updated WIOA Law and Guidance Link • Page 20: Updated Dislocated Worker Link • Page 51: Updated OJT reimbursement Link
11/1/23	• Page 17 & 76: Income -Based state or local assistance programs • Page 20: Dislocated worker self-sufficiency and the 73C
6/14/23	• Page 10: WIOA application date must be entered in job seeker notes • Page 17: Updated Public Assistance definition with 4 allowable source documents • Page 40: Local Job Search Fuel Costs • Page 56: No future planned services • Page 74; Self-Attestation for program eligibility • Page 76: Updated allowable documents to support public assistance
5/26/22	• Page 76: Public assistance recipient
5/26/23	• Page 77: Added 74A to telephone verification for determining adult self-sufficiency.
5/23/23	• Page 74: Document in enrollment notes if there is a hardship when gathering eligibility documentation
5/9/23	• Page 86: Changed "AND" to "OR" for youth low-income categories.
4/4/23	• Page 51: Included prohibitions for paying employees under piecework, flat rate or billable hours for an OJT
3/1/23	• Page 63: Clarified youth credentials process for secondary diplomas and recognized equivalents
2/21/23	• Page 46: Fringe rate for 2023 is 9.928%
2/8/23	• Page 51: Added that OJTs are only allowable for employers in Idaho
1/31/23	• Page 44: Removed Summer Youth Incentives
	• Page 1: Updated the link to the state plan • Page 7: Updated the link to Next Steps Idaho and Tableau • Page 45: Updated Test Benchmarks Educational Functioning levels link • Page 49-50: Updated links to the IdahoWorks website • Page 53-54: Updated link to the WDC ETP policy • Page 56: Removed link for common exit flow chart • Page 71: Updated Workers Compensation Form • Page 72: Updated link to the IC Form 14

10/4/22	• Page 45: Added guidance from WIOAB 04-22 • Page 43: Defined youth follow-up services • Page 58: Defined supportive services for youth during follow-up • Pages 13, 48, 49, and 73; Note, ensure that each I-9 document is an unexpired original
8/31/22	• Page 18: Public assistance definition • Page 53: Updated OJT time frame
8/3/22	• Page 8: WIOA Compliance Procedure for all participants
8/1/22	• Page 10-12: Clarified the Selective Service Registration section to include designated gender at birth.
7/1/22	• Page 86; Added Service Status Definitions
6/15/22	• Page 74: Removed Medicare Card from Idaho Residency
5/15/22	• Page 16-17; WIOA Veteran and qualifying spouse defined
4/11/22	• Page 39-40: Updated OSY youth incentives and included the New summer WEX project incentives
2/14/22	• Page 44: Updated Work experience to $15.00 an hour and may exceed 520 hours with approval from the grants management team
1/24/2022	• Page 54: Common exit flow charts
12/22/2021	• Page 48-49: OJT training period
9/21/21	• Page 28-31: Included definitions for the 14 youth elements
7/1/21	• Page 17: Updated 155% LLSIL. Metro and Non-Metro Income Guidelines. • Pages 33-38: included purchasing a Tablet/Chromebook as a supportive service.
4/29/21	• 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 *IdahoWorks* electronic Self-Attestation to “Not Attending School” Source Documentation
4/15/21	• Total TAG Revamp • Page 21: Added section on temporary employees for DW • Page 34: Lowered the bid amount
2/9/21	• Page 51: Included “L” into the Cost Category Table
2/5/21	• 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	• Page 27: Included parental/guardian waiver situation for youth under 18

1/29/21	• Page 75; Updated the IC-14 information and links
1/26/21	• Page 19,20: Updated low-income and LLSIL links
1/7/21	• Page 40: Added Taxi, Uber, and Lyft as alternative transportation assistance
12/17/20	• 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	• Page 79: Added RESEA attendance as acceptable documentation for eligibility for unemployment compensation
10/13/20	• Page 20: Added dividends, interest, net rental income, net royalties, and periodic receipts from estates or trusts to includable income
10/13/20	• Page 79: Removed the following from proof of termination or layoff: o Unemployment Insurance personal eligibility determination o Statement from UI representative o Statement from an IDOL Regional Economist • Page 79; Added: o Detailed registrant statements from participants 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	• 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	• Page 50: Removed Work Plan and Competency Resume (WIOA-185) and Supervisor's Workbook (WIOA-184) from required documents for 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 *IdahoWorks* 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	• Page 13, 32-33: Added clarifying language about the use of *IdahoWorks* assessment tools for assessments. • Page 33: Combined Employment Plan section with *IdahoWorks* Tools.
11/22/19	• 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	• Pages 7,9,14,24,36-36,41,76, and 78 added a link to Tableau's "In-Demand Jobs." • Page 11: Added in-document link to "Selective Service Allowable Source Documentation" to page 72 in TAG
10/23/19	• 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 those that did not require low-income proof. WIOA staff must submit additional information to the Administrative Entity when requesting a 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 the 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