

WIOA FUNDAMENTALS:
PROGRAM DESIGN AND DELIVERY



Presented by

Duane Hall, FPO

Objectives

- WIOA 101: Comprehensive Services Program (CSP) & Supplemental Youth Services (SYS)
  - Eligibility
  - Program Services
  - Record Maintenance
- Program Responsibilities & Oversight
- Identify useful MIS resources/tools

How Is Accountability Documented & Fulfilled? 20 CFR 684.610(a)

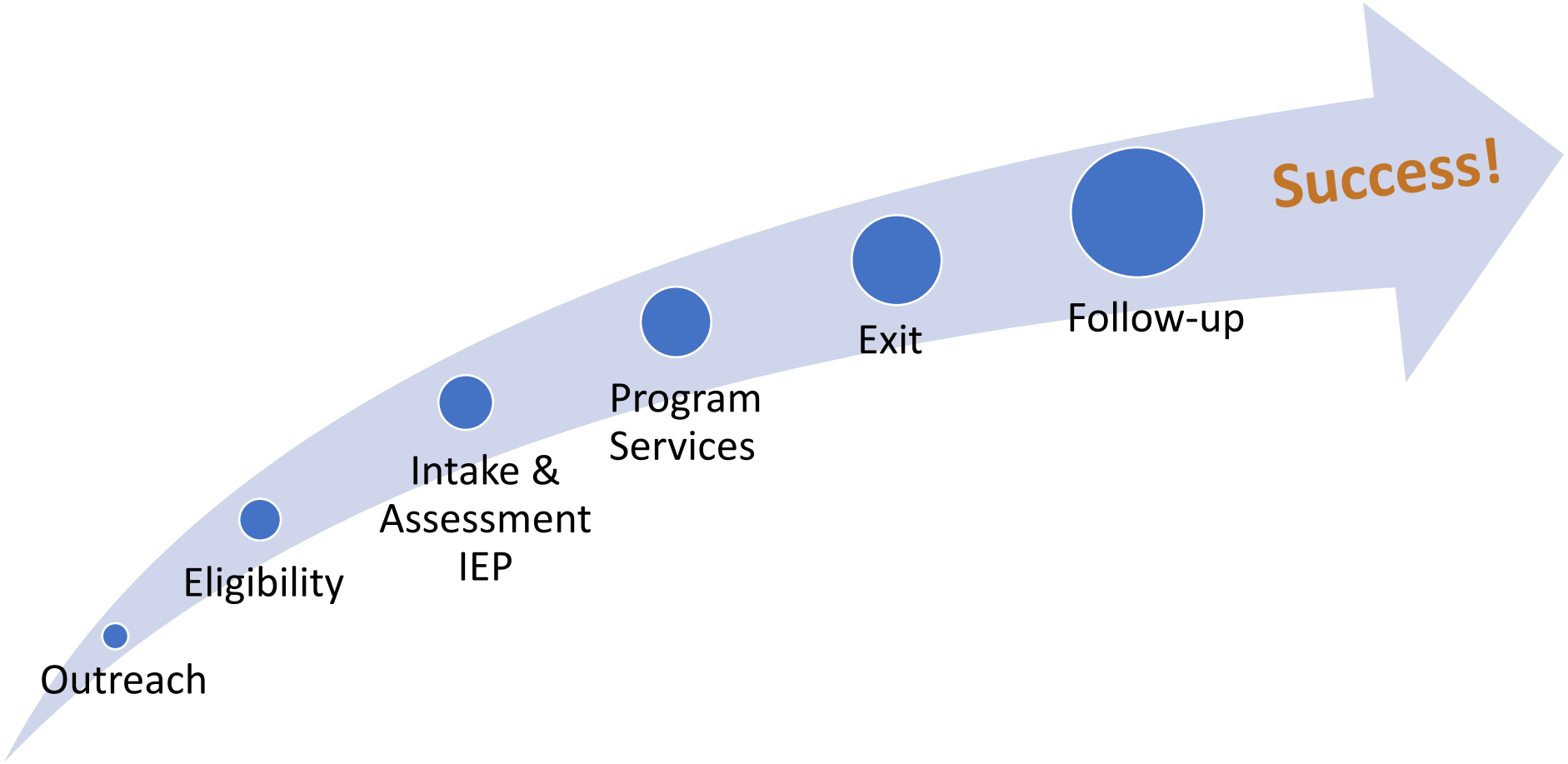
Each INA program grantee must establish its own internal policies and procedures to ensure accountability to the INA program grantee's governing body, as the representative of the INA community(ies) served by the INA program. At a minimum, these policies and procedures must provide a system for governing body review and oversight of program plans and measures and standards for program performance.

Resources

Resources

- Workforce Innovation and Opportunity Act (WIOA)
- Workforce Innovation and Opportunity Act Final Regulations (Regs)
- Grant Terms and Conditions/Grantee Handbook
- Training and Employment Guidance Letters (TEGL)
- Training and Employment Notice (TEN)
- INA Four-Year Strategic Plan
- Internal Policies and Procedures

General Program Flow



WIOA INA Eligibility Requirements

WIOA Comprehensive Services Program (CSP) Adult Program §684.300

- Native American, Alaska Native, or Native Hawaiian, and
- One (1) of the following:
  - Unemployed
  - Underemployed (684.130)
  - Low Income
  - Lay-Off Notice
  - Upgrading/Retraining in order to be Self-Sufficient
- For Males, ages 18 or older, must be registered for selective service – unless born before 1960

Program Services

Once deemed program eligible, the participant may receive services







CFR-684.310

CFR-678.430

WIOA Services 20 CFR 678.430

Basic Career Services:

- Intake
- Initial assessment of needs
- Job search/placement
- Career counseling
- Labor market information
- Eligibility certification
- Outreach
- Orientation to services available
- Follow-up services
- Assistance with establishing eligibility for Welfare to Work
- Assistance in establishing eligibility for financial assistance for training
- Provisions of Information relating to supportive services, SNAP, TANF
- Provisions of information relating to training providers and training services
- Provisions of information on completing UI claims
- Provisions of employment statistics

WIOA Services (Continued)

Individualized Career Services:

- Development of an Individual Employment Plan
- Comprehensive and Specialized Assessments
- Group Counseling
- Individual Counseling
- Short-Term Pre-Vocational Services
- Internships and Work Experience link to careers
- Workforce Preparation Activities
- Career Planning
- Financial Literacy Services
- Out-of-Area Job Search
- English Learner Acquisition

WIOA Services (Continued)

Training Services:

- Occupational Skill Training
- On-The-Job Training
- Programs Combining Workplace Training with Related Instruction
- Private Sector Training Programs
- Skills Upgrade and Retraining
- Entrepreneurial Training
- Job Readiness Training
- Adult Education and Literacy activities, including English Language acquisition
- Customized Training Conducted for an Employer with a Commitment to Hire

INA Youth Eligibility Guidelines

WIOA Supplemental Youth Services (SYS)

Youth Program §684.430

- Native American, Alaska Native, or Native Hawaiian; and
- Between the ages of 14-24; and
- Low Income - The youth program has a special clause defining youth residing in high-poverty areas (684.130) as low income – Using Census ACS 5-year data, Tribes that are 25% or more in poverty are considered high-poverty area
- For Males, ages 18 or older, must be registered for selective service

Youth Activities 20 CFR 684.310(f)

- Improving Education/Skill Competencies
- Training Opportunities
- Apprenticeship programs
- Incentive Programs-Recognition and Achievement
- Community Service
- Leadership, Citizenship Development, Decision-Making
- Follow-Up Services
- Comprehensive Guidance and Counseling
- Substance Abuse Prevention
- Information and Referral Services
- Employment Outreach
- Job Development
- Adult Mentoring
- Supportive Services

Youth Activities (continued)

- Preparation for Postsecondary Education
- Follow-up services
- Academic and Occupational Learning
- Connections to Intermediaries with strong links to the job market and employers
- Occupational Skills Training
- Tutoring
- Study Skills
- Dropout Prevention
- Financial Literacy education
- Alternative Secondary School Services
- Summer Employment Opportunities that are directly linked to Occupational/Academic Learning
- Paid and Unpaid Work Experiences, Internships and Job Shadowing

Supportive Services

WIOA Law no. 59 (59) SUPPORTIVE SERVICES — The term ‘‘supportive services’’ means services such as transportation, childcare, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under this Act.

§ 684.510(a)(2) Must describe planned Support Services in the service plan

Must have approved, written policies in place to ensure equitable applicability

Administrative Requirement

Each Indian Native American Grantee must have a written system describing the procedures the grantee uses for participant records systems, 20 CFR 684.800 (a)(5).

Participant records systems must include:

- Written or computerized record containing all the information used to determine the person's eligibility to receive program services
- Participant's signature certifying that all the eligibility information he or she provided is true; for youth under 18, parent or guardian must sign the application
- The information necessary to comply with all program reporting requirements



File Maintenance

The participant program file should include:

- Participant Eligibility Record, which documents the eligibility determination and captures the participant characteristics for reporting to the funding agency
- All eligibility verification documents, including the Selective Service Registration, if applicable, Public Assistance documents, etc.
- Individual Employment/Service Plan
- Release of Information form
- Documentation of any program service changes, for example, name changes, address changes or activity changes



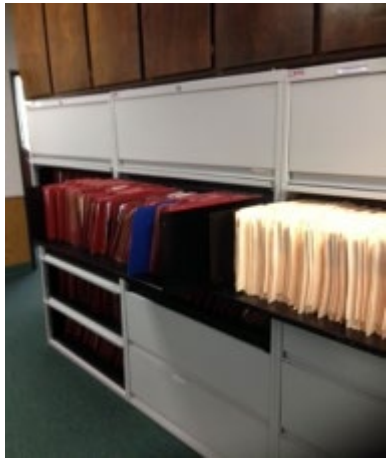
File Maintenance

- A record of all supportive services provided to the participant
- The Grievance and Complaint Procedure, the Equal Opportunity is the Law notice, and the Discrimination Complaint Procedure
- Specific program agreements or contracts related to program services
- Documentation relating to participant outcomes/achievements
- Participant follow-up
- Case Notes



Record File Maintenance

- Participant files should be kept under lock and key with restricted access on a need-to-know basis
- Services recorded in the data collection system should match/be based upon documentation of services provided in the Participant file







Oversight Responsibilities

- **Grant Award Requirements**
  - Grantee Handbook / Grant Terms and Conditions
- **Board/Tribal Council - Definition, roles and responsibilities, see 684.130, § 684.610, 684.630**
- **Administrative**
  - Grievance Policies and Procedures
    - § 683.600 and § 684.640 - Grantees must establish grievance procedures
  - Priority Determining Eligibility of Services for Veterans and Eligible Spouses
    - § 652.100 states – Veterans receive priority of services for all Department-funded employment and training programs

Oversight Responsibilities

- **Administrative (continued)**
  - Priority Determining Eligibility of Services for Veterans and Eligible Spouses (continued)
    - § 680.650 - veterans, as defined under WIOA sec. 3(63)(A) and 38 U.S.C. 101, receive priority of service in all Department of Labor-funded training programs under 38 U.S.C. 4215 and described in 20 CFR part 1010.
    - § 683.230 Are there special rules that apply to veterans when income is a factor in eligibility determinations?
  - Financials
  - Internal Policies and Procedures
  - Federal Policies and Procedures
  - Audits
  - Quarterly financial reports to administrators

Establishing Memorandums of Agreement (MOAs)

- Role of INA Programs in the One Stop Delivery System
- Identifying the One-Stop Centers in your service area
- Recap of Regulatory Requirements
- Negotiating with the O/S Centers
- Documenting an Impasse

Contact Information

Duane Hall
Federal Project Officer
Hall.duane@dol.gov
(972) 850-4637

Chelsea Fish
Federal Project Officer
Fish.Chelsea.e@dol.gov
(202) 693-3736