NORTHWEST OREGON WORKS	**POLICY P21: WIOA ADULT AND DISLOCATED WORKER SERVICES**
	Effective Date: 1/26/24
	☒**NEW** ☐ **REVISED**

PURPOSE

The Workforce Innovation and Opportunity Act (WIOA) provides for a workforce system that is accessible to all job seekers, customer centered, and job driven. WIOA allows for the provision of career and training services. This policy defines basic and individualized career services, training services, and follow-up services under WIOA Title 1 Adult and Dislocated Worker Programs.

PROCEDURE

This policy is for the provision of information as to the types of WIOA funded services available to adults and dislocated workers seeking services through the local workforce service delivery system. Staff shall ensure that participants meet the eligibility requirements for enrollment in Individualized Career Services and/or Training Services prior to the provision of such services.

OVERVIEW OF WIOA SERVICES

The goal of WIOA Adult and Dislocated Worker services is to help individuals obtain quality employment in in-demand industries and occupations. WIOA authorizes career, training, and follow-up services for adults and dislocated workers. Services may be provided in any order, there is no sequencing requirement for services.

WIOA Services include:

- Three types of Career Services:
  - Basic career services.
  - Individualized career services; and
  - Follow-up services.
- Training Services

The provision of individualized career services must be based on the employment needs of the individual as determined jointly by the individual and an Employment Specialist. Career services may include comprehensive skills assessments, career planning, and development of an individual employment plan.

Basic Career Services are universally accessible and must be made available to all individuals seeking employment and training services in the local workforce service delivery system. Basic career services generally involve less staff time and include services such as eligibility

determination, initial skill assessments, labor exchange services, provision of information on programs and services, and program referrals.

Individualized Career Services must be provided to participants after staff determine that such services are required to retain or obtain employment. Generally, these services involve significant staff time and customization to each participant's need. Individualized career services required WIOA enrollment and involve services such as specialized assessments, developing an individual employment plan, counseling, and work experiences (including transitional jobs).

Follow-up Services must be provided for adults and dislocated worker participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment. Follow up services may include: work place counseling, job retention coaching, or rapid re-employment services. Northwest Oregon Works' policy is to expand the required period of follow-up services to include the first four quarters following the quarter of exit. Follow-up services may be provided in combination with employment confirmations provided by staff.

Training Services may be provided in situations where staff have determined, after conducting an interview, an evaluation, or assessment, and career planning, that the individual is in need of training services to obtain or retain employment that leads to economic self-sufficiency

SERVICE DEFINTIONS

Basic and Staff Assisted Basic Career Services:

Service	Definition
Intake and Eligibility Determination	Application for program services and eligibility determination. Also includes outreach, intake and orientation.
Job Search	Customer engages in self-directed job search activities. No staff assistance
General Information	Providing readily available information that does not require an assessment by a staff member of the individual's skills, education, or career objectives. This includes providing general program, training provider, performance, or support services information.
Workforce Information	Providing labor market, in-demand occupation and general job vacancy information.
Job Search Assistance	Providing job search activities with significant staff involvement, and which are designed to help the participant plan and carry out a successful job-hunting strategy. This includes: **Resume Assistance.** Providing instructions on the content and format of resumes and cover letters and providing assistance in the development and production of the same. **Job Search Workshops.** An organized activity that provides instructions on resume writing, application preparation, interviewing skills, and/or job lead development. **Job Finding Clubs.** Have all the elements of a Job Search Workshop, plus a period of structured application where participants attempt to obtain jobs. **Job Search Planning.** Development of a plan (not necessarily a written plan) that includes the necessary steps and timetables to achieve employment in specific occupational, industry, or geographic area. Examples of WSO Workshop types that fit into this category: Career assessment, career planning, career

	exploration, job searching, social media & networking, resume writing, interview preparation.
Career Guidance	Providing career guidance services with significant staff involvement. Career guidance services include the initial assessment of skill levels and supportive service needs, and provision of information (Including information on local performance and eligible training providers), materials, suggestions, or advice intended to assist the job seeker in making occupation or career decisions.
Referral to Employment	Providing a referral to employment which includes significant staff involvement. A referral to employment is (a) the act of bringing to the attention of an employer a job seeker or group of registered job seekers who are available for a job and (b) the record of such a referral.
Referral to Other Federal/State Assistance	Participant referred to Other Federal/State Assistance. This may include Supplemental Nutrition Assistance Program (SNAP) benefits, Temporary Assistance for Needy Families (TANF), health insurance assistance, child support assistance, tax preparation support, and any other Federal or State assistance programs.
Other Basic Career Services	Participant received basic career services requiring a significant expenditure of staff involvement, and not reported through PIRL elements 1102-1115. These additional basic career services may include, but are not limited to: (a) reemployment services; (b) federal bonding program; (c) job development contacts; (d) referrals to educational services; and (e) tax credit eligibility determination.
Placed into Federal Training	Participant entered any training program supported by the Federal Government, such as WIOA-funded projects, TAA, Adult Education, Vocational Rehabilitation and Job Corps.
Placed into Federal Contractor Job	Participant who is a disabled veteran, campaign veteran, or recently separated veteran was referred to a job opening listed by an employer identified as a Federal contractor.
Referred to Federal Job	Participant referred to a job opening filed with a placement office by a department or agency of the Federal Government or other entity under the

	jurisdiction of the U.S. Office of Personnel Management. For example, a job posting with USAJOBS.
Referred to Training	Providing a referral to a training program supported by the Federal Government, such as WIOA-funded projects, TAA, Adult Education, Vocational Rehabilitation and Job Corps.
Unemployment Insurance (UI) Claim Assistance	Participant was provided **meaningful** assistance in filing a UI claim.

Individualized Career Services:

Services	Definition
Individualized Employment Training Plan	Individual Employment Plan (IEP) was created or otherwise established to identify the participant's employment goals, and development of program goals to complete the appropriate combination of services for the participant to achieve the employment goals.
Work Experience/Internships	Planned, structured learning experience that takes place in a workplace for a limited period of time, may be paid or unpaid, and is consistent with other laws such as fair labor. The Work Experience may be with a public, private or non-profit employer. Also referred to as internship.
English as a Second Language	Participant received any English as a second language service or training. ESL services are those services provided to participants whose primary language is not English. These services are designed to increase the English language proficiency of the participant so they can attain training and/or employment success. Service delivery is through either 1:1 with staff or in group counseling setting/workshop where the curriculum addresses individual needs.
Job Shadow	A structured activity where the customer spends one-on-one time at a worksite with an employee where they observe daily job functions and learn about the job and industry.
Pre-Apprenticeship Programs	A program or set of strategies designed to prepare individuals to enter and succeed in a registered apprenticeship program and has a documented partnership with at least one, if not more, registered apprenticeship program(s) that assist in placing

	individuals who complete the pre-apprenticeship program in a registered apprenticeship program.
Transitional Jobs	Time limited work experience that is wage-paid, subsidized and with a public, private or non-profit employer. Reserved for participants with barriers to employment, who are chronically unemployed or have an inconsistent work history. Combined with comprehensive employment and support services, designed to assist the participant to establish a work history, demonstrate success in the workplace and develop the skills that lead to entry and retention in unsubsidized employment.
Short-term Pre-Vocational	Participant received short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training. Service delivery is through either 1:1 with staff or in group counseling setting/workshop where the curriculum addresses individual needs.
Financial Literacy	Participant received financial literacy services. They may include services that help with creating budgets, initiate checking and savings accounts at banks, applying for and managing loans and credit cards, learning about credit reports and credit scores, and identifies identity theft. Service delivery is through either 1:1 with staff or in group counseling setting/workshop where the curriculum addresses individual needs.
Other Individualized Career Services	**Workforce Preparation.** Service(s) designed to help participants acquire a combination of basic academic skills, critical thinking skills, digital (computer) literacy skills and self–management skills, including competencies in: (a) utilizing resources; (b) using information; (c) working with others; (d) understanding systems; (e) skills necessary for successful transition into and completion of postsecondary education or training or employment; and (f) other employability skills that increase an individual's preparation for the workforce. This also includes activities such as flagger/forklift certification, OSHA health and safety certifications, food handlers permits and other occupational skills education leading to non-credentialed certifications that are required for entry level and/or health and safety employment requirements.

	Adult education and literacy. GED and ABE leading to secondary education diploma or equivalent. **Comprehensive Skills and Career Assessment**. Specialized assessments of the skill levels and services needs which may include: (a) diagnostic testing and use of other assessment tools, and (b) in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals. **Out of area job search and relocation assistance**. Individualize assistance with job search and related relocation outside of the local area. As appropriate, service delivery is through either 1:1 with staff or in group counseling setting/workshop where the curriculum addresses individual needs.

Training Services:

Service	Definition
ABE or ESL in Conjunction with Training	ABE and ESL incorporated into the Training curriculum. Training must be on Oregon ETPL.
On-the-Job Training	Hire first training, provided to a participant by an employer that is defined by a contract and all of the following applies: 1. Provides knowledge or skills essential to the full and adequate performance of the job. 2. Provides reimbursement to the employer of up to a certain percent – typically 50 percent but may be more based on certain circumstances and Local Workforce Development Board policy – of the wage-rate of the participant, for the extraordinary costs of providing the training and the additional supervision related to the training. 3. It is limited in duration as appropriate to the occupation for which the participant is being trained; taking into account the content of the training, the prior work experience of the participant, and the service strategy of the participant, as appropriate. The reimbursement rate must be established by Local Workforce Development Board policy.

	See **POLICY P07: ON-THE-JOB TRAINING**
Occupational Skills Training	An organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels. Training must be on Oregon ETPL.
Entrepreneurial Training	Education and training that develops the knowledge and skills around the basics of starting and operating a small business.
Customized Training	Training designed to meet the special requirements of an employer (including a group of employers) which is defined by a contract, is conducted with a commitment by the employer to employ an individual(s) upon successful completion of the training, and for which the employer pays a significant share of the cost of the training as determined by the Local Workforce Development Board. **POLICY P05: INDIVIDUAL TRAINING ACCOUNTS**
Skills Upgrade Training	Training designed to provide a participant with new skills necessary to obtain, retain or advance in employment, upgrade skills for operation of new equipment or technological changes, enhance job productivity, or improve job performance. Training must be on Oregon ETPL.
Prerequisite Training	Any class or training that is required by the training provider before enrolling into a training program represented on the Eligible Training Provider List. This excludes activities defined under Workforce Preparation. Training must be on Oregon ETPL.
Registered Apprenticeship Training	A work-based training program registered through the US DOL and Oregon BOLI that connects job seekers looking to learn new skills with employers looking for qualified workers. Employers, employer associations, and joint labor-management organizations, known collectively as "sponsors", provide apprentices with paid on-the-job learning and academic instruction that reflects industry needs. The goal of the instruction is to provide workers with advanced skillsets that meet the specific needs of

	their employers. Apprenticeship program must be on Oregon ETPL.
Incumbent Worker Training	Training designed to meet the special requirements of an employer (including a group of employers) to increase the competitiveness of the employees or the employer. Training must be designed to retain a skilled workforce or avert the need to lay off employees by assisting the workers in obtaining the skills necessary to retain employment and be conducted with a commitment by the employer(s) to retain or avert the layoffs of the incumbent workers trained.

REFERENCES

TEGL 19-16, dated March 1, 2017
WIOA Public Law
WIOA Final Rule Part 680
State of Oregon Program Engagement – Enrollment, Exit, and Services Policy
POLICY P07: ON-THE-JOB TRAINING