

5210POL Service Guidance

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Workforce Innovation and Opportunity Act (WIOA) Title I-B provides a fully integrated system of job driven services accessible to all job seekers and customer centers. This policy details services provided through WIOA Title I-B Adult, Dislocated Worker, and Youth Programs and further defines local Olympic Workforce Development Council (OWDC) service utilization.

1. **OWDC utilizes the ESD WorkSource Services Catalog** which provides detailed description of services, citations/references, whether the service triggers participation and if it is a durational service (*WorkSource Services Catalog*).
2. **WIOA provides several types of services: basic, career, supportive, training, and follow-up.** No one service is exclusive as part of the integrated service delivery (ISD) system, which provides the customer with service options to acquire the skills needed to enter or return to the workforce.
 - a. **The One-Stop Delivery system provides all individuals with Basic Services.** Examples include self-service, informational services such as job listings, labor market information, and labor exchange services.
 - b. **Career services consist of the basic service level as well as individualized and follow-up services.**
 - i. Basic Career Services include eligibility determinations, initial skill assessments, provisions of information on programs, services, workshops, and program referrals.
 - ii. Individualized Career Services generally involve significant staff time and customization to client need and may include specialized assessments, developing an individual employment plan, counseling, resume assistance, etc.
 - iii. Follow-up Career Services are provided once a participant exits a program into unsubsidized employment (*see 5530POL Follow-up Services*) or postsecondary education and up to 12-months after exit.
 - c. **Supportive Services** (*see 5400POL Supportive Services*).
 - d. **Training services are specialized services meant to teach job skills, further education in post-secondary school, high school diploma or equivalent, teach position specific job requirements.** Eligibility for training services requires participant's enrollment into WIOA Adult, DW, or Youth and their need of additional service beyond career service (*per 20 CFR 680.210*).
 - i. Training is only allowable where the occupation is linked to an in-demand occupation (*see 5511PRO Occupation In-Demand Procedure and Labor Market Info Occupation in-demand*).
 - ii. Training services may be provided in conjunction with Individual Training Accounts (ITA) (*see 5510PRO Individual Training Accounts*).
 - iii. Training is available through the Eligible Training Provider and Program List (ETPL), which lists the training providers by area and occupation.
 1. Washington Career Bridge posts the ETPL (*per WIOA Policy 5611, Rev3*), and comprised of entities determined eligible to receive funds through WIOA Title I, according to the Governor's eligibility criteria and procedure.

- d. **Staff must determine appropriate training services through an interview, an evaluation, or assessment, and career planning prior to allocation of training funds.** Determination of the following:
 - i. The individual is unlikely or unable, by only receiving career services, to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment.
 - ii. The individual has the skills and qualifications to successfully participate in and complete the training.
 - iii. The training the individual receives will result in employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment.
 - iv. The training program selected by the individual must be directly linked to employment opportunities in the local area or the planning region, or in another area to which the individual is willing to commute or relocate.
 - v. The individual is unable to obtain grant assistance from other sources to pay for the costs of the training (such as State-funded training funds, Trade Adjustment Assistance, and Federal Pell Grants), or require WIOA assistance in addition to other grant assistance, including Federal Pell Grants.
- e. **Training services include Occupational Skills Training, Entrepreneurial Training, Workplace Training w/Related instruction, and On-The-Job Training.**
- f. **All career planning and training require detailed case notes consisting of the determination elements above (per 5210POL Case Note Policy).**

3. Youth Services per TEGL 21-16 “Title I of WIOA affirms the Department of Labor’s (DOL) commitment to providing high-quality services for youth, beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training, such as pre-apprenticeships or internships, for in-demand industries and occupations, and culminating with employment, enrollment in postsecondary education, or a Registered Apprenticeship.” Youth services are a combination of basic, individualized, supportive, training and follow-up. Including:

- a. Objective assessment is required, this includes an assessment of academic levels, skill levels, and service needs of each participant, which includes a review of basic skills, occupational skills, prior work experiences, employability, interests, aptitudes, supportive service needs, and developmental needs. Assessments must also consider a youth’s strengths rather than just focusing on areas that need improvement.
- b. Development of individual service strategy (ISS or IPP)
- c. Receive one or more of the 14 WIOA Youth program elements. TEGL 21-16 pages 14-23 provide in-depth definitions of each of the 14 elements with references and examples of what is included.
 - 1) Tutoring, study skills training, instruction, and dropout prevention
 - 2) Alternative secondary school services or dropout recovery services
 - 3) Paid and unpaid work experience
 - 4) Occupational skills training

- 5) Education offered concurrently with workforce preparation and training for a specific occupation
- 6) Leadership development opportunities
- 7) Supportive services
- 8) Adult mentoring
- 9) Follow-up services
- 10) Comprehensive guidance and counseling
- 11) Financial literacy education
- 12) Entrepreneurial skills training
- 13) Services that provide labor market information
- 14) Postsecondary preparation and transition activities

4. All services are recorded in the statewide MIS system, attached to appropriate program enrollment, with detailed case notes (per 1600POL, 5110POL, 5210POL).

REFERENCES

Governor's Procedures and Determining Training Provider Eligibility, [Workforce Innovation and Opportunity Act Policy 5611 \(Rev3\)](#)
 Guidance on Services provided through the Adult and Dislocated Worker Programs under WIOA and WP. Training and Employment
 Guidance Letter ([TEGL](#)) [19-16](#).
 Individual Training Accounts, [Workforce Innovation and Opportunity Act Policy 5601 \(Rev2\)](#)
 Occupations In-Demand (OID), [Labor Market Info: Learn about an Occupation](#)
 OWDC 1600POL Records and Documentation Retention Policy, 5110POL Adult Eligibility, 5120POL Dislocated Worker Eligibility,
 5130POL Youth Eligibility, 5210POL Case Note Policy, 5400POL Supportive Services, 5530POL Follow-up Services, 5511PRO
 Occupation In-Demand Procedure
 Youth Formula Program Guidance, Training and Employment Guidance Letter, [TEGL 21-16, Change1](#)
 Training Services, Code of Federal Regulations Title 20, Chapter V, Part 680, Subpart B, [20 CFR §680](#)
 Who may receive training services? Code of Federal Regulations Title 20 Chapter V, Part 680, [20 CFR§ 680.210](#)
 WorkSource Services Catalog, [WorkSource Information Notice 0077 \(Rev16\)](#)