

Getting Ready for Change...

What Will WIOA Mean for the Day-to-Day Operations of Your One-Stop Center?

- ✓ *Expanded and New Career Services*
 - ✓ *Center Customer Flow*
- ✓ *Adult and Dislocated Worker Programs*

⚡ New in WIOA ⚡

One-Stop Center and Adult/Dislocated Worker Program Operations

- ✓ **No Separate Core and Intensive Services**
 - ✓ **Expanded and New Career Services**
 - ✓ **Expanded and New Training Services**
 - ✓ **Customer Flow**
 - ✓ **No “Sequence of Service”**
 - ✓ **Eligibility and Registration**
 - ✓ **Priority for Services**

What Can You Do Right Now to Get Ready?

⚡ WIOA CAREER SERVICES ⚡

“Funds shall be used...to provide career services, which shall be available to individuals who are adults or dislocated workers through the **one-stop delivery system and shall, at a minimum, include—**“

- ✓ Eligibility for services
- ✓ Outreach, intake, orientation
- ✓ Initial assessment
- ✓ Labor exchange services
- ✓ Referrals to programs
- ✓ Labor market information
- ✓ Performance, cost information
- ✓ Supportive services information
- ✓ UI Information and assistance
- ✓ Financial aid information

- ✓ Follow-up services
- ✓ Comprehensive assessment
- ✓ Individual employment plan
- ✓ Career planning, counseling
- ✓ Short-term prevocational services
- ✓ Internships, work experience
- ✓ Out-of-area job search
- ✓ Financial literacy services
- ✓ English language acquisition
- ✓ Workforce preparation

WIOA Career Services = WIA Core + WIA Intensive + New WIOA

WIA Core Services:

- ✓ Eligibility for services
- ✓ Outreach, intake, orientation
- ✓ Initial assessment
- ✓ Labor exchange services
- ✓ Referrals to programs
- ✓ Labor market information
- ✓ Performance and cost information
- ✓ Supportive services information
- ✓ Information on UI
- ✓ Financial aid information
- ✓ Follow-up services

WIA Intensive Services:

- ✓ Comprehensive assessment
- ✓ Individual employment plan
- ✓ Career planning, counseling
- ✓ Short-term prevocational services
- ✓ Work experience, internships
- ✓ Out-of-area job search

*(WIOA Does Not Include:
“Case management for participants
seeking training services”)*

New WIOA Career Services:

- | | |
|----------------------------------|------------------------------------|
| ★ Business services | ★ Financial literacy services |
| ★ Referrals to other programs | ★ English language acquisition |
| ★ Assistance in filing UI claims | ★ Workforce preparation activities |

Career Services:
Connection to Partner Programs and Services

WIA and WIOA (No Change):

“Determinations of whether individuals are eligible to receive assistance under this subtitle”

“Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the one-stop delivery system”

⚡ New in WIOA ⚡

“Provision of **referrals to and coordination of activities with other programs and services**, including programs and services within one-stop delivery system and, in appropriate cases, other workforce programs”

“Assistance in establishing **eligibility for programs of financial aid** assistance for training and education programs...not funded under this Act”

**Career Services:
Initial Assessment**

WIA:

“Initial assessment of skill levels, aptitudes, abilities,
and supportive service needs”

✦ New in WIOA ✦

“Initial assessment of skill levels
(including literacy, numeracy, and English language proficiency),
aptitudes, abilities **(including skills gaps),** and
supportive service needs”

- More than, “How May I Help You?”

- Specifies “Skill Levels” in What and “Skill Gaps”

- How and When? (Assumes One-on-One, Staff-Assisted?)

Career Services: Customer Information

Labor Market Information

“Provision of workforce and labor market employment statistics information, including provision of accurate information relating to local, regional, and national labor market areas, including

- Job vacancy listings in such labor market areas;
- Information on job skills necessary to obtain the jobs;
- Information relating to local occupations in demand and the earnings, skill requirements, and

opportunities for advancement for such occupations”

⚡ WIOA ⚡

**Same as WIA, but adds:
“opportunities for advancement for such occupations”**

Another Link to Career Pathways!

**Career Services:
Customer Program Performance and Cost Information**

WIA and WIOA (No Change):

- ✓ Performance information and program cost information on providers of:
 - Training
 - Youth Workforce Activities
 - Adult Education
 - Career and Technical Education
 - Vocational Rehabilitation

- ✓ Local area performance on accountability measures

⚡ New in WIOA ⚡

“Provision of information, in formats that are usable by and understandable to one-stop center customers”

By 7/22/15:

Eligible Training Providers must provide information specifying performance on “all individuals engaging in the program of study”

**Career Services:
Unemployment Insurance**

WIA:

“Provision of information
regarding filing claims for unemployment compensation”

⚡ New in WIOA ⚡

“Provision of information **and assistance**
regarding filing claims for unemployment compensation”

? Big USDOL Question During “Listening Session” Webinar

“The two words ‘and assistance’ are new and imply a more affirmative responsibility to assist claimants in the claims filing process. What input do states and LWIBs have for ETA to consider when drafting guidance on defining ‘and assistance’?”

? Beyond the “UI Phone”, “UI Phone Number”, and Computer Use to Apply-on-Line?

? Link to WIOA Title III, Wagner-Peyser “Eligibility Assessments”?

WIOA Career Services

Career Services (With “No Caveat”)

- ✓ Eligibility for services
- ✓ Outreach, intake, orientation
- ✓ Initial assessment
- ✓ Labor exchange services
- ✓ Referrals to programs
- ✓ Labor market information
- ✓ Performance and cost information
- ✓ Supportive services information
- ✓ Information on UI
- ✓ Financial aid information
- ✓ Follow-up services

“Services, if determined to be appropriate in order for an individual to obtain or retain employment, that consist of—“

- ✓ Comprehensive assessment
- ✓ Individual employment plan
- ✓ Career planning, counseling
- ✓ Short-term prevocational services
- ✓ Internships and work experience
- ✓ Workforce preparation activities
- ✓ Financial literacy
- ✓ Out-of-area job search
- ✓ English language acquisition

When, How, and Who Will “Determine...to Be Appropriate”?

Priority of Service Triggered for “Higher-Intensity” Career Services!

Career Services:
Comprehensive Assessment, IEP, Counseling, Career Planning

WIA and WIOA (No Change):

- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include diagnostic testing and use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals
- Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals
- Group counseling; Individual counseling; Career planning

⚡ New in WIOA ⚡

Adds to IEP:

**“Providing information on eligible providers of training services...
and career pathways to attain career objectives”**

**Career Services:
Prevocational Services and Out-of-Area Job Search**

WIA and WIOA (No Change):

- **“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”**
- **“Out-of-area job search assistance and relocation assistance”**

⚡ New in WIOA ⚡

“Internships and work experiences that are linked to careers”

- *Specifically Adds Internships and Links to Careers*
- *More than Just “Work Experience”*
- *“Stepping Stones” for “Career Pathways”*

⚡ **New in WIOA** ⚡

“Financial literacy services, such as...”

“Ability of participants to create household budgets, initiate savings plans, and make informed financial decisions about education, retirement, home ownership, wealth building, or other savings goals;

Ability to manage spending, credit, and debt, including credit card debt, effectively;

Awareness of the availability and significance of credit reports and credit scores in obtaining credit, including determining their accuracy (and how to correct inaccuracies in the reports and scores), and their effect on credit terms;

Ability to understand, evaluate, and compare financial products, services, and opportunities;

Activities that address the particular financial literacy needs of non-English speakers, including providing the support through the development and distribution of multilingual financial literacy and education materials”

⚡ New in WIOA ⚡

- English language acquisition and integrated education and training programs

- Workforce preparation activities

Links to WIOA Title II, Adult Education and Literacy

Definition of Workforce Preparation Activities in WIOA Title II, Adult Education and Literacy

“The term ‘workforce preparation activities’ means activities, programs, or services designed to help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education or training or employment.”

WIOA TRAINING SERVICES

“Training services *may include...*”

In Both WIA and WIOA	Modified in WIOA
<ul style="list-style-type: none"> ✓ Occupational skills training ✓ On-the-job training ✓ Programs that combine workplace training with related instruction ✓ Training programs operated by the private sector ✓ Skill upgrading and retraining ✓ Entrepreneurial training ✓ Customized training 	<ul style="list-style-type: none"> ✓ Job readiness training provided in combination with (with other training) ✓ Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with (other training) services

New “Permissible” Training Services in WIOA

✓ **Incumbent worker training**

✓ **Transitional jobs**

⚡ **WIOA Training Service (Modified from WIA)** ⚡

Adult education and literacy activities, **including activities of English language acquisition and integrated education and training programs**, provided concurrently or in combination with (other training) services

- The Change: Specifies the Activities

- Links to WIOA Title II, Adult Education and Literacy

Definition of Integrated Education and Training in WIOA Title II, Adult Education and Literacy

“A service approach that provides adult education and literacy activities concurrently and contextually with workforce preparation activities and workforce training for a specific occupation or occupational cluster for the purpose of educational and career advancement”

Adult and Dislocated Worker Program Eligibility

No Real Change in Program Eligibility and Definitions

- Adult Definition the Same
- Dislocated Worker Definition *(Almost)* the Same
(WIOA Includes Spouses of Members of the Armed Forces on Active Duty)
- Continue with Selective Service Requirements
- Continue with Legal-to-Work Requirements

Transfer of Funds Between Adults and Dislocated Worker Programs

***“A local board may **transfer**, if ... approved by the Governor, up to...
100 percent of funds...between adult...and dislocated worker...activities”***

Many Will Transfer, If Permitted!

⚡ WIOA: Adult and Dislocated Worker Program Registration ⚡

Who Registered, When in WIOA Performance Pool?

No Self-Service/Information Distinction in WIOA Law!

WIA Regulations	WIOA
<p>Sec. 663.105 When must adults and dislocated workers be registered?</p> <p>(a) Registration is the process for collecting information to support a determination of eligibility. This information may be collected through methods that include electronic data transfer, personal interview, or an individual's application.</p> <p>(b) Adults and dislocated workers who receive services funded under title I other than self-service or informational activities must be registered and determined eligible.</p>	<p><i>When must adults and dislocated workers be registered?</i></p> <p style="text-align: center;">? ? ? ? ?</p> <p><i>What will be in the regulations?</i></p>

⚡ **WIOA: Priority for Services** ⚡

***What Will Be Required?
When and How Apply the “Priority”?***

WIA	WIOA
<p>“In the event that funds allocated to a local area for adult employment and training activities are limited,</p> <p>priority shall be given to recipients of public assistance and other low-income individuals for intensive services and training services.</p> <p>The appropriate local board and the Governor shall direct the one-stop operators in the local area with regard to making determinations related to such priority”</p>	<p>“With respect to funds allocated to a local area for adult employment and training activities, priority shall be given to</p> <p>recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient for</p> <p>receipt of <i>(certain)</i> career services <i>and (all)</i> training services.</p> <p>The local board and the Governor shall direct the one-stop operators in the local area with regard to making determinations related to such priority”</p>

WIOA Career Services

Career Services:

No Priority for Services

- ✓ Eligibility for services
- ✓ Outreach, intake, orientation
- ✓ Initial assessment
- ✓ Labor exchange services
- ✓ Referrals to programs
- ✓ Labor market information
- ✓ Performance and cost information
- ✓ Supportive services information
- ✓ Information on UI
- ✓ Financial aid information
- ✓ Follow-up services

Career Services with Priority for Service

“Services, if determined to be appropriate in order for an individual to obtain or retain employment, that consist of—“

- ✓ Comprehensive assessment
- ✓ Individual employment plan
- ✓ Career planning, counseling
- ✓ Short-term prevocational services
- ✓ Internships and work experience
- ✓ Workforce preparation activities
- ✓ Financial literacy
- ✓ Out-of-area job search
- ✓ English language acquisition

✦ **Priority: “Higher-Intensity” Career Services and Training Services** ✦

**Recipients of Public Assistance and Low-Income (*Same as WIA*)
and Basic Skills Deficient (New in WIA)**

“...the individual is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual’s family, or in society”

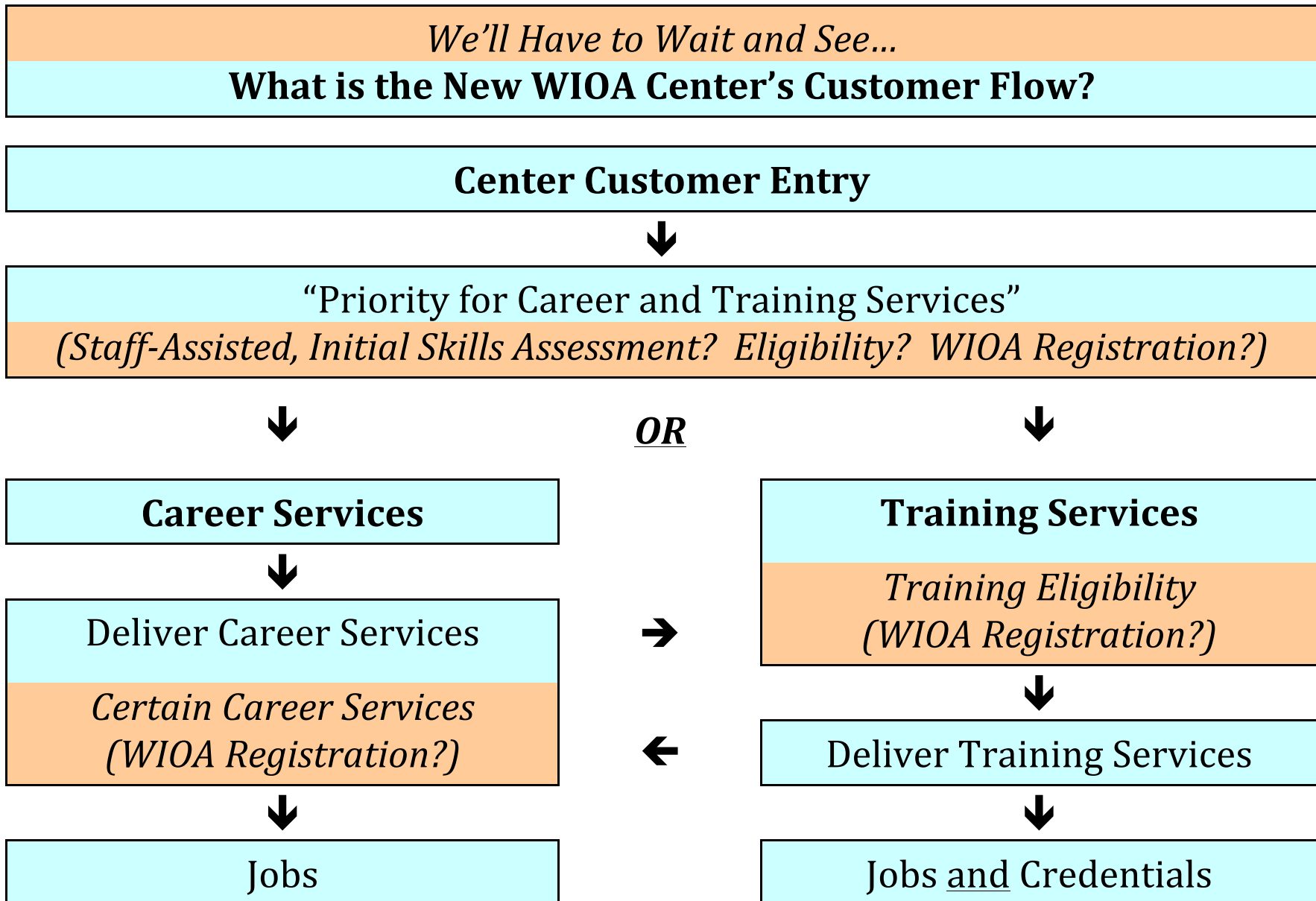
Questions:

- ? Local Board and Governor Decides (USDOL Parameters?)
- ? “Priority”: “Only”, “Most”, “Emphasis”? (Funds or People?)
- ? Characteristics of Current Center Customers?
- ? Required Documentation? (Self-Attested? Data Validation?)
- ? At Center Entry and Welcome? (Initial “Skills” Assessment?)
- ? Registered into Program Performance? (Staff-Assisted?)

⚡ **WIOA: Training Service Eligibility** ⚡

WIA Intensive Services Eligibility	WIOA Career Services
<ul style="list-style-type: none"> - Employed/Unemployed: Received at Least One Core Service - “Need” Intensive Services - Document: “Inability to Obtain Employment Through Core Services” 	<ul style="list-style-type: none"> - <i>No Intensive Services: Now, Within Career Services</i> <i>Certain “Career Services: “If determined to be appropriate in order for an individual to obtain or retain employment”</i>
WIA Training Services Eligibility	WIOA Training Services Eligibility
<p>“Met the eligibility requirements for intensive services and who are unable to obtain or retain employment through such services”</p> <p>“Who after an interview, evaluation, or assessment, and case management, have been determined by a one-stop operator or one-stop partner, as appropriate”</p>	<p>“Who, after an interview, evaluation, or assessment, and career planning, have been determined by a one-stop operator or one-stop partner, as appropriate, to---</p> <p>be unlikely or unable to obtain or retain employment...”</p>

WIA Training Services Eligibility	WIOA Training Services Eligibility
<p>“Be in need of training services”</p>	<p>“...be 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 the career services”</p> <p><i>(Is This a “Sequence of Service”? Definitely a Case Note!)</i></p> <p>“Be in need of training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment”</p>
<p>WIA and WIOA Training Services Eligibility (No Change)</p> <ul style="list-style-type: none"> - Have skills and qualifications to successfully participate <ul style="list-style-type: none"> - Directly linked to employment opportunities - Eligible in accordance with priority system 	



One-Stop Center and Adult/DW Operations

Take-Aways! Best Bets! Next Steps!