

ACTION BULLETIN

TO: All Workforce Innovation and Opportunity Act (WIOA) Funded Service Providers

DATE: June 9, 2021

SUBJ: WIOA Participation Cycle

PURPOSE OF BULLETIN:

The purpose of this bulletin is to provide guidance and define expectations regarding the participation cycle of all WIOA participants. This guidance adheres to federal and state requirements regarding the:

1. Determination of eligibility to receive WIOA-funded services;
2. Case management and the provision of WIOA-funded services;
3. Closure and exit of WIOA-enrolled participant cases;
4. Follow up requirements; and
5. Use of the CalJOBS system for tracking and reporting.

CITATIONS:

- The Workforce Innovation and Opportunity Act (WIOA) of 2014
- Public Law 113-128, Workforce Innovation and Opportunity Act of 2014, Section 134(c)(2)(A)(xiii)
- Training and Employment Guidance Letter (TEGL) 19-16, Section 4, issued March 1, 2017
- Employment Development Department (EDD) Workforce Services Directive (WSD) 16-23 – Mandated Use of One Integrated Data System (CalJOBS), issued June 20, 2017

BACKGROUND:

WIOA provides for a workforce system that is accessible to all job seekers, offering career, youth, and training services that are customer centered and job-driven. Under WIOA, partner programs and entities integrate service delivery across all programs to make it easier for workers to access the services they need to obtain skills and employment.

Prior to enrollment into any WIOA-funded program, individuals are eligible to receive no-cost universal or self-service activities either through the state-owned CalJOBS system (www.caljobs.ca.gov) or by visiting one of the many Career Services Providers throughout Alameda County.

Individuals seeking more individualized, youth, career, or training services must be determined eligible prior to receiving these WIOA-funded services.

DETERMINATION OF WIOA ELIGIBILITY:

Every individual who seeks WIOA-funded youth, career, and/or training services must be screened and required to produce documentation to demonstrate their eligibility to receive services.

WIOA eligibility must be determined based on guidance as provided through the following ACWDB Action Bulletins (AB):

1. AB 17-01 R1 – Standard Local Eligibility Guidance (all programs)
2. AB 17-08 R1 – WIOA Adult Priority of Service (for WIOA Adult applicants)
3. AB 17-02 – Dislocated Worker Eligibility (for Dislocated Worker applicants)
4. AB 17-03 R6 – Youth Eligibility Guidance (for Youth and Young Adult applicants)
5. AB 17-05 – Verifying Right to Work Status for WIOA Applicants (all programs)

Note: The Action Bulletins referenced above reflect the most current available at the time this bulletin was released. Please visit the [WIOA Program Policies](#) page to view updated bulletins.

In instances where pre-approval is required from ACWDB staff, such approval must be granted, in writing prior to the provision of any WIOA-funded career or training services.

Failure to adhere to all requirements as outlined in the above-referenced bulletins may result in individual participants:

- a. being determined ineligible,
- b. being removed from enrollment rosters – not counting toward enrollment goals,
- c. or other consequences that may trigger a requirement to repay any funds (including training dollars) that may have been spent providing services to ineligible individuals.

CASE MANAGEMENT AND THE PROVISION OF CAREER AND TRAINING SERVICES:

Career / Youth Services

Although WIOA does not require a standard for service-level progression (Basic to Individualized to Training), ACWDB does require that all individual participants within each of the WIOA Title I Formula funding streams:

1. Be assessed to determine vocational skills, experience, and education level; and
2. Be provided assistance in development of an employment plan or service strategy.

Both of these services must be reflected in CalJOBS through enrollment activity codes. The “plan” or “strategy” should be used to guide Career Coaches in provision of services appropriate to assist participants in attainment of the goals as set forth in the plan/strategy.

During active WIOA participation an individual must receive one active career or youth service at least every 90-days – when not actively participating in a training program. These active

services must be tracked using the CalJOBS enrollment activity codes that correspond with the assistance that was provided.

With the exception of training activities, all career service activities must be opened and closed on the same date within the CalJOBS system.

If an individual participant does not receive an active youth or career service within that 90-day timeframe, the case should be closed – regardless of whether performance outcomes have been attained or recorded.

Training Services

Before being referred to receive WIOA-funded vocational training, an individual participant must be determined appropriate for training.

1. Can the participant continue to support themselves if the training precludes them from being able to secure immediate employment?
2. Can the participant demonstrate they meet any prerequisite requirements recommended by the training provider?
3. Does the participant possess any other barriers that would preclude them from being able to complete the training program?
4. Does the participant have a thorough understanding of the day-to-activities within the occupation for which they seek training?
5. Has the participant exhausted other resources to pay for occupational skills training (WIOA must be the last resort for training funds)?

Each individual service provider must develop a standard process for evaluating a participant's appropriateness for training to ensure guidelines are applied equitably and are not subjective.

Enrollment activity codes associated with training activities can remain open for the duration of the training program. Career Coaches/Case Managers should enter an actual begin date and a projected end date in the CalJOBS system reflecting the expected duration of the training program.

During participation in training, an individual participant may, but will not be required to receive additional career/youth services at 90-day intervals. Upon completion of the training activity, Career Coaches should secure documentation of the certification or credential attainment – and record that outcome in the CalJOBS system.

Career Coaches must adhere to timelines and procedures regarding the submittal of training paperwork as outlined in AB 17-10 R2 – Centralized Initial Data Entry for Training Activities within CalJOBS and the Grants Checklist.

CASE CLOSURE AND EXIT:

Case closure must occur when an individual participant has not received an active service for a period that exceeds 90-days.

The CalJOBS system will automatically close a case upon the 91st day without any service provision (based on enrollment activities reported in the CalJOBS system). However, it is ACWDB's recommendation that there be an intentional closure of cases for all WIOA-enrolled participants. An intentional closure allows Career Coaches to record performance outcomes and attainments in the system – which in turn reflects upon the contract performance of ACWDB's contracted service providers.

FOLLOW-UP:

The goal of follow-up services is to:

1. Ensure job retention, wage gains and career progress for participants who have been referred to unsubsidized employment; and
2. Ensure collection of performance-related outcomes that may occur post-exit:
 - a. wage increases
 - b. promotions or new employment
 - c. credential attainment

Follow-up services can only be provided to WIOA Title I Adult, Dislocated Worker, and Youth program participants who have system exited. Follow-up services, if requested by exited individuals and determined by staff to be appropriate for those individuals, must be provided for a period of up to 12 months after the date of exit from the WIOA program.

Follow-up services can include, but are not limited to:

1. Two-way exchanges between the career coach and the individual
2. Counseling individuals about the workplace
3. Contacting individuals or employers to verify employment
4. Contacting individuals or employers to help secure better paying jobs, additional career planning, and counseling for the individual
5. Assisting individuals and employers in resolving work-related problems
6. Connecting individuals to peer support groups
7. Providing individuals with information about additional educational or employment opportunities
8. Providing individuals with referrals to other community services

Follow-up services must be offered, at least quarterly, once a participant exits from WIOA services. Follow-up services and all information obtained through the follow-up process must be recorded in the CalJOBS system for up to one full year (four quarters) post-exit.

MANDATED USE OF THE CalJOBS SYSTEM:

Per state directive, (WSD 16-23, issued 6/20/2017) all WIOA funding recipients and subrecipients are required to be direct key entry users of the CalJOBS system for tracking intake, eligibility, case management, service provision, case closures, outcomes, and follow-up activities.

Any of these required elements that are not tracked within the state's CalJOBS system will be determined invalid – as though they did not happen.

For this reason, ACWDB has a team of Workforce Services Technicians to ensure compliance with this requirement – and to provide ongoing, daily technical support, and training regarding appropriate usage of this system.

TECHNICAL SUPPORT:

ACWDB’s Workforce Services Technicians – as part of the Workforce Services Support Team, (WSST) function as a reliable resource for technical support and guidance related to all of the elements put forth through this bulletin.

As is spelled out in all service provider contracts, ACWDB expects that career and youth service staff devote time to attend training sessions and meetings intended to disseminate information relevant to:

- The determination of WIOA eligibility
- Case management and the provision of career and youth services
- Training services and paperwork processes
- Tracking and reporting of performance attainments and outcomes
- Follow-up
- Availability of additional services offered through discretionary or special project grants

Additionally, ACWDB’s WSST has offered Resource and Reference binders for service provider staff to store bulletins, training materials, and best practice hand-outs related to the provision of WIOA services.

Lastly, ACWDB posts all Action and Information Bulletins to the official website: www.ACWDB.org – and the WSST is presently working to ensure all updated versions of required forms and documents are available through a shared drive location that will be distributed to all contracted service providers once finalized.

Any discrepancies arising between this policy/procedure and federal or state provisions (due to future revisions) will default to the current minimum federal and state regulations and guidance available.

For information and inquiries please contact:

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