

Workforce Innovation and Opportunity Act of 2014
ADULT AND DISLOCATED WORKER
SCOPE OF WORK

PURPOSE:

The purpose of the Scope of Work is to define the parameters of work and to clarify the Northwest Region Workforce Development Board's expectations of contractors/program providers. The Workforce Innovation and Opportunity Act and State of Missouri have specified certain actions that must be taken by the Local Workforce Development Board and program providers under contract with the Workforce Development Board (WDB). When actions are defined in Department of Labor (DOL) Training and Employment Guidelines (TEGLs) and in Division of Workforce Development (DWD) Issuances, those documents will be passed directly to program providers for implementation when they affect the parameters of work.

Additional parameters or requirements will be identified and communicated by the WDB on a continuous basis. These changes or additions may be the result of changes in policies and regulations, or changes needed in order to address issues uncovered in state and sub-state monitoring of provider activities. These requirements provide guidance as subcontractors verify the eligibility of and provide services to customers for the Adult, Dislocated Worker and Youth programs; assure qualified employees when hiring Workforce Innovation and Opportunity Act (WIOA) Case Managers and NGCC Team Members; assure equal access to services by those with disabilities; and assure equal employment opportunities in both hiring practices and in serving customers, as defined by federal law.

The Scope of Work is not meant to rewrite the Federal and State laws, regulations, or policies, but is designed to inform contractors of actions the WDB expects in order to be in compliance with those laws.

Requirements:

The Workforce Innovation and Opportunity Act, Missouri State, and Local Northwest Region Workforce Development Board policy clarifications to that act require the following actions and services of Employment and Training Adult and Dislocated Worker and Youth Program providers.

I. Coordination and Integration of Services:

Program subcontractors are encouraged to assure seamless integration and coordination of services for individual employment, education and training customers, and business customers utilizing services provided by local, regional, state, and federal sources.

Customers receiving workforce investment services authorized under this subtitle, including the provision of employment, education and training, transportation, supportive, and business services should be able to access services through a fully-integrated, single-point-of-contact system.

The key to having a fully-integrated system is making customer service the centerpiece of the provider's organization goals for the WIOA programs. This requires transparent boundaries

and provision of services through team work and development of effective relationships across agencies.

A. Dual Enrollment:

Adults are defined in the Act as individuals age 18 and older, thus, individuals, ages 18 through 24, and may be eligible for Adult and Youth program enrollments; Adults 18 and over may be eligible for Dislocated Worker program enrollments. WIOA customers may be eligible for enrollments with other partner agencies such as Adult Education and Literacy, Family Support Division, Vocational Rehabilitation.

- Eligible individuals may participate in either Adult, Dislocated Worker and Youth programs concurrently. Local providers may determine the appropriate level and balance of services.
- Local providers must identify and track the funding streams, which pay the costs of services provided to individuals who are concurrently participating in Adult, Dislocated Worker, and/or Youth programs. WIOA Supportive Services and ITA maximum funding amounts are per participant, not per program enrollment.
- DWD encourages dual enrollment throughout the funding streams, to ensure customers are offered all options in appropriate services available within the One-Stop Centers, and within the NW Region. Dual enrollment is a valuable tool to promote:
 - Integration of services,
 - Reduce duplication;
 - Improve cost effectiveness; and
 - Improve services to our customers.

II. Business Services:

Program subcontractors will meet the needs of businesses in the Northwest Region, as described in the Northwest Region Workforce Development Board Business Services Outreach Plan, working in cooperation with a multi-agency business services team.

III. Career Services:

A. Career Services fall into two (2) primary categories:

1. Customer Self-Service: Self-service implies that the customer can access these services with little or no Staff Assistance. i.e., use of the Missouri Career Center and jobs.mo.gov for job search. All customers regardless of eligibility are entitled to this level of service; and
2. Staff Assisted Career Services: Career Services requiring significant Staff involvement, either on a one-to-one or a group basis, in terms of resources and/or time. Any time staff spends with customers in Staff-Assisted Career Service activities requires customer registration in Membership Screens and Toolbox 2.0. These services include Key Train Quick Guide, initial assessment, Career ready 101, the National Career

readiness Certificate, staff-assisted job search, resume assistance, and workshops. All customers regardless of eligibility are entitled to this level of service. To enroll an individual in Adult Career Services they must complete the Welcome Screens and NGCC staff must verify DOB. Any WIOA Adult participant with an Active Unemployment Insurance claim while the statewide unemployment rate is over 5% will be automatically enrolled in the WIOA Dislocated Worker program at the Career Services level.

B. Basic Career Services

Activity	Definition
Unemployment Compensation Assistance	The Job Center must provide “meaningful” assistance and information to individuals seeking assistance in filing a claim for unemployment insurance compensation.
Financial Aid Information	Assistance in establishing eligibility for programs of financial aid assistance for training and education programs that are not provided under WIOA.
Initial Assessment	Initial assessment measures the skill levels (including literacy, numeracy, and English language proficiency, aptitudes, abilities (including skills gaps), and Supportive Service needs.
Referral to Other Programs <i>(This is the 9002 service of “Referred to Other Services” which is generated after staff enter a Service Referral [the house icon])</i>	The provision of referrals to and coordination of activities with other programs and services, including programs and services within the on-stop delivery system, and in appropriate cases, other workforce development programs. Provision of information relating to the availability of supportive services or assistance, and referrals to those services, including but not limited to, child care, TANF, SNAP, and Medicaid.
Labor Exchange Services <i>(This is made up of ALL COUNTABLE 9002 Services)</i>	Job search and placement assistance and, when needed, career counseling, including – provisions of information on in-demand industry sectors and occupations; provisions of information on nontraditional employment; appropriate recruitment and other business services on behalf of the employers, including small employers, in the local area, and providing information and referral to specialized business services not traditionally offered through the One-Stop delivery system.
Labor Market Information <i>(This would include the 9002 Services of “Provide LMI Information”, “RJS LMI Career Information” and “Staff Assisted LMI”)</i>	Provide workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas; information on job vacancy listings in such labor market areas; information on the job skills necessary to obtain the jobs in such labor market areas; and information relating to local occupations in demand and earnings, skill requirements, and opportunities for advancement for such occupation.

Outreach and Intake	Outreach, intake (including worker profiling), and orientation to information and other services available through the one-stop delivery system.
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C. Individualized Career Services

Code	Activity	Definition
2001	Comprehensive Assessment	Comprehensive and specialized assessments of the skills level 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 goals.
2002	Individual Employment Plan	Developed jointly by the participant and case manager when determined appropriate by the one-stop operator or one-stop partner. The plan is an on-going strategy to identify employment goals, achievement objectives, and an appropriate combination of services for the participant to achieve their employment goals.
2003	Group Counseling	To advise several participants at one time. Such counseling may be financial, vocational, or personal.
2004	Individual Counseling	To advise a single participant at a time. Such counseling may be financial, vocational, or personal.
2006	Short-Term Prevocational Services	Workshops designed to develop learning skills, communications skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.
2009	Out-of-Area Job Search Assistance and Relocation Assistance <i>(This is a service that requires full eligibility documentation equivalent to training level activities.)</i>	Reimbursement for expenses incurred by a participant seeking suitable employment or reemployment. Participants must be seeking employment within the United States and cannot be reasonably expected to find satisfactory employment within the commuting area. Activities to cover the costs of approved out-of-area job search. Reimbursement of participants' reasonable and necessary expenses incurred in moving to another locality to accept employment. It must be certified that the participant was unable to find satisfactory employment within the commuting area.
2010	Internships and Work Experiences <i>(This is a service that requires full eligibility documentation equivalent to training level activities.)</i>	A planned, structured learning experience that takes place in a workplace for a limited period of time. Work experience may be paid or unpaid, as appropriate. An internship or work experience may be arranged within the private for profit sector, the non-profit sector or the public sector.
2011	Career Planning	Activities that provide individualized career pathway planning.

2020	Financial Literacy	Activities that support the participants ability to create budgets, initiate checking and savings accounts, how to manage spending, credit and debt, and the significance of credit reports.
2021	Workforce Preparation	Workforce preparation activities include 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: <ol style="list-style-type: none"> 1. Utilizing resources; 2. Using information; 3. Working with others; 4. Understanding systems; 5. Skills necessary for successful transition into and completion of postsecondary education or training, or employment; and 6. Other employability skills that increase an individual's Preparation for the workforce.
2015	English language acquisition	English language acquisition and integrated education and training programs
5009	Follow-Up Services	Follow-Up services include counseling regarding the workplace, for participants in workforce investment activities authorized under WIOA who are placed in unsubsidized employment for up to 12 months after the first day of the employment.

IV. Training Level:

In cases where a WIOA Adult or Dislocated Worker Career Services program participant is determined to be in need of Training services or one of the three Career Services that involve the direct allocation of WIOA funds to an individual (Out-of-Area Job Search Assistance and Relocation Assistance, Internships and Work Experiences, or Supportive Services), staff must create an Actual Enrollment in the Division of Workforce Development's (DWD) information management system by completing the Application, Eligibility, Enrollment and Employment Plan sections of the system.

In order to minimize the burden on the customer and to maximize the efficiency of Job Center staff, no Region, Job Center, or Job Center Team should develop policy that requires eligibility documentation beyond that described in DWD Issuance 01-2015.

A. Adult Training Level Eligibility (DWD Issuance 01-2015)

1. 18 years of age or older
2. Are a male who is at least 18 years old and born January 1, 1960 or after, not in the armed services on active duty, and is registered. Refer to Selective Service System Website for more details, www.sss.gov . Must be registered with selective service and not pending. Not applicable to women.

3. Adults are determined to be eligible in accordance with the priority system found in the Northwest Region Five-Year Plan if they:
 - a. Receive one of the following: Food Stamps, TANF, GA, RCA; **or**
 - b. Have a total family* income for the six-month period prior to application, which in relation to family size does not exceed the higher of:
 - poverty guidelines established by the Office of Management and Budget; **or**
 - 70% of the lower living standard income level; **or**

**Note: "Family" mean two or more persons related by blood, marriage, or decree of court, who are living in a single residence, and are included in one or more of the following categories:*

 - A husband, wife, and dependent children; **or**
 - A parent or guardian and dependent children; **or**
 - A husband and wife
 - c. Qualify as a homeless individual (Stewart B. McKinney Act-Section 103(a)(c));
 - A primary night time residence that is a publicly or private operated shelter for temporary accommodation; **or**
 - An institution providing temporary residence for individuals intended to be institutionalized; **or**
 - A public or private place not designated for ordinarily used as a regular sleeping accommodation for human beings; **or**
 - d. Offender:
 - Is or has been subject to any stage of the criminal justice process for committing a status offense or delinquent act; **or**
 - Requires assistance in overcoming barriers to employment resulting from a record of arrest or conviction for committing delinquent acts, such as crimes against persons, crimes against property, status offenses, or other crimes; **or**
 - e. Disabled:
 - Are a disabled individual whose income would meet one of the first two conditions in this list, but is a member of a family which income does not meet such requirements.

B. Dislocated Worker Training Level Eligibility (DWD Issuance 01-2015)

1. Selective Service Registration: is a male who is at least 18 years old and born January 1, 1960 or after, not in the armed services on active duty. (DWD Issuance 13-99, page 13) Refer to Selective Service System Website for more details, www.sss.gov. Must be registered with selective service and not pending. Not applicable to women.
2. A Dislocated Worker is an individual that meets one of the following Categories:
 - a. **Category A- Permanent Layoff**
Has been terminated or laid off, or has received a notice of termination or layoff, from employment within the last five years. During the five year

period a dislocated worker is eligible no matter what employment they may have had since their layoff.

b. **Category B- Plant Closure or Substantial Layoff**

Has been terminated or laid off, or has received a notice of termination or lay-off from employment, as a result of any permanent closure of, or any substantial lay-off at, a plant, facility, or enterprise.

c. **Category C- Dislocated Self Employed**

Self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters.

d. **Category D- Displaced Homemaker**

Has been dependent on the income of another family member, but is no longer supported by that income

e. **Category E- Spouse of an Armed Forces Member**

The spouse of a member of the Armed Forces on active duty, and who has experienced loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member.

The spouse of a member of the Armed Forces on active duty and who is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

C. Appropriate for Training Services

A one-stop operator/partner determines, after an interview, evaluation, or assessment, and career planning:

- 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 career services; and
- In need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment; and
- Have the skills and qualifications to participate successfully in training services; and
- Have selected a program of training services that is directly linked to the employment opportunities in the local area or the planning region, or in another area to which the individuals are willing to commute or relocate; and
- Are unable to obtain grant assistance from other sources to pay the costs of such training, including such sources as State-funded training funds, Trade Adjustment Assistance, and Federal Pell Grants established under title IV of the

Higher Education Act of 1965, or require WIOA assistance in addition to other sources of grant assistance, including Federal Pell Grants.

All of these requirements for training services can be met and documented in DWD's information management system. Complete the Appropriateness tab in the Employment Plan by providing a full and complete explanation in the text field.

The case file must contain a determination of need for training services as determined through the interview, evaluation, or assessment, and career planning informed by local labor market information and training provider performance information; or through any other career service received. Explanations must include a clear description of the information, such as MERIC or BLS labor market information to prove the training chosen by the participant is linked to employment opportunity.

The case file must also contain a printout from the Eligible Training Provider System showing that the program of study was approved on the date the training eligibility determination was made. If a program isn't ETPS approved, staff should work with the school in getting the application submitted. While every effort is made to accommodate a participant's enrollment, there are times when unreasonable approval requests are submitted for a quick turnaround. ETPS staff work with hundreds of schools and understand situations do arise, but do note that a review period of 30 days is allowed once an application is submitted. It is suggested that staff encourage their area schools to make sure their application remains updated to alleviate this type of last minute request.

The record in DWD's information management system should also contain service notes that meet the following guidelines:

- Record participant's progress toward reaching the Individual Employment Plan (IEP) goals;
- Document the need for and the delivery of additional services;
- Document all contacts with the customer; and
- Report any new information pertaining to the participant's employability.

The following payment-related documents must be retained in either electronic or hard copy files:

- OJT or Work Experience records.
- Classroom Training records.
- Supportive Services payment records.
- Needs-Related Payments records.
- Records of any other payments made to, or on behalf of, the participant.

D. Training Services

3001	Occupational Skills Training	Occupation specific training provided by a public or private vendor with demonstrated training capability and paid for through individual training accounts. <u>Additional guidance: NW WDB ITA Policy</u>
3002	On-the-Job Training	Training by an employer that is provided to a paid participant while engaged in productive work in a job that provides knowledge or skills essential to the full and adequate performance of the job; provides reimbursement to the employer of up to 50 percent of the wage rate of the participant, for the extraordinary costs of providing the training. <u>Additional guidance: NW WDB OJT Policy</u>
3011	Incumbent Worker Training	A program designed to meet the special requirements of an employer (including a group of employers) to retain a skilled workforce or avert the need to lay off employees by assisting the workers in obtaining the skill necessary to retain employment.
3012	Transitional Jobs	Time-limited work experiences that are subsidized and are in the public, private, or nonprofit sectors for individuals with barriers to employment who are chronically unemployed or have an inconsistent work history.
3003	Workplace Training and Cooperative Education	A combination of training and education, which may include both employer-based, and classroom based training elements operated either concurrently or sequentially or an employer based program combining vocational and educational elements for which academic credit is received.
3004	Skills Upgrading and Retraining	Training designed to enhance the skills of currently employed participants who are working at less than their skill potential and have minimal or no advancement capability without gaining the skills needed to upgrade and retrain them to move them to self-sufficiency.
3005	Entrepreneurial Training	Training designed to provide participants with the skills to start businesses of their own.
3006	Job Readiness Training	Job readiness training should be provided in combination with Occupational Skills Training, On-the-Job Training, incumbent worker training, programs that combine workplace training with related instruction which may include cooperative education programs, training programs offered by the private sector, skill upgrading and retraining, entrepreneurial training, and transitional jobs. Job Readiness training is a formal classroom activity providing instruction in job seeking and job holding skills that can be augmented with such curriculum as business math and business communications. Local employers may also suggest additional curriculum

V. Other Permissible Activities

4005	Planned Gap In Service	A gap in service must be either, a delay before the beginning of training; a health/medical condition or providing care for a family member with a health or medical condition and/or a temporary move from the area that prevents the individual from participating in services including National Guard or military service. The gap in service can last no more than 180 consecutive calendar days from the date of the most recent service to allow time to address the barriers to continue participation. However, grantees may initiate a consecutive gap in service of up to an additional 180 days for the participant that follows the initial 180-day period to resolve issues that prevent the participant from completing program services that lead to employment. Grantees must document all gaps in service that occur and the reasons for the gaps in service, including the participant's intent to return to complete program services.
4003	Supportive Services <i>(This is a service that requires full eligibility documentation equivalent to training level services)</i>	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 Title I of WIOA and the current DWD Statewide Supportive Services Issuance. <u>Additional Guidance NW WDB Supportive Services Policy</u>

VI. Complaint and Grievance

Jobs.mo.gov and the Career Center Welcome Screens display the customer's complaint and grievance rights and they must click "I agree" before proceeding with registration. No further documentation is needed for Career enrollments.

A paper copy must be provided to customers in training services; a paper copy will be given to the participant and copy placed in their hard file.

DWD Issuance 01-2014, Change 1

VII. Customer Satisfaction Indicators

The customer satisfaction indicator of performance for services received from the Missouri Career Center System is measured through surveys available in the Career Center.

Customers complete surveys voluntarily and place the completed survey in the collection box provided. It is optional for customers to indicate contact information for follow-up.

WDB staff collects the surveys and tallies up the customer satisfaction responses; the responses are provided to the Functional Leader and WDB Director.

VIII. Performance Measures

PY16 Performance Benchmarks	Adult Program	Dislocated Worker Program
Employment Rate measured second (2 nd) quarter after exit	72%	72%
Employment Rate measured fourth (4 th) quarter after exit	68%	67.9%
Median Earnings measured second (2 nd) quarter after exit	\$4,409	\$4,692
Credential Attainment up to one (1) year after exit	46.5%	48.5%
Measurable skill gain during program participation	TBD	TBD
Repeat Employer Customers	TBD	TBD
Employer Penetration Rate	TBD	TBD