**PA Department of Labor & Industry**
**Workforce Investment Center**
Bureau of Workforce Investment
WORKFORCE INVESTMENT INFORMATION NOTICE NO. 1-98, Change 2
January 30, 2004

**TO** : ALL LOCAL WORKFORCE INVESTMENT AREAS

**FROM** : JOHN C. VOGEL
Director
Bureau of Workforce Investment

**SUBJECT:** WIA Participant Questions & Answers (Qs & As)

**INQUIRIES:** Questions concerning this issuance can be directed to one of the following Performance Coordination Services staff members by e-mail or telephone.

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1. **Purpose.** To provide background information and guidance associated with participant-related issues. It is intended to inform partners and stakeholders about issues that have been identified through national and regional meetings, and via telephone and written requests.

   **These instructions Workforce Investment Information Notice (WIIN) 1-98, Change 2 replace those transmitted via WIIN 1-98, dated April 21, 1999, and WIIN 1-98, Change 1, dated September 22, 2000.**

2. **Reference.** Public Law 105-220, dated August 7, 1998; WIA Final Regulations, dated August 11, 2000; Training and Employment Guidance Letter (TEGL) 14-00, Change 1 dated November 19, 2001; Federal Register, Vol. 64, No. 218, dated November 12, 1999; and Workforce Investment Information Notice No. 3-99, Change 2 dated August 5, 2002.

3. **Discussion.** The Bureau of Workforce Investment is distributing the attached guidance information relevant to WIA participant-related issues.

4. **Action Required.** Local Areas are requested to widely distribute copies of this issuance to staff and partners within their Local Area.

5. **Attachments.** WIA Participant-Related Questions and Answers.

6. **Expiration Date.** Ongoing.

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# WIA PARTICIPANT TRANSITION

This section provides Local Areas with a response to participant issues and concerns during the transition from JTPA to WIA.

Guidance from the USDOL indicates that participants will be treated as follows:

A. All participants who started out as JTPA participants remain eligible for services under WIA and may complete their JTPA service strategy without interruption, even if that service strategy is not allowable under WIA, or if they are not eligible under WIA. Consistent with the legislation, Local Boards are encouraged to provide follow-up services for existing participants, which aim to improve retention and advancement on the job is encouraged. Follow-up services for JTPA participants must meet JTPA regulations and may be supplemented with WIA follow-up services.

B. JTPA participants who have been assessed and have a service strategy developed must be allowed to continue as participants in WIA, whether or not they have actually begun any activity. Those individuals who are enrolled, but not assessed, may be assessed and a strategy developed. The services that will be available under WIA should be considered in developing this strategy, if appropriate.

C. Once the State <u>fully</u> implements WIA, new participants are subject to WIA requirements.

**1. What is to be done with someone who was in the system under JTPA and is now being served under WIA?**

All JTPA participants who carried over into PY ‘99 and were data entered into the JTPA database will automatically be uploaded from the JTPA database into the Internet-based WIA Services Module once all the conversion testing has been completed.

A “Register for WIA” button is being added to the WIA Lookup Results screen to allow WIA registration for an individual who may have been previously enrolled under the JTPA Program. By clicking on the "Register for WIA" button, the new WIA Registration/Application screen to be completed will appear. The “Register for WIA” button cannot be used if an individual is still active.

**2. Should JTPA programs stop enrolling individuals at some point (e.g. 30 days prior to changing to WIA)?**

Pennsylvania implemented the Workforce Investment Act (WIA) on January 1, 2000. Federal Regulations do not prohibit enrollments through December 31, 1999. WIA Local Areas are free to make decisions to cut-off enrollments prior to that date.

## WIA PARTICIPANT TRANSITION

3. **If some of the JTPA participants are continued in WIA, should there be time limits on their continued participation?**

   No. There is no Federal limitation on continued participation.

4. **How will Summer Youth Employment and Training Program (SYETP) operate and transition in calendar year 1999?**

   Stand alone Fiscal Year 1999 summer activities must be operated under JTPA rules.

5. **What will happen with National Reserve (NR) grants if adult and dislocated worker programs are operated under WIA as of July 1, 1999? Will they remain as JTPA funds for the duration of the grant, and all new NR enrollees be JTPA enrollees even if other dislocated workers are being enrolled as WIA participants? What if the NR participants had been concurrently enrolled in JTPA Title III?**

   A National Reserve grant will continue as a JTPA type grant until its expiration date. However, once a Local Area transitions to WIA, NR participants who were formerly co-enrolled in JTPA Title III would be grandfathered into WIA as of the transition date, and would not remain as JTPA Title III formula grant participants.

6. **Would States or locals be allowed to set limitations on the participants enrolled under JTPA?**

   No. Someone who commences training under JTPA must be allowed to continue JTPA services specified in his/her service strategy until completion as long as the service strategy designed for that individual does not change. If there is a substantial change to the individual service strategy after the shift to WIA, the individual would come under WIA rules including those pertaining to priority for service and eligibility for intensive and training services.

7. **If the geographic composition of a service area is changed, how will JTPA participants be "assigned" to a new workforce investment area? Who is responsible for overseeing an "assignment" process?**

   If WIA Local Areas differ from JTPA service delivery areas, the entities should make appropriate arrangements to transfer the responsibility for the individuals under the individual's service strategies to appropriate new WIA designated One-Stop operators or partner(s) to assure completion of service strategy. Local Areas must oversee this process to insure that all such persons in the "pipeline" are effectively served and provided necessary funding and support to complete their service strategy, including participant follow-up services.

## WIA PARTICIPANT TRANSITION

**8. For JTPA participants who have recently completed services, who will be responsible for the follow up? Will these participants be counted under JTPA or WIA?**

For JTPA participants who complete services prior to the effective date of transition to WIA, arrangements should be made for follow up services with the designated one-stop operator or another partner. The outcomes will be reported on final JTPA outcome reports, not on WIA reports.

**9. How long can current training providers continue to provide services if there are JTPA participants enrolled, but the providers are not eligible under WIA?**

Current training providers can continue to provide services for the duration of the scheduled plan, regardless of whether designated under WIA as "eligible providers." Please note that persons in the system under JTPA should continue to be served and services completed without interruption or disruption during the transition to WIA.

**10. Who is responsible for providing reemployment services and feedback during the WIA transition period for Unemployment Insurance claimants who have been identified, through Profiling, as being required to receive such services?**

The One-Stop operator or partner, as appropriate, is responsible for developing an Individual Service Plan for each claimant identified as needing such services through profiling and ensuring that appropriate reemployment services are provided. The provider of services is required to provide available services to Unemployment Insurance claimants, and feedback to the Unemployment Insurance component on the services provided.

**11. How does eligibility for services change under the Workforce Investment Act? What are the rules for eligibility?**

Once the State and Local Area has an approved WIA plan, all persons are eligible for the basic core services (self-service/informational), which may be referred to locally as universal services. Depending on resource availability to provide Adult services, the State and Local Areas may decide to direct the intensive and training services. All youth services beyond core (self-service/informational) services would continue to be limited to low-income persons under WIA. If a State does not have an approved WIA plan, the existing eligibility JTPA rules continue to apply.

## WIA PARTICIPANT TRANSITION

**12. Could JTPA participants be terminated as "not appropriate for WIA" instead of being grandfathered in, and backed out of JTPA performance?**

No. JTPA participants may not be backed out to avoid performance expectations. Again, any individual who was appropriate for JTPA should be appropriate for WIA as well.

**13. Will the period of performance for the existing National Reserve grants and demonstration grants change?**

Existing grants will continue until the period of performance ends, unless renegotiated.

**14. Will the period of performance for the existing grants for Defense and Clean Air be changed?**

Existing grants will be continued until the period of performance is completed.

**15. There is a backlog of JTPA participants who were active when the mainframe system was shut down. In addition, there are paper applications that were taken during the time the mainframe was shut down and the time that the WIA Registration Module went on-line. These individuals will have to enroll in the CareerLink system, but do those folks have to be notified that they are being enrolled in CareerLink?**

No. Notifying the JTPA individuals that they are enrolled in the CareerLink is not necessary.

## CAREERLINK ENROLLMENT

1. **Must all youth enroll in CareerLink?**

   All individuals, including those served in youth activities during the summer, must first be enrolled in the CareerLink Job Seekers Module prior to the completion of WIA registration.

2. **Must enrollment into CareerLink occur simultaneously with WIA registration?**

   No. The enrollment into CareerLink does not need to occur simultaneously with WIA registration. However, if it doesn't occur simultaneously, the CareerLink enrollment must occur prior to WIA registration.

3. **Because of logistical and other issues with CareerLink enrollment, can Local Workforce Investment Areas process enrollment into CareerLink differently for youth?**

   The process of enrolling into CareerLink is the same for all individuals (adult, youth, and dislocated worker). However, some of the CareerLink screens such as work history may be left blank by clicking on "Not Applicable" if the information requested does not apply.

4. **Is there a reason the birth date was used instead of the client's name after entering the SSN?**

   Prior to an individual registering for WIA, the individual must first enroll in PA CareerLink. The PA CareerLink enrollment process is based on the social security number and birth date. Therefore, the WIA Services Module follows the same procedure when retrieving an individual in the database system.

## WIA REGISTRATION

**1. Is race a required reporting item for both EO purposes and WIA? Race is not listed on the CareerLink system as a required item.**

Yes. The point of registration corresponds to the point at which EO data must be collected. EO Requirements for WIA reporting are outlined in Training and Employment Guidance Letter (TEGL) 14-00, Change 1 dated November 19, 2001 and Federal Register, Vol. 64, No. 218, dated November 12, 1999. The WIA Registration Module collects all required information.

**2. Can working papers be used as verification for Citizenship or Eligible to Work?**

No.

**3. Can an applicant statement be used as acceptable documentation for a layoff if a layoff letter from the employer was never given?**

The Applicant Statement Form has been replaced with a Self-Certification Form that can be used to verify a layoff from an employer.

The Self-Certification Form may be found in Attachment I of WIIN 3-99, Change 2. WIIN 3-99, Change 2 may be accessed at the PA Workforce Website at http://www.paworkforce.state.pa.us/.

**4. In WIIN 3-99, food stamp record and public assistance records are listed as acceptable verification for Citizenship or Eligible to Work if place of birth is listed on them. Place of birth is not listed on these records at this time, although citizenship had to be established prior to their receiving these benefits. Are these records considered acceptable verification without place of birth being listed on them?**

Food stamp record and public assistance records are considered acceptable without the place of birth being listed. Place of birth was erroneously put in parenthesis after both Food Stamp Record and Public Assistance Records. Place of birth has been deleted in WIIN 3-99, Change 2.

**5. Under the WIA Definitions for Eligibility in Attachment C of WIIN 3-99, Cash Public Assistance reads, "an individual who is listed on the grant and/or is receiving assistance under 'each' of the following programs . . ."**

**Is this correct, or should it read, " . . . receiving assistance under 'one' of the following programs?"**

It should have read "under any of the following programs." The following definition of Cash Public Assistance has been taken from WIIN 3-99, Change 2.

Cash Public Assistance - an individual who is listed on the grant and/or is receiving assistance under any of the following programs at time of registration or at program exit:

- Temporary Assistance to Needy Families (TANF) (also include individuals receiving Aid to Families with Dependent Children (AFDC) during JTPA application or participation who were grandfathered into WIA)
- General Assistance (GA) (State/local government)
- Refugee Cash Assistance (RCA)
- Supplemental Security Income (SSI) (SSA Title XVI)

Public assistance recipients may also include participants, who were referred by the TANF agency participating in the TANF assessment program, as a requirement prior to opening a TANF grant, and who received support services from the TANF agency.

**6. In the Eligible Documentation and Eligibility Statement portion of WIIN 3-99, it reads that Basic Skills Deficient is "English reading or computing skills at or below the 8th grade level." However, under the WIA Definitions portion, it reads "English reading, writing, or computing skills at or below the 8$^{th}$ grade level." Which is correct?**

"English reading, writing, or computing skills at or below the 8$^{th}$ grade level" is correct and WIIN 3-99, Change 2 reflects this change.

Basic Skills Deficient – an individual who has English reading, writing, or computing skills at or below the 8$^{th}$ grade level on a generally accepted standardized test or a comparable score on a criterion-referenced test.

**7. Is the State going to define the duration someone can become eligible as a dislocated worker?**

No.

**8. Can someone be employed (other than when they're still working, but have received a layoff notice) at the time of registration and be determined eligible as a dislocated worker?**

Yes.

**9. Is there a definition for "temporary employment" in WIA?**

The Workforce Investment Act does not have a definition for "temporary employment." In order to ensure maximum flexibility in the implementation of WIA at the local level, the Commonwealth is not defining the term. The definition of "temporary employment" is at the discretion of the Local Workforce Investment Area.

## WIA REGISTRATION

**10. Under the definition of a displaced homemaker (WIA Section 101(10)(A)), does the statement, "has been dependent on income of another family member but is no longer supported by that income" mean "any reason for that loss of income" or does it mean only in the case of legal separation, divorce, or death?**

The phrase "has been dependent on the income of another family member but is no longer supported by that income," means any reason for that loss of income, not just in the case of legal separation, divorce, or death.

**11. Please clarify the displaced homemaker verification sources in WIIN 3-99? It's not very clear.**

The verification sources for displaced homemaker have been clarified in Attachment G of WIIN 3-99, Change 2. WIIN 3-99, Change 2 may be accessed at the PA Workforce Website at http://www.paworkforce.state.pa.us/.

**12. Must family size be verified for youth? What other verification is needed?**

If "low-income" is based on the Poverty Guidelines and/or 70% of the Lower Living Standard Income Level (LLSIL), then family size must be verified.

Attachment A of WIIN 3-99, Change 2 contains a chart that shows the Title I WIA Program Eligibility Criteria for WIA Registration. WIIN 3-99, Change 2 may be accessed at the PA Workforce Website at http://www.paworkforce.state.pa.us/.

**13. Can a pre-application be used in the WIA registration process for all programs (adult, youth, and/or dislocated worker)?**

The utilization of a pre-application for adult, youth and/or dislocated worker eligibility is a local decision. All applicants still retain the right to have a full and final eligibility determination made through the completion of WIA registration.

The pre-application may be used to secure the required signatures as long as the pre-application contains, at a minimum, the information necessary to determine eligibility for each funding source in which they are utilized.

Although Local Areas can develop and use pre-applications, the CareerLink Operating System will be the system of record.

**14. Must youth participants be registered to participate in the youth program? [*CFR 664.215*]**

(a) Yes. All youth participants must be registered.
(b) Registration is the process of collecting information to support a determination of eligibility.
(c) EO data must be collected on individuals during the registration process.

Participant means an individual who has registered under 20 CFR 664.215 and has been determined to be eligible to participate in and who is receiving services (except for follow-up services) under a program authorized by WIA Title I. Participation commences on the first day, following determination of eligibility, on which the individual begins receiving services provided under WIA Title I.

The point of registration corresponds to the point at which EO data must be collected. EO Requirements for WIA reporting are outlined in Training and Employment Guidance Letter (TEGL) 14-00, Change 1 dated November 19, 2001 and Federal Register, Vol. 64, No. 218, dated November 12, 1999. The WIA Registration Module collects all required information.

**15. Does an individual become a participant upon the completion of a WIA Registration Form?**

No. Within the WIA Registration Module of the PA CareerLink, the completion of the WIA Registration screen is used to determine eligibility. The completion of the WIA Registration screen does not constitute an enrollment into WIA.

Participant is defined as an individual who has registered under 20 CFR 663.105 or 20 CFR 664.215 and has been determined to be eligible to participate in and who is receiving services (except for follow-up services) under a program authorized by WIA Title I. Participation commences on the first day, following determination of eligibility, on which the individual begins receiving core, intensive, training, or other services provided under WIA Title I.

**16. How can an application date be updated, since when entering the original registration the system defaults to the current date?**

When entering the original WIA Application, click on the application date field, change to the correct date of application, and then click on the “Submit” button at the bottom of the WIA Application.

**17. How does a customer come off the pending list?**

- From the Main Menu, select “Work With WIA Services.”
- Click on “View List of Pending WIA Registrants” or the header tab named “Pending List” to obtain the “List of Pending WIA Registrants” screen.
- Select a LWIA county in which to view pending registrants.
- Click on the Search button to obtain the “List of Pending WIA Registrants” screen for the county selected.
- Click a Name to <u>verify</u> a particular registrant or <u>update</u> their application and to be taken to the WIA Verification screen. To <u>verify</u> this application, select eligibility verification sources from the drop down boxes in order to verify eligibility.
- Go to the end of the WIA Verification screen and click on the “Continue” button to obtain the “WIA Verification Confirmation” screen.

- Review the list of eligibility criteria along with verification sources shown on the “WIA Verification Confirmation” screen.
- Eligibility determination will be performed upon submission.
- Click on the Submit button to receive the “Verification and Eligibility Determination” screen that shows that the application for the person shown has been verified and is eligible for the programs listed. This person now appears on the “Eligible List.”

**18. Will the security system allow different staff members to have different, specific types of access?**

Yes, based on local decisions, designated staff will have various levels of access.

**19. Why is reemployment opportunity red dotted on the WIA Registration screen? A person may not be dislocated.**

The “Reemployment Opportunity” field has been changed to a drop down box with a default to blank, and a response of NA added for those individuals who are not dislocated.

**20. Why is there no blank or NA choice under Item 10E, Dislocated Status box? What if a person is an adult, youth, or working part-time?**

The “Dislocated Status” field has been changed to default to a blank field and a response of NA has been added.

**21. If an applicant is enrolled in the CareerLink in one Local Workforce Investment Area (LWIA), can he or she be registered for WIA in another LWIA?**

Yes.

**22. Under WIA, is there any requirement to offer services within a certain number of days from the application date?**

No.

**23. Is there going to be an Individual Employment Plan (IEP) posted on the website?**

Yes. As a future enhancement, an Individual Employment Plan (IEP) Module will be developed.

**24. Can an individual with a disability be considered a family of one?**

Yes, in accordance with 20 CFR Sections 664.250 and 663.640 as follows:

CFR 664.250 May a disabled youth whose family does not meet income eligibility criteria under the Act be eligible for youth services?

> Yes. Even if the family of a disabled youth does not meet the income eligibility criteria, the disabled youth is to be considered a low-income individual if the youth's own income:
> (a) Meets the income criteria established in WIA Section 101(25)(B); or
> (b) Meets the income eligibility criteria for cash payments under any Federal, State or local public assistance program. (WIA Section 101(25)(F))

CFR 663.640 May a disabled individual whose family does not meet income eligibility criteria under the Act be eligible for priority as a low-income adult?

> Yes. Even if the family of a disabled individual does not meet the income eligibility criteria, the disabled individual is to be considered a low-income individual if the individual's own income:
> (a) Meets the income criteria established in WIA Section 101(25)(B); or
> (b) Meets the income eligibility criteria for cash payments under any Federal, State or local public assistance program. (WIA Section 101(25)(F))

**25. How will JTPA participants who were not data entered into the JTPA mainframe system prior to the January 7, 2000 cut-off be input?**

As of January 1, 2000, the system of record is the Internet-based WIA Services Module. Therefore, all JTPA individuals must be input via the WIA Services Module.

**26. What happens to a registration record if when going through the registration process the person did not bring in the documents needed to verify eligibility?**

Once the WIA Registration has been completed, click the Submit button. If the WIA Registration passes through the edit checks, it goes to the Pending File. When the individual returns with the appropriate documentation, retrieve the individual from the Pending File and select the verification sources for each of the various eligibility criteria items needed for eligibility.

Save and Exit buttons have been added to the WIA Registration screens. By clicking the Save and Exit button, the system goes back to the main menu of the WIA Registration Module. By clicking the register for WIA button and entering the social security number and birth date the system goes to the partially completed WIA Registration.

## WIA REGISTRATION

**27. If someone is on the "Eligible List," does that mean that the person has received an intensive service?**

No. Individuals who appear on the "Eligible List" have gone through the WIA Registration and Verification process, which is the completion of the WIA Registration screen. The WIA Verification process involves selecting verification sources for the eligibility criteria. The "Eligible List" includes individuals who may be eligible for one or more programs (e.g., adult, youth, and/or dislocated worker), and those who have been determined to be ineligible show as eligible for none under the column header "Eligible for Programs."

**28. Once the eligibility and verification have been completed, how is the Date of Registration changed if the date had been entered incorrectly?**

LWIAs have the ability to update the Date of WIA Registration on the WIA Application.

- Go to the "Date of Registration" field found near the bottom of the WIA Application under "Program Eligibility."
- Type in the correct date
- Click Submit

**29. How can a WIA Application be deleted from the system?**

A WIA Application can only be deleted using the delete button located at the bottom of the applicable WIA Application.

Prior to deleting the WIA Application, all outcome transactions would need to be deleted through the WIA Services Update (Outcomes) component of the WIA Services Module. In addition, all WIA programs/services must be deleted by using the WIA Job Seeker's Activity Log.

Instructions on how to delete a WIA Application can be found in the attached Microsoft Word document. These instructions can also be found in the WIA Registration Desk Aide.

Delete a WIA Application.doc

**30. According to the guidelines for Dislocated Workers, it states that an individual has been employed and has an attachment to the workforce but is not eligible for Unemployment Compensation due to insufficient earnings and is unlikely to return to a previous industry or occupation. Is there a way this individual can be registered and eligible as a dislocated worker?**

An additional response "Ineligible (Monetarily)" has been added to the UI Status (3E) field on the WIA Application Screen and to the WIA Registration Desk Aide. An individual can be registered as an eligible dislocated worker even though the person does not have sufficient wages to determine them eligible for Unemployment Compensation.

**31. How often does income have to be verified for a youth participant who is in the program for multiple years?**

Income only needs to be verified once for a youth for a particular WIA Application. Verification is done at the time of WIA eligibility determination for a WIA Application.

**32. Why does the system determine an individual eligible for an Adult program even though the individual did not meet the income guidelines? How can this be corrected so a person does not go into a program incorrectly because the system shows they are eligible and they are not economically eligible to participate in the Adult Program?**

Adult eligibility criteria only requires that the individual meet general eligibility as outlined in WIIN 3-99, Change 2 and shown below.

An individual (18 or older) shall be eligible to participate in the Title I Adult Program if such individual meets:

General Eligibility consists of:

- Citizenship or Eligible to Work
- Selective Service Registrant (if applicable)
- Age

**NOTE:** If funds are limited, priority shall be given to recipients of public assistance and other low-income individuals for intensive and training services. Each Local Workforce Investment Board must develop a priority of service policy regarding Workforce Investment Act (WIA) Title I Adult intensive and training services. The Local Workforce Investment Boards' priority of service policy must include, but is not limited to, public assistance and other low-income individuals in the Local Area. The Local Workforce Investment Board will indicate its priority of service policy in its WIA local plan, specifying the target groups that will receive priority service.

**33. A former WIA participant, who had a WIA Registration completed on 08/13/01, found employment on 10/2/01, was laid off again on 06/8/02 and is interested in pursuing training starting late October (due to the fact that her current skills of electronic assembly have a low marketability). Is it necessary to have a new WIA Application/Registration completed since she is still within the 12-month follow-up period?**

Yes. Since an "Exit a Program" transaction was completed on the former WIA participant, a new WIA Application/Registration would be required based on the fact that he/she was laid off on 06/08/02. The 12-month follow-up period for the WIA

Application, dated 08/13/01, would no longer be required once the individual is reenrolled in WIA.

**34. Does the answer to "Basic Skills Deficient" on the WIA Application have to agree with the "Reading/Math Grade Level" in the Add A Service module?**

The definition of basic skills deficient means, with respect to an individual, that the individual has English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test.

There must be a consistency between the responses to the basic skills deficient field and three other fields:

- Limited English
- Reading Grade Level
- Math Grade Level

If the "Limited English" field on the WIA Application has a response of "yes," and/or reading grade level or math grade level has a response of "At or Below the 8th Grade Level," "Below Basic on the PSSA," or "Not Tested and Below Grade 9," then the response to the basic skills deficient field must be yes.

**35. Is it possible to show multiple verification sources for a particular eligibility item such as family income?**

No. At this time, the current system only allows for one verification source for each eligibility item.

**36. Are the two questions pertaining to Self-Sufficiency Adult and Dislocated Worker required? If so, why?**

Yes, both questions are required. In order for an employed individual to receive intensive services under the Adult and Dislocated Worker funding stream, the individual must have been determined by a one-stop operator to be in need of such intensive services in order to obtain or retain employment that allows for self-sufficiency. Each question must be answered separately but it is not necessary that both questions be answered the same way.

**37. Could another block be added to Section K of the WIA Application that would allow LWIAs to indicate whether or not the participant meet the LWIA's definition of self-sufficiency?**

It is not necessary to add another block to section K because the LWIA's response to the "Self-Sufficiency Adult" field and the "Self-Sufficiency Dislocated Worker" field on the WIA Application is based on the Local Board's definition of self-sufficiency. As stated in the WIA Registration Desk Aide for both the "Self-Sufficiency Adult" field and the "Self-Sufficiency Dislocated Worker" field, the Local Board must set the criteria for determining whether the employment leads to self-sufficiency. The WIA

Registration Desk Aide, Section K provides instructions on the completion of Self-Sufficiency Adult (1K) and Self-Sufficiency Dislocated Worker (2K).

**38. Why does the system require the "Highest grade completed" field be answered with "High School Graduate" when the individual only completed 10th grade before completing their GED?**

TEGL 14-00, Change 1, Attachment E dated November 19, 2001 indicates that individuals who received a diploma or GED should be shown as a high school graduate.

**39. After entering a WIA Registration, could the Social Security Number be carried over into Add A Service?**

By clicking on the "Add A Service" button found at the bottom of the WIA Registration, the social security number is carried over into the "Add Services" screen. By accessing the "Add Services" screen from anywhere else within the module, the social security number must be entered.

**40. If an applicant's last job is not entered in the CareerLink and is needed for eligibility, the LWIA must go back to CareerLink to enter job information instead of being able to enter it in WIA. Could there be a block to enter job information that would be needed for eligibility in WIA that was not entered in the CareerLink?**

No. All Work History information in Section D of the WIA Registration is pulled over from CareerLink Enrollment data. The system was designed to enter all work history in the individual's personal folder.

**41. Suppose the following scenario is true: A woman was laid off last fall but only recently approached the LWIA with a request for training funds. Since her layoff she has worked at several temporary jobs in order to support herself and her family. She is currently employed in one such temporary job. Is she eligible as a dislocated worker? What would be entered in Section E (Employment Information) when registering people in the above situation? In Section E, is information entered about the job held as a dislocated worker or the recent temporary jobs – or a combination of both? When entering the dislocated information, where is the recent temporary job information entered?**

Work history for both the temporary job and the job of dislocation is entered at the time the CareerLink Enrollment is done.

Work History information shown on the WIA Application is brought over from the CareerLink Module. All work history needed for WIA eligibility <u>must</u> be shown on the WIA Application. If employment information was omitted the CareerLink

Enrollment must be updated with the pertinent work history information, otherwise that employer information will not be shown in the WIA Module.

When serving an individual as a Dislocated Worker, the job of dislocation must be entered for the WIA Registration with all the appropriate fields being completed. Any job impacting on eligibility must be entered for the WIA Registration with all the appropriate fields being completed.

The Workforce Investment Act does not have a definition for "temporary employment." In order to ensure maximum flexibility in the implementation of WIA at the local level, the Commonwealth is not defining the term. The definition of "temporary employment" is at the discretion of the Local Workforce Investment Area.

**42. In Section D (Work History) where employer is listed - if the person's last employer was closed – should it be marked "laid off – no return date" or "other?"**

Laid Off – No Return Date and Other are both valid responses to the Reason for Leaving field in the Work History Section.

If the work history shown is being used for WIA eligibility, it must be indicated by clicking on the box to the left of the "Use this Work History for WIA Eligibility" field.

**43. Are Profile Reemployment Program (PREP) clients still automatically dislocated workers?**

PREP individuals are not automatically eligible as dislocated workers. The LWIA needs to look at each person and determine his or her eligibility on an individual basis.

**44. Who is eligible as a dislocated worker? Can a person who has been terminated for a reason other than lack of work be eligible for the Dislocated Worker program?**

For an individual to be eligible as a Dislocated Worker -an individual must meet General Eligibility (Citizenship or Eligible to Work; Selective Service Registrant and Age) and also the definition of at least one of the Dislocated Worker eligibility categories as outlined in Workforce Investment Information Notice No 3-99, Change 2, Attachment B:

- Terminated/Laid Off; Eligible for UC and Unlikely to Return to Previous Industry or Occupation
- Permanent Closure/Substantial Layoff
- General Announcement of Closure
- Formerly Self-Employed/Currently Unemployed
- Displaced Homemaker

**45. Have any special allowances been made for people who are profiled through the Rapid Re-Employment Program (RRP)? BECS completes the same kind of form on them as for PREP.**

The Rapid Re-employment Program is a state program. Therefore, eligibility for the federal Workforce Investment Act must be determined on an individual basis.

**46. There are times when a person has attended training after high school but maybe it was only for a few weeks or even a few months, less than one year. When answering Education Status (field 1H), the system will not allow an answer to "Post HS" unless the Highest School Grade Completed (field 3H) is answered as at least "One Year Post HS." How is the person who attended a program for 6 months handled?**

For an individual who did not complete at least 1-year Post High School, the answer to the Highest School Grade Completed field would be "High School Graduate" or "Equivalency/GED."

**47. Why can't the months worked for a dislocated worker at a company be automatically calculated from the dates on the WIA Registration?**

The ability to calculate the number of months with the Employer of Dislocation has been taken under consideration for a future enhancement to the WIA Services Module.

**48. Why are both Occupational Employment Statistics (OES) and North American Industry Classification System (NAICS) codes needed when entering dislocated data? What is the reason that NAICS codes have to be entered for dislocated workers?**

Both the OES Code and the NAICS Code are found in the WIA Registration Section E, Employment History.

Effective July 1, 2002, the O*NET SOC Code replaced the OES Code. An O*NET SOC code is required for the <u>job at dislocation</u> when completing a WIA Registration. For WIA Registrations dated prior to July 1, 2002 the OES code is required.

The NAICS Code is the code used for Dislocated Workers to determine the <u>industry</u> for the job of dislocation when completing a WIA Registration.

First two digits of the NAICS Code identified the NAICS Sectors
Third digit identifies the Industry Subsector
Fourth digit identifies the Industry Group
Fifth digit identifies the industry
Sixth digit identifies the U.S., Canadian, or Mexican National specific country.

During the WIA Registration process LWIA staff have the ability to search for a code by clicking either the O*NET SOC, OES Code or NAICS Code button.

**49. What is the definition of mass layoff?**

Mass layoff - a reduction in force, which is not the result of a plant closing.

A mass layoff is a reduction in force at a single site of employment during any 30-day period for:

1. At least 33% of the employees, excluding part-time employees; or
2. At least 500 employees, excluding part time employees.

The 33% determination is affected by the 90 day aggregation rule which allows the combination of groups smaller than 50 unless the employer demonstrates that the employment losses are the result of separate and distinct causes of action.

A “single site” of employment” is a geographic connection or proximity is required to define a “single site” of employment.

**50. Why is the hourly wage input more than once for dislocated workers?**

For Dislocated Workers the following two fields require hourly wage information:

- Field 5E – “Preprogram Wage During Last 26 Weeks” is required to show the most recent hourly wage paid to the individual during the 26 weeks prior to application. This job may or may not be the job of dislocation.
- Field 11E – “Dislocation Wage” is the hourly wage paid to the individual in the job from which the person was dislocated regardless of when it occurred.

**51. Is there a list of NAICS Codes in alphabetical order to use?**

There are too many NAICS Codes to list in alphabetical order. LWIAs have the ability to submit a query by clicking on the NAICS icon within the WIA Registration Module. When a query is submitted using a single industry from the industries on the following list, the user will receive a NAICS Code and Industry Description match for the **keyword** submitted. (For example, when looking for Forestry, submit just the word Forestry).

**NAICS Sectors**
Agriculture, Forestry, Fishing and Hunting
Mining
Utilities
Construction
Manufacturing
Wholesale Trade
Retail Trade
Transportation and Warehousing

Information
Finance and Insurance
Real Estate and Rental and Leasing
Professional, Scientific, and Technical Services
Management of Companies and Enterprises
Administrative and Support and Waste Management and Remediation
Education Services
Health Care and Social Assistance
Arts, Entertainment, and Recreation
Accommodation and Food Services
Other Services (except Public Administration)
Public Administration
NAICS Codes can be found at http://www.naics.com

**52. Is there a field on the WIA Application that indicates whether or not the applicant meets the definition of low income?**

Yes and No. The "Low-Income Youth" field on the WIA Application will identify youth who are low-income/barrier but in all other circumstances, the staff person would need to check the responses to the fields that are used to define low-income.

An individual is considered Low-income when s/he meets the definition for one of the following Low-income categories which are found on the WIA Application:

- Cash Public Assistance
- Family Income at or below the Poverty Line or 70% of the Lower Living Standard Income Level (LLSIL)
- Receives Food Stamps or was determined eligible to receive in the last six months
- Homeless per 103(a) and 103(c) of the McKinney Act
- Publicly supported Foster Child
- Individual with a disability and own income at or below Poverty Line or 70% of the LLSIL

The response to the "Poverty Level/70% of the LLSIL" field is system-generated, and based on the number in family and the annualized 6-month family income. The system-generated responses to the "Poverty Level/70% of the LLSIL" field may be either "Yes," "No," or "Not Yet Determined."

In cases where it is not necessary to collect family income information for eligibility purposes, the "Annualized 6-month Family Income" field may be left blank.

When the "Annualized 6-month Family Income" field is left blank, the system-generated response to the "Poverty Level/LLSIL" field is shown as "Not Yet Determined."

Do not enter zeroes in the Annualized 6-Month Family Income field (2J) if income is not collected because the system will interpret the zeroes as zero income and the response to the "Poverty Level/70% of the LLSIL" field will be shown as Yes rather than Not Yet Determined.

**53. What is the rule for eligibility regarding Selective Service and Citizenship?**

If no priority is established locally for training services under WIA, there are no eligibility requirements for adult services.

However, requirements created under other laws such as the Selective Service and Immigration legislation create eligibility requirements that Local Boards and One-Stop operators must be aware of. Local Areas cannot spend funds on persons who should not be receiving services under WIA. As under JTPA, a determination must be made as to whether or not the requirement for selective service registration has been fully met. As indicated in TEGL 8-98, Local Areas have the responsibility for deciding and determining whether services should provided on a case-by-case basis. A non-registrant is not to be denied any Federal benefit if he can demonstrate that his failure to register was not knowing or willful.

In addition, participation in programs and activities financially assisted in whole or in part under this Act is open to citizens and nationals of the United States, lawfully admitted permanent resident aliens, lawfully admitted refugees and parolees, and other individuals authorized by the Attorney General to work in the United States. In order to ensure that funds are not spent on individuals improperly, it is recommended that Local Areas establish a procedure that enables them to make these determinations.

# WIA ADD A SERVICE

1. **Must the response to the "Priority Policy" field on the Priority Services (PS01) screen be completed even though the LWIAs priority policy is not in effect?**

   Yes. Prior to receiving an intensive service under the WIA Title I-B Adult program, the user must first complete the LWIA Priority Services (PS01) screen. The screen requires a Start Date and the LWIA Priority Service field must be answered with either a "yes" or "no."

   In order for an individual to receive Intensive Services under the Adult program, the field LWIA Priority Service must be answered "yes."

2. **The Add A Service screen ask for the school's Institution Code and the CIP code of the training program. The only people who have access to the Training Provider's folder are the Points of Contact (POC) in the LWIA. Therefore, the POC will have to pull this up each time an ITA is written. The staff has no access to this information. Could this information be available on the course listing?**

   If the Established Individual Training Account (ITA) field is answered yes, then the user must enter the eight-digit Institution Code.

   **Instructions For Accessing Institution Codes Through PALMIDS**

   Institution Codes for Training Providers located in Pennsylvania may be accessed by all staff on the Internet through the PA Labor Market Information Database System at http://www.lmi.state.pa.us/palmids/. A search button for an ITA Institution Code is also available within the Add A Service Module.

   The POC for the ETTP System for each LWIA should be able to provide staff with the Institution Code for Out-of-State Training Providers by viewing the Training Provider's folder in the ETTP Staff Module.

   Instructions on how to find an Institution Code can be found in the Add A Service Module Desk Aide.

   How to find
   Instition.doc

# WIA ADD A SERVICE

## Instructions For Accessing CIP Codes Through PALMIDS

A CIP Code would be used for Training Service TS01 (Occupational Skills Training). CIP Codes may be accessed on the Internet through the PA Labor Market Information Database System at http://www.lmi.state.pa.us/palmids/. A search button for a CIP Code is also available within the Add A Service Module.

Instructions on how to find a CIP Code are in the attached Word document below. These instructions will be included in the WIA Add A Service Module Desk Aide.

How to find CIP codes.doc

An OES Code would be used for a participant who is entering Training Service TS02 (On-The-Job Training). However, an OES Code would only be used for services prior to July 1, 2002.

## Instructions For Accessing OES Codes Through PALMIDS

OES Codes may be accessed on the Internet through the PA Labor Market Information Database System at http://www.lmi.state.pa.us/palmids/. A search button for an OES Code is also available within the Add A Service Module.

Instructions on how to find an OES Code have been revised, and are included in the WIA Registration Desk Aide.

Palmids Instructions for OES.d...

**3. When an ITA is written, the schools indicate if the individual is eligible for grants and the amount of the grant(s). On the Add A Service screen for a training service, the system asks if a person is a PELL Grant recipient. Why just PELL? Is PHEAA not counted?**

Pell Grant Recipient is a required field that must be completed for all participants receiving a training service. The Pell Grant Recipient field may be updated at any time while the individual is receiving WIA services. The receipt of a Pell

Grant may not disqualify a participant from eligibility for WIA-funded training, if the Pell Grant Recipient chooses to use the grant for expenses other than tuition.

Questions related to PHEAA are not included because it is not asked for under Training and Employment Guidance Letter (TEGL) No. 14-00, Change 1, which are the federal requirements for providing guidance on the Workforce Investment Act (WIA) Management Information and Reporting System.

**4. Are reading and math levels required for all individuals?**

Reading and math levels are only required for youth who are basic skills deficient as a result of reading or math grade levels at or below the $8^{th}$ grade level. The actual reading and/or math levels are captured in the “Add A Services Module.” Verification of "Basic Skills Deficient” would only be needed at the time of registration if it were being used for eligibility purposes (e.g., barrier or exception).

**5. What does “Youth Prerequisite Service” mean?**

The Youth Prerequisite Service is actually the Youth Program Requirements (YR01) screen that must be the first service selected for youth. The screen contains the following four fields:

- Has the Youth received an Objective Assessment?
- Has a Service Strategy been developed for the participant?
- Reading Grade Level
- Math Grade Level

“Has the Youth received an Objective Assessment?” and “Has a Service Strategy been developed for the participant?” are two mandatory fields for all youth. The Reading Grade Level and Math Grade Level fields are only mandatory if the youth participant is shown as basic skills deficient on the WIA Application.

**6. Can the Youth Program Requirements (YR01) Service be entered more than one time?**

No. Under the Add A Service Module the Youth Program Requirements (YR01) is the first service that must be input against the WIA Application. The system is designed to only accept this service one time although the information can be edited via the WIA Activity Log.

**7. Is it okay to use "Other 1 (SS09)" under Supportive Services to add the EEDP/ISS service? (Under JTPA "14" was used to record that service).**

The EEDP/ISS under JTPA would be comparable to the full development of an Individual Employment Plan (IEP), which is an Intensive Service for Adults and Dislocated Workers and would be shown as an Intensive Service (IS02).
Under the WIA regulations only the following Supportive Services will be reported under the Workforce Investment Act Standardized Record Data (WIASRD):

- Supportive Services for Transportation
- Child Care
- Dependent Care
- Housing
- Needs Related Payments
- Needs Based Payments
- Stipend and Assistance with Uniforms or other Appropriate Work Attire and Work-related Tool Costs, including items as eyeglasses and protective eye gear

LWIAs have the ability to record additional Supportive Services under “Other,” (including a description of each supportive service), but that is not mandatory.

**8. Why are Core Services (self-service) not listed in the Add A Services Module?**

Only staff-assisted core services are tracked in the WIA Services Module.
Core services completed in the PA CareerLink are primarily self-service and informational.

**9. Where would goals for 19-21 year old youth participants be identified?**

Training and Employment Guidance Letter (TEGL) No. 14-00, Change 1, issued by the USDOL, provides guidance on the Workforce Investment Act (WIA) Management Information and Reporting System. Specifically, Appendix E only requires the tracking of goals for youth aged 14-18 at time of registration, although the WIA Services Module actually allows youth goals to be entered for any youth regardless of age.

The WIA Services Module also allows for Other Skills Goal to be entered, in order to allow for the LWIA to track other types of goals not required to be reported to USDOL.

## WIA ADD A SERVICE

**10. Should the ADD SERVICE/PROGRAM SECTION in CareerLink be completed? For instance...Employability Development Plan, Individual Counseling, Eligibility Determination, Placed in training – WIA Institutional, also the Programs Section? Isn't this a duplication of what is being entered in WIA?**

LWIAs are required to track all WIA participants via the WIA Services Module.

WIIN 2-01 issued by the Bureau of Employer and Career Services outlines the procedures for services provided to job seeker and employer customers by CareerLink partner staff.

The terminology "employment services" in WIIN 2-01 does not refer to a specific agency, program, or funding stream, but instead refers to labor exchange activities and services provided to job seeker and employer customers by any CareerLink partner staff.

CareerLink Site Managers, BECS Managers, and BECS Regional Directors are requested to distribute copies of this issuance to CareerLink Partner staff providing the services identified in WIIN 2-01, Bureau of Employer and Career Services. CareerLink staff providing services identified in WIIN 2-01 must record the services and required data, and will be required to follow the established procedures in order to meet federal reporting requirements as outlined by USDOL in the legislation, and regulations referenced in the Employment Services legislation and regulations to include Wagner-Peyser and U. S. C. Title 38 (Veterans).

**11. Since core services are completed in the CareerLink, is it possible to never have a core service date?**

Core Services completed in the CareerLink are primarily self-service and informational. Only Core Services (Staff–Assisted) are tracked in the WIA Services Module. Only when providing one of the following Core Services (Staff-Assisted) would a service date be entered.

- Staff-Assisted Job Search and Placement Assistance, Including Career Counseling (CS01)
- Follow-up Services, including Counseling Regarding the Workplace (CS02)
- Staff-Assisted Job Development (Working with Employer and Job Seeker) (CS03)
- Staff-Assisted Workshops and Job Clubs (CS04)
- Staff-Assisted Job Referrals (such as Testing and background checks) (CS05)

# WIA ADD A SERVICE

**12. Testing is completed at the time of application, not necessarily after certification. The system will not take a date before certification date, so how can the testing date be entered?**

Perhaps the testing being referred to are services provided under Wagner-Peyser that would not be tracked under the WIA Services Module.

The Add A Service Desk Aide provides definitions of all Title I-B WIA Services. Perhaps one the following Intensive Services may be suitable to show the testing that was provided.

- IS01- Comprehensive and Specialized Assessments of Skill Levels and Service Needs including Diagnostic Testing and use of other assessment tools; and in-depth interviewing and evaluation.
- IS02 - Full Development of an Individual Employment Plan (IEP) to identify the employment goals and appropriate combination of services for the participant to achieve employment goals.

**13. Since there isn't a time limit from application and certification to start date of activities, it is conceivable that the original WIA Application could be used at a later date possibly a year to five years later and the person technically could be ineligible for any program at that time. Is this correct?**

That is correct, there is no time limit from the Date of Registration to the date the individual is enrolled into a service. However, each LWIA may choose to establish a local policy regarding the time period allowed between the Date of Registration and the start date of a service(s). This would ensure that the most in need are served.

**14. Is there going to be a time element for data entering transactions into the WIA Services Module (WIA Applications, Add A Service and WIA Services Update (Outcomes)) for them to be considered late?**

The date a transaction is entered into the WIA Services Module is logged in the database but that date is not available for users to view. At the State level there will be administrative capability to monitor late entry of transactions.

**15. Must LWIAs track and report on services that WIA Title I-B participants receive from partner programs?**

Tracking and reporting partner program services is optional but it can be advantageous because receipt of tracked partner services can be used to avoid soft exits under WIA Title I-B.

For example, an individual might be registered for WIA Title I-B and receive some services and go on to receive adult literacy services from WIA Title II. If

WIA Title II services are not tracked, the exit date occurs when WIA Title I-B services are finished. If WIA Title II services are tracked and reported, then (1) the individual is defined as an exiter from WIA Title I-B if there are neither WIA Title I-B nor WIA Title II services for 90 days and (2) the exit date is the last date on which either WIA Title I-B services or WIA Title II services were received.

**16. What partner services may be tracked and reported?**

The partner services that may be tracked and reported are only those programs that fund activities coordinated with the individual's WIA Title I-B activities, possibly through a formal co-enrollment, by inclusion in the individual's WIA service plan or through follow-up services. Partner services that the individual obtains on his/her own or that are not coordinated with the individual's WIA Title I-B activities would not be reported.

**17. Can all partner services be used to extend the exit date?**

The only partner services that can extend the exit date are those services that would extend the exit date if they were funded by WIA Title I-B. These include services that would qualify under WIA as core services (other than informational or self-service), intensive services, training services, or youth activities (except for follow-up services). They also include similar employment and training activities, such as Adult Literacy Training. They do not include services that provide income support (e.g., Food Stamps, TANF grants, Unemployment Compensation).

**NOTE:** When partner services are tracked and reported, receipt of partner services can be counted just like WIA services when determining the exit date.

**18. May an individual be exited when WIA Title I-B services are over, but partner services continue?**

Receipt of partner services called for in the WIA service plan can extend the exit date, which triggers measurement of outcomes. However, the person should exit from WIA when the services in the WIA service plan are finished, even if other partner services continue. Thus, a hard exit may be recorded whenever the service plan is finished.

**19. How is a customer enrolled in a non-WIA partner provided service?**

The procedures for enrolling a participant under a non-WIA Partner Program are the same as enrolling a participant under the Adult, Dislocated Worker or Youth program, except for selecting Partner Program funding rather than WIA funding.

## WIA ADD A SERVICE

**20. Will the system allow the enrollment of someone under more than one Partner Program?**

Yes. An individual can be enrolled under more than one partner program.

**21. Can someone enroll in a Partner Program service before enrolling/adding services under WIA?**

Yes, but the Partner Program fields are only used for those programs that fund activities coordinated with the individual's WIA Title I-B activities, through a formal co-enrollment, by inclusion in the individual's WIA Service plan or through follow-up services.

**22. If a WIA customer attends training through another funding source (e.g. TAA) or enrolls in additional training on their own after the WIA funding ends, how is this information entered into the Add A Service and Outcomes Modules?**

The Partner Program fields are only used for those programs that fund activities coordinated with the individual's WIA Title I-B activities, through a formal co-enrollment, by inclusion in the individual's WIA Service plan or through follow-up services.

While tracking and reporting partner program services is <u>optional</u>, it can be advantageous because receipt of tracked partner services can be used to avoid exits under WIA Title I-B.

Only those programs that fund activities <u>coordinated</u> with the individual's WIA Title I-B activities, possibly through a formal co-enrollment, by inclusion in the individual's WIA service plan or through follow-up services should be recorded.

Partner services that the individual obtains on his/her own or that are not coordinated with the individual's WIA Title I-B activities should not be reported.

The only partner services that can extend the exit date are those services that would extend the exit date if the services were funded under WIA Title I-B.

- These include services that would qualify under WIA as core services (other than informational or self-service), intensive services, training services, or youth activities (except for follow-up services).
- These services also include similar employment and training activities, such as Adult Literacy Training.
- Partner services that can extend the exit date do not include services that provide income support (e.g., Food Stamps, TANF grants, Unemployment Compensation).

When partner services are tracked and reported, receipt of partner services can be counted just like WIA services when determining the exit date.

**23. In the Add A Service Desk Aide under the Youth Goals "Start Date," it states that "the Date Goal Set" is the date a goal was identified for the youth, except the date of the youth's first goal must be recorded as registration date." Why is the registration date used?**

The date the first goal is set must be recorded as the registration date as outlined in Training and Employment Guidance Letter (TEGL) No. 14-00, Change 1.

**24. For Youth Leadership Development Opportunities, staff meets with youth at least three times during the school year. Youth staff enters three different dates for Leadership Development. Could the first date be entered and then leave that activity open for the entire school year and end it with the last date of service? If not, would each service be entered separately and then put into HOLD in between?**

Yes, LWIA staff could just enter the first start date and leave the Leadership Development Opportunities service open for the entire school year and then end that service with the last date of service.

**25. Does there always have to be an "open" activity?**

Yes, there should always be an open activity prior to doing the final "Exit A Program" transaction.

**26. Is there a time frame in which to enter a service?**

No, there is no time frame in which to enter services.

**27. If a person is in training and then graduates, "end" training and possibly "a credential" are entered. Only after that a "add a new service" would be entered. Must a new service be entered before ending the existing service? Is there a sequence?**

No, it is not necessary to enter a new service before ending the existing service. Services are displayed by the date of service in the Job Seeker Activity Log and the WIA History Log. Services do not need to be entered in chronological order.

**28. When a participant is enrolled in an activity (e.g., Occupational Skills) and will be there for 18 months or so, do any services have to be entered during that time to keep them active in the system? Case notes are kept but no services would be entered into the system.**

No, once a participant is enrolled in an activity like occupational skills, it is not necessary to enter any additional services during that time to keep them active in the system.

**29. Can a participant who is in Case Management for training be kept in this service or does some other service have to be entered to keep the file open?**

Yes, a participant can be kept active in Intensive Services IS04-Case Management without having to enter any additional services during that time to keep them active in the system. The Services and Applicable Transactions chart reflects that either an “End A Program” or “Exit A Program” transaction from Case Management (IS04) can be used.

**30. When do youth follow-up services begin?**

All youth participants must receive some form of follow-up services for a minimum duration of twelve (12) months. Follow-up services may be provided beyond twelve (12) months at the State or Local Board’s discretion. The types of services provided and the duration of services must be determined based on the needs of the individual. The scope of these follow-up services may be less intensive for youth who have only participated in summer youth employment opportunities. **[*20 CFR 664.450*]**

Follow-up Services for youth may include:
- (a) the leadership development and supportive service activities listed in Sections 664.420 and 664.440 of the Final Rule.
- (b) regular contact with a youth participant’s employer, including assistance in addressing work-related problems that arise;
- (c) assistance in securing better paying jobs, career development and further education;
- (d) work-related peer support groups;
- (e) adult mentoring; and
- (f) tracking the progress of youth in employment after training.

**31. How will follow-up services work if a youth exits WIA and then re-enrolls within 12 months of exit?**

If a youth re-enrolls in WIA within 12 months of exit, the follow-up services on the first WIA Application/enrolment should cease.

**32. Can the name of Intensive Service IS04,Case Management for Participants Seeking Training, be changed to just Case Management and leave off the wording "for Participants Seeking Training"? (Case Management takes place in Intensive Services and may be for someone who needs relocation assistance and is not pursuing training services. LWIAs need to be able to**

**exit from Case Management and rather than opening up other Intensive services to be exited from and by making this change it should resolve the issue since everyone receives case management).**

No. Intensive Service IS04 Case Management for Participants Seeking Training Services is defined in accordance with Section 101(5) of the Act. The term “case management “ means the provision of a client-center approach in the delivery of services, designed to

(a) prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using where feasible, computer-based technologies; and
(b) provide job and career counseling during program participation after job placement.

**33. Is it absolutely necessary to check off Follow-up Services (IS08) after an outcome has been entered?**

Intensive Service IS08, Follow-up Services, is required for Adults and Dislocated Workers who entered unsubsidized employment. The frequency of when and how often follow-up services are conducted is a local decision.

**34. How is Priority Service to be used? Please explain.**

In the event that funds allocated to a Local Area for adult employment and training activities are limited, priority shall be given to recipients of public assistance and other low-income individuals for intensive services and training services. 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. **[*WIA Section 134(d)(4)(E); 20 CFR 663.600*]**

**35. Why aren’t WIA services automatically calculated with CareerLink services (automatically migrated) so WIA staff would not have to do extra data entry?**

The CareerLink Operating System was set up as separate modules with only a limited amount of data being carried from the CareerLink Module into the WIA Services Module. However, in the new CareerLink Operating System, all services will be recorded in one area.

**36. Can core, intensive and training services be added for youth in the Add A Service Module without co-enrolling the youth as an adult?**

No. Youth are enrolled under the various youth services.

## WIA ADD A SERVICE

**37. Under youth, the system only allows for a Math and Reading score. Many areas use the TABE test in which a language score is also given. Will an option to record a language score be added to the system?**

A request has been made to add a new field to collect the language score as an enhancement to the WIA Services Module.

**38. There are several instances in the Desk Aide where the terms "training" and "services" seem to be used interchangeably. Why?**

The Desk Aides were developed with wording that came directly from WIA Regulations, the Act or Training and Employment Guidance Letters (TEGLs), which is why the terms training and services seem to be used interchangeably.

**39. Which service should be used for Adults that are attending GED classes? It seems that Adult Education and Literacy Activities (Offered with other training services not including customized training) (TS08) would be the most logical choice, however, what is the definition for "training services"? Does this mean this service can be used in combination with any other service provided or only in combination with what would be considered the "third tier" of service (training)? Need clarification to enter the credential obtainment.**

Basic education as a stand-alone activity can only be perceived as an intensive service. Adult literacy activities must be in combination with the training activities listed in WIA section 134 (d) (4) (D) in order to qualify as training. A credential must be attained as a result of completion of training.

Training Services include WIA-funded and non-WIA funded partner training services. These services include occupational skills training, including training for nontraditional employment; on-the-job training; programs that combine workplace training with related instruction, which may include cooperative educational programs; training programs operated by the private sector; skill upgrading and retraining; entrepreneurial training; job readiness training; adult education and literacy activities in combination with other training; and customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

For a credential to be included in the performance measure calculations for either the Adult or Dislocated Worker "Employment and Credential Rate," the individual must have received either a WIA-funded or non-WIA funded training service.

**40. For those first goals that have already been added to the system after the registration date – are they captured in the performance report?**

Yes. The "Younger Youth Skill Attainment Rate" (YYSAR) is based on all in-school youth and any out-of-school youth assessed to be in need of basic skills, work readiness skills, and/or occupational skills.

The calculation of the YYSAR is the total number of basic skills goals attained by younger youth plus number of work readiness skills goals attained by younger youth plus number of occupational skills goals attained by younger youth divided by the total number of basic skills goals plus the number of work readiness skills plus the number of occupational skills goals set.

**41. For youth, the first goal must be set at the date of registration. What if it is not clear at that time what goal would be appropriate for that youth?**

At the time of WIA Registration one of the goals, Basic Skills, Occupational Skills or Work Readiness Skills can be entered and at a later date the appropriate correction to the record can be made.

## UPDATE WIA SERVICES (OUTCOMES)

1. **Is HOLD only to be used when a participant is waiting to enter a training activity?**

   Yes. A participant can be placed into Hold status until the beginning of the next training component if the training needs had already been identified on the participant's Service Strategy or Individual Employment Plan (IEP). If further training needs are identified and the participant's Service Strategy or IEP is amended, prior to last receipt of the initially planned training, the participant should be put into "hold" status until the beginning of the next training component, rather than into "inactive" status, which would trigger the clock for the single period of up to 90 calendar days of inactive status permitted after last receipt of planned training.

   The definition for Hold was taken directly from the WIASRD. Although the WIASRD uses the terminology "training" rather than service, hold would apply to any Adult, Dislocated Worker, Youth, National Reserve, and/or Defense Conversion WIA service.

2. **The reasons for HOLD are - (1) health/medical condition (2) delay before the beginning of training? Is "other reason" restricted in any way?**

   Participants can be placed into Hold status until the beginning of the next training component if the training needs had already been identified on the participant's (IEP). There are no restrictions on "Other Reason."

   The WIA Services Update (Outcomes) Desk Aide states participants who have a planned gap in service of greater than 90 days should not be considered as exited if the gap in service is due to a delay before the beginning of training or a health/medical condition that prevents an individual from participating in services.

3. **If a customer is attending training through TAA, should that individual be put in a "Hold Status" until they complete training?**

   No. Hold Status is no longer used when an individual is receiving TAA training.

   A Partner Program section was added to provide LWIAs the opportunity to track and report on services that WIA Title I-B participants receive from partner programs. The "Partner Programs" section was added to the "Apply to Program" screen located between "Other Programs" and "JTPA Programs" in the WIA Services Module.

   While tracking and reporting partner program services is <u>optional</u>, it can be advantageous because receipt of tracked partner services can be used to avoid exits under WIA Title I-B.

**4. What is the difference between hold and inactive?**

Hold Status and Inactive Status are transactions used in the Update WIA Services (Outcomes) Module.

**Hold -** a participant is placed in hold status until the beginning of the next training component if the training needs had already been identified in the participant's Service Strategy or Individual Employment Plan (IEP). If further training needs are identified and the participant's Service Strategy or IEP is amended, prior to last receipt of the initially planned training, the participant should be put into "hold" status until the beginning of the next training component, rather than into "inactive" status, which would trigger the clock for the single period of up to 90 calendar days of inactive status permitted after last receipt of planned training.

**Inactive** - is used after the last receipt of employment or training funded under a program. A WIA participant may not be in Inactive Status for any longer than 90 days. If a WIA participant has been in Inactive Status for over 90 days, the participant will be considered as having exited the program.

**5. Can end dates be entered on all activities or must the Exit a Program transaction be used?**

The "Exit a Program" transaction should only be applied to one service while other services that require either an end date and/or exit date should receive the "End a Program" transaction.

Services that require either an end date and/or exit date should receive the "End a Program" transaction for each applicable service with the exception of the last open WIA service, which should receive the "Exit a Program."

**6. How are copies of certificates/credentials obtained?**

States and localities have flexibility in methods used to collect data on credentials for the adult, dislocated worker; older youth credential rate, and younger youth diploma/equivalent attainment rate. Examples include:

1) Case management, follow-up services, and surveys of participants to determine that the participant has received a credential and written documentation of that credential; or

2) Record sharing agreements and/or automated record matching with administrative/other databases to determine and document that the participant has received a credential. These databases may include:

    - State Board of Education;
    - State Board Governing Community Colleges;

- State Board Governing Universities;
- State Licensing Boards for Private Schools;
- State Education Associations, Integrated Postsecondary Education Reporting Unit;
- Higher Education Planning Unit;
- State Department of Professional or Occupational Regulation (possibly other units such as health care administration or specific boards like the "Board of Nursing");
- Employers;
- Training Institutions/Providers; and
- Adult Basic Education Providers (GED/Equivalent testing agencies)

Most States will likely utilize case management, follow-up services, and surveys of participants with written documentation of credentials. Some States already have record sharing and/or automated matching systems in place that they will be able to use to track credentials.

In Pennsylvania, LWIAs are encouraged to use the broadest allowable definition of a credential, and to allot time in an individual's service strategy so that a credential may be attained during participation or by the end of the 3rd Quarter After Exit.

**7. Are credentials subject to audit? What needs to be documented in the participant file?**

Yes. Credentials are subject to audit.

Training and Employment Guidance Letter (TEGL) No. 7-99 states "All data and methods to determine achievement of credentials must be documented and are subject to audit. Computer records from automated record matching are considered a valid written record. A telephone response from the participant must be accompanied by written document such as a certificate, degree, or other written documentation." Telephone verification with the certification institution/ entity that a person has attained the credential is also acceptable, but must also be documented.

**8. Can a person receive more than one credential while enrolled in training? There are participants who are attending computer classes (such as the MCSE program which require taking 7 courses and 7 exams and who receive a certificate for each one passed). Can a credential be marked after each of the courses?**

Yes, a person can receive multiple credentials. However, only one credential is needed to count towards credential related performance measures. It is a local decision as to whether or not all credentials are recorded in the WIA Services Module.

## UPDATE WIA SERVICES (OUTCOMES)

**9. Does a credential have to be obtained when an individual completes non-WIA funded training?**

No. However, if a credential was obtained during the non-WIA funded training, then it would be to the advantage of the LWIA to show that the obtained credential was received as a result of training received during the non-WIA funded program.

For the credential to be included in the performance measure calculations for the "Employment and Credential Rate" for either the Adult or Dislocated Worker, the individual must have received either a WIA-funded or non-WIA funded training service which was tracked in the WIA Services Module.

For the Older Youth Credential Rate, a credential can be coupled with employment, entry into post-secondary education or entry into advanced training. All youth exiters will be included in this measure. Credentials can be obtained while the youth is still participating in services, or by the end of the 3rd Quarter After Exit.

**10. How should the system be updated to show youth retention in the third quarter after exit?**

The system allows for information to be updated after exit. WIA Services Update (Outcomes) Desk Aide, Attachment III, provides detailed instructions on how to view/edit/update or delete outcome information.

The Credential transaction and the Post-Secondary/Advanced Training transaction can be entered after a person has exited from the program.

**11. If an adult obtains a GED and another credential, such as an occupational skills license, is there credit given for both? If both are entered in the system, does it count in performance as two credentials?**

It is acceptable to enter the attainment of the GED and another credential; however, it is only necessary to obtain one or the other. Only one credential is needed for an individual to be included in performance measures.

**12. When looking at the "Services and Applicable Transactions" chart, it shows under Intensive Services that "Case Management for Training" can have an end date and an exit. When a participant moves into Training, is it necessary to do an "end" for Case Management?**

When a participant moves into Training from the Intensive Service Case Management for Participants Seeking Training Services (IS04), the Intensive Service can remain open while the individual is in training.

**13. Why can't every intensive service have an outcome?**

During the June 25, 2002 training session, LWIA staff were asked if they had a need to be able to add an "End a Program" transaction or an "Exit A Program" transaction for Intensive Services IS01, IS02, IS03, IS05, IS06, IS07, IS08, IS09 and IS10. The LWIAs indicated they did not need the ability to End a Program transaction or "Exit A Program" transaction for those Intensive Services, so no changes were made to the system.

For Intensive Service IS04, Case Management for Participants Seeking Training Services, LWIAs indicated that Case Management Services are provided the entire time the participant receives this service. Therefore, LWIAs have the ability to do either an "End a Program" transaction or an "Exit A Program" transaction for IS04, Case Management for Participants Seeking Training Services.

**14. When looking at the "Services and Applicable Transactions" chart, it appears that a participant cannot exit from Intensive Services (IS01) Assessment and (IS02) IEP? Is this so?**

If a client is only enrolled under Intensive Services (IS01) Assessment and (IS02) IEP, the client cannot exit from either Intensive Service.

**15. If a participant finishes OJT one day and enters unsubsidized employment the next day, can the LWIA just do an "exit" or must it be an "end" and then an "exit"?**

If the person was only enrolled under an OJT, finishes the OJT one day and enters unsubsidized employment the next, only the "Exit A Program" transaction is required. The "Exit a Program" transaction includes a date field named "End Date" which is then applied to the service.

**16. If a person were to just quit and did not want any other services -- can the LWIA just do an "exit" with the "program exit date" and the "end date" being the same date?**

When a person quits and does not want any other services, the LWIA would have to do the "Exit a Program" transaction. The End Date and Program Exit Date would be the same date.

**17. Does the system automatically exit a participant? If so, how would an LWIA know?**

No. At this time there is no mechanism in the system to automatically exit a participant if the participant exceeded the 90 days in Inactive status. Although the system will not automatically exit a participant who has exceeded the 90 days in Inactive Status, the "WIA Inactive Status" report is now being distributed on a monthly basis. This report provides a listing of <u>all</u> participants in "Inactive Status."

**18. If a client attends a short-term (4 weeks) Commercial Driver License (CDL) program and then completes the program – how should the field "education status at time of exit" be answered? Can "post high school" be shown? Is there a check in the system for this? If a person is sent to school does the system allow for "post HS" to be marked?**

Programs that do not lead to an academic degree (e.g., AA, AS, BA, BS) would not be considered Post High School. Post High School refers to a program offered by a degree-granting institution that leads to an academic degree (e.g., AA, AS, BA, BS).

Since this individual is not "attending secondary school" and a CDL program does not meet the definition of "Post High School," "education status" would then be answered with "dropout", "high school graduate or "equivalency/GED."

**19. Since WIA is not a placement based termination system, LWIAs should have the ability to enter employment information after exit. Will the system be modified to allow this?**

PCS staff has requested an enhancement for the WIA Services Module that will allow LWIA staff to enter employment information during participation through the $5^{th}$ quarter after exit.

**20. Does the LWIA have the ability to go back to view the Entered Unsubsidized Employment screen?**

Yes. LWIAs already have the ability to view the Entered Unsubsidized Employment screen.

<u>To View the Details of a WIA Services Update (Outcomes) Transaction:</u>

- Click on "WIA Services Update (Outcomes)"
- Enter the Social Security Number
- Click "Submit" to be taken to the "Select Program/Service Screen"
- Scroll down to the specific service to be viewed (Do not click on any of the transaction selections)
- Click on the block to the left of the Program/Service name showing the transaction to be viewed
- Click on the "Edit/Delete Transaction History" button to go to the "WIA Outcome Transaction History Screen"
- Scroll down to get to the specific Outcome Transaction to be viewed

**21. Are wage records checked when using Other Reason for Exit #1 – Family Care, Lacks Transportation, Cannot Locate, Other Services Completed, Other Services Not Completed?**

When requesting wage record information, the social security numbers for all exiters are used although those who exited as "Institutionalized", "Health/Medical", "Reservists" or "Deceased" are excluded from performance measures.

## UPDATE WIA SERVICES (OUTCOMES)

**22. If wage records indicate employment, does this have the same outcome as an exit using Entered Unsubsidized Employment?**

No. For the Adult Entered Employment Rate measure, the system is looking at the number of adults who have entered employment by the end of the first quarter after exit divided by the number of adults who exit during the quarter. Therefore, if an individual exited from the program as Entered Unsubsidized Employment, wages would still need to be shown in the first quarter after exit in order to count in the numerator and denominator for the Adult Entered Employment Rate measure.

**23. When an Adult is employed coming into the program and is exited from the program under the "other, services completed" option, the system requires a response of whether or not the individual is "not employed" or "not in the labor force." What if neither is the case? If the individual is exited, but still has the job they came in with for the same amount of hours and wage, should the exit reflect the same job?**

When an individual has the same job at time of exit, as when enrolling into the program, the exit should be from the program using the "Entered Unsubsidized Employment" reason for exit category.

**24. When exiting an individual to employment, a "yes" or "no" option is needed for the training related employment field. In the Desk Aide this is defined as employment that is related to the skills taught in the training program. Is this referring to the third tier of service or can this be marked yes if the individual attended basic computer skills during intensive services and obtained a job in which this skill is needed?**

The training related field should be answered yes or no regardless of the type of service received. The training related field does not refer to just the third tier of services referred to as training services.

**25. Will the system prompt the user to re-visit goals that have not been updated before exiting?**

Yes. An edit is now in place to make sure that the Status of Goal Attainment has been answered prior to the applicant exiting from the WIA program.

**26. The Dropout Prevention program may last up to two years. Goals must be attained within one year. How does the LWIA meet these youth goals?**

Goals should be set with shorter terms – less than a year and then new goals set throughout the program since goals must be met within a one-year period.

**27. When answering "Labor force status at time of exit" under the reason for exit "Youth Skill Attainment Goals," does it matter whether "not employed" or "not in labor force" is chosen?**

The labor force status at time of exit field should be based on the definitions below:

- **Not Employed -**an individual who does not meet the definition of employed or who, although employed, has received notice of termination of employment.

- **Not in Labor Force** -an individual who is not actively seeking employment.

**28. Is it absolutely necessary to check follow-up services for Adult and Dislocated Workers entering employment?**

Yes. Follow-up services must be made available for a minimum of 12 months following the first day of employment, although it is up to the local how often the follow-up service is shown in the WIA Services Module.

The goal of follow-up services is to ensure job retention, wage gains and career progress for participants who have been referred to unsubsidized employment. While Sec. 663.150(b), does not specify or define follow-up services, the preamble discusses an illustrative list of possible follow-up services, which is addressed below.

While follow-up services must be made available, not all of the adults and dislocated workers who are registered and placed into unsubsidized employment will need or want such services.

The intensity of appropriate follow-up services may vary among different participants. Participants who have multiple employment barriers and limited work histories may be in need of significant follow-up services to ensure long-term success in the labor market. Other participants may identify an area of weakness in the training provided by WIA prior to placement that will affect their ability to progress further in their occupation or to retain their employment.

Follow-up services could include, but are not limited to: additional career planning and counseling; contact with the participant's employer, including assistance with work-related problems that may arise; peer support groups; information about additional educational opportunities, and referral to supportive services available in the community. In determining the need for post-placement services, there may also be a review of the participant's need for supportive services to meet the participant's employment goals.

As provided in Sec. 663.815, financial assistance, such as needs-related payments, for employed participants is not an allowable follow-up service since, under WIA section 134(e)(3)(A), needs-related payments are restricted to unemployed persons who have exhausted or do not qualify for unemployment compensation and who need the payments to participate in training. It is expected that the provision of training and supportive services after entry into unsubsidized employment ("post-placement") will be limited, and will be part of the IEP, clearly documented in the participant case file. Such post-placement training and supportive services may be provided consistent with policies established by the State or Local Board, and determined to be necessary on an individual basis by the One Stop partner.

**29. What is the difference between "Soft" and "Hard" Exits?**

**Soft Exit** – a participant who does not receive any WIA-funded or non-WIA funded partner services for 90 days and is not scheduled for future services except follow-up services.

For example, an individual begins training. After a week, the individual quits but fails to notify the case manager. The case manager finds out two weeks later that the individual is no longer attending. The individual does not plan on returning for any WIA service(s). As a result, this person would be a soft exit from the program using the last day they received a WIA Service.

**Hard Exit** - a participant who has a date of case closure, completion or known exit from WIA-funded or non-WIA funded partner services within the quarter.

Examples of a hard exit include the following:

A participant was placed in "Hold" on January 10, 2002 for medical/health reasons. The participant notifies the Case Manager on March 15, 2002 that he will not be able to return due to the medical condition. As a result, the Case Manager will enter an "Exit a Program" transaction using March 15, 2002 as the "Program Exit Date" and "End Date."

A participant was placed in "Inactive Status" on January 10, 2002 because he has completed all services that were outlined in his Employability Development Plan. The participant notifies the Case Manager on March 29, 2002 that he started a job on March 20, 2002. As a result, the Case Manager will enter an "Exit a Program" transaction using March 20, 2002 as the "Program Exit Date" and "End Date."

## PERFORMANCE MEASURES

1. **How can LWIAs manage follow-up results without access to wage records and/ or a listing of who attained their placement and retention goals?**

   The Center for Workforce Information and Analysis (CWIA) has developed back-up reports to the WIA Quarterly Summary Report. The reports provide a listing of those people who are being counted in the measures along with information on the data fields being used to calculate the measures.

2. **Can a skill attainment and a credential be taken for the same service?**

   No. Skill Attainment pertains to Younger Youth and a credential pertains to Older Youth.

3. **Can tips be provided on how and when to manage the input of data to achieve Performance Standards?**

   The WIA Performance Measures Desk Aide provides charts that LWIAs may find useful in identifying who is measured and when they are included in performance standards.

   Performance Coordination Services staff provide Local Areas with reports listing individuals who would require an action to be included for performance. Example of such reports would be the:
   - WIA Entered Postsecondary Education/Advanced Training Report
   - No Basic Skills Youth Goal

   Center for Workforce Information and Analysis (CWIA) staff provide the LWIAs with "Performance Reports by Participant" which include:
   - Adult Entered Employment and Credential
   - Adult Retention and Six Month Wage Gain
   - Dislocated Worker Entered Employment and Credential
   - Dislocated Worker Retention and Six Month Wage Replacement
   - Older Youth Entered Employment and Credential
   - Older Youth Retention and Six Month Wage Gain
   - Younger Youth Diploma/GED Attainment
   - Younger Youth Skill Attainment
   - Younger Youth Retention

4. **In order to determine successful performance, access to wage records is needed. These records would also be helpful in determining eligibility – especially to see if they are a priority.**

   A new enhancement to the CareerLink Operating System will provide screens that display wage record information for each of the needed quarters. The information on wage record will not display the quarterly earnings but instead will display whether or not a social security number match was found in Wage Records, Wage Record Interchange System (WRIS) or New Hires.

In the meantime, the Center for Workforce Information and Analysis has developed back-up reports to the WIA Quarterly Summary Report. The reports provide a listing of those people who are being counted in the measures along with information on the data fields being used to calculate the measures.

**5. Will there be a negative impact on performance if the participant receives partner services exclusively?**

No. The WIA Services Module was not developed to track individuals who are getting services solely from a partner program. Therefore, there is no negative impact on performance.

The Partner Program fields are only used for those programs that fund activities coordinated with the individual's WIA Title I-B activities, through a formal co-enrollment, by inclusion in the individual's WIA Service plan or through follow-up services.

**6. If an in-school youth exits and then re-registers as an out-of-school youth, how will this youth count be counted in performance measures?**

Youth are counted in either the younger youth or older youth performance measures dependent upon the individual's age at the time of registration. A youth who is age 14-18 at time of registration is counted in the younger youth performance measures while the youth who is age 19-21 at time of registration is counted in the older youth performance measures.

**7. Is there a deadline for entry at the end of the quarter? For instance, for quarter April through June what would be the last possible date to enter data in order to have items count for that quarter?**

The Center for Workforce Information and Analysis (CWIA) is responsible for generating and submitting the WIA Quarterly Summary Report and the WIA Title I-B Annual Report to the U.S. Department of Labor.

As outlined in TEGL No. 14-00, Change 1, dated November 19, 2001, each State must submit a Quarterly Summary Report to provide USDOL with the most recent performance information. The report is due 45 days after the end of the report quarter.

Therefore, CWIA has established cutoff dates as to when participant data must be entered into the WIA Services module so that they can submit the quarterly report by the mandated due date.

## PERFORMANCE MEASURES

The cutoff dates for data entry for the PY 2002 WIA Quarterly Summary Report were as follows:

- 1st Quarter (July-September) – cutoff date October 25, 2002
- 2nd Quarter (October-December) – cutoff date January 24, 2003
- 3rd Quarter (January-March) – cutoff date April 25, 2003
- 4th Quarter (April-June) – cutoff date July 25, 2003

The cutoff dates for data entry for the PY 2003 WIA Quarterly Summary Report is:

- 1st Quarter (July-September) – cutoff date October 24, 2003
- 2nd Quarter (October-December) – cutoff date January 23, 2004
- 3rd Quarter (January-March) – cutoff date April 23, 2004
- 4th Quarter (April-June) – cutoff date July 23, 2004

TEGL No. 14-00, Change 1, dated November 19, 2001 can be found at the following website:

http://wdr.doleta.gov/directives/corr_doc.asp?DOCN=1343

# HOW TO DELETE A WIA APPLICATION

## ALL WIA PROGRAM/SERVICES INFORMATION MUST BE DELETED VIA THE WIA JOB SEEKER'S ACTIVITY LOG PRIOR TO DELETING THE APPLICATION

1. Click **Register for WIA** on the Work With WIA Services screen.

   You will receive the Register For WIA: Lookup screen

2. **Enter the Social Security Number**

3. **Click on the County drop-down box** and select blank or a specific county if known

   **OR** search by one or more of the following search criteria with or without a specific county name:
   - **Birth Date** only - generates a list of all applicants with the same birth date
   - **First Name** may need to be used in conjunction with last name – the first name cannot be used alone
   - **Last Name** only - generates a list of applicants with the same last name.

   The system will only generate a list of 50 applicants. If the search returned more than 50 users for the last name you requested, the system will ask you to refine your search, which can be done by going back and adding a first name.

4. **Click Continue** and you will receive the Register for WIA: Lookup screen.

   The Register For WIA: Lookup screen will display all applications for the job seeker identified through the search criteria entered on the previous screen.

5. **Click on the job seeker's name** for the individual you are searching for and you will receive the Register For WIA: Lookup Results screen

   The Register For WIA: Lookup Results screen will now appear showing the Service Period(s) of that job seeker.

6. **Click the specific Service Period** in the Service Period column for the WIA Application you wish to delete.

   The specific WIA Application is now displayed.

7. **Click the Delete button** found at the bottom of the WIA Application.

   You will now receive a popup box asking "Are you sure that you wish to delete this Application?"

8. **Click OK to remove this application from the WIA system**, along with all verification sources and eligibility records associated with it, (This person's CareerLink enrollment and other WIA Applications will not be affected. **OR**

   **Click Cancel, to keep this application** and all information associated with it.

October 3, 2001

# HOW TO FIND INSTITUTION CODES
# FROM THE
# PA LABOR MARKET INFORMATION DATABASE SYSTEM (PALMIDS)

1. Go to: **http://www.palmids.state.pa.us**

   A screen showing "Welcome to PALMIDS" will appear.

   The following choices appear in the left hand navigational bar.

| | | |
|---|---|---|
| Population/Census | Industry | Occupation |
| Labor Force | **Education** | Economic Indicators |
| Area Profiles | Income & Wages | Employers |

2. Click on the **Education** icon to find an Institution Code.

   Clicking on **Education** brings up a screen showing the following three icons.

| | |
|---|---|
| Educational Programs | **Education/ Training Providers** |
| Education/ Training Completers | |

3. Click on the **Education/Training Providers** icon, and a screen showing the following eight area maps will appear. Choose an area by clicking a map or its text.

| | | |
|---|---|---|
| Pennsylvania | **Counties** | Metropolitan Statistical Areas |
| JTPA Service Delivery Areas | Small Labor Market Areas | Job Center Regions |
| OES Wage Regions | Team PA Marketing Regions | |

4. Click on the **Counties** icon or its text and a screen will appear that displays a map of the eastern counties in Pennsylvania. Click on the county you wish to see data for.

   **NOTE:** If you wish to view a list of <u>all</u> Institutions in Pennsylvania rather than just those in a particular county, click on the Pennsylvania icon or its text and you will receive a screen titled “Education/Training Providers in Pennsylvania. The system displays a list of all Education/Training Providers in Pennsylvania. The Education/Training Providers list provides you with the Institution Code, Institution Name, and the City where the institution is located.

## Add A Service Desk Aide

# HOW TO FIND INSTITUTION CODES
# FROM THE
# PA LABOR MARKET INFORMATION DATABASE SYSTEM (PALMIDS)

5. Click on a specific **county** (e.g., Dauphin County) or click an icon on the left to change areas for a western county.

   You will then see a screen titled "Education/Training Providers in Dauphin County". The system displays a list of Education/Training Providers in the county you selected on the county map. The Education/Training Providers list provides you with the Institution Code, Institution Name, and the City where the institution is located.

6. Click on a specific **Institution Name** and you will receive the information specific to the institution you selected on the previous screen. This screen list the Institution's:
   - Name (e.g., HACC/MAIN) at the top of the screen
   - Address
   - Telephone number
   - Fax
   - Contact
   - URL
   - Type
   - Ownership

   In addition, this screen <u>may</u> show a list of programs provided by the institution selected, along with the CIP Code (Program Code) and Program Length.

**<u>Sort the Education/Training Providers List</u>**

To sort the records on a column, click on the column title for Institution Code, Institution Name or City.

The "**Institution Type**" box allows you to select the type of institutions you wish to view. For example, you would choose one of the following from the drop-down box:

- o All Institutions
- o Secondary Schools
- o Public Adult Schools with Occupational Programs
- o Two Year, Technical and Community Colleges
- o Four Year Colleges and Universities
- o Private Business and Technical Schools
- o JTPA Programs
- o Apprenticeship Programs
- o Hospital or Health Programs

ATTACHMENT V

# HOW TO FIND INSTITUTION CODES FROM THE PA LABOR MARKET INFORMATION DATABASE SYSTEM (PALMIDS)

1. Go to: **http://www.palmids.state.pa.us**

   A screen showing "Welcome to PALMIDS" will appear.

2. To find a CIP Code click on the **Education** icon at the top left-hand side of the screen.

   Clicking on **Education** brings up a screen showing the following three icons:

| | |
|---|---|
| **Educational Programs** | Education/ Training Providers |
| Education/Training Completers | |

3. Click on the **Educational Programs** icon.

   A screen showing the following eight area maps will appear:

| | | |
|---|---|---|
| **Pennsylvania** | Counties | Metropolitan Statistical Areas |
| Labor Market Areas | Team PA Marketing Regions | Job Center Regions |
| OES Wage Survey Region | Workforce Investment Areas | |

4. Click on the **Pennsylvania** map or its text. A screen titled, "How do you wish to search for occupations?" appears. You are given three ways to search for occupations. You can select one of the following options:

   - Occupation Group Search;
   - All Occupations; or
   - Keyword Search

   **<u>Occupation Group Search</u>**

   If you wish to see data by an occupational group, select a group from the drop down box by clicking on the **All Occupations** button or one the 15 occupation groups shown:

| | | |
|---|---|---|
| Administrative, business & clerical | Art, culture & recreation | Transportation & material moving equipment operation |
| Math, science & engineering | Sales & promotion | Agriculture & forestry |
| Health Services | Protective service | Mechanics, repairers & precision crafts |

# HOW TO FIND INSTITUTION CODES
# FROM THE
# PA LABOR MARKET INFORMATION DATABASE SYSTEM (PALMIDS)

| | | |
|---|---|---|
| Law, social science & community service | Commercial & personal service | Manufacturing production & plant operation |
| Education & training | Construction & mining operations | Material handling & general labor |

You will then see a screen titled "Educational Programs in Pennsylvania" including the CIP Code and the Program name.

Clicking on the arrow will allow you to advance through the alphabetical listing of CIP programs.

By clicking directly on the program name you see which schools offer the course.

## All Occupations Search

If you wish to see a list of all occupations, click the "List All Occupations" button. Occupations are listed alphabetically.

Select an occupation and click Continue. CIP Codes with a corresponding Program is then displayed. Click a program to see which schools offer the course.

## Keyword Search

You may search for an occupation using a keyword or keywords. Use the radio buttons to indicate the Search Fields(s) and click the Begin Search button.

### Keyword Search

You may search for an occupation (i.e. nurse, accountant, cook, etc...) using a keyword or keywords. Enter the keywords in the blank below, do not use "QUOTES" of any kind. Separate keywords with AND or OR. Use the radio buttons to indicate the Search Fields(s). Click the Begin Search button.

Search for these keyword(s):

Search Field(s): Titles Descriptions Both

Begin Search Reset Search

# ATTACHMENT IV

## HOW TO FIND OES CODES
## FROM THE
## PA LABOR MARKET INFORMATION DATABASE SYSTEM (PALMIDS)

**PALMIDS** is the official source for Pennsylvania's workforce information. Compare wages, look at an occupation's projected growth, view area profiles, research education and training opportunities, and explore economic potential. Whether planning a career or a business expansion in Pennsylvania, PALMIDS has information you can use.

1. Go to: **http://www.palmids.state.pa.us**

   A screen showing "Welcome to PALMIDS" will appear.

2. Click on one of the Categories on the left of the screen:

   - Education
   - Employers
   - Population/Census
   - Income & Wages
   - Industry
   - Labor Force
   - **Occupation**
   - Area Profile
   - Economic Indicators

   Clicking on **Occupation** brings up a screen showing the following seven icons.

   Historical Occupation Employment Statistics Wages

   **Occupational Employment & Projections**

   Unemployment Insurance Claimants

   ES Job Openings & Applicants

   Labor Supply & Demand

   Occupational Employment by Industry

   Licensed Occupations

3. Click on the **Occupational Employment and Projections** icon.

   A screen showing the four following area maps will appear.

   United States

   Pennsylvania

   Metropolitan Statistical Areas

   Workforce Investment Areas

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4. Click on the **Pennsylvania** map or its text.

   A screen titled, "How do you wish to search for occupations?" will appear. You are given three ways to search for occupations. You can select one of the following options:
   - **Occupation Group Search** – If you wish to see data by an occupational group, select an occupational group from the dropdown list.
   - **All Occupations** – If you wish to see a list of all occupations, click the "List of All Occupations" box.
   - **Keyword Search** – You may search for an occupation (i.e. nurse, accountant, cook, etc…) using a keyword or keywords. Enter the keywords in the text box; do not use "Quotes" of any kind. Separate keywords with AND or OR. Use the radio button to indicate the Search Field(s) (Titles, Descriptions or Both). Click the Begin Search button.

   For this example, we will do an "Occupation Group Search".

5. Select one of the 16 occupation groups in the drop down menu. For these instructions, we will select **Administrative, Business & Clerical**.
   - All Occupations
   - **Administrative, Business & Clerical**
   - Agriculture & Forestry
   - Art, Culture & Recreation
   - Commercial & Personal Service
   - Construction & Mining Operations
   - Education & Training
   - Health Services
   - Law, Social Science & Community Service
   - Manufacturing Plant Operation
   - Material Handling & General Labor
   - Mathematics, Science & Production & Engineering
   - Mechanics, Repairers & Precision Crafts
   - Protective Service
   - Sales & Promotion
   - Transportation & Material Moving Equipment Operation

   You will then see a screen titled "Occupational Employment and Projections in Pennsylvania for Administrative Business & Clerical". (The screen title will include the name of the occupation group you select).

   The column headers found on this screen include:
   - OES Code
   - Occupation (lists the occupational title)
   - Base Year
   - Estimated Employment
   - Projected Year
   - Projected Employment

**HOW TO FIND OES CODES**
**FROM THE**
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- Annual Growth Rate
- Annual Total Openings
- Openings due to Replacement

This table may be sorted by clicking on any one of the column headers. For Example: If you would like to sort the list of “Occupations” into alphabetical order, you may do so by clicking on the column header named “Occupation”.

The listing you see will be sorted based on the column header you selected.