

PA Department of Labor & Industry
Workforce Investment Center
Bureau of Workforce Investment
WORKFORCE INVESTMENT INFORMATION NOTICE NO. 4-99, Change 1
August 6, 2002

TO : ALL LOCAL WORKFORCE INVESTMENT AREAS

FROM : JOHN C. VOGEL
Director
Bureau of Workforce Investment

SUBJECT: Core, Intensive, Training, Optional, and Youth Services by Program Charts.

INQUIRIES: If you have questions concerning this issuance, please direct inquiries to one of the following Performance Coordination Services staff members by e-mail or telephone.

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1. **Purpose.** To provide reference charts that lists core, intensive, training, optional, and youth services that are available to individuals under the Workforce Investment Act (WIA).

These reference charts (WIIN 4-99, Change 1) replace those transmitted via WIIN 4-99, dated December 10, 1999.

2. **Reference.** Public Law 105-220, dated August 7, 1998; WIA Final Regulations, dated August 11, 2000; Training and Employment Guidance Letter (TEGL) No. 7-99, dated March 3, 2000; Training and Employment Guidance Letter (TEGL) No. 14-00, Change 1, dated November 19, 2001; Workforce Investment Information Notice No. 3-99, Change 2, dated August 5, 2002; and Federal Register, dated March 24, 1999.
3. **Discussion.** The Bureau of Workforce Investment is distributing the attached guidance information relevant to the triage of services available under WIA.

4. **Action Required.** Local areas are requested to widely distribute copies of this issuance to staff and Team PA CareerLink partners within their local area.

Workforce Investment Information Notice No. 4-99, Change 1 has been posted on the PA Workforce Website and can be accessed at www.paworkforce.state.pa.us/.

5. **Attachments.**

- **ATTACHMENT A**

Core Services by Program Chart

- **ATTACHMENT B**

Intensive Services by Program Chart

- **ATTACHMENT C**

Training Services by Program Chart

- **ATTACHMENT D**

Optional Services by Program Chart

- **ATTACHMENT E**

Youth Services by Program Chart

6. **Expiration Date.** Workforce Investment Information Notice 4-99, Change 1 and the attachments will be updated as necessary to reflect amendments to the Workforce Investment Act, changes in Federal regulations, and new USDOL policy directives.

**TITLE I WIA CORE SERVICES CRITERIA WITH CORRESPONDING
ACT/REGULATION CITATIONS**

CORE SERVICES BY PROGRAM		
CORE SERVICES	ADULT (18 or Older)	DISLOCATED WORKER
CORE SERVICES Act 134(d)(2); 20 CFR 662.240		
Core Services shall be available to individuals who are adults or dislocated workers through the one-stop delivery system and shall, at a minimum, include:		
1. Determinations of whether the individuals are eligible to receive assistance under subtitle (B) of title I of WIA;	Act 134(d)(2)(A); 20 CFR 662.240	Act 134(d)(2)(A); 20 CFR 662.240
2. Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the one-stop delivery system;	Act 134(d)(2)(B); 20 CFR 662.240	Act 134(d)(2)(B); 20 CFR 662.240
3. Initial assessment of skill levels, aptitudes, abilities, and supportive service needs;	Act 134(d)(2)(C); 20 CFR 662.240	Act 134(d)(2)(C); 20 CFR 662.240
4. Job search and placement assistance, and where appropriate, career counseling;	Act 134(d)(2)(D); 20 CFR 662.240	Act 134(d)(2)(D); 20 CFR 662.240
5. Provision of employment statistics information including the provision of accurate information relating to local, regional, and national labor market areas, including:	Act 134(d)(2)(E); 20 CFR 662.240	Act 134(d)(2)(E); 20 CFR 662.240
(i) job vacancy listings in such labor market areas;	Act 134(d)(2)(E)(i); 20 CFR 662.240	Act 134(d)(2)(E)(i); 20 CFR 662.240
(ii) information on job skills necessary to obtain the jobs described in clause (i); and	Act 134(d)(2)(E)(ii); 20 CFR 662.240	Act 134(d)(2)(E)(ii); 20 CFR 662.240
(iii) information relating to local occupations in demand and the earnings and skill requirements for such occupations;	Act 134(d)(2)(E)(iii); 20 CFR 662.240	Act 134(d)(2)(E)(iii); 20 CFR 662.240
6. Provision of performance information and program cost information on:	Act 134(d)(2)(F); 20 CFR 662.240	Act 134(d)(2)(F); 20 CFR 662.240
(i) eligible providers of training services as described in section 122;	20 CFR 662.240	20 CFR 662.240
(ii) eligible providers of youth activities described in section 123;	20 CFR 662.240	20 CFR 662.240
(iii) providers of adult education described in title II;	20 CFR 662.240	20 CFR 662.240
(iv) providers of postsecondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Education Act (20 U.S.C. 2301 et seq.); and	20 CFR 662.240	20 CFR 662.240
(v) providers of vocational rehabilitation program activities described in title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.);	20 CFR 662.240	20 CFR 662.240
7. Provision of information on how the local area is performing on the local performance measures and any additional performance information with respect to the One-Stop delivery system in the local area;	Act 134(d)(2)(G); 20 CFR 662.240	Act 134(d)(2)(G); 20 CFR 662.240
8. Provision of accurate information relating to the availability of supportive services, including, at a minimum, child care and transportation, available in the local area, and referral to such services, as appropriate;	Act 134(d)(2)(H); 20 CFR 662.240	Act 134(d)(2)(H); 20 CFR 662.240
9. Provision of information regarding filing claims for unemployment compensation;	Act 134(d)(2)(I); 20 CFR 662.240	Act 134(d)(2)(I); 20 CFR 662.240
10. Assistance in establishing eligibility for –	Act 134(d)(2)(J); 20 CFR 662.240	Act 134(d)(2)(J); 20 CFR 662.240
(i) Welfare-to-Work activities authorized under section 403(a)(5) of the Social Security Act (42 U.S.C. 603(a)(5)) available in the local area; and	Act 134(d)(2)(J)(i); 20 CFR 662.240	Act 134(d)(2)(J)(i); 20 CFR 662.240
(ii) Programs of financial aid assistance for training and education programs that are not funded under this Act and are available in the local area; and	Act 134(d)(2)(J)(ii); 20 CFR 662.240	Act 134(d)(2)(J)(ii); 20 CFR 662.240
11. Follow-up services, including counseling regarding the workplace, for participants in workforce investment activities authorized under subtitle (B) of title I of WIA who are placed in unsubsidized employment, for not less than 12 months after the first day of the employment, as appropriate	Act 134(d)(2)(K); 20 CFR 662.240	Act 134(d)(2)(K); 20 CFR 662.240

CORE SERVICES BY PROGRAM

PURPOSE – the Core Services by Program chart lists which core services are available to individuals enrolled in Workforce Investment Act (WIA) programs.

DESCRIPTION – this chart provides a listing of available core services for the Adult (18 or older) and Dislocated Worker Programs.

GENERAL INSTRUCTIONS – core services available under WIA are listed in the Core Services column with the Act/Regulation citation found in the Adult (18 or Older) and/or Dislocated Worker column, if applicable.

All persons have access to core employment-related information and self-service tools without restrictions or additional eligibility requirements, assuming sufficient funds are available. *Those core services that are not primarily informational and must be staff assisted will require WIA registration.*

Participants who use one-stop self-service facilities or only access information do not need to be registered.

Registration is the process for collecting information to support a determination of eligibility. This information may be collected through methods that include electronic data transfer, personal interview, or an individual’s application. [Training and Employment Guidance Letter (TEGL) No. 14-00, Change 1, Attachment E]

Access to some core services will be universally available through the Internet, at a One-Stop Center, or through a One-Stop partner. The categorization of core services was a State decision and depends on the nature of the service.

- **Core Services Column** – lists core services available under WIA.
- **Adult (18 or Older) Column** – lists the Act/Regulation citations for specific core services available to an Adult (18 or older).
- **Dislocated Worker Column** – lists the Act/Regulation citations for specific core services available to Dislocated Workers.

There is no Federally required minimum time period for participation in core services before receiving intensive services. [**WIA section 134(d)(3); 20 CFR 663.165**]

Core Services are divided into two different categories:

- A. Core Services – Self-Service and Informational
- B. Staff-Assisted Core Services – Registration Required

For the categories of services under Core Services, the Commonwealth of Pennsylvania has chosen to use the list of applicable core services listed under 20 CFR 662.240; the WIA Core Services, which require registration, listed in Table 1 of Training and Employment Guidance Letter (TEGL) No. 7-99, dated March 3, 2000; and Table 1 – Categories of Services found in the Federal Register, dated March 24, 1999.

CORE SERVICES BY PROGRAM

Core Services – Self-service and Informational (No Registration Required)	Staff-Assisted Core Services (Registration Required)
<ul style="list-style-type: none"> – Determination of whether the individuals are eligible to receive assistance under subtitle B of title I of WIA – Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the One-Stop delivery system – Initial assessment of skill levels, aptitudes, abilities, and supportive service needs – Provision of employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including: <ul style="list-style-type: none"> (i) Job vacancy listings in such labor market areas; (ii) Information on job skills necessary to obtain the listed jobs; and (iii) Information relating to local occupations in demand and the earnings and skill requirements for such occupations – Provision of program performance information and program cost information on: <ul style="list-style-type: none"> (i) Eligible providers of training services described WIA Section 122; (ii) Eligible providers of youth activities described in WIA Section 123; (iii) Providers of adult education described in Title II; (iv) Providers of postsecondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Act; and (v) Providers of vocational rehabilitation program activities described in Title I of the Rehabilitation Act of 1973 – Provision of information on how the local area is performing on the local performance measures and any additional performance information with respect to the One-Stop delivery system in the local area – Provision of accurate information relating to the availability of supportive services, including, at a minimum, child care and transportation, available in the local area, and referral to such services, as appropriate – Provision of information regarding filing claims for unemployment compensation – Assistance in establishing eligibility for – <ul style="list-style-type: none"> (i) Welfare-to-Work activities authorized under Section 403(a)(5) of the Social Security Act available in the local area; and (ii) Programs of financial aid assistance for training and education programs that are not funded under this Act and are available in the local area. – Resource Room Usage – “How to” Group Sessions (informational, e.g., job scouts, ES referrals in non-exclusive hiring arrangements, short-term or seasonal placements. – Internet Browsing – job, info, and training searches. – Internet Accounts – Career Kit, Personnel Kit – Talent Referrals (informational, e.g., talent scouts, ES staff referrals of resumes without further screening) 	<ul style="list-style-type: none"> – Staff-Assisted Job Search and Placement Assistance, including Career Counseling – Follow-up Services, Including Counseling Regarding the Workplace – Staff-Assisted Job Development – Staff-Assisted Workshops and Job Clubs – Staff-Assisted Job Referrals (such as Testing and Background Checks)

**TITLE I WIA INTENSIVE SERVICES CRITERIA
WITH CORRESPONDING ACT/REGULATION CITATIONS**

INTENSIVE SERVICES BY PROGRAM		
INTENSIVE SERVICES	ADULT (18 or Older)	DISLOCATED WORKER
A. PROGRAM CRITERIA Act 134(d)(3)(A); 20 CFR 663.220		
There are two categories of adults and dislocated workers who may receive intensive services.		
(a) Adults and dislocated workers who are unemployed, have received at least one core service and are unable to obtain employment through core services, and are determined by a One-Stop operator to be in need of more intensive services in order to obtain employment; and	Act 134(d)(3)(A)(i); 20 CFR 663.220	Act 134(d)(3)(A)(i); 20 CFR 663.220
(b) Adults and dislocated workers who are employed, have received at least one core service, and are determined by a One-Stop operator to be in need of intensive services to obtain or retain employment that leads to self-sufficiency as described in 20 CFR 663.230.	Act 134(d)(3)(A)(ii); 20 CFR 663.220	Act 134(d)(3)(A)(ii); 20 CFR 663.220
B. TYPES OF SERVICES Act 134(d)(3)(C); 20 CFR 663.200		
Such intensive services may include the following:		
(i) Comprehensive and Specialized Assessments of the Skill Levels and Service Needs of Adults and Dislocated Workers, which may include:	Act 134(d)(3)(C)(i); 20 CFR 663.200	Act 134(d)(3)(C)(i); 20 CFR 663.200
(I) Diagnostic testing and use of other assessment tools; and	Act 134(d)(3)(C)(i)(I); 20 CFR 663.200	Act 134(d)(3)(C)(i)(I); 20 CFR 663.200
(II) In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.	Act 134(d)(3)(C)(i)(II); 20 CFR 663.200	Act 134(d)(3)(C)(i)(II); 20 CFR 663.200
(ii) Development of an Individual Employment Plan, to identify the employment goals, appropriate combination of services for the participant to achieve the employment goals.	Act 134(d)(3)(C)(ii); 20 CFR 663.200	Act 134(d)(3)(C)(ii); 20 CFR 663.200
(iii) Group Counseling	Act 134(d)(3)(C)(iii); 20 CFR 663.200	Act 134(d)(3)(C)(iii); 20 CFR 663.200
(iv) Individual Counseling and Career Planning	Act 134(d)(3)(C)(iv); 20 CFR 663.200	Act 134(d)(3)(C)(iv); 20 CFR 663.200
(v) Case Management for Participants Seeking Training Services under 134(d)(4)	Act 134(d)(3)(C)(v); 20 CFR 663.200	Act 134(d)(3)(C)(v); 20 CFR 663.200
(vi) Short-term Prevocational Services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training	Act 134(d)(3)(C)(vi); 20 CFR 663.200	Act 134(d)(3)(C)(vi); 20 CFR 663.200
(vii) Out-of-Area Job Search Assistance.	20 CFR 663.200	20 CFR 663.200
(viii) Literacy Activities Related to Basic Workforce Readiness	20 CFR 663.200	20 CFR 663.200
(ix) Relocation Assistance	20 CFR 663.200	20 CFR 663.200
(x) Internships	20 CFR 663.200	20 CFR 663.200
(xi) Work Experience	20 CFR 663.200	20 CFR 663.200

INTENSIVE SERVICES BY PROGRAM

PURPOSE – the Intensive Services by Program chart lists which intensive services are available to individuals enrolled in Workforce Investment Act (WIA) programs.

DESCRIPTION – this chart provides a listing of available intensive services for the Adult (18 or older) and Dislocated Worker Programs.

GENERAL INSTRUCTIONS – intensive services available under WIA are listed in the Intensive Services Column.

- **Intensive Services Column** – intensive services available under WIA are listed in the Intensive Services column.
- **Adult (18 or Older) Column** – Act/Regulation citations for intensive services for Adults (18 or older) are listed in the Adult (18 or Older) column.
- **Dislocated Worker Column** – Act/Regulation citations for intensive services for Dislocated Workers are listed in the Dislocated Worker column.

Self-sufficiency – State Boards or Local Boards must set the criteria for determining whether employment leads to self-sufficiency. At a minimum, such criteria must provide that self-sufficiency means employment that pays at least the lower living standard income level, as defined in WIA section 101(24). Self-sufficiency for a dislocated worker may be defined in a relation to a percentage of the layoff wage. The special needs of individuals with disabilities or other barriers to employment should be taken into account when setting criteria to determine self-sufficiency. **[20 CFR 663.230]**

Intensive services must include development of an Individual Employment Plan (IEP), which is the “gateway” activity to training services.

20 CFR 663.200 What are intensive services for adults and dislocated workers?

- Intensive services are listed in WIA section 134(d)(3)(C). The list in the Act is not all-inclusive and other intensive services, such as out-of-area job search assistance, literacy activities related to basic workforce readiness, relocation assistance, internships, and work experience may be provided based on an assessment or individual employment plan.
- For the purposes of intensive services for adults and dislocated workers, work experience is a planned, structured learning experience that takes place in a workplace for a limited period of time. Work experience may be paid or unpaid, as appropriate. A work experience workplace may be in the private for profit sector, the non-profit sector, or the public sector.

Intensive services must be provided through One-Stop delivery system. Intensive services may be provided directly by the One-Stop operator or through contracts with public, private for profit, and private non-profit service providers that are approved by the Local Board. **[WIA sections 117(d)(2)(D) and 134(d)(3)(B)]**

The Local Board may only be a provider of intensive services when approved by the chief elected official and the Governor in accordance with WIA Section 117(f)(2) and 20 CFR 661.310(a).

20 CFR 663.240 Are there particular intensive services an individual must receive before receiving training services under WIA section 134(d)(4)(A)(i)?

- Yes, at a minimum, individuals must receive at least one intensive service, such as the development of an individual employment plan with a case manager or individual counseling and career planning, before the individual may receive training services.
- The case file must contain a determination of need for training services under 20 CFR 663.310, as identified in the individual employment plan, comprehensive assessment, or through any other intensive service received.

There is no Federally required minimum time period for participation in intensive services before receiving training services. **[20 CFR 663.250]**

**TITLE I WIA TRAINING SERVICES CRITERIA WITH
CORRESPONDING ACT/REGULATION CITATIONS**

TRAINING SERVICES BY PROGRAM		
TRAINING SERVICES	ADULT (18 or Older)	DISLOCATED WORKER
A. PROGRAM CRITERIA Act 134(d)(4); 20 CFR 663.300		
<p>Training services may be made available to employed and unemployed adults and dislocated workers who:</p> <p>(a) Have met the eligibility requirements for intensive services, have received at least one intensive service under 20 CFR 663.240, and have been determined to be unable to obtain or retain employment through such services;</p> <p>(b) After an interview, evaluation, or assessment, and case management, have been determined by a One-Stop operator or One-Stop partner, to be in need of training services and to have the skills and qualifications to successfully complete the selected training program;</p> <p>(c) Select a program of training services that is directly linked to the employment opportunities either in the local area or in another area to which the individual is willing to relocate.</p> <p>(d) Are unable to obtain grant assistance from other sources to pay the costs of such training, including such sources as Welfare-to-Work, State-funded training funds, Trade Adjustment Assistance, and Federal Pell Grants established under Title IV of the Higher Education Act of 1965, or require WIA assistance in addition to other sources of grant assistance, including Federal Pell Grants (provisions relating to fund coordination are found at 20 CFR 663.320 and WIA Section 134(d)(4)(B); and</p> <p>(e) For individuals whose services are provided through the adult funding stream, are determined eligible in accordance with the State and local priority system, if any, in effect for adults under WIA Section 134(d)(4)(E) and 20 CFR 663.600.</p> <p>States and local areas must give priority for adult intensive and training services to recipients of public assistance and other low-income individuals, unless the local area has determined that funds are not limited under the criteria established under 20 CFR 663.600(b). The Local Board and the Governor may establish a process that gives priority for services to the recipients of public assistance and other low-income individuals and that also serves other individuals meeting eligibility requirements.</p>	<p>Act 134(d)(4)(A)(i); 20 CFR 663.310</p> <p>Act 134(d)(4)(A)(ii); 20 CFR 663.310</p> <p>Act 134(d)(4)(A)(iii); 20 CFR 663.310</p> <p>Act 134(d)(4)(A)(iv); 20 CFR 663.310</p> <p>Act 134(d)(4)(A)(v); CFR 663.310</p> <p>Act 134(d)(4)(E); CFR 663.600</p>	<p>Act 134(d)(4)(A)(i); 20 CFR 663.310</p> <p>Act 134(d)(4)(A)(ii); 20 CFR 663.310</p> <p>Act 134(d)(4)(A)(iii); 20 CFR 663.310</p> <p>Act 134(d)(4)(A)(iv); 20 CFR 663.310</p> <p>N/A</p> <p>N/A</p>
B. QUALIFICATION Act 134(d)(4)(A)(iv); 20 CFR 663.310(d)		
<p>Who met the requirements under Qualification as outlined in WIA Section 134(d)(4)(B)</p> <p>(i) Requirement – except as provided in clause (ii), provision of such training services shall be limited to individuals who</p> <p>(I) Are unable to obtain grant assistance from other services to pay the costs of such training, including such sources as Welfare-to-Work, State-funded training funds, Trade Adjustment Assistance, and Federal Pell Grants established under title IV of the Higher Education Act of 1965; or</p> <p>(II) Require WIA assistance in addition to other sources of grant assistance, including Federal Pell Grants (provisions relating to fund coordination are found at 20 CFR 663.320 and WIA Section 134(d)(4)(B))</p> <p>(ii) Reimbursements – training services may be provided under this paragraph to an individual who otherwise meets the requirements of this paragraph while an application for a Federal Pell Grant is pending, except that if such individual is subsequently awarded a Federal Pell Grant, appropriate reimbursement shall be made to the local area from such Federal Pell Grant.</p>	<p>Act 134(d)(4)(A)(iv)</p> <p>Act 134(d)(4)(B)(i)</p> <p>Act 134(d)(4)(B)(i)(I); 20 CFR 663.310(d)</p> <p>Act 134(d)(4)(B)(i)(II); 20 CFR 663.310(d)</p> <p>Act 134(d)(4)(B)(ii)</p>	<p>Act 134(d)(4)(A)(iv)</p> <p>Act 134(d)(4)(B)(i)</p> <p>Act 134(d)(4)(B)(i)(I); 20 CFR 663.310(d)</p> <p>Act 134(d)(4)(B)(i)(I); 20 CFR 663.310(d)</p> <p>Act 134(d)(4)(B)(ii)</p>

**TITLE I WIA TRAINING SERVICES CRITERIA WITH
CORRESPONDING ACT/REGULATION CITATIONS**

TRAINING SERVICES BY PROGRAM		
TRAINING SERVICES	ADULT (18 or Older)	DISLOCATED WORKER
C. PROVIDER QUALIFICATION Act 134(d)(4)(C); 20 CFR 663.500		
Provider Qualifications – training services shall be provided through providers identified in accordance with WIA Section 122, "Identification of Eligible Providers of Training Services." [20 CFR 663.505; Workforce Investment Information Notice No. 2-99, Change 4; and Workforce Investment Information Notice No. 1-99, Change 2]	Act 134(d)(4)(C); 20 CFR 663.505	Act 134(d)(4)(C); 20 CFR 663.505
D. TRAINING SERVICES Act 134(d)(4); 20 CFR 663.310		
Training services may include, but are not limited to:	Act 134(d)(4)(D); 20 CFR 663.300	Act 134(d)(4)(D); 20 CFR 663.300
(i) Occupational Skills Training, including training for nontraditional employment;	Act 134(d)(4)(D)(i); 20CFR 663.300	Act 134(d)(4)(D)(i); 20 CFR 663.300
(ii) On-the-Job Training;	Act 134(d)(4)(D)(ii); 20 CFR 663.300	Act 134(d)(4)(D)(ii); 20 CFR 663.300
(iii) Programs that Combine Workplace Training with Related Instruction, which may include cooperative education programs;	Act 134(d)(4)(D)(iii); 20 CFR 663.300	Act 134(d)(4)(D)(iii); 20 CFR 663.300
(iv) Training Programs Operated by the Private Sector;	Act 134(d)(4)(D)(iv); 20 CFR 663.300	Act 134(d)(4)(D)(iv); 20 CFR 663.300
(v) Skill Upgrading and Retraining;	Act 134(d)(4)(D)(v); 20 CFR 663.300	Act 134(d)(4)(D)(v); 20 CFR 663.300
(vi) Entrepreneurial Training;	Act 134(d)(4)(D)(vi); 20 CFR 663.300	Act 134(d)(4)(D)(vi); 20 CFR 663.300
(vii) Job Readiness Training;	Act 134(d)(4)(D)(vii); 20 CFR 663.300	Act 134(d)(4)(D)(vii); 20 CFR 663.300
(viii) Adult Education and Literacy Activities provided in combination with services described in any of the clauses (i) through (vii); and	Act 134(d)(4)(D)(viii); 20 CFR 663.300	Act 134(d)(4)(D)(viii); 20 CFR 663.300
(ix) customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.	Act 134(d)(4)(D)(ix); 20 CFR 663.300	Act 134(d)(4)(D)(ix); 20 CFR 663.300
E. PRIORITY Act 134(d)(4)(E); 20 CFR 663.600		
States and local areas must give priority for adult intensive and training services to recipients of public assistance and other low-income individuals, unless the local area has determined that funds are not limited under the criteria established under 20 CFR 663.600(b). The Local Board and the Governor may establish a process that gives priority for services to the recipients of public assistance and other low-income individuals and that also serves other individuals meeting eligibility requirements. [20 CFR 663.600(c)]	Act 134(d)(4)(E); 20 CFR 663.600	N/A

TRAINING SERVICES BY PROGRAM

PURPOSE – the Training Services by Program chart lists information on training services available to individuals enrolled in Workforce Investment Act (WIA) programs.

DESCRIPTION – this chart provides information on training services by program for the Adult (18 or older) and Dislocated Worker programs.

GENERAL INSTRUCTIONS – information on training services available under WIA are listed in the Training Services column.

- **In General** – who is eligible to receive training services.
- **Qualifications** – the requirements for coordination of WIA training funds and other grant assistance. **[20 CFR 663.320]**
- **Provider Qualifications** – describes mechanisms other than Individual Training Accounts (ITA) for providing training services. **[20 CFR 663.430]**
- **Training Services** – a listing of various training services.
- **Priority** – priority policy for individuals served under the Adult (18 or older) program.
- **Training Services Column** – information on training services available under WIA is listed in the Training Services column.
- **Adult (18 or Older) Column** – Act/Regulation citations for training services for Adult (18 or older) are listed in the Adult (18 or Older) column.
- **Dislocated Worker Column** – Act/Regulation citations for training services for Dislocated Workers are listed in the Dislocated Worker column.

20 CFR 663.240 Are there particular intensive services an individual must receive before receiving training services under WIA section 134(d)(4)(A)(i)?

(a) Yes, at a minimum, individuals must receive at least one intensive service, such as the development of an individual employment plan with a case manager or individual counseling and career planning, before the individual may receive training services.

(b) The case file must contain a determination of need for training services under 20 CFR 663.310, as identified in the individual employment plan, comprehensive assessment, or through any other intensive service received.

The case file must contain a determination of need for training services under 20 CFR 663.310, as identified in the individual employment plan, comprehensive assessment, or through any other intensive service received. **[20 CFR 663.240(b)]**

**TITLE I WIA OPTIONAL SERVICES CRITERIA WITH
CORRESPONDING ACT/REGULATION CITATIONS**

PERMISSABLE LOCAL EMPLOYMENT AND TRAINING ACTIVITIES BY PROGRAM		
OPTIONAL SERVICES	ADULT (18 or Older)	DISLOCATED WORKER
OPTIONAL SERVICES Act 134(e)(4); 20 CFR 663.800		
OPTIONAL SERVICES		
1. Discretionary one-stop delivery activities – funds allocated to a local area for adults under paragraph (2)(A) or (3), as appropriate, of Section 133(b), and funds allocated to the local area for dislocated workers under Section 133(b)(2)(B), may be used to provide, through one-stop delivery described in subsection (c)(2)	Act 134(e)(1)	Act 134(e)(1)
(A) customized screening and referral of qualified participants in training services described in subsection (d)(4) to employment; and	Act 134(e)(1)(A)	Act 134(e)(1)(A)
(B) customized employment-related services to employers on a fee-for-service basis.	Act 134(e)(1)(B)	Act 134(e)(1)(B)
2. Supportive Services – funds allocated to a local area for adults under paragraph (2)(A) or (3), as appropriate, of Section 133(b), and funds allocated to the local area for dislocated workers under Section 133(b)(2)(B), may be used to provide supportive services to adults and dislocated workers, respectively who –	Act 134(e)(2); 20 CFR 663.800	Act 134(e)(2); 20 CFR 663.800
(A) Are participating in core, intensive, or training services; and	Act 134(e)(2)(A); 20 CFR 663.805	Act 134(e)(2)(A); 20 CFR 663.805
(B) Unable to obtain such supportive services through other programs providing such services.	Act 134(e)(2)(B); 20 CFR 663.805	Act 134(e)(2)(B); 20 CFR 663.805
Supportive Services may only be provided when they are necessary to enable individuals to participate in title I activities.	20 CFR 663.805	20 CFR 663.805
3. Needs-Related Payments	Act 134(e)(3)	Act 134(e)(3)
In General – funds allocated to a local area for adults under paragraph (2)(A) or (3), as appropriate, of Section 133(b), and funds allocated to the local area for dislocated workers under Section 133(b)(2)(B), may be used to provide needs-related payments to –	Act 134(e)(3)(A)	Act 134(e)(3)(A)
(1) Adults who are unemployed and do not qualify for, or have ceased to qualify for, unemployment compensation; and be enrolled in a program of training services under WIA section 134(d)(4).	Act 134(e)(3)(A); 20 CFR 663.820	N/A
(2) Dislocated Workers who	N/A	Act 134(e)(3)(A); 20 CFR 663.825
(a) Are unemployed and have ceased to qualify for unemployment compensation or trade readjustment allowance under TAA or NAFTA-TAA; and be enrolled in a program of training services under WIA section 134(d)(4) by the end of the 13 th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later, by the end of the 8 th week after the worker is informed that a short-term layoff will exceed 6 months;		
(b) Are unemployed and did not qualify for unemployment compensation or trade readjustment assistance under TAA or NAFTA-TAA.		
Level of Payments – the level of a needs-related payments made to an adult must be established by the Local Board. For dislocated workers, payments must not exceed the greater of either of the following levels:	Act 134(e)(3)(C)	Act 134(e)(3)(C)
(i) For participants who were eligible for unemployment compensation as a result of the qualifying dislocation, the payment may not exceed the applicable weekly level of the unemployment compensation benefit; or	Act 134(e)(3)(C)(i)	Act 134(e)(3)(C)(i)
(ii) For participants who did not qualify for unemployment compensation as a result of the qualifying layoff, the weekly payment may not exceed the poverty line for an equivalent period. The weekly payment level must be adjusted to reflect changes in total family income as determined by Local Board Policies.	Act 134(e)(3)(C)(ii)	Act 134(e)(3)(C)(ii)

OPTIONAL SERVICES BY PROGRAM

PURPOSE – the Optional Services by Program chart lists which option services are available to individuals enrolled in Workforce Investment Act (WIA) programs.

DESCRIPTION – this chart provides a listing of available optional services for Adult (18 or older) and Dislocated Worker programs.

GENERAL INSTRUCTIONS – optional services available under WIA are listed in Optional Services column.

- **Optional Services Column** – optional services available under WIA are listed in the Optional Services column.
- **Adult (18 or Older) Column** – Act/Regulation citations for optional services for Adult (18 or older) are listed in the Adult (18 or Older) column.
- **Dislocated Worker Column** – Act/Regulation citations for optional services for Dislocated Workers are listed in the Dislocated Worker column.

CLARIFICATION(S) FOR OPTIONAL SERVICES

Supportive Services for adults and dislocated workers are defined at WIA sections 101(46) and 134(e)(2) and (3). They include services such as transportation, childcare, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in activities authorized under WIA title I. Local Boards, in consultation with the One-Stop partners and other community service providers, must develop a policy on supportive services that ensures resource and service coordination in the local area. Such policy should address procedures for referral to such services, including how such services will be funded when they are not otherwise available from other sources. The provision of accurate information about the availability of supportive services in the local area, as well as referral to such activities, is one of the core services that must be available to adults and dislocated workers through the One-Stop delivery system.

[20 CFR 663.800]

Needs-related payments provide financial assistance to participants for the purpose of enabling individuals to participate in training and are one of the supportive services authorized by WIA section 134(e)(3). **[20 CFR 663.815]**

For an adult to receive needs-related payments the adult must:

- (a) Be unemployed;
- (b) Not qualify for, or have ceased qualifying for, unemployment compensation; and
- (c) Be enrolled in a program of training services under WIA section 134(d)(4).

[20 CFR 663.820]

For a dislocated worker to receive needs-related payments, a dislocated worker must:

- (a) Be unemployed, and:
 - (1) Have ceased to qualify for unemployment compensation or trade readjustment allowance under TAA or NAFTA-TAA; and
 - (2) Be enrolled in a program of training services under WIA section 134(d)(4) by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months; or
- (b) Be unemployed and did not qualify for unemployment compensation or trade readjustment assistance under TAA or NAFTA-TAA.

[20 CFR 663.825]

**TITLE I WIA SERVICES CRITERIA WITH
CORRESPONDING ACT/REGULATION CITATIONS FOR YOUTH**

YOUTH PROGRAMS	
PROGRAM DESIGN, PROGRAM ELEMENTS, ADDITIONAL REQUIREMENTS, PRIORITY, EXCEPTIONS, AND OPTIONAL SERVICES	YOUTH (14-21)
1. PROGRAM DESIGN Act 129(c)(1); 20 CFR 664.405	
PROGRAM DESIGN – Funds allocated to a local area for eligible youth under paragraph (2)(A) or (3), as appropriate, of section 128(b) shall be used to carry out, for eligible youth, programs that –	Act 129(c)(1)
A. Provide an objective assessment of each youth participant that meets the requirements of WIA section 129(c)(1)(A), and includes a review of the academic and occupational skill levels, as well as the services needs of each youth;	Act 129(c)(1)(A); 20 CFR 664.405
B. Develop an individual service strategy for each youth participant that meets the requirements of WIA section 129(c)(1)(B), including identifying an age-appropriate career goal and consideration of the assessment results for each youth; and	Act 129(c)(1)(B); 20 CFR 664.405
C. Provide preparation for postsecondary educational opportunities, provide linkages between academic and occupational learning, provide preparation for employment, and provide effective connections to intermediary organizations that provide strong links to the job market and employers.	Act 129(c)(1)(C); 20 CFR 664.405
The requirement in WIA section 123 that eligible providers of youth services be selected by awarding a grant or contact on a competitive basis does not apply to the design framework component, such as services for intake, objective assessment, and the development of individual service strategy, when these services are provided by the grant recipient/ fiscal agent.	20 CFR 664.405(a)(4)
The objective assessment required under Act 129(c)(1)(A) and 20 CFR 664.405(a)(1) or the individual service strategy required under Act 129(c)(1)(B) and 20 CFR 664.405(a)(2) is not required if the program provider determines that it is appropriate to use a recent objective assessment or individual service strategy that was developed under another education or training program.	Act 129(c)(1)(A); 20 CFR 664.405
2. PROGRAM ELEMENTS Act 129(c)(2); 20 CFR 664.410	
PROGRAM ELEMENTS – The programs described under Act 129(c)(1) shall provide elements consisting of –	Act 129(c)(2)
A. Tutoring, study skills training and instruction leading to completion of secondary school, including dropout prevention strategies;	Act 129(c)(2)(A); 20 CFR 664.410
B. Alternative secondary offerings;	Act 129(c)(2)(B); 20 CFR 664.410
C. Summer employment opportunities that are directly linked to academic and occupational learning;	Act 129(c)(2)(C); 20 CFR 664.410
D. Paid and unpaid work experiences, including internships and job shadowing as provided in 20 CFR 664.460 and 664.470;	Act 129(c)(2)(D); 20 CFR 664.410
E. Occupational skill training;	Act 129(c)(2)(E); 20 CFR 664.410
F. Leadership development opportunities, which include community service and peer-centered activities encouraging responsibility and other positive social behaviors;	Act 129(c)(2)(F); 20 CFR 664.410
G. Supportive services, which may include the services listed in 20 CFR 664.440;	Act 129(c)(2)(G); 20 CFR 664.410
H. Adult mentoring for a duration of at least twelve (12) months, that may occur both during and after program participation;	Act 129(c)(2)(H); 20 CFR 664.410
I. Follow-up services, as provided in 20 CFR 664.450; and	Act 129(c)(2)(I); 20 CFR 664.410
J. Comprehensive guidance and counseling, including drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth.	Act 129(c)(2)(J); 20 CFR 664.410
3. ADDITIONAL REQUIREMENTS Act 129(c)(3); 20 CFR 664.405	
ADDITIONAL REQUIREMENTS	Act 129(c)(3)
A. Local Boards must ensure that the referral requirements in WIA section 129(c)(3) for youth who meet the income eligibility criteria are met, including:	Act 129(c)(3)(A); 20 CFR 664.405
(1) Providing these youth with information regarding the full array of applicable or appropriate services available through the Local Board or other eligible providers, or One-Stop partners; and	Act 129(c)(3)(A)(i); 20 CFR 664.405
(2) Referring these youth to appropriate training and educational programs that have the capacity to serve them either on a sequential or concurrent basis.	Act 129(c)(3)(A)(ii); 20 CFR 664.405
B. In order to meet the basic skills and training needs of eligible applicants who do not meet the enrollment requirements of a particular program or who cannot be served by the program, each eligible youth provider must ensure that these youth are referred:	Act 129(c)(3)(B); 20 CFR 664.405
(1) For further assessment, as necessary; and	
(2) To appropriate programs, in accordance with 20 CFR 664.405(d)(2)	
C. Local Boards must ensure that parents, youth participants, and other members of the community with experience relating to youth programs are involved in both the design and implementation of its youth programs.	Act 129(c)(3)(C); 20 CFR 664.405

**TITLE I WIA SERVICES CRITERIA WITH
CORRESPONDING ACT/REGULATION CITATIONS FOR YOUTH**

YOUTH PROGRAMS	
PROGRAM DESIGN, PROGRAM ELEMENTS, ADDITIONAL REQUIREMENTS, PRIORITY, EXCEPTIONS, AND OPTIONAL TRAINING SERVICES	YOUTH (14-21)
4. PRIORITY Act 129(c)(4); 20 CFR 664.320	
PRIORITY	Act 129(c)(4)
A. In General – at a minimum, 30 percent of the funds described in paragraph (1) shall be used to provide youth activities to out-of-school youth.	Act 129(c)(4)(A); 20 CFR 664.320
B. Exception – a state that receives a minimum allotment under Section 127(b)(1) in accordance with Section 127(b)(1)(C)(iv)(II) or under Section 132(b)(1) in accordance with Section 132(b)(1)(B)(iv)(II) may reduce the percentage described in subparagraph (A) for a local area in the state, if –	Act 129(c)(4)(B); 20 CFR 664.320
(i) After an analysis of the eligible youth population in the local area, the State determines that the local area will be unable to meet the percentage described in subparagraph (A) due to a low number of out-of-school youth; and	Act 129(c)(4)(B)(i); 20 CFR 664.320
(ii)(I) The State submits to the Secretary, for the local area, a request including a proposed reduced percentage for purposes of subparagraph (A), and the summary of the eligible youth population analysis; and	Act 129(c)(4)(B)(ii)(I); 20 CFR 664.320
(II) The request is approved by the Secretary of the United States Department of Labor (USDOL).	Act 129(c)(4)(B)(ii)(II); 20 CFR 664.320
5. EXCEPTIONS (Not more than 5%) Act 129(c)(5); 20 CFR 664.220	
EXCEPTIONS – not more than 5 percent of participants assisted under this Section in each local area may be individuals who do not meet the minimum income criteria to be considered eligible youth, if such individuals are within one or more of the following categories:	Act 129(c)(5); 20 CFR 664.220
A. Individuals who are school dropouts.	Act 129(c)(5)(A); 20 CFR 664.220
B. Individuals who are basic skills deficient.	Act 129(c)(5)(B); 20 CFR 664.220
C. Individuals with educational attainment that is one or more grade levels below the grade level appropriate to the age of the individuals.	Act 129(c)(5)(C); 20 CFR 664.220
D. Individuals who are pregnant or parenting.	Act 129(c)(5)(D); 20 CFR 664.220
E. Individuals with disabilities, including learning disabilities.	Act 129(c)(5)(E); 20 CFR 664.220
F. Individuals who are homeless or runaway youth.	Act 129(c)(5)(F); 20 CFR 664.220
G. Individuals who are offenders.	Act 129(c)(5)(G); 20 CFR 664.220
H. Other eligible youth who face serious barriers to employment as identified by the local board.	Act 129(c)(5)(H); 20 CFR 664.220
6. OPTIONAL SERVICES Act 129(c)(2)(G); 20 CFR 664.440	
SUPPORTIVE SERVICES – supportive services for youth, as defined in WIA section 101(46), may include the following:	Act 129(c)(2)(G); 20 CFR 664.440
(a) Linkages to community services;	CFR 664.440(a)
(b) Assistance with transportation;	CFR 664.440(b)
(c) Assistance with child care and dependent care;	CFR 664.440(c)
(d) Assistance with housing;	CFR 664.440(d)
(e) Referrals to medical services; and	CFR 664.440(e)
(f) Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear. (WIA sec. 129(c)(2)(G))	CFR 664.440(f)

YOUTH PROGRAMS

PURPOSE – the Youth Program chart lists program design, program elements, additional requirements, priority, exceptions, and optional services for youth enrolled in youth programs under the Workforce Investment Act (WIA).

DESCRIPTION – this chart provides the program design, program elements, additional requirements, priority, exceptions, and optional services for youth programs.

GENERAL INSTRUCTIONS – youth program design, program elements, additional requirements, priority, exceptions, and optional services available under WIA are listed respectively in the Program Design, Program Elements, Additional Requirements, Priority, Exceptions, and Optional Services sections.

All youth participants must be registered. Registration is the process of collecting information to support a determination of eligibility. Equal opportunity data must be collected during the registration process on any individual who has submitted personal information in response to a request by the recipient for such information.

[20 CFR 664.215]

- **Program Design** – a description of youth programs.
- **Program Elements** – a description of program elements.
- **Additional Requirements** – a description of the referral requirements in WIA Section 129(c)(3) to ensure youth meet the income eligibility criteria.
- **Priority** – Priority service to out-of-school youth.
- **Exceptions** – a description of the categories, which can be used for the 5% window.
- **Youth (14–21) Column** – Act/Regulation citations for youth programs are listed in the Youth (14–21) column.

Universal Access to One-Stop Centers for Youth under 18

Under section 134(d)(2) of the Act, adults have access to core services in One-Stop Centers without regard to eligibility. Adults are defined under the Act as individuals aged 18 or older. Section 664.710 of the Final Regulations clarifies that local area youth, including youth under age 18 who are not eligible under the Title I youth program, may receive services through the One-Stop centers. However, services for non-eligible youth must be funded from by programs that are authorized to provide services to such youth. For example, basic labor exchange services under the Wagner-Peyser Act may be provided to any youth. The Department believes that the intent of the Act is to introduce youth, particularly out-of-school youth, to the services of the One-Stop system early in their development, and to encourage the use of the One-Stop system as an entry point to obtaining education, training, and job search services.

Eligibility of Youth with Disabilities

Even if the family of a disabled youth does not meet the income eligibility criteria, the disabled youth may be considered a low-income individual if the youth's own income meets the income criteria established in WIA Section 101(25)(B) or the income eligibility criteria for cash payments under any Federal, State, or Local public assistance program. **[20 CFR 664.250]**

YOUTH PROGRAMS

DEFINITIONS

Positive social behaviors are outcomes of leadership opportunities, often referred to as soft skills, which are incorporated by many local programs as part of their menu of services. Positive social behaviors focus on areas that may include the following:

- (a) Positive attitudinal development;
- (b) Self esteem building;
- (c) Openness to working with individuals from diverse racial and ethnic backgrounds;
- (d) Maintaining healthy lifestyles, including being alcohol and drug free;
- (e) Maintaining positive relationships with responsible adults and peers, and contributing to the well being of one's community, including voting;
- (f) Maintaining a commitment to learning and academic success;
- (g) Avoiding delinquency;
- (h) Postponed and responsible parenting; and
- (i) Positive job attitudes and work skills.

[20 CFR 664.430]

An out-of-school youth is an eligible youth, at the time of registration, who is a school dropout or who has received a secondary school diploma or its equivalent but is basic skills deficient, unemployed, or underemployed. (For reporting purposes only: All youth except those who are attending any school and have not received a secondary school diploma or its recognized equivalent and except those who are attending postsecondary school and are not basic skills deficient.

[Training and Employment Guidance Letter (TEGL) No. 14-00, Change 1, dated November 19, 2001]

A school dropout is defined as an individual who is no longer attending any school and who has not received a secondary school diploma or its recognized equivalent. A youth attending an alternative school is not a dropout.

[20 CFR 664.310]

Under the Act, eligible youth are 14 through 21 years of age. Adults are defined in the Act as individuals, age 18 and older. Thus, individuals age 18 through 21 may be eligible for both adult and youth programs. Therefore, individuals who meet the respective eligibility requirements may participate in adult and youth programs concurrently.

[20 CFR 664.500]

The criteria for income eligibility under the National School Lunch Program are not the same as the Act's income eligibility criteria. Therefore, the school lunch list may not be used as a substitute for income eligibility to determine who is eligible for services under the Act.

[20 CFR 664.240]