Workforce Innovation and Opportunity Act (WIOA)

Overview

Introduction

The Workforce Innovation and Opportunity Act (WIOA) is a United States public law that replaced the previous Workforce Investment Act of 1998 (WIA) as the primary federal workforce development legislation to bring about increased coordination among federal workforce development and related programs.

This chapter provides information about WIOA of 2014.

References

This handbook chapter contains mandates and guidelines stated in:

- WIOA regulations, signed into law in 2014,
- Code of Federal Register (CFR) Title 20 Part V and Part VI, and
- State directives received from the Department of Labor (DOL) and/or Employment Development Department (EDD) as outlined in the table below.

DOL		EDD	
Training and Employment Guidance Letters (TEGL):		Workforce Service Directives (WSD) and Workforce Services Information Notice (WSIN):	
• TEGL 10-16 • TEGL 15-16 • TEGL 16-16	• TEGL 17-16 • TEGL 26-16 • TEGL 03-18	• WSD 16-14 • WSD 18-12 • WSD 18-13	• WSD 20-08 • WSIN 22-11

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WIOA Overview

Introduction

The Workforce Innovation and Opportunity Act (WIOA) was signed into law on July 22, 2014. It supersedes the Workforce Investment Act of 1998 and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973. WIOA took effect on July 1, 2015 and is the first legislative reform of the nation's public workforce system in more than 15 years. WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers needed to compete in the economy.

WIOA reforms federal job training programs to:

- Create a new, comprehensive workforce investment system intended to be customer focused,
- Help individuals access the tools needed to manage his/her careers through information and high-quality services, and
- Help U.S. companies find skilled workers.

Stevens Amendment – Federal Grant Funding Disclosure statement

The Stevens Amendment is a federal appropriation law requiring grantees (Employment Development Department) and subrecipients (Local Workforce Development Boards, community based-organizations, etc.) of the US Departments of Labor, Education, and Health and Human Services, who receive funding, include a Federal Funding Disclosure Statement on all public communications of a federally-funded program, project, or activity (e.g., Adult, Dislocated Worker, Youth programs; National Dislocated Worker Grant; Governor's Discretionary Grants, etc.).

Along with the WIOA Title 1 language, the federal funding disclosure language will be included for all public communications. WDD Staff will use the following phrase:

This WIOA Title-I financially assisted program is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities, California Relay Service 711. For federal funding disclosure information, visit wp.sbcounty.gov/workforce/ffd/.

WIOA Titles

WIOA contains the following five (5) Titles listed below:

WIOA Title	Description	Responsible Federal Agency	Responsible Local Agency
I	Workforce Development Activities	Department of Labor	WDD One-Stop Partners
II	Adult Education and Literacy	Department of Education	Local Education
III	Amendments to Wagner-Peyser Act	Department of Labor	WDD One-Stop Partners
IV	Rehabilitation Act Amendments	Department of Education	Department of Rehabilitation
V	General Provisions	Department of Labor	WDD One-Stop Partners

Note: Titles I – IV are also known as core programs. There are six (6) core programs and Title 1 includes three (3) specific programs.

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WIOA Title I

Title I of WIOA authorizes programs to provide job search, education and training activities for individuals seeking to gain or improve his/her employment prospects and establishes the One-Stop delivery system. The three (3) specific core programs under Title I are the adult, dislocated worker, and youth. Title I includes two (2) subtitles:

- **Subtitle A:** System alignment and promotes integration of the core programs into the workforce development system.
- **Subtitle B:** Workforce activities and providers; establishes the One-Stop System and includes provisions aimed at aligning services across the core programs and other required partners in the One-Stop System.

WIOA Title II

Title II of WIOA is the Adult Education and Family Literacy Act (AEFLA) and supports educational services, primarily through grants to states. AEFLA helps adults become literate in English and develop other basic skills necessary for employment and postsecondary education, and ~~to~~ become full partners in the education of their children.

Title II emphasizes the:

- Connection between adult education programs and employment, and
- Need to assist adults ~~to~~ in becom~~i~~ng literate and obtaining the knowledge and skills necessary for employment and economic self-sufficiency.

WIOA Title III

Title III of WIOA amends the Wagner-Peyser Act of 1933, which authorizes the Employment Service (ES), to make the ES an integral part of the One-Stop System amended by WIOA. Title III improves access to job training and employment services for unemployment insurance claimants through eligibility assessments and provision of referrals. The ES provides:

- Job search assistance,
- Job referrals,
- Placement assistance for job seekers, and
- Recruitment services for employers.

WIOA increases accessibility of services for job seekers and employers by requiring co-location of the Wagner-Peyser ES in the One-Stop System.

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WIOA Title IV

Title IV of WIOA is one of the core programs which amends the Rehabilitation Act of 1973 and authorizes funding for Vocational Rehabilitation services for individuals with disabilities, including students and youth. Most programs under the Rehabilitation Act are related to the employment and independent living of individuals with disabilities. Title IV is one of the core programs providing Vocational Rehabilitation services to individuals with disabilities, including students and youth with disabilities.
Title IV aims to increase opportunities, especially for individuals with disabilities who face barriers to employment and invests in the important connections between education and career preparation.

WIOA ensures students and youth with disabilities have meaningful opportunities to receive the Vocational Rehabilitation services needed to achieve competitive integrated employment. The law transferred certain programs from the Department of Education (DoED) to the Department of Health and Human Services, including:

- Independent Living Services,
- National Institute on Disability and Rehabilitation Research, and
- Programs under the Assistive Technology Act.

WIOA Title V

Title V of WIOA includes provisions for the administration of WIOA. Title V includes two (2) subtitles:

- **Subtitle A** – Workforce Investment, Section 501 – 506
- **Subtitle B** – Amendments to other Laws, Section 511 - 513

Boards

The following Workforce Development Boards (WDBs) develop and govern WIOA programs at state and local levels:

- State Workforce Development Board (SWDB) and
- Local Workforce Development Board (LWDB).

Core program requirements

The supporting cross-program strategic and operational planning, performance accountability, and requirements for the core programs are:

- Coordinated Planning – The development and submission of a Unified or Combined State Plan reinforcing a state's role in formulating a strategic vision to align its federal resources.
- Aligning Accountability – Several provisions designed to improve accountability and transparency within the workforce system, and measure key employment and educational outcomes, as well as the program's effectiveness in meeting employers' needs.
- Improving Service Delivery – An integrated and coordinated One-Stop Service delivery system in each State and brands this system as the America's Job Center of California (AJCC) system.

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Key One-Stop partners

WIOA provides the opportunity to include key One-Stop partner programs, such as the:

- Transitional Assistance Department (TAD)
  - Supplemental Nutrition Assistance Program (SNAP),
  - CalFresh Employment & Training Program (CFET)
  - Temporary Assistance for Needy Families (TANF),
- Employment Development Department (EDD)
  - Unemployment Insurance (UI), and
  - Perkins Career Technical Education in a combined state plan.

Community development

Meeting workforce needs is critical to economic growth through partnerships at the state, regional, and local levels. WIOA promotes alignment of workforce development programs with regional economic development strategies to meet the needs of a wide range of employers and to enhance community development.

Workers and job seekers

WIOA improves coordination between agencies to ensure workers and job seekers have seamless access to a system of:

- High-quality career services,
- Education, and
- Training through the One-Stop Service delivery system.

WIOA ensures performance measurements and public reporting of education and training providers is accessible to individuals seeking services so he/she can make informed choices about which training or educational programs to pursue.

Employers

Under WIOA, businesses inform and guide the workforce system; ensuring services are aligned with their workforce needs. WDBs implement industry or sector partnerships and use high-quality worker training, including proven strategies such as apprenticeship and internship to ensure businesses have a pipeline of skilled workers.

WIOA Purpose

Introduction

The purpose of the Workforce Innovation and Opportunity Act (WIOA) is to better align the workforce development system with education, training and economic development initiatives to create a collective response to labor market challenges on the national, state and local levels. WIOA provides workforce investment activities, through statewide and local workforce investment systems to:

- Increase the employment, retention, and earnings of participants,
- Increase attainment of recognized postsecondary credentials by participants, and as a result, improve the quality of the workforce
- Reduce welfare dependency,
- Increase economic self-sufficiency,
- Meet the skill requirements of employers, and
- Sustain the productivity and competitiveness of the nation.

Increasing employment, retention and earnings

The following performance measures are included in WIOA's performance measures, to increase:

- Employment – WIOA services are set up to allow participants access to the various services to find employment.
- Retention – WIOA offers follow-up services to all registered participants when he/she obtains unsubsidized employment.
- Earnings – WIOA works with wage progression strategies and approves training programs that provide marketable skills in local areas.

Quality workforce

WIOA seeks to strengthen the U.S. labor force by increasing individuals' employability so U.S. businesses can continue to thrive.

Reduce welfare dependency

Stable jobs keep people from applying for welfare and help current recipients get off welfare. WIOA not only encourages employment, it also offers services intended to help customers achieve long-term self-sufficiency.

Sustain economic competitiveness

The overall goal of WIOA is to encourage a strong U.S. economy and is based on the premise a skilled labor force is key to a competitive economy. WIOA:

- Increases access to job-driven training by using labor market information and employer needs identified through business engagement,
- Contributes to economic growth and business expansion by ensuring the public workforce system is job-driven,
- Match employers with skilled individuals.
- Requires Local Workforce Development (WDBs) to promote the use of industry and sector partnerships with key stakeholders in an industry cluster or sector who works with public entities to identify and address the workforce needs of multiple employers.

WIOA Principles

Introduction

The Workforce Innovation and Opportunity Act (WIOA) embodies six (6) key principles to support its purpose. By following the six (6) key principles, San Bernardino County has designed a comprehensive and accessible program for all customers.

WIOA encourages new opportunities for collaboration across the federal and state agencies, which indicates a shared commitment to:

- Improve training and employment opportunities for individuals with barriers to employment,
- Strengthen~~ing~~ partnerships,
- Emphasize accountability,
- Improve program outcomes, and
- Promote connections to employers, businesses, regional and community needs.

WIOA's six (6) key principles are listed below:

	Description
1	Increasing access to and opportunities for the employment, education, training, and support services for individuals, particularly those with barriers to employment.
2	Supporting the alignment of: • Workforce investment, • Education, and • Economic development systems in support of a: – Comprehensive, – Accessible, and – High-quality workforce development system.
3	Improving the quality and labor market relevance of: • Workforce investment, • Education, and • Economic development efforts.
4	Promoting improvement in the structure and delivery of services through the workforce development system and to address the employment and skill needs of: • Workers, • Job seekers, and • Employers.
5	Increasing the prosperity of workers and employers, the economic growth of communities, regions, and the global competitiveness of the state.
6	Providing workforce development activities that increase: • Accountability, • Employment, retention, and earnings of participants, and • Post-secondary credential attainment.

America's Job Center of California (AJCC)

Introduction

America's Job Center of California (AJCC) sites provide services to help job seekers achieve their career goals. AJCCs are One-Stop Centers to workforce development services such as:

- Job Placement
- Skill Assessment
- Workshops
- Referrals
- Education and training programs
- Unemployment insurance information
- Labor Market Information (LMI)
- Business Services
- Other services that support career success

San Bernardino County Workforce Development Area has three (3) full-service AJCCs and two (2) satellite offices. This section ~~will~~ provides information about the AJCCs and the programs provided.

AJCC locations

The three (3) full-service AJCCs locations include:

Location	Address
High Desert	17310 Bear Valley Rd., Suite 109 Victorville, CA 92395 HDreferral@wdd.sbcounty.gov
West Valley	9560 9th Street, Suite A Rancho Cucamonga, CA 91730 WVreferral@wdd.sbcounty.gov
East Valley	500 Inland Center Drive, Suite 508, San Bernardino, CA 92408-0083 EVreferral@wdd.sbcounty.gov

Satellite office

The one (1) satellite office location is:

Location	Address	Phone/Fax
Harvey House	681 North 1st Street, Suite 212 Barstow, CA 92311	• Phone: (760) 256-7201 • Fax: (760) 225-4017
Ontario Library	215 East C Street Ontario, CA 91764 (Hours – 10am to 6pm by appointments)	Phone: (909) 395-2497

Management of AJCCs

The AJCCs are managed by the Workforce Development Department (WDD) in partnership with the San Bernardino County Workforce Development Board's (WDB) strategic local plan and approved by San Bernardino County's Board of Supervisors (BOS) and State WDB.

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WIOA core programs

The six (6) Workforce Innovation and Opportunity Act (WIOA) core programs, operating at the AJCC are administered as follows:

- Four (4) are administered by the Department of Labor (DOL):
  - Adult,
  - Dislocated Worker,
  - Youth, and
  - Employment Service.
- Two (2) are administered by the Department of Education (DoED)
  - Adult Education and Family Literacy Act Programs, and
  - Vocational Rehabilitation.

These services are available to anyone on an ongoing basis. WIOA ensures employment and training services provided by the core programs are coordinated so job seekers acquire skills and credentials to meet employers' needs.

WDS role

The Workforce Development Specialist (WDS) performs tasks essential to the delivery of services in an AJCC, Business Services, or in connection with any WIOA program. WDS:

- Manages WIOA Adult, Dislocated Worker, and Youth cases, and
- Assists customers with all staff-assisted Career and Training services.

AJCC partners

The AJCC includes a network of partners who work with the department to make programs, services, and activities easily accessible to businesses and individuals.

The long-term goal with AJCC partners is to:

- Coordinate resources,
- Improve customer access to available services,
- Respond to the needs of employers, and
- Prepare workers for jobs that are available now and in the future.

The AJCC Memorandum of Understanding (MOU) Partnerships also supports the Countywide Vision's regional goal of partnering with all sectors of the community to ensure the success of every resident from cradle-to-career.

AJCC Certification

Introduction

The America's Job Center of California (AJCC) Comprehensive Certification is intended to encourage continuous improvement by identifying areas where an AJCC may be exceeding quality expectations, as well as areas where improvement is needed.

The Certification was developed in alignment with the State Plan and the States AJCC Certification Workgroup's vision for California's One-Stop delivery system.

Key requirements

The Workforce Innovation and Opportunity Act (WIOA) Federal Register outlines three (3) key requirements for AJCC certification:

- The needs of businesses and workers drive workforce solutions and local boards are accountable to communities in which they are located.
- One-Stop Centers provide excellent customer service to job seekers and employers and focus on continuous improvement.
- The workforce system supports strong regional economies and plays an active role in community and workforce development.

The certification process is centered on three (3) key requirements and sets a statewide standard of service delivery, ensuring all participants consistently receive a high-quality level of service.

Certification levels

The certification is an individualized process for each local area and results are not compared or ranked against other AJCCs or Local Boards. There are three (3) levels of AJCC certification:

- Baseline Certification
- AJCC Comprehensive Certification
- Affiliate/Specialized Baseline AJCC Certification

Baseline certification

The Baseline Certification is intended to ensure every comprehensive, specialized, and affiliate AJCC is in compliance with key WIOA statutory and regulatory requirements. The certification is an individualized process; it will not be used to compare or rank one AJCC or Local Board against another AJCC or Local Board.

AJCC Comprehensive Certification

All of the following requirements must be met in order for a comprehensive AJCC to receive Baseline AJCC Certification:

- Implements the signed Memorandum of Understanding (MOU) with all required AJCC partners,
- Implements Local Board-Defined roles and responsibilities of the AJCC Operator and Career Services Provider,
- Meets all regulatory requirements to be considered a comprehensive AJCC (WIOA Joint Final Rule §678.305), and
- Ensures Equal Opportunity for Individuals with Disabilities in accordance with the ADA, WIOA Section 188, Title 29 CFR Part 38, and all other applicable federal and state guidance.

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Affiliate / Specialized Baseline Certification

All of the following requirements must be met in order for affiliate/specialized AJCC to receive Baseline AJCC Certification:

- Implements the signed Memorandum of Understanding (MOU) with all required AJCC partners,
- Complies with equal opportunity for individuals with disabilities in accordance with the ADA, WIOA Section 188, Title 29 CFR Part 38, and all other applicable federal and state guidance.

Certification Indicator assessment

In order to highlight areas where AJCCs can continuously improve their service delivery, the AJCC Certification Workgroup identified seven AJCC Certification Indicators to measure continuous improvement for all AJCCs. The AJCC Certification Indicators are as follows:

1. Ensures universal access, with an emphasis on individuals with barriers to employment.
2. Actively supports the One-Stop system through effective partnerships.
3. Provides integrated, customer-centered services.
4. Is an on-ramp for skill development and the attainment of industry-recognized credentials which meet the needs of targeted reginal sectors and pathway.
5. Actively engages industry and labor and supports regional sector strategies through an integrated business service strategy that focuses on quality jobs.
6. Has high-quality, well-informed, and cross-trained staff.
7. Achieves business results through data-driven continuous improvement.

The AJCC Certification Indicator Assessment provides a description of each Certification Indicator along with examples of criteria. The assessment requires a full rationale for each Certification Indicator provided.

Continuous Improvement Plan (CIP)

Once the AJCC Certification Indicator Assessment is completed, the Local Board must use the recommendations and evaluations from the assessment to create a CIP for the AJCC.

The AJCC CIP should be developed in coordination with the Local Board, AJCC Operator, and in alignment with the agreed upon goals and objectives within the established Regional and Local Plans and MOUs to drive continuous improvement for the AJCC system. The CIP does not need to be submitted with the Baseline Criteria Matrix and the AJCC Certification Indicator Assessment.

The goal is for Local Boards to work with each comprehensive and affiliate/specialized AJCCs to continually improve and progress within each AJCC Certification Indicator. All Local Boards must attest to developing the CIP with target dates with the AJCC. The CIP must be completed by the state's designated due date.

Supporting documentation of the AJCC certification determination for each AJCC must be retained***.*** This includes, but is not limited to:

- ADA compliance monitoring reports
- Interviews: customers, partners, or staff
- Performance information used during the certification process
- MOUs
- Procedure manuals
- Questionnaires/surveys

One-Stop System

Introduction

One-Stop Systems are recognized as a valuable community resource and are known for high quality, innovative education and training, and comprehensive services for customers.

This section defines the concept of the One-Stop System.

Definition of One-Stop

The definition of "One-Stop" is an adjective, not a noun. The term refers to five (5) different but interrelated elements:

1. One-Stop System –The system of collaboration established by Workforce Innovation and Opportunity Act (WIOA) legislation.

2. One-Stop Partners – Agencies offering employment-related services to WIOA customers. One-Stop Partners sign a Memorandum of Understanding (MOU) with the Local Workforce Development Board (LWDB) to offer services within the One-Stop System. There are two (2) types of One-Stop Partners:
   - **Mandatory One-Stop Partners –** Required by WIOA legislation to participate in the One-Stop system.
   - **Optional One-Stop Partners –** Voluntarily enters the One-Stop System at the request of the LWDB.

3. One-Stop Programs – The separate employment-related programs offered by each of the partners. Each program keeps its specific rules and eligibility criteria, but WIOA customers may learn about them ~~it~~ and be evaluated for eligibility at the America's Job Center of California (AJCCs). **Example:** Vocational Rehabilitation runs a program for customers who need retraining/rehabilitation to return to work. Under WIOA, this program becomes a One-Stop program.

4. One-Stop Centers – Physical locations that serve as a point of entry and offer employment and training related services to WIOA customers. One-Stop Centers in the San Bernardino County Local Workforce Development Area (LWDA) are called America's Job Center of California (AJCC). To find centers in other areas visit www.edd.ca.gov.

5. One-Stop Service – Employment and training related services authorized under WIOA, Wagner-Peyser, and other employment and training legislation.

Interrelated services

All One-Stop services must be available through the AJCCs and may be offered by One-Stop Partners.

One-Stop Partners bring access for their programs to the One-Stop System, making it easier for customers to access One-Stop services either at the AJCC or at a separate site operated by a One-Stop Partner.

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One-Stop Operator

The One-Stop Operator coordinates the service delivery of required One-Stop Partners and service providers.

Additional roles of the One-Stop operator, include, but are not limited to:

- Coordinating service providers across the One-Stop delivery system,
- Being the primary provider of services within the center,
- Providing some of the services within the center, or
- Coordinating service delivery in a multi-center area, which may include affiliated sites (20 CFR §678.620).

One-Stop Operator

Introduction

Workforce Innovation and Opportunity Act (WIOA) requires the Local Workforce Development Board (WDB) to acquire a One-Stop Operator who is responsible for working with America's Job Center of California (AJCC) System partners.

The One-Stop Operator ensures the implementation of partner responsibilities and contributions agreed upon in the AJCC Memorandum of Understanding (MOUs).

Scope of work

The One-Stop Operator's scope of work includes:

- Coordinating the service delivery of required One-Stop Partners and service providers in accordance with the AJCC System MOUs (Title 20 Code of Federal Regulation 678.620).
- Ensuring the implementation of partner responsibilities and contributions agreed upon in the MOUs.
- Reporting to the Workforce Development Board (WDB) on operations, performance, and continuous improvement recommendations.
- Reconciling AJCC System partner contributions – actual system and infrastructure costs incurred through the AJCC System MOUs.
- Adhering to any applicable firewalls or internal controls.

Competitive procurement and firewall

The WDB may arrange for a neutral third party (consultant, professional, outside government agency, or other independent entity) to conduct the competitive process.

If a third party conducts the competitive process, the WDB must:

- Include a firewall in the procurement policy allowing the WDB to contribute the necessary and relevant federal, state, and local procurement for the third party to conduct the competitive process.
  - This information must be furnished to the third party prior to the start of the procurement process.
- Ensure the third party does not participate in the competition by bidding, competing, or having any financial interest in the outcome of the procurement.
- Not draft specifications, develop contract requirements, statements of work, or other procurement related documents.

One-Stop Partners

Introduction

The purpose of partnership in the One-Stop System is to provide comprehensive, quality, employment-related, and supportive services responsive to the needs of employers, customers, and the community.

Partner agencies

While partner agencies may overlap in certain areas, each One-Stop Partner offers special areas of expertise. The table below serves as a guide for discerning services offered by some of Workforce Development Department's (WDD) partners. This is not an all-inclusive list.

Partner	Services Offered
California Indian Manpower of Consortia	Native American programs
Chaffey College	Post-secondary vocational education
Department of Aging and Adult Services	Employment/training for adults age 55 and over
Department of Rehabilitation	• Vocational rehabilitation • Retraining under the Rehabilitation Act
Employment Development Department	• Unemployment Insurance • Veterans Services • Service to at-risk youth, employers, unemployed professionals, farm workers, and parolees • Job services (Wagner-Peyser Act) • Trade Adjustment Act • North American Free Trade Agreement • Labor Market Information
Hesperia Unified School District Alternative Center	Adult Education and Literacy
Housing Authority (San Bernardino County)	• Housing and Urban Development vocational training programs • Family Self-Sufficiency Program
San Bernardino Community College District	Post-secondary vocational education
Transitional Assistance Department (TAD)	• Cash-aid • CalFresh – Employment & Training Program – Supplemental Nutrition Assistance Program (SNAP), • Medi-Cal • Childcare • Welfare-to-Work

List of Partner agencies

The entire list of the AJCC partners can be found on the ***Intranet> Resources & Reference – AJCC Partners Desk References tab***.

Performance Measures

Introduction

Workforce Innovation and Opportunity Act (WIOA) establishes performance accountability indicators and performance reporting requirements to assess the effectiveness of states, local areas, and providers in achieving positive outcomes for individuals served by the Workforce Development Systems six (6) core programs.

This section provides the definitions and description of the six (6) primary indicators of WIOA performance measures.

Six primary indicators

Under section 116(b)(2)(A) of WIOA and Code of Federal Regulation (CFR) 677.155, there are six (6) primary indicators of performance:

- Employment Rate – 2nd Quarter after exit
- Employment Rate – 4th Quarter after exit
- Median Earnings – 2nd Quarter after exit
- Credential Attainment
- Measurable Skill Gains
- Effectiveness in Serving Employers

Employment Rate – 2nd Quarter after exit

Employment Rate – 2nd Quarter after exit is the percentage of customers who are in unsubsidized employment during the second quarter after exit from the program.

For Title I Youth, the indicator is the percentage of customers in education or training activities, or in unsubsidized employment during the second quarter after exit from the program.

Employment Rate – 4th Quarter after exit

Employment Rate – 4th Quarter after exit is the percentage of customers who are in unsubsidized employment during the fourth quarter after exit from the program.

For Title I Youth, the indicator is the percentage of customers in education or training activities, or in unsubsidized employment during the fourth quarter after exit from the program.

Median Earnings – 2nd Quarter after exit

Median Earnings – 2nd Quarter after exit is the median earnings of customers who are in unsubsidized employment during the second quarter after exit from the program.

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Credential Attainment

Credential Attainment is the percentage of customers enrolled in an education or training program (excluding those in On-the-Job Training (OJT) and customized training) who attain a:

- Recognized post-secondary credential, or
- Secondary school diploma, or
- Recognized equivalent, during participation in or within one year after exit from the program.

A customer who has attained a secondary school diploma or its recognized equivalent is included in the percentage only if the customer is:

- Employed, or
- Enrolled in an education or training program leading to a recognized post-secondary credential within one year after exit from the program.

Measurable Skill Gains

Measurable Skill Gains (MSG) is the percentage of program customers who, during a program year, are in:

- An education, or training program that leads to a recognized post-secondary credential, or
- Employment and are achieving MSG, defined as:
  - Documented academic,
  - Technical,
  - Occupational, or
  - Other forms of progress, towards a recognized post-secondary credential or employment.
- An employer or training program, receiving a satisfactory or better progress report, towards established milestones, such as completion of:
  - An OJT,
  - One (1) year of an apprenticeship program or similar milestones,
- A successful passage of an exam that is required for a particular occupation, or
- The process of attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams.

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Effectiveness in Serving Employers

WIOA sec. 116(b)(2)(A)(i)(VI) requires the Workforce Development Departments (WDD) to establish a primary indicator of performance for effectiveness in serving employers. There are two (2) approaches designed to gauge two (2) critical workforce needs of the business community:

- Approach 1 – Retention with the same employer – addresses the programs' efforts to provide employers with skilled workers.
- Approach 2 – Repeat Business Customers – addresses the programs' efforts to provide quality engagement and services to employers and sectors and establish productive relationships with employers and sectors over extended periods of time.

One-Stop partners – Performance

WIOA performance is important to WDD and its One-Stop Partners because of funding. For example, state and local agencies who fail to meet performance levels may suffer sanctions but may receive incentive funds if they exceed performance levels.

Training providers – Performance

Training providers must demonstrate successful performance because the:

- Statewide Eligible Training Provider List (ETPL) is reviewed every year through a process called Subsequent Eligibility.
- Providers who do not meet performance standards can be removed from the ETPL and be ineligible to receive WIOA funds.

For further information see the website below:
https://wdr.doleta.gov/directives/attach/TEGL/TEGL_3-18_acc.pdf

Performance tracking

WIOA performance tracking starts when a registered customer exits the WIOA program. The CalJOBS system automatically exits customers when no services are provided for ninety (90) consecutive days. WIOA performance tracking continues until the end of the:

- Third calendar quarter after the exit quarter for Adults and Dislocated Workers.
- Fourth calendar quarter after the exit quarter for Youth.

Performance measures – inclusion

Other than the exceptions discussed in the **Performance measures – exclusions** block, any customer who is registered for WIOA services is included in one or more of the performance measures. This includes:

- Adults and Dislocated Workers who receive staff-assisted Basic Career Services, Individualized Career Services, or Training services, and
- Youth who receive WIOA-funded services from a WIOA contract provider.

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Performance measures – exclusions

The WIOA performance measures exclusions apply to all customers in the Adult, Dislocated Worker and Youth program who exit due to the following:

- Individual is incarcerated, institutionalized, or deceased,
- Is a member of the National Guard or other military reservist called to active duty for at least 90 days,
- A verified medical condition expected to last longer than 90 days and prevents him/her from participating in services, and
- Youth is in the foster care system and has moved from the local workforce area.

Data collection

To comply with Section 116 of WIOA and Title 20 CFR 677.155, 677.160, and 677.205, WDD collects data on:

- Race/ethnicity
- Sex
- Age
- Disability status

Demographic information is confidential and must be safe guarded in accordance with the confidentiality guidelines.

Reportable individual

A reportable individual is an individual who has taken action demonstrating an intent to use program services and who meets specific reporting criteria of the program, including individuals who:

- Providing identifying information,
- Using the self-service system, or
- Receiving information-only services or activities.

For the Youth program, a participant is a reportable individual who has satisfied all applicable program requirements for the provision of services, including:

- Eligibility determination,
- An objective assessment,
- Development of an individual service strategy, and
- Received one or more of the 14 WIOA Youth program elements.

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Self-Service and informational only activities

Workforce development system programs offer many services to the public, both virtually and in-person, that are general in nature and not customized to an individual's needs. These are commonly known as self-services or information-only services or activities.

These services do not constitute participation in a program. Therefore, individuals who receive only self-services or information-only services or activities are considered reportable individuals, not customers.

- Self-Service – Occurs when individuals independently access any workforce development system program's information and activities in either a physical location, such as an American Job Center of California (AJCC) resource room or partner agency, or remotely via the use of electronic technologies.
- Informational only activities – Services providing readily available information and do not require an assessment by a staff member of the individual's skills, education, or career objectives.

Case Review

Introduction

According to Workforce Innovation and Opportunity Act (WIOA) section107 (d)(8) Local Workforce Development Areas (LWDA), in partnership with the local Chief Elected Officials (CEOS), are charged with monitoring and oversight of WIOA programs and contractors/service providers on an annual basis to ensure compliance with federal, state and local statutory or regulatory requirements. To ensure WDD is in compliance, monthly case reviews are completed.

This section provides information regarding the case review process completed by the America's Job Center of California (AJCC) Supervisors, Managers and Workforce Development Department (WDD) Administrative staff.

AJCC Manager responsibilities

The Workforce Development Manager's responsibilities are as follows:

- Review and case note **all *Training cases*** (Individual Training Account (ITA) and Non-ITA cases),
- Review and case note **one *Supervisor reviewed case*** per month.

AJCC Supervisor responsibilities

The Workforce Development Supervisor is responsible for completing the following reviews:

- **One *complete case* per advisor** per month (case must be active and must reflect the customer received a staff assisted service), and
- **All *new applications*** prior to enrollment in CalJOBS, and
- **All *Dislocated Worker (DW) eligibility documents*** submitted, and
- **One *61-90 day report*** case per advisor, per month to review for the level of contact completed between the Workforce Development Specialist (WDS) and the customer, or
- ***Soon to Exit report*** per month for cases exiting within the next 30 days with the WDS.

Reports

AJCC Supervisor/Managers are responsible for running monthly reports. The reports are run for the **Active Cases** and cases from **61 – 90 day without activity or the Soon to Exit.**

The process for creating the reports is saved in the WDD **Intranet> Resources and Reference tab>Quick Reference Guide**.

Note: The Management Information Services (MIS) Administrator updates the Quick Reference Guide for running reports on a regular basis as informative reports are made available. Supervisor/Managers should periodically refer to the Intranet to ensure the most updated reports are utilized.

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Admin responsibilities

Each ADMIN staff will complete **five (5) full case reviews a month** for a designated AJCC office. A calendar is created for the year and shared with the ADMIN staff so they can know which office he/she is required to review at any given month. These reviews may or may not include cases associated with grants and/or special projects.

The ADMIN staff will review behind the Supervisor/Manager. ADMIN staff will be given access to each AJCC share drive and budget report for retrieving customer records to complete the monthly case reviews. In addition, ADMIN staff will use the SmartSheets case review document to notate the results of the case review. ADMIN staff will share the results of his/her case reviews with the AJCC Supervisor/Manager and will be given two (2) weeks for corrections to be completed, if applicable.

Note: Refer to the Case Review Rebuttal section for the process Supervisor/Managers can complete when rebutting any case corrections from ADMIN staff.

ADMIN leadership, on a quarterly basis, will analyze the completed case reviews to identify potential trends and/or errors for training; this analysis will be shared with the AJCC supervisors/managers and ADMIN.

The case reviews ADMIN staff completes on a monthly basis throughout the year will be used for the annual monitoring process of the AJCC's.

AJCC Manager Training Case Review

AJCC Managers will conduct complete case reviews on all ITA and Non-ITA training cases. The table below outlines the process for these reviews.

<table>
<tr><th>Stage</th><th>Description</th></tr>
<tr><td>1</td><td>Using the ITA or Non-ITA Case Review Check List as a guide, complete the case review.</td></tr>
<tr><td>2</td><td>Upon completion of the case review,
<table>
<tr><th>If the case...</th><th>Then ...</th></tr>
<tr><td>Does not need corrections,</td><td>Approve the ITA or Non-ITA case.</td></tr>
<tr><td>Needs corrections,</td><td>• Email the results of the case review to the WDS and return the case. The email should include the following:
– Last name and first initial of customer,
– WIOA application number,
– List of findings, and
– A two-week deadline for corrective action.
• Save the case review email to the employee personnel folder,
• Set calendar control to follow-up with WDS for corrective action taken.</td></tr>
</table></td></tr>
<tr><td>3</td><td>Enter a case note.</td></tr>
</table>

Continued on next page

AJCC Manager reviews Supervisor case

The AJCC Manager will review one (1) case the supervisor has reviewed each month. The table below outlines the process.

Step	Action
1	Select one (1) case to review behind the AJCC Supervisor.
2	Verify the case was thoroughly reviewed by the Supervisor and the proper process was followed.
3	Email the results of the case review to the Supervisor. The email should include the following: • Last name and first initial of customer, • WIOA Application number, • Name of WDS, and • List of findings or a comment that no findings exist.

AJCC Supervisor case reviews

Supervisors will select one (1) case, per month, per WDS to review. The case should be active and should reflect the customer received at least one staff-assisted service. The following table outlines the process Supervisors will follow when completing monthly case reviews.

Step	Action
1	Run or retrieve active case list.
2	Select one (1) case per WDS to review randomly.
3	Complete the full case review.
4	Complete a case note
5	Email the results of the case review to the WDS following the personally identifiable information (PII) guidelines. The attachment should include the following: • Last name and first initial of customer, • WIOA Application number, • List of findings or a comment that no findings exist, and • A two-week deadline for corrective action, if applicable.
6	Save case review email to WDS personnel folder.
7	Set calendar control to follow up with WDS for corrective action taken, if necessary.

New application review

The current process the AJCC Supervisor completes for reviewing new applications prior to enrollment will not change.

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AJCC Supervisor review of DW changes

Upon determining the change from Adult to DW the WDS will forward the DW Eligibility form, case note, along with all required documentation to the supervisor for review. The Supervisor will review the documentation and the case note to determine if the change will be approved.

If the change is ...	Then ...
Approved,	• Initial the form, and • Forward the form and supporting documents to the Workforce Development Technician for entry in CalJOBS.
Not approved,	Forward the form and supporting documents back to the WDS for correction.

AJCC Supervisor 61–90 day list review or Soon to Exit

AJCC Supervisors will use the **61–90 day without activity** report or **Soon to Exit report** to verify staff is attempting regular contact with his/her customers. AJCC Supervisors will use the report to complete case review per WDS per month and complete the following actions.

Step	Action
1	Access the **61-90 day without Activity or Soon to Exit** report,
2	• Add a column to either report titled “Comments”. The comments column will be used by the WDS to enter status updates on the individual case assigned to them, and • Add a column to either report titled “TWN”. The Work Number (TWN) column will be used by the WDS to enter whether TWN was run on the customer, and • Email the report to the WDS who will review the report and provide comments regarding the status of the cases on the report, or • Discuss report with WDS during his/her one-on-one meeting.
3	• Provide a due date to the WDS for the return of the **61 – 90 day without Activity or Soon to Exit** report, if applicable, and • Follow-up with WDS on day of due date to ensure actions were completed.

Note: The AJCC Manager may run the **61-90 day or Soon to Exit** report on a monthly basis as a back-up for the Supervisor or to ensure staff are taking appropriate actions.

WDS responsibility

The Supervisor/Manager will email the WDS the **61-90 day without Activity or Soon to Exit** report on a monthly basis or schedule a one-on-one meeting to discuss reports. The WDS will be responsible for providing a status update on each customer listed on the report to his/her Supervisor/Manager and submit results with their end month report.

The WDS will enter the status update directly on the report and will enter information under the Comments and TWN columns. In the TWN column, the WDS will enter **Yes** if they ran TWN on the customer.

Case Review Rebuttal

Introduction

The following section contains information regarding the Case Review Rebuttal Policy for the America's Job Center of California (AJCC) Supervisors/Managers. The policy outlines the steps based on the reviewer; however, all rebuttals can be taken through the chain of command if necessary.

Supervisor/ Manager Rebuttal

The stages below outline the Supervisor/Manager rebuttal process for the case reviews completed by the ADMIN staff.

<table>
<tr><th>Stage</th><th>Description</th></tr>
<tr><td>1</td><td>ADMIN staff will:
Complete five (5) case reviews per month on assigned AJCC (refer to yearly calendar),
Email case review worksheet to the Supervisor/Manager on a monthly basis, and
Allow two (2) weeks for Supervisor/Manager to address any case corrections.</td></tr>
<tr><td>2</td><td>Supervisor/Manager will:
Review the case review worksheet,
Submit any rebuttals within five (5) business days from the date of the original case review email to ADMIN staff, and
Provide policy/procedures to support the rebuttal to ADMIN staff.</td></tr>
<tr><td>3</td><td>ADMIN staff will:
Review the rebuttal from the Supervisor/Manager, and
Determine:
<table>
<tr><th>If the rebuttal is...</th><th>Then ...</th></tr>
<tr><td>Valid,</td><td>Remove error from case review worksheet, and
Notify Supervisor/Manager of removal.</td></tr>
<tr><td>Not valid,</td><td>Notify Supervisor/Manager error remains, and
Include reason.</td></tr>
</table></td></tr>
</table>

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Next level Rebuttal

If the AJCC Supervisor/Manager receive notification that the rebuttal was not accepted, he/she has the option to either accept the decision or will complete the following stages to submit the rebuttal to the next level for review.

<table>
<tr><th>Stage</th><th>Description</th></tr>
<tr><td>1</td><td>Supervisor/Manager will:
Submit rebuttal within three (3) business days from date of notification to ADMIN Administrative Supervisor I (ASI) over the case review team, and
Include email from the ADMIN staff analyst along with any documentation provided and reason for removal.</td></tr>
<tr><td>2</td><td>ASI will:
Review the case and rebuttal documentation, and
Determine:
<table>
<tr><th>If the rebuttal is...</th><th>Then will ...</th></tr>
<tr><td>Valid,</td><td>Email ADMIN staff and Supervisor/Manager of removal.</td></tr>
<tr><td>Not valid,</td><td>Discuss rebuttal with Administrative Supervisor II over the AJCCs,
Come to an agreement regarding the case review, and
Email ADMIN staff, Supervisor/ Manager, and carbon copy the ASII of the final resolution.</td></tr>
</table></td></tr>
<tr><td>3</td><td>ADMIN staff will remove error from case review worksheet, if applicable.</td></tr>
</table>