TO: Workforce Development System Partners

FROM: Gary Kamimura, Workforce Policy Director

SUBJECT: WorkSource Services Catalog

Purpose:
To communicate revision of the WorkSource Services Catalog, which reflects services available under Titles I and III of the Workforce Innovation and Opportunity Act (WIOA) of 2014 and Subchapter B, Part II of the Trade Act of 1974 as amended.

Action Required:
Local Workforce Development Boards (LWDBs) and their contractors, as well as Employment Security Regional Directors, must distribute this guidance broadly throughout the system to ensure that staff and partners in the WorkSource System are familiar with its content and requirements.

Content:
LWDBs and their contractors who want to review the changes implemented from the previous edition of the WorkSource Services Catalog can consult the Excel file that has been posted to the Workforce Professionals Center (WPC) website. Look for it under the “WorkSourceWA” tab, “Resources” section, “User Support” link. The Excel file now has three worksheets: (1) active services, (2) deactivated services that provide historical reference, and (3) business services required by WIOA and state policy to be made available to employers through the one-stop system.

In publishing this information, we wanted to highlight the following changes:

New Youth Services

The WorkSource Services Catalog now contains nine additional services for Youth in the “Youth Only” category to reflect new services available in ETO. Five of these new services were created to reflect the program elements that can also be provided as follow-up services for youth per TEGL 21-16, Section 7, Program Element 9: Follow-Up Services. The TEGL notes that in addition to separate coding and reporting of these follow-up services, case notes should be used to document
that they were provided as follow-up services post-exit. Specific information on each service is provided in their business definitions:

- "FINANCIAL LITERACY IN FOLLOW-UP - effective budgeting and spending, etc. (YOUTH ONLY)" – was created to document the provision of this service during follow-up. It does not trigger or extend participation and is not a durational service.
  - Note: By contrast, financial literacy services that are provided to Youth during program participation need to be captured through the “Financial Literacy” service, which triggers and extends participation, but is not a durational service.

- "LABOR MARKET INFORMATION SERVICES (YOUTH ONLY)" - created to capture provision of this service to Youth during program participation. It triggers and extends participation but is not a durational service.

- "LABOR MARKET INFORMATION SERVICES IN FOLLOW UP (YOUTH ONLY)” – created to document this service to Youth during follow-up. It does not trigger or extend participation and is not a durational service.

- "MENTORING IN FOLLOW UP - Adult guidance, work encouragement (YOUTH ONLY)” – created to allow the provision of this youth program element as a follow-up service. It does not trigger or extend participation and is not a durational service.
  - Note: In contrast, when youth receive mentoring during program participation, that service is recorded with the “Mentoring (YOUTH)” service, which triggers and extends participation and is a durational service).
  - Note: TEGL 21-16, Program Element 8: Adult Mentoring (page 18) clarifies that WIOA case managers can serve as mentors if adult mentors are sparse in the youth’s local area.

- "OTHER FOLLOW-UP – Assistance with work-related problems (YOUTH ONLY)” – created to support TEGL 21-16, Program Element 9: Follow-Up services, which states that “Follow-up services may include regular contact with a youth participant’s employee, including assistance in addressing work-related problems that arise.” It does not trigger or extend participation and is not a durational service.

- "POST-SECONDARY PREPARATION AND TRANSITION ACTIVITIES (YOUTH ONLY)" - Such activities prepare youth for advancement to postsecondary education and training while they are participating in the program. It triggers and extends participation, but is not a durational service.

- "POST-SECONDARY PREPARATION AND TRANSITION ACTIVITIES IN FOLLOW UP (YOUTH ONLY)” was created to document activities that prepare youth for postsecondary education and training while they are in follow-up. It does not trigger or extend participation and is not a durational service.
• “SUPPORT SERVICES - fees, supplies, tests, transportation, etc. (YOUTH ONLY)”-- created to align with TEGL 21-16, Program Element 7 to support reporting of this youth program element during program participation. It triggers and extends participation, but is not a durational service.

• “SUPPORT SERVICES IN FOLLOW-UP - work attire, housing, etc. (YOUTH ONLY)” supports reporting of youth support services as a follow-up service. It does not trigger or extend participation and is not a durational service.

**New Business Services**

The WorkSource Services Catalog contains three new business services, all in the “other” category and now available in ETO. These services are required by WIOA law, Final Rules, and state policy. Additional information on the services is provided in business definitions:

- Services to employers/ employer associations on employment-related issues
- All other customized services for employers
- Marketing business services to area employers

**New Reemployment Services and Eligibility Assessment (RESEA) Program Services**

The WorkSource Services Catalog also contains three new services that replace the six reemployment services and eligibility assessment program services (REA) in ETO and the Catalog. Additional information on the services is provided in business definitions:

- RESEA Initial – No Follow up
- RESEA Initial – Follow up scheduled
- RESEA Follow up

**Deactivated Services**

The following services are now deactivated in ETO:

- “Post-program Support Services” is now listed in the deactivated tab, in compliance with TEGL 19-16, Section 14, Supportive Services and Needs Related Payments, and WIN 0078, Change 1, Provision of Title I Follow-up and Supportive services Before and After Exit for Adults and Dislocated Workers. Supportive services cannot be provided to Adults and Dislocated Workers in Follow up.

- The “Pursuing GED/Diploma/Certificate (Youth Only)” has also been moved to the Deactivated Services tab, as it does not link to any of the 14 youth elements. In its place, use the service that most accurately reflects the youth program element being provided.
Catalog/ETO Alignment

The WorkSource Services Catalog has been revised to reflect accurate alignment with ETO:

- The WIOA support services (“Program Support Services (Other),” “Program Support Services (Transportation),” “Tutoring” and “Needs-related Payments (2.0)”) are noted as not triggering or extending participation. This was clarified in TEGL 19-16, Guidance on Services Provided Through the Adult and Dislocated Worker Programs under WIOA and Wagner-Peyser Act Employment Service, Section 14, and WIN 0078, Change 1, Provision of Title I Follow-up and Supportive Services Before and After Exit for Adults and Dislocated Workers.

- “Provided Workforce Information (2.0),” “Rapid Response Services 2.0,” Referral to Additional Services (2.0),” and “Referral to WIOA Services” are noted as not triggering or extending participation. This change was implemented in ETO due to guidance from DOL.

- The series of “Strategies for Success” services, which were already in ETO, have been added to the Catalog, and the “RISE Workshop” service, which was only a placeholder for the expanded series, has been removed.

- “Short-term Pre-vocational Services” replaced “Short-term Pre-employment Services (2.0)” in the Catalog. This change was already in ETO.

- “Job Club” is now correctly identified in the Catalog as non-durational; this was an error in the previous edition.

- “Individualized Career Services Paid by Other” has been corrected to indicate it does not trigger or extend participation, since it is not a WIOA-funded service. This was an error in the previous edition.

- “English as a Secondary Language (2.0)” (ESL) is now correctly reclassified in the Catalog as an individualized service, since ESL is a stand-alone service and is encompassed within “English Language Acquisition and Integrated Education and Training Programs” which is an individualized career service per WIOA Section 134 (c)(2)(A)(xii)(XI). This was an error in the previous edition.

- “Transitional Job” is now correctly reclassified in the Catalog as an individualized service, as DOL holds that transitional jobs are a type of work experience and thus a career service. This was an error in the previous edition.

Expanded Definitions

The following service definitions have been expanded to provide greater clarity:

- The “Educational Achievement Services (Youth Only)” definition has been expanded to provide more information regarding recognized equivalents of school diplomas.
• The “Hold – Gap in Service (Individualized) and “Hold – Gap in Service (Training)" service definitions have been clarified to indicate that initial hold status can be up to 90 days with a potential for extension up to 180 days.

• The “Follow-Up Services” definition has been revised to indicate that follow-up services must be provided for up to 12 months, per TEGL 19-16 and WIN 0078 Change 1, Provision of Title I Follow-up and Supportive services Before and After Exit for Adults and Dislocated Workers. Also, its service definition has been revised to remove reference to youth follow-up services, which are now captured through the new youth follow-up services described above.

• The “Mentoring (Youth)” definition has been expanded to provide additional information on the intent and structure of mentoring, as described by TEGL 21-16, Section 7.

• The “TAA Approved Training” definition has been expanded to clarify what is encompassed by such training.

Changes in Format

The revised WorkSource Services Catalog has been reformatted for readability and ease of use. It has been sorted into types of service (Basic, Follow-Up, Individualized, Training, etc.), and columns pertaining to various reports have been deleted due to transition to the Participant Individual Record Layout (PIRL).

Additionally, the WorkSource Services Catalog will be incorporated into WorkSource System Policy 1020 (Data Integrity and Performance Policy and Handbook), which will be formally revised and reissued at a later date to conform with WIOA law and final regulations as well as Data Element Validation (DEV) guidance issued by the U.S. Department of Labor (DOL).

References:

• Public Law 113-128, Workforce Innovation and Opportunity Act of 2014, Sections 129(c) and 134(c)
• WIOA Final Rules
• TEGL 10-16, Performance Accountability Guidance for Workforce Innovation and Opportunity (WIOA) Title I, Title II, Title III and Title IV Core Programs
• TEGL 19-16, Guidance on Services provided through the Adult and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act (WIOA) and the Wagner-Peyser Act Employment Service (ES), as amended by title III of WIOA, and for Implementation of the WIOA Final Rules
• TEGL 21-16, Third Workforce Innovation and Opportunity Act (WIOA) Title I Youth Formula Program Guidance

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Attachments:

None.