

*Guaynabo-Toa Baja Workforce Development Local Board
Workforce Innovation and Opportunity Act (WIOA)*

PUBLIC POLICY AND GENERAL SERVICES PROCEDURE FOR YOUNG PERSONS, ADULTS AND DISLOCATED WORKERS

WIOA #20-004

I. PURPOSE

The Workforce Innovation and Opportunity Act (WIOA) promotes activities for young persons to develop skills and abilities and employability and training for adults and dislocated workers. It proposes a services system, by level, with courses and workshops based on a comprehensive evaluation of abilities, skills, knowledge, and previous experience, giving the clients the opportunity to experience a friendly work environment where they can develop their abilities to the fullest, acquire knowledge, improve their weaknesses, and remove barriers that may limit their success for workforce insertion.

II. LEGAL BASE

- Federal Public Law 113-128 of July 22, 2014, 128 Stat. 1425 et seq., as amended, Workforce Innovation and Opportunity Act (WIOA) - Section 134 (c)(2)(A)(xii)(VII) and Section 129 (c)(2)(C).
- Final WIOA Regulation - Federal Register/Vol. 81, No 161, August 2016, Section 680.100- 979, Section 681.
- TEGL 08-15, Second Title I WIOA Youth Program Transition Guidance
- 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
- Planning Guide for WIOA Title IB Programs, Department of Economic Development and Commerce (DEDC) Workforce Development Program

III. PUBLIC POLICY

The Workforce Development Local Board has among its roles issuing Public Policy for the implementation of services and activities allowed under the Workforce Innovation and Opportunity Act (WIOA) with the peculiarities of the local level. To issue policies, the provisions of the local laws, regulations and conditions will be taken into consideration, such as the characteristics of the clientele, labor market and organization model of the Local Area.

To such effects, the Guaynabo-Toa Baja Workforce Development Local Board (GTB-WDLB) enacted the following public policy to establish the relevant criteria to grant the activities and services for young persons, adults and dislocated workers and for use in Individual Training Accounts (ITA).

IV. AVAILABILITY OF ACTIVITIES AND SERVICES FOR YOUNG PERSONS, ADULTS AND DISLOCATED WORKERS

WIOA establishes a system of programmatic elements for the services offered to young persons and basic service levels, career and training for adults and dislocated workers. Hereafter, we present the different alternatives of the program that may be offered according to the evaluation or strategy of services made for each eligible individual or potential participant.

Youth Program Elements

The variety of services targeted to in-school and out-of-school youth includes 14 elements of service, which must be available and addressed according to the objective evaluation of the client.

Tutoring, training in study skills, instruction, dropout prevention strategies, and recovery strategies that lead to completing the requirements of a high school diploma, equivalent diploma (including a recognized certificate of assistance, or similar document for young persons with disabilities), or for a recognized post-secondary credential.

Alternative secondary school, or school dropout recovery services.

Paid or unpaid work experiences, with an academic and occupational component, which may include: summer work opportunities and other opportunities available during the school year. Pre-learning program; internships or on-the-job training opportunities.

Occupational skills training, which must include a priority consideration for training programs targeted to a post-secondary credential, aligned as well with in-demand industrial and occupational sectors in the WDLA, if the Local Area determines the programs cover the quality criteria described in Section 123 of the Workforce Innovation and Opportunity Act (WIOA).

Opportunities for leadership development, which may include community services and peer-focused activities, which in turn promote responsibility and other positive social and civic behaviors.

Youth support services.

Adult mentoring services, for the participation period and, subsequently, for no less than twelve (12) months.

Follow-up services for no less than twelve (12) months after completing their participation.

Comprehensive counseling and orientation, which may include orientation and referrals related to drug and alcohol abuse.

- Financial literacy education
- Corporate skills training.
- Education concurrently with, and in the same context as, workforce readiness activities and training for a specific occupation in an occupational group.
- Services that provide information about the labor market and jobs in industrial sectors and occupations that are in demand for the WDLA, such as: knowledge about careers, counseling, and career exploration services.
- Activities that help prepare the young person for the transition toward post-secondary education and training.

Adults and Dislocated Workers Services

As provided in Sections 121 and 134, a Service Level system is established. Some services will be offered through the *Centro de Gestión Única* (CGU, for its Spanish acronym) and then career services, personalized career services, up to the of training service level.

Career services will be those specified in Section 134(C)(2)(A) contemplated under the provisions mentioned above, as detailed below:

- Initial eligibility determination to receive program assistance for every individual.
- Recruiting, selection and orientation about information on the programs and services available through the CGU.
- Initial evaluation of the skill levels (literacy, numbers, and English), aptitudes, abilities and support services according to needs.
- Labor information exchange services including Labor Exchange or employment search and placement assistance including career counseling for 100 individuals such as:
 - Information of in-demand industries by sectors and occupations.
 - Non-traditional employment and other recruiting by employers and businesses in the local area.
- Providing referrals and coordinating activities with other programs and services.
- Labor market information: vacancies, skills necessary to obtain employment, skills requirements and improvement opportunities for every client.
- Information about the benefits of other programs: childcare, health services, nutrition, and other services such as TANF, etc.
- Information and assistance regarding unemployment compensation claims.
- Assistance to determine eligibility, financial assistance, education programs not funded by this law.

Offerings available by the Individualized Career Services may include:

- Information and assistance regarding unemployment compensation claims.
- Assistance to determine eligibility, financial assistance, education programs not funded by this law.

Offerings available by the Individualized Career Services may include:

- **Group Counseling**
- **Individual Counseling / Career Development Planning**
- **Short term Pre-vocational Services with a duration of up to 150 hours.**
 - Including learning skill development, communication skills, interviewing skills, punctuality, self-care skills and professional conduct, to prepare the individuals for training or unsubsidized employment.
 - They have the purpose of developing soft skills in the participant, which are personal qualities and abilities.
 - Occupational elements are not contemplated.

Some examples OF WHAT MAY BE INCLUDED:

- Learning Skills
- Communication Skills

- Interviewing Skills
- Punctuality Skills
- Self-care Skills
- Professional Conduct in the Workplace
- Personal qualities: responsibility, sociability, integrity and honesty and how these help keep a job.

■ **Workforce entry readiness activities, with a duration of up to 350 hours.**

These activities help individuals gain a combination of academic skills:

- Occupational preparatory courses, with some occupation-specific skills, which include the following topics:
 - Critical thinking skills
 - Digital literacy skills
 - Obtaining the necessary skills to achieve post-secondary education, training or employment.

■ **Financial Literacy Services, which may include:**

- Gaining financial and basic economics knowledge.
- Wide financial comprehension of the economy and ability to plan and manage their life.
- Abilities to manage a financial product.
- Identifying money functions and its value.
- Recognizing payment methods.
- Distinguishing savings vs indebtedness and its planning.

■ **Searching for employment outside the area and relocation assistance.**

■ **Learning English, which will be integrated with educational training programs.**

Training services

Training services for Adults and Dislocated Workers may include:

- Occupational skills training, including training for non-traditional jobs according to Section 134(c)(3)(D)(i)
- On-the-job training according to the Section 134(c)(3)(D)(ii)
- Incumbent worker training according to Sections 134(d)(4) and 134(c)(3)(D)(iii). This activity will focus on dislocated workers.
- Programs combining on-the-job training with related instruction according to Section 134(c)(3)(D)(iv), as needed.
- Training programs operated by the private sector according to Section 134(c)(3)(D)(v), as needed.
- Increase in skills and re-training according to Section 134(c)(3)(D)(vi)
- Training in corporate initiatives according to Section 134(c)(3)(D)(vii)
- Transitional jobs according to Section 134(d)(5) and 134(c)(3)(D)(viii)
- Employment readiness training in combination with other WIOA trainings according to Section 134(c)(3)(D)(ix).
- Adult education and literacy activities according to Section 134(c)(3)(D)(x)
- Customized training according to Section 134(c)(3)(D)(x) will be used in case there is employer participation.
- Support services according to Section 134(d)(2).

- Needs-related payment according to Section 134(d)(3).

V. GENERAL SERVICE PROCEDURE

A. Basic Career Services General Strategy for Adults, Dislocated Workers and Young Persons.

WIOA streamlines programs and improves the services to people in search of employment and employers in several ways, including establishing only one Strategic Plan and a Compliance Accountability System or common performance metrics for the basic programs. The Law also applies common performance measures to other programs for the personnel authorized by Law. The Law simplifies the local boards by reducing their size, while broadening their responsibilities to include aligning the workforce development programs to maximize the efficient use of program resources. WIOA also streamlined the services by fusing the previous basic and intensive WIA services, in only one category of career services; this allows service sequences not to be required before enrolling in any training and makes the services more available and more complete.

1. At the *Centro de Gestión Única*, basic career services are structured by classifying them based on the basic self-help services or self-services, basic group services and individual career services, discussed above.
2. All the information required for basic self-help services and basic group services will be organized and gathered. This will not only be limited to the programs with mandatory partners but to all activities, services and resources available in each of the programs that provide services to our potential clients, and the alternative search that may include the Institutional Private Sector and Private Employers of the Local Area.
3. Relevant information will be collected to create a wide and substantial inventory of the information available for each of the mandatory programs provided in Section 662.200 of the Final WIOA Regulation of August 2016. These programs include the following: programs authorized under the Wagner-Peyser Act or Employment Service; Adult Education and Literacy Program developed by the Department of Education; Rehabilitation Programs developed by the Vocational Rehabilitation Administration; Senior Programs developed with Title V funds for Seniors such as the Green Thumb Program, developed in coordination with the Office of Elderly Affairs; the Post-Secondary Vocational Educational Program developed under the Carl D. Perkins Act by the Department of Education, the Trade Adjustment Assistance Program (NAFTA); the Veterans Programs developed under the Department of Labor and Human Resources; the Community Service Block Grant Programs (CSBG); training and employment activities developed by the U.S. Department of Housing and Urban Development and developed by the Puerto Rico Department of Housing and the public housing administrators through privatization contracts, as well as those developed by the Municipalities of the Local Area.
4. With the information obtained through different coordination and integration measures, a data and resources bank will be established so the *Centro de Gestión Única* can build and develop the basic self-help services ("self services").
5. The basic group services must be identified and organized which will be available to the clients who visit

the *Centro de Gestión Única*. All the resources available inside and outside the Local Area will be used for this. The group services offered by the CGU may include, among others, the following:

- Job Clubs
 - Orientations about job search, resume preparation, job interview, internet use
 - Orientations about the Labor Market.
 - Workshops on writing letters or documents for employment, among others.
6. For clients who visit the *Centro de Gestión Única*, a Daily Client Log will be established, to record their information.
 7. A Client Profile form will be created and orientation will be provided on the services offered by the *Centro de Gestión Única*. After completing the form, the client will be referred to the person in charge of the basic self-help services and/or basic group services to provide the client the appropriate services according to the possibilities mentioned before.
 8. Once the basic self-help and group career services are provided to the client, if they do not satisfy the needs of the client for effectively becoming part of the labor market, that person will receive orientation about the eligibility determination documents before providing them individual career services as determined.
 9. A Universal Application will be completed by machine before providing the services and the client will receive a request for the eligibility determination documents required for each of the programs (adults, young persons and dislocated workers). First, we must verify if the client qualifies under the requirements of the Dislocated Workers Program.
 10. When delivering the list of required documents, an eligibility determination will be made for the program in which the client is pre-qualified according to the requirements of the Eligibility Determination Procedure, which is part of this procedure.
 11. When the applicant has provided all the required documents, the document checklist form will be filled to certify the applicant complied with the eligibility requirements.
 12. Before determining the client's eligibility, we will track the applicant's previous participation to determine in which services s/he has participated provided by other Local Areas or Mandatory Partners, if s/he has exceeded or not the limits of participation established, and a complete record will be prepared with the following documents:
 - Previous Participation Form
 - Application for Services
 - Documents that evidence all eligibility requirements according to the program (Adults, Young Persons or Dislocated Workers)
 - Any other document needed relevant to each case, such as the Selective Service document for male clients.
 13. If the participant has exceeded the limits of any of the activities or titles, usually a period of two (2) years of

participation, s/he cannot be appointed to receive them, even if eligible. A copy of the provisions of the Equal Opportunity Act will also be provided to the client.

14. Once this process has been completed, the client will be referred to the Information Area (MIS) for the appropriate revision of the eligibility determination. For this, another Checklist Form will be used to certify by the officer's signature and will include the date when the eligibility determination from the officer who originally determined the person's eligibility will be revised and a determination will be made if it was correct or incorrect. If the determination is certified as incorrect, the officer will return the record, identifying the elements reviewed to consider the eligibility determination incorrect. The determination will be checked and, if there is no controversy, the case will be referred to the supervisor in charge of the *Centro de Gestión Única* services, so once the Director Operational is consulted, a final determination can be made. The determination will appear on the record.
15. If the client results ineligible for the WIOA programs, they will be referred to the Mandatory Partners program for service evaluation and orientation. The client's eligibility for those programs will be determined by the mandatory partner.

The Service Technician must follow up on the determination of delivery of services from the Mandatory Partner.
16. If the participant results eligible for any of the programs available, the Universal Service Application will be filled out in the state information system application, Clients Information System (SIAC) in order to begin the appropriate evaluations as explained in the Eligibility Determination Procedure.
17. Once the client has been determined eligible, the Case Manager will develop together with the participant:
 - a. The Initial Evaluation to determine the Recordable Services to be offered.
18. In this phase, we must ensure that before we provide other services, we will verify that these persons have been determined eligible according to the program under which the services will be funded and that the persons will comply with the requirements of the service transfer according to WIOA.

B. Individualized Career Services General Procedure

Once the basic career services have been provided, the services offered have been documented in the record and the need of Individualized Career services for the participant have been justified, they will be provided through a Local Area Career Planner who will work with the participant until the end. A Career Planner is the professional who works with the clients of all the programs who is also responsible of capturing the work time in the Time Distribution System known as RETIS, meaning the time dedicated per day to the clients of each program.

In the Individualized Career Services phase, and after for those who pass on to the Training Services level, the appropriate compliance with the participation requirements will need to be verified:

- a. Develop an Employment Plan according to what is established in Section 680.180 of the Regulation.

- b. That the participant has made some affirmative effort to gain employment.
- c. If the need to offer training services to the participant is determined, the Technician must ensure the following aspects are recorded in the file:
 - i. The participant must have an Individual Employment Plan, integral evaluation or any other service.
The participant must also comply with the requirements of WIOA Section 134 (c)(2)(A) (xii) (II), such as;
 - ii. Meet the eligibility criteria for services, having received at least one (1) of the career services and determining that employment could not be obtained or maintained through those services.
 - iii. After an interview, evaluation and case management the Technician must determine if:
 - 1. The participant needs training and
 - 2. The participant has the skills and characteristics for successfully completing a training program.
- d. When determining the appropriate services the priority in Career Services and Training Services will be taken into consideration for the participants who need it the most according to their characteristics and the recipients of public assistance.

General Process for documenting the services

1. With the results of the evaluation the Individual Employment Plan for Adults and Dislocated Workers will be developed or an Individual Service Strategy in the case of young persons that identifies the goal of employment, definition of reachable objectives and the services the participant needs. The Individual Employment Plan and the Individual Service Strategy will also provide for the revision of the achievements process of each participant in reaching the employment goals or service strategy.
2. In cases of adults and dislocated workers:
The participant will receive all the necessary documents on the performance of the Service Providers so the participant has the options of eligible providers to offer the appropriate training or service.
3. The Case Manager will refer the eligible Service Provider to the participant for follow up orientation. The orientation sessions on the subject will be documented in the participant's file. The case manager will also ensure that in applicable cases, WIOA benefits are coordinated with other available federal and state assistance, according to the Law.
4. After choosing the training activity and the Provider, the appointment will be completed so the appropriate programmatic activity is properly registered as required by the Client Information System. Once the appointment is complete, it will be filed together with the documents of the file.

VI. APPROVAL AND VALIDITY

This procedure repeals Public Policy on Eligibility #16-06 and will be effective once approved and signed and will remain in effect until it is amended or repealed.

In Guaynabo, Puerto Rico, on February 7, 2020.



Oriel Ramírez Rodríguez
Presidente
Workforce Development Local Board