

# WDD PROGRAM GUIDE

## CHAPTER 10

### WIOA Services

#### Overview

##### Introduction

Chapter 10 of the Workforce Development Department (WDD) Program Guide provides information about Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker, and Youth services in the San Bernardino County Local Workforce Development Area.

Refer to the CalJOBS Activity Codes for a complete list of activities and descriptions available for the Adult, Dislocated Worker, and Youth services.

The CalJOBS Activity Codes is located on the **WDD Intranet>Forms & Manuals>CalJOBS Activity Codes** tab.

##### References

This handbook chapter contains information regarding WIOA regulations, signed into law in 2014 and directives received from the Department of Labor (DOL) and the Employment Development Department (EDD).

DOL		EDD	
Training and Employment Guidance Letters (TEGL):		Workforce Service Directives (WSD):	
<ul style="list-style-type: none"><li>• TEGL 15-10</li><li>• TEGL 3-15</li></ul>	<ul style="list-style-type: none"><li>• TEGL 19-16</li></ul>	<ul style="list-style-type: none"><li>• WSD 16-18</li><li>• WSD 17-04</li><li>• WSD 19-04</li></ul>	<ul style="list-style-type: none"><li>• WSD 19-07</li><li>• WSD 22-03</li></ul>

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# Adult and Dislocated Worker Services

<b>Introduction</b>	Workforce Innovation and Opportunity Act (WIOA) services for Adults and Dislocated Workers is provided primarily through the San Bernardino County Local Workforce Development Area's (LWDA) America's Job Center of California (AJCC).
<b>Priority of Adult funds</b>	<p>WIOA establishes a priority requirement with respect to funds allocated to a local area for adult employment and training activities. Under this section, AJCC staff when using WIOA Adult funds to provide individualized career services must give priority to recipients of:</p> <ul style="list-style-type: none"><li>• Public assistance,</li><li>• Other low-income individuals, and</li><li>• Individuals who are basic skills deficient.</li></ul> <p><b>Note:</b> Refer to Priority of Service section in Chapter 2 – WIOA Eligibility of the Program Guide for additional guidelines.</p>
<b>Adult eligibility requirements</b>	<p>Individuals must meet the following eligibility criteria for the adult program to receive services:</p> <ul style="list-style-type: none"><li>• United States (US) citizen or otherwise legally entitled to work in the US,</li><li>• Age 18 or older, and</li><li>• Selective Service registration (males who are 18 or older and born on or after January 1, 1960), unless an exception is justified.</li></ul>
<b>Career Services</b>	<p>The WIOA Adult and Dislocated Workers program consists of three (3) levels of Career Services available to participants. The levels are as follows:</p> <ul style="list-style-type: none"><li>• Basic Career Services,</li><li>• Individualized Career Services, and</li><li>• Follow-up Services.</li></ul> <p>Although WIOA distinguishes levels of service, this distinction is not intended to imply there is a sequence of services. These services can be provided in any order, which allows staff the flexibility to target services to the needs of the customer.</p>
<b>Training Services</b>	<p>Training services can be critical to the employment success of many adults and dislocated workers. AJCC staff may determine training services are appropriate, regardless of whether the individual has received basic or individualized career services first. Training services requires:</p> <ul style="list-style-type: none"><li>• Eligibility determination, and thus a WIOA program application and enrollment,</li><li>• An assessment by a staff member of the individual's skills, education, and career objectives, and</li><li>• Individuals receiving service be included in performance measures and employment, earnings, and training outcomes are tracked by the Department of Labor (DOL).</li></ul>

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## Adult and Dislocated Worker Services, Continued

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### Dislocated Worker eligibility requirements

Individuals must meet the same eligibility criteria as the adult program, but with one requirement, Dislocated Worker Eligibility. The individual must be defined as a Dislocated Worker as outlined in one of the following categories:

- **Category 1:** Individual was terminated or laid off, or has received notice of termination or layoff, and is eligible for or has exhausted entitlement to unemployment insurance (UI) and is unlikely to return to previous industry or occupation.
- **Category 2:** Individual was terminated or laid off, or has received notice of termination or layoff, and has been employed for sufficient duration (based on state policy) to demonstrate workforce attachment but is not eligible for UI due to insufficient earnings, or the employer is not covered under the State UI law, and is unlikely to return to previous industry or occupation.
- **Category 3:** Individual is terminated or laid off, or has received notice of terminating or layoff, from employment as a result of the permanent closure of or substantial layoff at a plant, facility or enterprise.
- **Category 4:** Individual is employed at a facility at which the employer has made a general announcement that the facility will close.
- **Category 5:** Individual was previously self-employed, but is unemployed due to general economic conditions in the community of residence or because of natural disaster.
- **Category 6: Displaced Homemaker** – An individual who has been providing unpaid services to a family member in the home and has been dependent on the income of another family member but is no longer supported by that income; or is the dependent spouse of a member of the Armed Forces or active duty and whose family income is significantly reduced because of a deployment, or a call or order to active duty , or a permanent change of situation, or the service-connected death or disability of the family member; and is unemployed or under employed and is experiencing difficulty obtaining or upgrading employment.
- **Category 7:** The Spouse of a member of the Armed Forces on active duty who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member.
- **Category 8:** The spouse of a member of the Armed Forces on active duty and who is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

### Notes:

- An individual who is registered as a Dislocated Worker remains a Dislocated Worker until he/she is formally exited from the program, regardless of employment status or earnings.
- Refer to the **Intranet>Forms and Manuals>Eligibility Documents** for the Dislocated Worker Categories Documentation Matrix for the appropriate documentation the individual must provide when determining them as a dislocated worker.

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## Adult and Dislocated Worker Services, Continued

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### Barriers to employment

WIOA focuses on serving “individuals with barriers to employment” and seeks to ensure access to quality services for these populations. Capturing the barriers is essential because it documents the population we serve.

- WIOA Performance considers demographics when determining the local area's WIOA Performance Outcome.
- Documenting the population served allows WDD to solicit additional funding when opportunities are available for a specific population.
- TEGL 23-19 & WSD22-03 provided guidance to collect documentation in a more streamlined approach to making WIOA services more accessible to at-risk populations.

Individuals with barriers to employment include:

- Displaced homemakers,
- Low-income individuals,
- Indians, Alaska Natives, and Native Hawaiians,
- Individuals with disabilities, including youth who are individuals with disabilities (includes individuals who are in receipt of Social Security Disability Insurance),
- Older individuals (age 55 and older),
- Ex-offenders,
- Homeless individuals or homeless children and youths,
- Youth who are in or have aged out of the foster care system,
- Individuals who are:
  - English language learners,
  - Individuals who have low levels of literacy (an individual is unable to compute or solve programs, or read, write, or speak English at a level necessary to function on the job, or in the individual's family, or in society); and
  - Individuals facing substantial cultural barriers;
- Eligible migrant and seasonal farmworkers,
- Individuals within two years of exhausting lifetime TANF eligibility,
- Single parents (including single pregnant women),
- Long-term unemployed individuals (unemployed for 27 or more consecutive weeks), and
- Such other groups as the Governor involved determines to have barriers to employment.

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### Priority of service for veterans

Priority of service for veterans and eligible spouses take precedence over non-covered persons in obtaining employment, training, and placement services. More specifically, a veteran or an eligible spouse either receives access to a service earlier in time than a non-covered person or, if the resource is limited, the veteran or eligible spouse receives access to the service instead of or before the non-covered person.

#### **Notes:**

- Verification is needed to receive priority of service for veterans.
- Refer to the Priority of Services for Veterans in Chapter 2 – WIOA Eligibility of the Program Guide for additional guidelines.

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## Adult and Dislocated Worker Services, Continued

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### Serving separated service members and military spouse with DW funds

Service members exiting the military, including, but not limited to, those who receive or are eligible for Unemployment Compensation for Ex-service members, generally qualify as dislocated workers. Dislocated Worker funds under Title I can help separating service members to enter or re-enter the civilian labor force.

Generally, a separating service member needs a notice of separation, either a DD-214 from the Department of Defense, or other appropriate documentation showing a separation or imminent separation from the Armed Forces. These documents meet the requirement that the individual has received a notice of termination or layoff, to meet the required dislocated worker definition.

In the case of separating service members who may be on a terminal leave from the military, it may make sense to begin providing career services while the service member may still be part of the Active Duty military but has an imminent separation date.

**Note:** The separating of service members and military spouses will fall under the Dislocated Worker categories 6, 7, and/or 8.

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### WDS role

The role of the Workforce Development Specialist (WDS) is to provide and coordinate services for the customer as follows:

- Work with customers to create and update an Individual Employment Plan.
  - Work with customers to obtain employment.
  - Inform customers about programs and services offered by AJCC partners.
  - Perform case management, including paperwork and CalJOBS entries.
  - Provide job counseling, coaching, and career guidance.
  - Assist customers to remove barriers to employment.
  - Help registered customers in training services to set up Individual Training Accounts (ITAs)/On-the-Job Trainings (OJTs).
  - Monitor progress of customers in training services.
  - Follow up with customers after they exit the WIOA program.
  - Facilitate informational workshops.
  - Participate in job fairs and recruitments.
  - Work with AJCC partners to provide customer-driven, appropriate services to customers.
  - Evaluate customers' supportive service requests.
  - Assist customers with wage progression.
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### Unable to continue participation in WIOA

A customer who is unable to continue participating in WIOA services due to medical, legal, or family emergency may qualify for a exclusionary exit. If it is a delay in training participation, staff will need to provide a staff assisted service in the interim for the customer to avoid a soft exit.

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# Basic Career Services

<b>Introduction</b>	Basic Career Services is one of the three (3) types of Career Services. Listed among these Career Services are job seeker services. This section provides information on providing Basic Career Services for the Adult and Dislocated Worker customers.
<b>Eligibility for Basic Career Services</b>	Workforce Innovation and Opportunity Act (WIOA) explains that Basic Career Services must be made available to job seekers. An individual must be 18 years of age and meet the criteria for either adult or dislocated worker (DW).
<b>Basic Career Services</b>	<p>Basic career services are universally accessible and must be made available to all individuals seeking employment and training services. Basic career services may be self-service, informational only, or staff assisted. Basic career services include:</p> <ul style="list-style-type: none"><li>• Outreach, intake, orientation</li><li>• Initial assessment</li><li>• Labor exchange services</li><li>• Referrals to programs</li><li>• Labor market information</li><li>• Supportive Services</li><li>• Performance and cost information</li><li>• Information on Unemployment Insurance (UI)</li><li>• Financial aid information</li></ul> <p>List of activity codes to use in CalJOBS is located on the Intranet&gt;Resources &amp; Reference.</p>
<b>Self-service / informational only</b>	<p>The self-service/informational only basic career services are:</p> <ul style="list-style-type: none"><li>• Independently accessed with little or no staff assistance.</li><li>• Universally available –no eligibility requirements.</li><li>• Tracked through CalJOBS in the Wagner-Peyser Registration Only application.</li><li>• Services are reported to the Department of Labor (DOL) but individuals are not included in performance measures; employment or other outcomes are not tracked.</li></ul>
<b>Staff assisted and individualized services</b>	<p>The staff assisted services for basic career services requires:</p> <ul style="list-style-type: none"><li>• An assessment by a staff member of the individual's skills, education, and career objectives</li><li>• Eligibility determination, and thus a WIOA program application and enrollment</li><li>• Individuals receiving these levels of service be included in performance measures and employment and earning outcomes are tracked by the DOL.</li></ul>

# Individualized Career Services

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<b>Introduction</b>	This section provides information on providing Individualized Career Services for job seekers. An individual must be 18 years of age and meet the criteria for either adult or dislocated worker (DW).
<b>Eligibility for Individualized Career Services</b>	<p>Individualized career services is provided to participants when staff determines such services are required to retain or obtain employment. These services involve customization to each individual's need. Individualized career services include, but not limited to:</p> <ul style="list-style-type: none"><li>• Comprehensive and specialized assessments,</li><li>• Development of an Individual Employment Plan (IEP),</li><li>• Counseling and Mentoring,</li><li>• Career planning,</li><li>• Learning skills,</li><li>• Internships,</li><li>• Academic skills, critical thinking, literacy skills and self-management,</li><li>• Financial literacy services, and</li><li>• Work experiences (including transitional jobs).</li></ul>
<b>Individualized services</b>	<p>The individualized services requires:</p> <ul style="list-style-type: none"><li>• Eligibility determination, and thus a WIOA program application and enrollment,</li><li>• An assessment by a staff member of the individual's skills, education, and career objectives.</li><li>• Individuals receiving this level of service be included in performance measures and employment and earning outcomes are tracked by the Department of Labor (DOL).</li></ul>

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# Follow-up Services

<b>Introduction</b>	<p>Follow-up Services are intended to help the enrolled customer with wage progression. This may be achieved through retention of the current job and/or skill building and training that will help the enrolled customer to promote with his/her current employer or to obtain a better job with another employer. WIOA Performance begins after exit and in follow-up</p> <p>The section provides information regarding what is allowable as follow-up services for Adults and Dislocated Workers.</p>
<b>Allowable follow-up services</b>	<p>Follow-up services are provided to the adults and dislocated worker customers who are placed in unsubsidized employment, for up to 12 months after the first day of employment. Follow-up services do not extend the date of exit in performance reporting.</p> <p>During the follow-up period, services must include more than a contact attempt or for securing documentation in order to report a performance outcome.</p> <p><b>Note:</b> Refer to the <b>WDD Intranet&gt;Forms and Manuals&gt;CalJOBS</b> folder for the description of each of the follow-up services.</p>
<b>Documentation</b>	<p>Documentation is required to verify activities contributing to Workforce Innovation and Opportunity Act (WIOA) performance measures and data validation. The AJCC Workforce Development Specialist (WDS) is responsible for:</p> <ul style="list-style-type: none"><li>• Entering Follow-up Services activity codes in CalJOBS,</li><li>• Obtaining all Follow-up Services verification, and</li><li>• Uploading information/reports/documentation into CalJOBS.</li></ul>
<b>Data element validation</b>	<p>Data validation is a series of quality assurance established to verify the accuracy, validity, and reliability of data entered in CalJOBS and reported to the Department of Labor (DOL). To ensure data entered is accurate, America's Job Center of California (AJCC) staff are required to collect and maintain the applicable source documents for each program participant at the date of program entry, during the period of participation, and after program exit.</p> <p>Employment Development Department (EDD) released new data validation requirements for Follow-up Services in relation to some of the performance indicators. The data elements related to the performance indicators are as follows:</p> <ul style="list-style-type: none"><li>• Data elements 1600-1608 – Employment Rate – 2<sup>nd</sup> and 4<sup>th</sup> Quarter after exit</li><li>• Data elements 1800-1805, 1811 and 1813 – Credential Attainment</li><li>• Data elements 1806-1810 – Measurable Skill Gains</li></ul> <p>AJCC staff will refer to the two (2) data validation lists to ensure the correct documentation is obtained and where to enter the information in CalJOBS:</p> <ul style="list-style-type: none"><li>• WIOA Source Documentation List</li><li>• WIOA Source – CalJOBS Data Element Entry Location</li></ul> <p>The lists are available on the <b>Intranet&gt;Resources &amp; References&gt;CalJOBS Resources</b>.</p>

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## Follow-up Services, Continued

### Base wage vs supplemental information

The data validation documentation is based on two (2) definitions, base wage or supplemental wage.

- Base wage – The data reported by the Tax Branch as matched through the Accounting and Compliance Enterprise System (ACES). No documentation will be required to be obtained.
- Supplemental wage – The data staff enters in CalJOBS under the closure form and in the Follow-up sections. Documentation will be required to be obtained.

Management Information Services (MIS) Administrator will pull the Base Wage Data Report on a quarterly basis and post the report on the **WDD-Share Drive in the AJCC Reports>Base Wage folder**. Each office will have a sub-folder to access the following reports:

- AJCC office Emp Rate Q2, or
- AJCC office Emp Rate Q4.

AJCC staff must determine if base wage or supplemental wage data will be used when completing the quarterly Follow-up contact with customers. To determine if base wage data can be used, Staff will complete the following steps:

Step	Action						
1	<ul style="list-style-type: none"><li>• Go to the WDD-Share Drive,</li><li>• Locate the AJCC Reports folder, and</li><li>• Access the Base Wage Data Report for the appropriate AJCC office folder.</li></ul>						
2	Open the appropriate quarterly report.						
3	Look up customer's name, and						
	<table><tr><th>If the customer's name is...</th><th>Then include in the case note...</th></tr><tr><td>Listed,</td><td>If the person is listed in the numerator column, the base wage file was used.</td></tr><tr><td>Not listed,</td><td>If the person is listed in the denominator and not in the numerator column, the person was not found in the base wage file.</td></tr></table> <p><b>Note:</b> Refer to the WIOA Source Documentation List for appropriate data element documentation to be obtained for performance measures.</p>	If the customer's name is...	Then include in the case note...	Listed,	If the person is listed in the numerator column, the base wage file was used.	Not listed,	If the person is listed in the denominator and not in the numerator column, the person was not found in the base wage file.
If the customer's name is...	Then include in the case note...						
Listed,	If the person is listed in the numerator column, the base wage file was used.						
Not listed,	If the person is listed in the denominator and not in the numerator column, the person was not found in the base wage file.						

### Notes:

- Base wage report does not provide employer information, and staff will still be required to contact customer to complete Follow-up in CalJOBS.
- AJCC Manager/Supervisor need to complete random checks for the Follow-up process to ensure staff are completing the steps and obtaining the appropriate data validation document.

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## Follow-up Services, Continued

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### Employment Survey

One of the documentation sources listed for the Employment Rate for 2<sup>nd</sup> and 4<sup>th</sup> Quarter is a Follow-up survey. The WIOA Employment Survey was created to assist AJCC staff with obtaining the documentation needed for the data validation.

The survey is located on the **Intranet>Forms>Referral Forms & Miscellaneous tab.**

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### Closure evaluation

The purpose of the closure is to collect real time data. Every effort must be made by the WDS to engage with the customer and provide WIOA services while the case is still open. In addition, prior to completing the closure, the WDS should evaluate or discuss with the customer if he/she requires additional services to avoid any gaps in services needed for successful transition to employment.

As defined for the purpose of performance calculations, exit is the point after which a participant who has received services through any program meets the following criteria:

1. For the adult, dislocated worker, and youth programs authorized under WIOA Title I, the exit date is the last date of service.
  2. The last day of service cannot be determined until at least 90 days have elapsed since the participant last received services. Services **do not** include self-service, information-only services, activities, or follow-up services.
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### Customer driven services

Like all WIOA services, Follow-up Services are customer driven, so they vary significantly among customers. The WDS and customer should discuss appropriate services for wage progression and self-sufficiency.

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# Individual Employment Plan (IEP)

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<b>Introduction</b>	<p>An Individual Employment Plan (IEP) is one of the most effective ways to serve the Adult and Dislocated Worker customers with barriers to employment and to coordinate services. The IEP facilitates the removal of a customer's barriers and promotes his/her advancement in the direction of his/her employment goal. The customer and the Workforce Development Specialist (WDS) will jointly develop the IEP.</p>
<b>What is an IEP</b>	<p>An IEP is developed jointly with the customer and the America's Job Center of California (AJCC) advisor to identify the customer's:</p> <ul style="list-style-type: none"><li>• Individualized career service (assessment),</li><li>• Employment goals,</li><li>• Achievement objectives, and</li><li>• Service needs to achieve the employment goals.</li></ul> <p>The IEP should be based on the objective assessment completed and should reflect the expressed interests and needs of the customer. The IEP is a "living document" and the plan remains open during the customer's participation until exit.</p>
<b>Forms</b>	<p>The process now includes two (2) separate forms the WDS will complete to assist a customer, which are the:</p> <ul style="list-style-type: none"><li>• Initial Assessment (IA), and</li><li>• CalJOBS online IEP.</li></ul>
<b>Initial Assessment</b>	<p>The WDS uses the IA form to capture the customer's current circumstances and barriers in relation to his/her career goals and uses the provided information to make initial recommendations and provide basic services that correspond with the 100 series activity codes. Partner referrals made and received are also recorded on the IA form.</p> <p>The WDS completes the IA with the customer during his/her first visit to the AJCC as the customer's first staff-assisted service. A detailed case note regarding the staff-assisted service(s) provided is to be completed. The IA form is then scanned in CalJOBS using the prescribed naming convention.</p> <p><b>Note:</b> Refer to the <b>WDS Desk Manual, Section One (1) – Enrollment</b> for detailed information regarding completion of the IA form.</p>

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## Individual Employment Plan, Continued

### IEP form

The CalJOBS online IEP form has 10 data elements, which the WDS and the customer complete jointly. An explanation for each section is as follows:

- **# Element** – CalJOBS assigns a number to any goals created for the customer.
- **Goal** – activities the WDS and customer discussed as to what is needed to complete for the customer to reach the employment goal agreed upon.
- **Date Established** – date the goal was entered into the CalJOBS system
- **Estimated date for Completion** – records the date an activity was provided and scheduled for the customer to complete.
- **Actual Completion Date** – the actual date the WDS confirmed with the customer or provider the activity and/or goal was completed. This date may or may not be the same as the date established.
- **Last Edit Date** – the system enters a date the goal was updated or changed
- **Program** – CalJOBS will either show WIOA or WP (Wagner/Peyser). Based on which program created the IEP first the system will only display that program regardless who adds a new goal. **Example:** WP staff created the IEP first and the WDS adds a new goal for the customer. CalJOBS will show the program the WDS entered as WP and not WIOA.
- **Staff** – name of the staff person who created the goal for the customer to complete.
- **Status** – this will let the WDS know if the goal is open or closed.
- **Action** – allow the WDS to either edit an existing goal or delete a goal if entered in error.

IEP/ISS Goals									
#	Goal	Date Established	Est. date for Completion	Actual Completion Date	Last Edit Date	Program	Staff	Status	Action
766119	Employment - Marlon is seeking to become a Business owner in Logistics- He would like to own his own Trucking Company	03/22/2023	03/15/2024		03/22/2023	WIOA	Tongie, Tamika	Open	<a href="#">Edit</a> <a href="#">Delete</a>
766120	Training - Seeking to obtain Class A license	03/22/2023	09/22/2023		03/22/2023	WIOA	Tongie, Tamika	Open	<a href="#">Edit</a> <a href="#">Delete</a>
766123	Training - Marlon will obtain his Driving Permit by April 5	03/22/2023	04/05/2023	04/12/2023	04/12/2023	WIOA	Tongie, Tamika	Closed	<a href="#">Edit</a> <a href="#">Delete</a>
<a href="#">Add New Goal</a> <a href="#">Exit Wizard</a>									
<a href="#">&lt;&lt; Back</a> <a href="#">Next &gt;&gt;</a>									

Customer will sign the IEP using the remote signature process in CalJOBS and the WDS will enter the appropriate activity code in the customer's program.

### IEP Alerts

WDS will be responsible for setting alerts in CalJOBS to follow-up with customer on the agreed upon completion date to see the progress on his/her goals/actions.

### IEP Amendments

As the IEP is a 'living document', it will need to be amended throughout the life of the case. Amendments mean the WDS will update the IEP in CalJOBS by either editing the assigned goal or adding a new goal for the customer to complete.

The WDS will email the IEP reflecting the amendments to the customer and case note the changes/additions in CalJOBS.

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## Individual Employment Plan, Continued

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**Goals**

The goals identified in the IEP must be mutually agreed upon between the customer and the AJCC advisor to ensure positive performance.

Identify the employment goals, educational goals, needs and barriers, and appropriate services for the customer.

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**Employment goals**

The employment goal is determined as a result of a comprehensive assessment consisting of an interview, evaluation, and/or testing. Determination of the employment goal will ensure customers are being trained in demand occupations leading to self-sufficiency.

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**Needs and barriers**

The comprehensive assessment identifies potential needs and barrier for the participant to achieve for the selected employment goal. Needs and barriers may include, but are not limited to:

- Assistive technology needs,
  - Supportive service needs, and
  - Skills gaps, including job search skills, job readiness skills, and job retention skills with appropriate justification for all services to be provided.
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**Educational goals**

The educational goals outlines the participant's training and educational needs to assist the customer in attaining his/her employment goal through license, certification, and/or skills development.

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# Youth Service Providers

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## Introduction

A Youth who enters an approved Contracted Youth Service Provider's site, will be evaluated for the four (4) stages of Workforce Innovation and Opportunity Act (WIOA) or enters the America's Job Center of California (AJCC), the Workforce Development Specialist (WDS) will determine, which program is beneficial for the youth.

**Note:** Refer to Chapter 2 – WIOA Eligibility, Youth Eligibility section for additional information regarding the criteria in determining services.

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## Providers role

The Youth Service Providers role is to offer and provide the 14 elements of the youth program

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## Fourteen elements

Each Youth Service Provider must have the ability or have linkages to other organizations to offer the following 14 elements of services to WIOA Youth:

Element	Description
1	Tutoring, study skills training and instruction leading to secondary school completion, including dropout prevention strategies.
2	Occupational skill training.
3	Paid and unpaid work experiences with academic and occupational education as a component of the work experience.
4	Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.
5	Supportive services
6	Leadership development
7	Alternative secondary school services or dropout recovery services, as appropriate
8	Services providing labor market and employment information
9	Follow-up services
10	Comprehensive guidance and counselling
11	Financial literacy education
12	Entrepreneurial skills training
13	Adult mentoring for a duration of at least 12 months; may occur both during and after program participation
14	Activities helping youth prepare for and transition to postsecondary education and training.

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