

# WDD PROGRAM GUIDE

## CHAPTER 13

### Definitions

#### Overview

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**Introduction** Chapter 13 of the Workforce Development Department (WDD) Program Guide defines acronyms and terms used throughout this Program Guide.

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**References** This handbook chapter contains terms defined in the following sources:

- The Workforce Innovation and Opportunities Act (WIOA) regulations signed into law in 2014,
- The 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).

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## Definitions: A - D

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<b>Introduction</b>	This section provides definitions of terms used throughout the Workforce Development Department (WDD) Program Guide. The definitions are outlined in alphabetical order, beginning from A to D.
<b>Adult</b>	<p>A Workforce Innovation and Opportunity Act (WIOA) Adult is an individual who is age 18 or older.</p> <p><b>Note:</b> For state allotment purposes <i>only</i>, an Adult is defined as an individual who is not less than age 22 and not more than age 72.</p>
<b>Adult Education</b>	<p>Adult Education is academic instruction and education services below the postsecondary level that increase an individual's ability to:</p> <ul style="list-style-type: none"><li>• Read, write, and speak in English,</li><li>• Perform mathematics or other activities necessary for the attainment of a secondary school diploma or its recognized equivalent,</li><li>• Transition to postsecondary education and training, and</li><li>• Obtain employment.</li></ul>
<b>Adult/ Dislocated Worker performance measures</b>	<p>WIOA requires that the Local Workforce Development Area (LWDA) achieve certain performance outcomes for its WIOA-funded Adult and Dislocated Worker program. The three performance measures are:</p> <ul style="list-style-type: none"><li>• Employment</li><li>• Employment Retention</li><li>• Earnings</li></ul>
<b>Advanced Training</b>	<p>Advanced Training is an occupational skills employment/training program, not funded under Title I of the WIOA, which does not duplicate training received under Title I. It includes only training outside of the One-Stop, WIOA, and partner system. This term applies to the current WIOA younger measure only.</p>
<b>America's Job Center of California</b>	<p>The America's Job Center of California (AJCC) sites serve as One-Stop Centers in the San Bernardino County Local Workforce Development Area (LWDA). AJCCs offer comprehensive strategies to meet the needs of local businesses for a skilled workforce and provide employment and training related services to help job seekers, sometimes referred to as customers, achieve their career goals.</p> <p>A list of AJCCs in other areas are listed at <a href="https://edd.ca.gov/">https://edd.ca.gov/</a>.</p>

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## Definitions: A - D, Continued

<b>Apprenticeship Training</b>	<p>Apprenticeship Training is an employer driven, “learn-while-you-earn” program that combines On-the-Job (OJT) training with job-related instruction for customers to master the practical and technical skills required for a skilled occupation.</p> <p><b>Note:</b> US Department of Labor link to apprenticeship is: <a href="https://www.dol.gov/apprenticeship/toolkit/toolkitfaq.htm#1a">https://www.dol.gov/apprenticeship/toolkit/toolkitfaq.htm#1a</a></p>
<b>Assessment</b>	<p>Assessment includes a review of basic educational skill levels, occupational skills, prior work experience, employability, interests, aptitudes (including interest in non-traditional jobs), and supportive service needs. The goal is to comprehensively and accurately evaluate youth in order to develop an appropriate service strategy to meet his/her individual needs.</p>
<b>Assistive Technology</b>	<p>Assistive technology is a term used to:</p> <ul style="list-style-type: none"><li>• Describe assistive, adaptive and rehabilitative devices for individuals with disabilities or the aged population, and</li><li>• The process for selecting, locating and using the devices.</li></ul> <p>The use of assistive technology promotes independence by enabling individuals with disabilities to perform tasks they are unable to accomplish or have difficulty accomplishing.</p>
<b>Babel Notice</b>	<p>A Babel Notice informs the reader the communication contains vital information, and explains how to access language services to have the contents of the communication provided in other languages (Title 29 CFR Section 38.4[i]). The AJCC must include a Babel Notice indicating language assistance is available when sending documents/decisions via mail or electronic format to the LEP.</p>
<b>Barriers to employment</b>	<p>The following individuals are defined by WIOA as experiencing barriers to employment:</p> <ul style="list-style-type: none"><li>• Displaced homemakers,</li><li>• Low-income individuals,</li><li>• Indians, Alaska Natives, and Native Hawaiians,</li><li>• Individuals with disabilities, including youth and individuals who are in receipt of Social Security Disability Insurance,</li><li>• Older individuals (age 55 and older),</li><li>• Ex-offenders,</li><li>• Homeless individuals or homeless children and youth, and</li><li>• Youth who are in or have aged out of the foster care system,</li></ul>

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## Definitions: A - D, Continued

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### Barriers to employment, continued

Others are:

- Individuals with limited English language proficiency:
    - English language learners,
    - Individuals who have low levels of literacy, unable to compute or solve programs, read, write, or speak English at a level necessary to function on the job, 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
  - Groups the Governor determines have barriers to employment.
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### Basic Career Services

Basic Career Services is one (1) of the three (3) levels of Career Services and includes job seeker and employer services. To be eligible for Basic Career Services, an individual must be 18 years of age or older and meet the criteria for either Adult or Dislocated Worker.

Basic Career Services are universally accessible and must be available to all individuals seeking employment and training services and include:

- Eligibility for services
  - Outreach, Intake, Orientation
  - Initial assessment
  - Labor Exchange services
  - Referrals to programs
  - Labor Market Information (LMI)
  - Supportive Services
  - Performance and Cost information
  - Information on Unemployment Insurance (UI)
  - Financial Aid information
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### Basic literacy skills

Basic literacy skills provides reading, writing, mathematics, problem solving and interpersonal skills training that enable adults to:

- Communicate in English,
  - Obtain a high school diploma or General Equivalency Diploma (GED), and
  - Become productive, employable citizens.
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### Basic-skills deficient

Basic-skills deficient refers to youth who meet the following descriptions:

- English, reading, writing, or computing skills at or below the 8<sup>th</sup> grade level on a generally accepted standardized test, or
  - Unable to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual's family, or in society.
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## Definitions: A - D, Continued

<b>Basic skills goal</b>	Basic skills goal means a measurable increase in basic education skills, including reading comprehension, math computation, writing, speaking, listening, problem solving, reasoning, and the capacity to use these skills.
<b>Business Services Unit</b>	<p>The role of the Business Services Unit (BSU) is to develop working relationships with the business community and provide assistance in hiring and/or training. BSU provides the following resources and services:</p> <ul style="list-style-type: none"><li>• Business workshops</li><li>• Employee training programs</li><li>• Recruitment assistance</li><li>• Layoff aversion services</li><li>• Labor Market information</li><li>• Rapid Response</li><li>• Tax Credit Information</li><li>• Human Resources Hotline</li><li>• On-the-Job (OJT) Training</li></ul>
<b>Calendar quarter</b>	<p>Calendar quarter is one fourth of the calendar year. The quarters are:</p> <ul style="list-style-type: none"><li>• January 1 – March 31,</li><li>• April 1 – June 30,</li><li>• July 1 – September 30, and</li><li>• October 1 – December 31.</li></ul>
<b>CalFresh</b>	CalFresh is the State name for the federal program Supplemental Nutrition Assistance Program (SNAP) formerly known as Food Stamps.
<b>California Earned Income Tax Credit</b>	<p>A cashback tax credit puts money back into the pockets of California's eligible working families and individuals. In 2019, Cal EITC was expanded to include younger workers, between the ages of 18-24, and individuals over the age of 65.</p> <p>California's Cal EITC link: <a href="https://www.caleitc4me.org/know-it/">https://www.caleitc4me.org/know-it/</a></p>
<b>California Training Benefits (CTB)</b>	<p>The California Training Benefits (CTB) program is for claimants who are attending school or training and might otherwise be denied Unemployment Insurance (UI) benefits due to their unavailability for work.</p> <p>Section 3304(a)(8), of the Federal Unemployment Tax Act (FUTA), provides a claimant in an approved training course be allowed to receive UI benefits and not be denied based on the claimant's availability for work, active search for work, or refusal of work. The intent of the federal statute is to enable claimants to participate in training programs while unemployed so that they may gain new job skills or upgrade existing job skills to be able to return to work quickly following training.</p> <p>Detailed information is available at <a href="http://www.edd.ca.gov/UIBDG">http://www.edd.ca.gov/UIBDG</a>.</p>

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## Definitions: A - D, Continued

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**Career Services**

The WIOA Adult and Dislocated Workers program consists of three (3) levels of Career Services available to participants. The levels are:

- Basic Career Services,
- Individualized Career Services, and
- Follow-up Services.

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.

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**Case management**

Services provided by workforce development staff including, but not limited to:

- Completing an Initial Assessment (IA),
  - Preparing an Individual Employment Plan (IEP),
  - Identifying barriers to participation, and
  - Assisting participants in overcoming barriers through guidance counseling and access to WDD services.
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**Case notes**

Case notes are an important tracking system for capturing historical records of customer services provided by AJCC staff as they tell the story of the “who, what, when, where, and how” of an individual’s WIOA participation.

All actions taken by the Workforce Development Specialist (WDS) from registration to exit for a customer in a WIOA program must be documented in the customer file. All cases notes should end with the WDS name and title, location and phone number.

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**Certificate**

A certificate is awarded in recognition of an individual attainment of measurable technical or occupational skills necessary to gain employment or advance within an occupation. Certificates awarded by workforce development boards and work readiness certificates are not included in this definition.

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**Community Based Organization**

A Community Based Organization (CBO) is a private non-profit organization (which may include a faith-based organization), that is representative of a community or a significant segment of a community and that has demonstrated expertise and effectiveness in the field of workforce development.

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**Complainant**

Any participant or others interested or personally affected party alleging a non-criminal violation of WIOA Title I requirements.

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**Complaint file**

A file maintained in a central location within each office, which includes a copy of each complaint filed along with pertinent documentation.

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## Definitions: A - D, Continued

<b>Compliance Review Office</b>	The organization within the Employment Development Department (EDD) who oversees the administrative resolution of WIOA programmatic complaints.
<b>Counseling</b>	Guidance or assistance to develop a participant's vocational or employment goals and the means to achieve those goals, or to assist the person with the solution to individual problems that may prevent him/her from accomplishing those goals, including substance abuse counseling, job counseling, child care arrangements, or any other barrier that prevents their success in becoming self-supporting.
<b>Courtesy Issuance</b>	The AJCCs agree to assist each other and allow a customer to pick up supportive services at a location nearest to him/her rather than the AJCC managing the customer's case.
<b>Credential Attainment</b>	<p>Credential Attainment is the percentage of those participants enrolled in an education or training program (excluding those in OJT and customized training) who attain a:</p> <ul style="list-style-type: none"><li>• Recognized post-secondary credential, or</li><li>• Secondary school diploma, or</li><li>• Recognized equivalent, during participation in or within one year after exit from the program.</li></ul> <p>A participant who has attained a secondary school diploma or its recognized equivalent is included in the percentage only if the participant is:</p> <ul style="list-style-type: none"><li>• Employed, or</li><li>• Enrolled in an education or training program leading to a recognized post-secondary credential within one year after exit from the program.</li></ul>
<b>Customer</b>	A customer is any person seeking assistance to find employment or training, whether employed or unemployed, and employers who need qualified workers for their company or training for the workers who are already employed with them.
<b>Customized training</b>	<p>Customized training is:</p> <ul style="list-style-type: none"><li>• Designed to meet the specific requirements of an employer (including a group of employers),</li><li>• Conducted with a commitment by the employer to employ an individual upon successful completion of the training, and</li></ul>

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## Definitions: A - D, Continued

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**Customized training, continued**

- Which the employer pays:
    - A significant portion of the cost of training, taking into account the size of the employer, and other factors as the local board determines to be appropriate. May include the:
      - ✓ Number of employees participating in training,
      - ✓ Wage and benefit levels of those employees (at present and anticipated upon completion of the training),
      - ✓ Relation of the training to the competitiveness of a participant, and other employer-provided training and advancement opportunities and
      - ✓ Involvement of an employer located in multiple local areas in the State, a significant portion of the cost of the training, as determined by the Governor of the State, taking into account the size of the employer and such other factors as the Governor determines to be appropriate.
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**Department of Labor**

The United States Department of Labor (DOL) is the federal agency, which regulates and funds state workforce activities.

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**Dependent children**

For purposes of determining low-income, dependent children are defined as individuals who belong to one (1) of the following categories:

- Under the age of 18, who are not emancipated minors, and are living in a single residence with their parent or guardian. Age 18 to 19, who are full-time students in a high school or equivalent, and are living in a single residence with their parent or guardian.
  - 18 to 21 year old youth who are not full-time students in a high school or equivalent, but are living in a single residence with their parent or guardian is based on locally established criteria. If the 18 to 21 year old youth is determined to:
    - Be a dependent family member (e.g., the youth is claimed as a dependent on the parent's income tax), income is calculated based on wages, salaries, tips, etc., of all family members.
    - Not to be a dependent family member (e.g., the youth is not claimed as a dependent on the parent's income tax), the youth's income is based on his/her own wages, salaries, tips, etc.
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**Diploma**

The term diploma means any credential that the state education agency accepts as equivalent to a high school diploma. The term also includes post-secondary degrees including Associate (AA and AS) and Bachelor degrees (BA and BS).

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**Disabled veteran**

A veteran who is entitled to compensation under laws administered by the Veterans Administration, or an individual who was discharged or released from active duty because of service-connected disability.

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## Definitions: A - D, Continued

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### Disability

The American and Disability Act (ADA) Title II defines disability based on three (3) categories of impairment:

- **Category One:** A physical or mental impairment that substantially limits one or more of the major life activities,
  - **Category Two:** A record of such an impairment, or
  - **Category Three:** Being regarded as having such impairment.
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### Disadvantaged adults

Educationally or skills disadvantaged adults are classified as individuals who score below 8<sup>th</sup> grade level on standardized tests. They require educational assistance to bring their basic skills to a level that would make them eligible for secondary (high school) education or to hold a job with basic English and math skills.

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### Dislocated Worker

A Dislocated Worker is an individual who:

- Has been terminated or laid off, or who has received a notice of termination or layoff from employment, and:
    - Is eligible for or has exhausted entitlement to unemployment compensation,
    - Has been employed for a duration sufficient to demonstrate to the appropriate entity at a one-stop center, attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that was not covered under a State unemployment compensation law, and
    - Unlikely to return to a previous industry or occupation.
  - Has been terminated or laid off, or has received a notice of termination or layoff from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise, or:
    - Is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days, or
    - For purposes of eligibility to receive services other than training services, career services, or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close,
  - Was self-employed (including employment as a farmer, a rancher, or a fisherman), but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters,
  - Is a displaced homemaker, or
  - Is the spouse of a member of the Armed Forces who is on:
    - Active duty and who has experienced loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member, or
    - Active duty and who meets the criteria of a displaced homemaker.
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## Definitions: A - D, Continued

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**Displaced  
homemaker**

A displaced homemaker is an individual who has been providing unpaid services to family members in the home and who:

- 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 on active duty and whose family income is significantly reduced because of a:
      - ✓ Deployment,
      - ✓ Call or order to active duty pursuant to a provision of law,
      - ✓ Permanent change of station, or
      - ✓ Service-connected death or disability of the member.
  - Is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.
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## Definitions: E - I

<b>Introduction</b>	This section provides definitions of terms used throughout the Workforce Development Department (WDD) Program Guide. The definitions are outlined in alphabetical order, beginning from E to I.
<b>Earned Income Tax Credit</b>	<p>In 1975, Congress created the Federal Earned Income Tax Credit (EITC). The EITC puts money back into the pockets of working families by providing a refundable tax credit for low-to-medium income workers to ease the tax burden and help offset some of their living expenses. The EITC is an anti-poverty initiative designed to:</p> <ul style="list-style-type: none"><li>• Increase family income, reduce child poverty, and promote employment by supplementing the earnings of low-wage workers, including military families.</li><li>• Have a positive impact on the education and health of children living in poverty and local economies and businesses.</li></ul>
<b>Economically disadvantaged</b>	<p>An individual who is:</p> <ul style="list-style-type: none"><li>• A member of a family whose income is below the poverty level,</li><li>• Receiving cash benefits from a federal, state or local welfare program</li><li>• Receiving CalFresh,</li><li>• Homeless,</li><li>• A foster child, or</li><li>• A disabled person.</li></ul>
<b>Eligibility documentation</b>	<p>Eligibility documentation means to maintain on file physical evidence obtained during the eligibility verification process to confirm an eligibility requirement. Examples of documents may include, but are not limited to:</p> <ul style="list-style-type: none"><li>• Birth certificates,</li><li>• Public assistance records, or</li><li>• Signed applicant statements.</li></ul>
<b>Eligible Training Provider</b>	<p>A training provider eligible to receive Workforce Innovation and Opportunity Act (WIOA) funding is referred to as an Eligible Training Provider (ETP).</p> <p>The State provides a list of all ETPs in California and maintains the Eligible Training Provider List (ETPL) at <a href="https://www.edd.ca.gov/ETPL_list">https://www.edd.ca.gov/ETPL_list</a>.</p>
<b>Eligible Training Provider List</b>	<p>A statewide collection of providers who are approved to provide customer-focused employment training resources for Adults and Dislocated Workers through the America's Job Centers of California (AJCC). These lists contain:</p> <ul style="list-style-type: none"><li>• Consumer information,</li><li>• Cost and performance information for each of the providers, so participants can make informed choices on where to use his/her Individual Training Accounts (ITAs).</li><li>• ETPs who are eligible to receive ITAs through Workforce Innovation and Opportunity Act (WIOA) funds for training services.</li></ul>

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## Definitions: E - I, Continued

<b>Employed</b>	<p>For registration purposes, “employed” means a registered customer who, during the seven (7) consecutive days prior to completing a WIOA application has:</p> <ul style="list-style-type: none"><li>• Work as a paid employee or in his or her own business, profession or farm,</li><li>• Completed fifteen (15) or more hours as an unpaid worker in an enterprise operated by a member of the family, or</li><li>• A job or business from which he or she is temporarily absent because of illness, bad weather, vacation, labor-management dispute, or personal reasons, whether or not paid by the employer for time off, and whether or not seeking another job.</li></ul>
<b>Employed for performance measures</b>	<p>For performance measure purposes, “employed” means:</p> <ul style="list-style-type: none"><li>• Unemployment Insurance (UI) wage records showing earnings greater than zero (\$0) for the quarter, or</li><li>• Supplemental data showing the customer worked during the quarter as a paid employee (i.e., received at least some earnings, worked in his or her own business, profession, or farm).</li></ul>
<b>Employment and Training Administration</b>	<p>The Employment and Training Administration (ETA) is a division of the Department of Labor (DOL) that administers:</p> <ul style="list-style-type: none"><li>• Federal job training and worker dislocation programs,</li><li>• Federal grants to States for public Employment Services (ES) programs, and</li><li>• Unemployment insurance benefits.</li></ul> <p>These services are provided primarily through State and local workforce development systems.</p>
<b>English as a Second Language</b>	<p>English as a Second Language (ESL) is English language education for adults whose inability to understand, speak, read, or write the English language is a barrier to their ability to get or keep employment. This also has effects on their real ability to function in society or successfully complete the citizenship application process.</p>
<b>Entered employment rate</b>	<p>Method used to determine the percentage of customers who become employed. The percentage is calculated by dividing the number of total participants who were enrolled in the program by the number of customers who were placed or entered employment through the program.</p>
<b>Entrepreneurial training</b>	<p>Entrepreneurial training prepares entrepreneurs to either start a small business or expand an existing business, usually through the development of a business plan.</p>

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## Definitions: E - I, Continued

<b>Exit</b>	An exit occurs when a registered customer is not scheduled for any further WIOA services except follow-up services. There are two (2) types of exits: a planned exit and a mandatory soft exit.
<b>Faith Based Organization</b>	A Faith Based Organization (FBO) is an organization whose founding governance or membership is derived from a religious institution or religiously-affiliated entity.
<b>Family</b>	<p>Two (2) or more persons related by blood, marriage or decree of court, who are living in a single residence, and are included in one or more of the following categories:</p> <ul style="list-style-type: none"><li>• Married couple and dependent children,</li><li>• Parent or guardian and dependent children, or</li><li>• Married couple.</li></ul>
<b>Follow-up</b>	<p>The tracking of what happens to participants when he/she leaves the WIOA program for a period of 180 days after first job placement. The reporting requirements include the following information:</p> <ul style="list-style-type: none"><li>• Employment status (number of Entered Employments/Placements at 180 days after program has ended, average hourly wage (earnings change at 180 days after program has ended), and</li><li>• Job retention (of those enrolled in training, provide number of those still employed in trained occupation at 180 days after program has ended.</li></ul>
<b>Follow-up services</b>	<p>Follow-up services is one (1) of the three (3) levels of Career Services and 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. They 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>Allowable follow-up services a customer is eligible to receive include:</p> <ul style="list-style-type: none"><li>• Referral to community resources,</li><li>• Referral to medical services,</li><li>• Tracking progress on the job,</li><li>• Work-related peer support group, and</li><li>• Assistance securing better paying job.</li></ul> <p>Others are:</p> <ul style="list-style-type: none"><li>• Career development and further education planning,</li><li>• Assistance with work-related problems,</li><li>• Adult mentoring,</li><li>• Tutoring, and</li><li>• Leadership development.</li></ul>

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## Definitions: E - I, Continued

<b>Fundamental alteration</b>	<p>A fundamental alteration is a:</p> <ul style="list-style-type: none"><li>• Change in the essential nature of a program, service or activity, or</li><li>• Cost that would result in an undue burden.</li></ul>
<b>General Educational Development</b>	<p>A General Educational Development (GED) is a high school equivalency diploma, which is obtained by passing the GED equivalency test to measure skills and knowledge generally associated with four years of traditional high school instruction.</p>
<b>Grievance or complaint</b>	<p>A written expression by a party alleging a violation of WIOA Title I, regulations promulgated under WIOA, recipient grants, sub-grants, or other specific agreements under WIOA.</p>
<b>Hearing Officer</b>	<p>An impartial individual or group of people who preside at a hearing on a grievance or complaint.</p>
<b>Incumbent Worker Training</b>	<p>Incumbent Worker Training (IWT) provides both workers and employers an opportunity to build and maintain a quality workforce and increase both customers' and employers' competitiveness. IWT:</p> <ul style="list-style-type: none"><li>• Is designed to meet the needs of an employer or group of employers to retain a skilled workforce or avert layoffs.</li><li>• May not be used to provide the occupational training with a new hire need.</li><li>• Helps avert potential layoffs of employees, or</li><li>• Assists customers in obtaining the skills necessary to retain employment, such as:<ul style="list-style-type: none"><li>– Increasing the skill levels of employees so they can be promoted within the company, and</li><li>– Create backfill opportunities for less-skilled employees.</li></ul></li></ul>
<b>Individual Employment Plan</b>	<p>An Individual Employment Plan (IEP) facilitates the removal of a customer's barriers and promotes his or her advancement in the direction of his or her employment goal. The IEP is an ongoing strategy, jointly developed by the customer and the AJCC advisor.</p>
<b>Individual Service Strategy</b>	<p>An Individual Service Strategy (ISS) is an agreement of skills and goals decided between a Workforce Investment Act (WIOA) Youth participant and WIOA Youth staff counselor (usually a case manager), that sets out a plan for the participant to make progress towards his/her educational and employment goals.</p>

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## Definitions: E - I, Continued

<b>Individual Training Account</b>	An Individual Training Account (ITA) is a payment agreement established on behalf of a customer with a training provider.
<b>Individualized Career services</b>	<p>Individualized Career Services is one (1) of the three (3) levels of Career Services. They are provided to customers after staff determines such services are required to retain or obtain employment and must be customized to each individual's need. Individualized Career Services include, but are 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>Information tracking</b>	Tracking information on Adults, Dislocated Workers, and Youth who have been exited from the WIOA program. The Workforce Development Specialist (WDS) is responsible for contacting the customer at specific intervals to verify his/her status.
<b>Informational-only activities</b>	Services providing readily available information and do not require an assessment by a staff member of the individual's skills, education, or career objectives.
<b>Intake</b>	<p>The process for screening individual applicants for:</p> <ul style="list-style-type: none"><li>• Service eligibility,</li><li>• Making a determination whether the program can benefit the applicants</li><li>• Providing information about the program,<ul style="list-style-type: none"><li>– Its services and the availability of those services, and</li></ul></li><li>• Selecting individual applicants for participation in the program.</li></ul>

## Definitions: J - M

<b>Introduction</b>	This section provides definitions of terms used throughout the Workforce Development Department (WDD) Program Guide. The definitions are outlined in alphabetical order, beginning from J to M.
<b>Job development</b>	The process of marketing a program customer to employers, including the customer's work skills and abilities and requesting a job interview on behalf of the customer.
<b>Job readiness training</b>	Job readiness training assists customers with finding jobs by including activities such as: <ul style="list-style-type: none"><li>• Job seeking,</li><li>• Interviewing skills,</li><li>• Understanding employer expectations, and</li><li>• Enhancing a customer's capacity to move toward self-sufficiency.</li></ul>
<b>Job retention</b>	The ability to keep a job for 90,180 days, or more, which shows the worker has the skills to fit into the workplace and succeed in a job.
<b>Labor force</b>	The total of all civilians classified as employed and unemployed and members of the Armed Forces stationed in the United States. (Bureau of Labor Statistics Bulletin 2175).
<b>Labor Market Area</b>	An economically integrated geographic area within which individuals reside and find employment within a reasonable distance or can readily change employment without changing their place of residence. Such an area must be identified in accordance with criteria used by the Department's Bureau of Labor Statistics in defining such areas or similar criteria established by a Governor.
<b>Labor Market Information</b>	<p>Providing workforce and labor market employment statistics information, including:</p> <ul style="list-style-type: none"><li>• Local, regional, and national labor market to identify available employment opportunities, and</li><li>• Collecting information that can assist with job placement.</li></ul> <p>In addition it includes, but is not limited to:</p> <ul style="list-style-type: none"><li>• Changes in the level and/or composition of economic activity,</li><li>• Population, employment and unemployment, and</li><li>• Income/earnings, wage rates, and fringe benefits.</li></ul>

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## Definitions: J - M, Continued

<b>Layoff</b>	<p>The permanent or temporary termination of employment of an employee because of:</p> <ul style="list-style-type: none"><li>• A position being eliminated,</li><li>• Insufficient funds,</li><li>• Lack of work, or</li><li>• Any other reason not reflecting discredit to the employee, such as dismissal for:<ul style="list-style-type: none"><li>– Inadequate performance,</li><li>– Violation of workplace rules, and</li><li>– Cause.</li></ul></li></ul>
<b>Life skills</b>	<p>Life skills are included in adult literacy dealing with such topics as consumer economics, government and law, occupational knowledge, community resources, and health that are included into an educational agency's basic literacy skills course of study.</p>
<b>Limited English Proficiency</b>	<p>Limited English Proficiency (LEP) is someone who has limited ability in speaking, reading, writing or understanding the English language and:</p> <ul style="list-style-type: none"><li>• Whose native language is a language other than English, or</li><li>• Who lives in a family or community environment where a language other than English is the dominant language.</li></ul>
<b>Literacy</b>	<p>An individual's ability to:</p> <ul style="list-style-type: none"><li>• Read, write, and speak in English,</li><li>• Compute, and</li><li>• Solve problems, at levels of proficiency necessary to function on the job, in the family, and in society.</li></ul>
<b>Local Workforce Development Area</b>	<p>San Bernardino County is a Local Workforce Development Area (LWDA), as is the City of San Bernardino. Each LWDA is governed by its own Local Workforce Development Board (LWDB).</p>
<b>Local Workforce Development Board</b>	<p>The Local Workforce Development Board (LWDB) is a business-led board that oversees and governs all WIOA activities in the (LWDA). The LWDB includes the following three (3) subcommittees:</p> <ul style="list-style-type: none"><li>• Economic Development and Business Resource Committee</li><li>• Special Populations Committee</li><li>• Youth Committee</li></ul>

*Continued on next page*

## Definitions: J - M, Continued

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### Lockout

Any refusal by an employer to permit any group of five or more employees to work as a result of a dispute with such employees affecting wages, hours, or other terms or conditions of employment of such employees.

Locked out employees are not eligible as WIOA dislocated workers since they have not been terminated or laid off, are not eligible for unemployment compensation, and are likely to return to the same industry or occupation once the dispute is resolved. Locked out employees who for financial reasons seek other employment may be served as adults.

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### Lower Living Standard Income Level

The Lower Living Standard Income Level (LLSIL) is income level (adjusted for regional, metropolitan, urban, and rural differences and family size) determined annually by the Secretary of Labor based on the most recent lower living family budget issued by the Secretary.

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### Low-income individual

A low-income individual is defined as an individual who:

- Receives, or in the past six months has received, or is a member of a family who receives/received assistance through the federal:
  - Supplemental Nutrition Assistance Program (SNAP),
  - Temporary Assistance for Needy Families (TANF),
  - Program supplemental security income program, or
  - State local income-based public assistance program.
- Receives income or is a member of a family whose income in relation to family size, does not exceed:
  - The poverty line, or
  - 70 percent of the Lower Living Standard Income Level (LLSIL)
- Qualifies as homeless,
- Is a foster child,
- Receives or is eligible to receive a free or reduced price lunch or
- Has a disability whose own income does not exceed the income requirement, but is a member of a family whose total income does not meet the requirement.

Staff can access the following LLSIL and Poverty line websites at <http://www.edd.ca.gov>.

**Note:** The LLSIL and Poverty Line are updated annually.

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### Major life activities

Activities an individual can perform with little to no difficulty, including, but not limited to functions, such as:

- Caring for one's self
  - Walking
  - Hearing
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## Definitions: J - M, Continued

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**Measurable Skill Gains**

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

- An education or training program that leads to a recognized post-secondary credential, or employment.
  - A satisfactory or better progress report, towards established milestones, such as completion of an OJT or completion of one (1) year of an apprenticeship program.
  - A successful passage of an exam that is required for a particular occupation or progress in attaining technical or occupational skills.
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**Mental impairment**

Any mental or psychological disorder such as an intellectual disability, organic brain syndrome, emotional or mental illness, and specific learning disabilities.

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**Military service**

Military service occurs when a participant reports for active duty in any branch of the United States military structure (Army, Navy, Air Force, Marines, National Guard, and Coast Guard).

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**Military spouse**

An eligible military spouse is defined as a spouse of any of the following:

- Veteran who died of a service-connected disability.
  - Veteran who has a total disability resulting from a service-connected disability as evaluated by the Department of Veterans Affairs.
  - Veteran who died while a disability was in existence.
  - Member of the Armed Forces serving on active duty who at the time of application for the priority, is listed in one or more of the following categories for more than 90 days:
    - Missing in action,
    - Captured in line of duty by a hostile force, or
    - Forcibly detained or interned in line of duty by a foreign government or power.
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## Definitions: N - R

<b>Introduction</b>	This section provides definitions of terms used throughout the Workforce Development Department (WDD) Program Guide. The definitions are outlined in alphabetical order, beginning from N to R.
<b>Needs-related payments</b>	A one-time lump sum payment under ancillary services available to Adults, and Dislocated Workers, and Youth in order to participate in training.
<b>Nontraditional employment</b>	Occupations or fields of work for which individuals from the gender involved comprise less than 25 percent of the individuals employed in each occupation or field of work.
<b>Non-WIOA funded training</b>	Non-WIOA funded training occurs when a customer's training services are funded from sources other than WIOA.
<b>Occupational skills training</b>	Occupational skills training prepares learners for careers that are traditionally non-academic and directly related to a specific trade, occupation or vocational skills leading to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels.
<b>Offender</b>	<p>An adult or juvenile who:</p> <ul style="list-style-type: none"><li>• Is or has been subject to any stage of the criminal justice process and for whom services under this Act may be beneficial, or</li><li>• Requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction.</li></ul>
<b>Older youth</b>	<p>An older youth is a customer age 19 through 21 at time of registration/ enrollment. Because older youth are over age 18, they may participate in WIOA Adult/Dislocated Worker services, WIOA older youth services, or both.</p> <p><b>Note:</b> An 18-year-old is not classified as an older youth. An 18-year old may be classified as an Adult/Dislocated Worker, a younger youth, or both.</p>
<b>On-the-Job Training</b>	<p>Training by an employer is provided to a paid participant while engaged in productive work in a job that:</p> <ul style="list-style-type: none"><li>• Provides knowledge or skills essential to the full and adequate performance of the job,</li><li>• Is made available through a program that provides reimbursement to the employer of up to 50 percent of the wage rate of the participant for the extraordinary costs of providing the training and additional supervision related to the training, and</li><li>• Is limited in duration as appropriate to the occupation for which the participant is being trained, taking into account the content of the training, the prior work experience of the participant, and the service strategy of the participant, as appropriate.</li></ul>

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## Definitions: N - R, Continued

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<b>One-Stop</b>	<p>The definition “One-Stop” is an adjective, not a noun. The term refers to five (5) different but interrelated elements:</p> <ol style="list-style-type: none"><li>1. One-Stop System</li><li>2. One-Stop Partners</li><li>3. One-Stop Programs</li><li>4. One-Stop Centers</li><li>5. One-Stop Services</li></ol>
<b>One-Stop Centers</b>	<p>One-Stop Centers are physical locations that serve as points 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 <a href="http://www.edd.ca.gov">www.edd.ca.gov</a>.</p>
<b>One-Stop Operator</b>	<p>The One-Stop Operator is responsible for:</p> <ul style="list-style-type: none"><li>• Coordinating service providers across the One-Stop Delivery System,</li><li>• Being the primary provider of services within the center,</li><li>• Providing some of the services within the center, or</li><li>• Coordinating service delivery in a multi-center area, which may include affiliated sites (20 CFR §678.620).</li></ul>
<b>One-Stop Partners</b>	<p>One-Stop Partners are agencies that make employment-related services available to WIOA customers. One-Stop Partners sign Memorandum of Understanding (MOU) with the Local Workforce Development Board (LWDB) to offer services within the One-Stop System. Mandatory One-Stop Partners are required by WIOA legislation to participate in the One-Stop system. Examples include:</p> <ul style="list-style-type: none"><li>• Transitional Assistance Department (TAD)</li><li>• Employment Development Department (EDD)</li><li>• Veteran’s Affairs</li><li>• Department of Rehabilitation</li></ul>
<b>One-Stop Programs</b>	<p>One-Stop Programs are separate employment-related programs offered by each of the partners.</p> <p><b>Example:</b> Vocational Rehabilitation runs a program for customers who need retraining/rehabilitation to return to work. Under WIOA, this program becomes a One-Stop Program. It keeps its specific rules and eligibility criteria, but WIOA customers may learn about it and be evaluated for eligibility at the AJCCs.</p>

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## Definitions: N - R, Continued

<b>One-Stop Services</b>	One-Stop Services are employment and training related services authorized under WIOA, Wagner-Peyser and other employment and training legislation.														
<b>One-Stop System</b>	The system of collaboration established by WIOA legislation.														
<b>Participant</b>	A participant is any person seeking assistance to find employment or training, whether employed or unemployed, and employers who need qualified workers for their company or training for the workers who are already employed with them.														
<b>Performance measures</b>	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 system's six (6) core programs.														
<b>Performance tracking</b>	<p>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:</p> <ul style="list-style-type: none"><li>• Third calendar quarter after the exit quarter for Adults and Dislocated Workers.</li><li>• Fourth calendar quarter after the exit quarter for Youth.</li></ul>														
<b>Physical impairment</b>	<p>Any physiological disorder or condition cosmetic disfigurement or anatomical loss affecting one or more of the following body systems:</p> <table><tr><td>• Cardiovascular</td><td>• Lymphatic</td></tr><tr><td>• Circulatory</td><td>• Musculoskeletal</td></tr><tr><td>• Digestive</td><td>• Neurological</td></tr><tr><td>• Endocrine</td><td>• Reproductive</td></tr><tr><td>• Genitourinary</td><td>• Respiratory (including speech organs)</td></tr><tr><td>• Hemic</td><td>• Skin</td></tr><tr><td>• Immune</td><td>• Special sense organs</td></tr></table>	• Cardiovascular	• Lymphatic	• Circulatory	• Musculoskeletal	• Digestive	• Neurological	• Endocrine	• Reproductive	• Genitourinary	• Respiratory (including speech organs)	• Hemic	• Skin	• Immune	• Special sense organs
• Cardiovascular	• Lymphatic														
• Circulatory	• Musculoskeletal														
• Digestive	• Neurological														
• Endocrine	• Reproductive														
• Genitourinary	• Respiratory (including speech organs)														
• Hemic	• Skin														
• Immune	• Special sense organs														
<b>Placement</b>	The act of obtaining unsubsidized employment for or by a customer.														
<b>Post-secondary education</b>	Post-secondary education is any program at an accredited degree-granting institution that leads to an academic degree (e.g., AA, AS, BA, BS). Post-secondary education does not include programs offered by degree-granting institutions that do not lead to an academic degree.														

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## Definitions: N - R, Continued

<b>Poverty level</b>	Poverty level means the income level at which families are considered to live in poverty, as annually determined by the Department of Health and Human Services (DHHS).
<b>Priority of Service</b>	<p>Workforce Innovation and Opportunity Act (WIOA) 134(c)(3)(E) states with respect to Adult employment and training activities, Priority of Service must be given to:</p> <ul style="list-style-type: none"><li>• Recipients of public assistance.</li><li>• Other low-income individuals.</li><li>• Individuals who are basic skills deficient.</li></ul> <p>Priority of Service status is determined for all Adult customers in need of Individualized Career Services, is established at the time of eligibility determination and does not change during the period of participation. Priority does not apply to the Dislocated Worker (DW) population.</p>
<b>Priority of Service for Veterans</b>	<p>The Jobs for Veterans Act (JVA) requires Priority of Service for Veterans and eligible spouses in any workforce preparation, development, delivery program, or service directly funded in whole or in part, by the U.S. DOL. Veterans and eligible spouses receive Priority of Service and:</p> <ul style="list-style-type: none"><li>• Are entitled to take precedence over a non-covered person in obtaining employment and training services.</li><li>• Receive services earlier in time or instead of non-covered persons, depending on the type of service (Basic, Individualized, and Follow-up Services),</li><li>• Once a non-covered participant is enrolled in a workshop or training class, Priority of Service is not intended to allow a Veteran or eligible spouse bump the non-covered customer from the class or service.</li></ul>
<b>Program of training services</b>	<p>A program of training services is one or more courses or classes or a structured regimen, upon successful completion, leading to one of the following:</p> <ul style="list-style-type: none"><li>• A recognized post-secondary credential, secondary school diploma or its equivalent</li><li>• Employment, or</li><li>• Measurable Skill Gains (MSG) towards a credential or employment.</li></ul>
<b>Public assistance</b>	Federal, state or local government cash payments for which eligibility is determined by a needs or income test.
<b>Qualified interpreter</b>	Someone who is able to interpret effectively, accurately, and impartially for individuals with disabilities. The interpreter must be able to interpret both receptively and expressively, using any necessary specialized vocabulary either in-person, through a telephone, a video remote interpreting (VRI) service, via internet, video, or other technological method.

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## Definitions: N - R, Continued

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**Rapid Response**

The Rapid Response program is a pro-active, business-focused, and flexible strategy designed to respond to layoffs and plant closings by quickly coordinating services and providing immediate aid to companies and their affected workers.

Rapid Response teams will work with employers and any employee representative(s) to quickly maximize public and private resources to minimize disruptions associated with job loss. Rapid Response can provide customized services on-site at an affected company, accommodate any work schedules, and assist companies and workers through the painful transitions associated with job loss.

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**Reasonable accommodation**

A modification or adjustment allowing an otherwise qualified customer with a disability to:

- Apply for and receive WIOA services, programs, and activities.
  - Be considered for the benefits, services, training, or employment that the qualified applicant/registrant desires.
  - Ensure the same equal access and opportunity as customers without disabilities.
- 

**Registration in WIOA**

Registration in WIOA occurs when information about a customer is entered into the CalJOBS system. All registered customers are included in performance measures.

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**Rehabilitation services**

Services provided by a licensed or authorized professional in accordance with an individualized plan of care intended to improve or maintain a client's quality of life and optimal capacity for self-care. Services include physical and occupational therapy, speech pathology, and low-vision training.

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**Remedial education**

Educational instruction, particularly in basic skills, to raise an individual's general competency level in order to succeed in vocational education, or skills training programs, or employment.

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**Reportable individual – Adult / Dislocated Worker**

An Adult customer is a reportable individual if he/she:

- Demonstrates an intent to use program services,
  - Provides identifying information,
  - Uses the self-service system only, or
  - Receives information-only services or activities.
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## Definitions: N - R, Continued

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**Reportable individual – Youth**

A Youth customer is a reportable individual if he/she 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.
- 

**Resume**

A document that lists a job candidate's employment and academic qualifications, and history of employment. It is a requirement to apply for most jobs and an opportunity to show why the candidate is best suited for the job.

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**Retention**

Continuing or keeping a job, usually for at least 90 days or more.

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## Definitions: S - V

<b>Introduction</b>	This section provides definitions of terms used throughout the Workforce Development Department (WDD) Program Guide. The definitions are outlined in alphabetical order, beginning from S to V.
<b>School dropout</b>	An individual who is no longer attending school and who has not received a secondary school diploma or a General Educational Diploma (GED).
<b>Self-attestation</b>	<p>Documenting eligibility with self-attestation is a method of last resort when no other source of documentation can be found or accessed. Self-attestation can also be used to clarify documentation that is considered insufficient by itself. However, the basic WIOA eligibility data elements of <b>age and immigration status cannot be self-attested</b>.</p> <p>An acceptable self-attestation statement should be a signed document that includes information clearly addressing the eligibility criteria you are trying to capture, and should adhere to local self-attestation policy. The WIOA Applicant Attestation form is WDD 820.</p>
<b>Self-service</b>	Occurs when individuals independently access WDD program 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.
<b>Self-sufficiency</b>	<p>Self-sufficiency means that the customer is employed at a wage that meets or exceeds the Lower Living Standard Income Level (LLSIL), or has the ability to obtain such employment.</p> <p>The ability to obtain a wage that pays at least the LLSIL is based on the customer's education, training and experience, as well as the local demand for such education, training and experience. The ability to earn enough money to support oneself.</p>
<b>Self-Sufficiency calculator</b>	The Self-Sufficiency calculator referred to as the California Family Needs Calculator is a web-based software program that determines how much income is needed for a given family composition to adequately meet criteria such as shelter, food, childcare, taxes, transportation, health care and other miscellaneous costs without public or private assistance. California Family Needs Calculator located at <a href="https://insightcced.org/tools-metrics/self-sufficiency-standard-tool-for-california">https://insightcced.org/tools-metrics/self-sufficiency-standard-tool-for-california</a> ,
<b>Self-Sufficiency Standard</b>	The Self-Sufficiency Standard establishes a benchmark for determining self-sufficiency in the Local Workforce Investment Area's WIOA Adult and Dislocated Worker programs.

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## Definitions: S - V, Continued

<b>Skills upgrading and retraining</b>	Skills upgrading and/or retraining is training provided for the purpose of upgrading the skills and/or retraining the customer.
<b>Social Security Number</b>	The 9-digit identification number assigned to an individual by the Social Security Administration under the Social Security Act.
<b>Soft Exits</b>	A Soft Exit occurs when a customer has not used any Career Services (Basic, Individualized, and Follow-up Services) within the last ninety (90) days and is not scheduled for future services.
<b>State Exits</b>	State Exits automatically occur when a customer is not expected to return to the WIOA program or when they are inactive for 90 days.
<b>State Review Panel</b>	An entity within EDD composed of representatives from EDD's Compliance Review Office, Legal Office, and Director's Office. This panel reviews and approves or disapproves decisions and recommendations regarding grievances or complaints.
<b>State Workforce Development Board</b>	The State Workforce Development Board (SWDB) assists the Governor in performing the duties and responsibilities required by the federal WIOA of 2014. The Board provides oversight and continuous improvement of the workforce system in California, which includes: policy development, workforce support and innovation, and performance assessment, measurement and reporting.
<b>Stopgap employment</b>	<p>Stopgap employment is work an individual does only because:</p> <ul style="list-style-type: none"><li>• He/she has lost the customary work for which his/her training, experience or work history qualifies him/her for; and/or</li><li>• The salary is substantially below the salary of the individual's primary occupation; and/or</li><li>• He/she is working substantially under the skill level of his/her customary occupation.</li></ul>
<b>Substance abuser</b>	An individual dependent on alcohol or drugs, whose dependency results in a significant barrier to employment.
<b>Suitable work</b>	Work that is determined to be reasonable for a customer considering his or her skills, training, education, and experience.

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## Definitions: S - V, Continued

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**Supportive services**

Services that enable an individual to participate in activities authorized under WIOA. Supportive services may include, but are not limited to:

- Transportation
- Health care
- Financial assistance
- Drug and alcohol abuse counseling and referral
- Individual and family counseling
- Special services and materials for individuals with disabilities

Others are:

- Job coaches
  - Child care and dependent care
  - Temporary shelter
  - Needs-related payments
- 

**Temporary Assistance for Needy Families**

Temporary Assistance for Needy Families (TANF) is a federal program providing cash, medical or food assistance for parents and children. In California, this program is referred as CalWORKs to provide cash aid and services to eligible families that have a child(ren) in the home. If a family has little or no cash and needs housing, food, utilities, clothing, or medical care, they may be eligible to receive immediate short-term help. Families that apply and qualify for ongoing assistance receive money each month to help pay for housing, food and other necessary expenses.

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**Trade Adjustment Assistance**

The Trade Adjustment Assistance (TAA) Program is a federal program established under the Trade Adjustment Assistance Reauthorization Act of 2015 that provides aid to workers who lose their jobs or whose hours of work and wages are reduced as a result of increased imports.

Workers may be eligible for training, job search and relocation allowances, income support, and other reemployment services.

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**Trade Readjustment Allowances**

Trade Readjustment Allowances (TRAs) are income support payments to individuals who have exhausted Unemployment Compensation and whose jobs were affected by foreign imports as determined by a certification of group coverage issued by the Department of Labor (DOL).

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**Training services**

Training services may be critical to the employment success of Adults and Dislocated Workers. The WIOA states training services may be made available to employed and unemployed Adults and Dislocated Workers who meet a certain criteria. Types of training services may include, but are not limited to:

- Occupational skills training
- On-the-job training
- Incumbent worker training
- Entrepreneurial training
- Skill upgrade and retraining
- Job readiness training



## Definitions: S - V, Continued

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<b>Underemployed</b>	<p>An underemployed person is an individual who is working:</p> <ul style="list-style-type: none"><li>• Part time but desires full time employment, or</li><li>• In employment not commensurate with his/her demonstrated level of educational attainment and/or skill achievement.</li></ul>
<b>Underserved populations</b>	<p>WDD identifies underserved populations who are in need of supportive services as, but not limited to:</p> <ul style="list-style-type: none"><li>• Veterans</li><li>• Displaced Homemakers</li><li>• Low-income individuals</li><li>• Homeless individuals</li><li>• English Language Learner (ELL), Foreign-Born, Refugees</li><li>• ELL Navigator programs' participants</li><li>• Disabled</li><li>• Youth who aged out of Foster Care</li><li>• Elderly individuals (age 55 and older)</li><li>• Ex-offenders</li></ul>
<b>Unemployed</b>	<p>An individual who is without a job and who wants and is available for work. The determination of whether an individual is without a job, shall be made in accordance with the criteria used by the Bureau of Labor Statistics of the Department of Labor in defining individuals as 'unemployed.'</p>
<b>Universal access</b>	<p>A core principle of the One-Stop Delivery System is to provide universal access to One-Stop services for all qualified job seekers without regard to any specific eligibility criteria, including information about job vacancies, career options, employment trends, job search techniques, resume writing, and access to the employment training provider lists.</p>
<b>Unsubsidized employment</b>	<p>An employment in the private sector or public sector for which the employer does not receive a subsidy from public funds to offset all or a part of the wages and costs of employing an individual.</p>
<b>Veteran</b>	<p>A veteran is an individual who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable. This definition includes full-time duty in the National Guard or a Reserve, other than full-time duty for training purposes. Active service does not include full-time active duty performed by National Guard personnel who are mobilized by state rather than federal authorities.</p>

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## Definitions: W - Z

<b>Introduction</b>	<p>This section provides definitions of terms used throughout the Workforce Development Department (WDD) Program Guide. The definitions are outlined in alphabetical order, beginning from W to Z.</p>
<b>Wagner-Peyser Act</b>	<p>The Wagner-Peyser Act of 1933 is a U.S. federal law that established a nationwide system of public employment offices known as the U.S. Employment Service (ES). The Act was amended by the Workforce Innovation and Opportunity Act (WIOA) of 2014. The amendment authorizes the Employment Service to make the ES an integral part of the One-Stop system. It also improves access to job training and employment services for unemployment insurance claimants through eligibility assessments and provision of referrals. WIOA increases accessibility of services for job seekers and employers by requiring the co-location of the Wagner-Peyser ES in the one-stop system.</p> <p>The Wagner-Peyser Act is an employment program run by State Economic Development Department (EDD) employees in coordination with the local one-stop system. Wagner-Peyser services include labor exchange activities.</p>
<b>Welfare and/or recipient of Public Assistance recipient</b>	<p>Recipient of Public Assistance is defined as an individual who receives, or is a member of a family who receives, cash payments under a federal, state, or local income-based public assistance program. These programs include:</p> <ul style="list-style-type: none"><li>• Temporary Assistance for Needy Families (TANF)/California work Opportunity and Responsibility to Kids (CalWORKs),</li><li>• Supplemental Security Income (SSI),</li><li>• Refugee Cash Assistance,</li><li>• General Relief,</li><li>• Supplemental Nutrition Assistance Program (SNAP)/CalFresh and/or,</li><li>• Any of State or local income-based public assistance.</li></ul>
<b>Welfare-to-Work</b>	<p>Welfare-to-Work (WTW) is the employment and training aspect of CalWORKs. It is a comprehensive statewide employment program designed to enable participants to achieve self-sufficiency through employment. The intent of the Welfare-to-Work program is to provide employment and training services to virtually all adult CalWORKs recipients. The program also provides supportive services, such as transportation, to assist individuals in meeting work requirements.</p>
<b>Worker Adjustment and Retraining Notification Act</b>	<p>The Worker Adjustment and Retraining Notification (WARN) Act provides protection to workers, their families and communities by requiring employers to provide affected workers and State dislocated worker units with a notice 60 calendar days in advance prior to any plant closing or mass layoffs.</p> <p>WARN link: <a href="#">Worker Adjustment and Retraining Notification (WARN)</a></p>

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## Definitions: W - Z, Continued

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**Workforce Development Department**

The San Bernardino County WDD operates programs under the guidance of the Workforce Development Board, funded by the Department of Labor's WIOA. The America's Job Centers of California (AJCCs) are strategically located in the Regions of the County as follows:

- East Valley (San Bernardino),
- West Valley (Rancho Cucamonga), and
- High Desert (Victorville)

WDD implements comprehensive strategies to meet the needs of local businesses for a skilled workforce, while creating opportunities for workers to prepare for and enter into well-paid careers.

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**Workforce Innovation and Opportunity Act**

WIOA was signed into law on July 22, 2014 and took effect on July 1, 2015. It supersedes the Workforce Investment Act (WIA) of 1998 as the primary federal workforce development legislation to bring about increased coordination among federal workforce development and related programs. WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and match employers with the skilled workers needed to compete in the economy.

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**Work experience**

Work experiences are planned, structured learning experiences that take place in a workplace for a limited period of time. They may be paid or unpaid, as appropriate, and must include academic and occupational education.

A work experience may take place in the private for-profit sector, the non-profit sector, or the public sector.

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**Work Opportunity Tax Credit**

A Federal Tax Credit incentive of up to \$9,600 available to employers for hiring individuals from certain targeted groups who have consistently faced significant barriers to employment.

The purpose of the [WOTC](#) is to:

- Promote the hiring of individuals who qualify as a member of a target group, and
  - Provide a federal tax credit to employers who hire these individuals.
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**Workforce Development Board**

The Workforce Development Board (WDB) replaces local Private Investment Councils. Members are appointed by the Chief Elected Official (CEO). WDBs have the role of strategic planning, policy development and oversight of the local workforce investment system. Like the state WDB, the local WDBs require no less than 20 percent of the members of each local board shall be representatives of the workforce within the local area. It governs WIOA at the local level.

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## Definitions: W - Z, Continued

<b>Workforce Development Board - State</b>	The State WDB replaces State Private Investment Council or Human Resource Investment Council. State WDB is established by the Governor with membership meeting Federal guidelines. No less than 20 percent shall be representatives of the workforce within the State. The SWDB develops the state plan and oversees how it is carried out. It governs WIOA at the state level.
<b>Young Child Tax Credit</b>	The Young Child Tax Credit (YCTC) is available to families with children under the age of six. If a family qualifies for Cal EITC and has a child under the age of six, they may also qualify for the YCTC.
<b>Younger youth</b>	A younger youth is a customer age 14 through 18 at registration/ enrollment. An 18-year-old may participate in WIOA Adult/Dislocated Worker services, WIOA younger youth services, or both.
<b>Youth</b>	<p>In the WIOA program, any young individual, between the age of 14 and 21 years, who may be in school or out-of-school, and whose family income is within the WIOA Low Income Guidelines: Eligible youth means an individual who is:</p> <ul style="list-style-type: none"><li>• Not less than age 14 and not more than age 21</li><li>• A low-income individual; and</li><li>• A person who is one or more of the following:<ul style="list-style-type: none"><li>– Has a low reading level,</li><li>– Did not finish high school,</li><li>– Homeless, a runaway, or a foster child,</li><li>– Pregnant or a parent,</li><li>– Has been convicted of a crime,</li><li>– Needs additional assistance to finish an Educational program, or</li><li>– To find and keep employment.</li></ul></li></ul>
<b>Youth council</b>	The Youth Council is a subcommittee of the LWDB and governs WIOA Youth Programs in the LWDA.
<b>Youth provider</b>	Contracted Provider who offers WIOA youth services to youth.