

IWDS - SERVICES

The following WIOA program activities/services are available in IWDS.

Same-day Service = Individuals can receive the service multiple days, but each day must be documented individually.

Services for Adults and Dislocated Workers

Program Activity TRAINING SERVICES	Program	Definition
Advanced Academic Training	A & DW	An academic skills training activity for which provides clients who already possess basic skills competencies with additional training which: a) Enables them to meet more rigorous academic skill requirements for successful completion of an occupational training program; or b) Enables them to secure employment based on a combination of prior occupational skills and the academic training provided in this program.
Basic Academic Training	A & DW	Classroom training intended to increase basic reading and math skills above deficiency levels.
Apprenticeship	A & DW	A training activity in which a registrant is enrolled in a WIOA apprenticeship training program which meets the criteria contained in the National Apprenticeship Act of 1937. DOL DEFINITION: Apprenticeship is a combination of on-the-job training and related instruction in which workers learn the practical and theoretical aspects of a highly skilled occupation. Apprenticeship programs can be sponsored by individual employers, joint employer and labor groups, and/or employer associations. http://www.dol.gov/dol/topic/training/apprenticeship.htm
Cooperative Training (Co-op Education)	A & DW	Vocational training activity which, through written cooperative agreements between a school and an employer, permits participants to receive vocational training in the private sector. The educational and employment components of this program must be planned and supervised by the school and employer so that each contributes to the student's education and to his or her employability. Participation may not exceed 500 hours.

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Program Activity TRAINING SERVICES	Program	Definition
Customized Training	A & DW	<p>Training activity that is designed to provide training to adults and dislocated workers so as to meet the special requirements of an employer or group of employers. To be considered a countable training expenditure, the customized training:</p> <ul style="list-style-type: none"> a) May not be more than 50% of the total training cost; and b) Must be with an employer who: <ul style="list-style-type: none"> i. Agrees to hire WIOA participants upon completion of the customized training; and ii. Are training employed workers who: <ul style="list-style-type: none"> (a) Do not earn wages at a self-sufficiency level and to whom the employer commits to continue to employ; and (b) Are being trained in new technologies, new production or service procedures, who require additional skills or workplace literacy required for employment, or for other appropriate purposes identified by local boards.
English Language Proficiency	A & DW	Training activity for participants whose inability to read, speak or write the English language constitutes a substantial barrier to their ability to find or retain employment. The goal of this activity is to raise the English language skills of participants to the point that they will be able to successfully complete a training program or find employment.
Entrepreneurial Skills Training	A & DW	Training activity which provides participants with the skills necessary to obtain unsubsidized employment through self-employment including technical assistance in establishing the initial business operation.
Equivalency (GED)	A & DW	Activity which provides clients with the knowledge and skills necessary to successfully obtain a high school equivalency diploma.
Occupational Classroom Training	A & DW	Classroom training activity to provide a client with the vocational skills needed to enter a particular occupation which is in demand in the local labor market for which the client has been assessed as interested and capable of successfully completing coursework for the occupation in which the training is being provided.

Program Activity TRAINING SERVICES	Program	Definition
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Other Academic Training	A & DW	Training program which provides academic training but does not meet any of the definitions in the Academic Training category.
Other Vocational Training	A & DW	Classroom or other group activity which is developed to increase the vocational skills of a client, but is not included in any of the other activities defined as Vocational Training.
Pre-Apprenticeship Training	A & DW	Classroom training activity which provides a client with the skills necessary to enter an apprenticeship program.
Private Sector OJT	A & DW	<p>Training activity in which a participant who has basic skills, but lacks job-specific skills is hired on a full- or part-time basis by a private sector employer on a partial wage reimbursement basis. During the training program, the client engages in normal, productive work which enables him or her to gain the skills and knowledge necessary to retain employment at program end or obtain other employment where the skills learned can be utilized.</p> <p>On-the-job training contracts must meet all of the criteria specified in Sections 141(g) and 142(a) of the Amended Act and Sections 627.240 and 628.804 of the Interim Final Rules. Among these requirements are the following:</p> <ul style="list-style-type: none"> a) OJT placements are limited to the amount of time generally required for acquisition of skills needed for a position in a particular occupation. In no event may an OJT exceed six months in length unless participation is less than 500 hours in duration; and b) OJT contracts cannot be entered into with employers who have in the past exhibited a pattern of failing to provide OJT participants with continued long-term employment as regular employees with wages, benefits, and working conditions similar to other employees doing the same type of work. <p>In addition, OJT contracts for youth enrolled in WIA Title 1B must meet all of the criteria specified in Section 264(d)(3)(C) of the Amended Act and Section 268.804(j) of the Interim Final Rules. These requirements include:</p> <ul style="list-style-type: none"> a) Each participant must be paid a wage which equals or exceeds the average wage at placement in the service delivery area for Title 1B participants who entered employment; b) Each OJT must include a formal program of structured job training which provides participants with an orderly sequence of instruction in work maturity skills, general employment competencies and occupationally specific skills; and c) Except for interim periods, an individual who has not attained a high school diploma or its equivalent must enroll in and attend a school, high school equivalency program or alternative course of study which has been approved by the local educational agency.
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Private Sector Training	A & DW	Training activity in which a participant is trained by a private sector employer, but unlike a Public Sector OJT, they are not hired by the employer nor do they get paid wages during the training activity.
Public Sector OJT	A & DW	<p>Training activity in which a participant who has basic skills, but lacks job-specific skills is hired on a full or part-time basis by a public sector employer on a partial wage reimbursement basis. During the training program, the client engages in normal, productive work which enables him or her to gain the skills and knowledge necessary to retain employment at program end or obtain other employment where the skills learned can be utilized.</p> <p>On the job training contracts must meet all of the criteria specified in Sections 141(g) and 142(a) of the Amended Act and Sections 627.240 and 628.804 of the Interim Final Rules. Among these requirements are the following:</p> <ul style="list-style-type: none"> a) OJT placements are limited to the amount of time generally required for acquisition of skills needed for a position in a particular occupation. In no event may an OJT exceed six months in length unless participation is less than 500 hours in duration; and b) OJT contracts cannot be entered into with employers who have in the past exhibited a pattern of failing to provide OJT participants with continued long-term employment as regular employees with wages, benefits, and working conditions similar to other employees doing the same type of work. <p>In addition, OJT contracts for youth enrolled in WIOA Title 1B must meet all of the criteria specified in Section 264(d)(3)(C) of the Amended Act and Section 268.804(j) of the Interim Final Rules. These requirements include:</p> <ul style="list-style-type: none"> a) Each participant must be paid a wage which equals or exceeds the average wage at placement in the service delivery area for Title 1B participants who entered employment; b) Each OJT must include a formal program of structured job training which provides participants with an orderly sequence of instruction in work maturity skills, general employment competencies and occupationally specific skills; and c) Except for interim periods, an individual who has not attained a high school diploma or its equivalent must enroll in and attend a school, high school equivalency program or alternative course of study which has been approved by the local educational agency.

Program Activity TRAINING SERVICES	Program	Definition
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Remedial Training	A & DW	An academic skills training for youth and adults whose lack of basic skills (including reading, writing, mathematics, and/or GED and ESL) constitutes a substantial barrier to their ability to find or retain employment. The goal of this program is to raise the client's basic skills to the point that the client is able to meet the general competency requirements for the local labor market of successfully completing an occupational skills training program.
Training in Other Title	A & DW	This activity code enables users to enter a supportive service training/service record for a title which is funding no other training or service activities. A prerequisite for use of this activity code is that the client must be receiving training or services from another title on or prior to the start date of the supportive service.
Training Paid by Non-WIOA Funds	A & DW	Training that meets the definition of Occupational Classroom Training but is paid through non-WIOA funds.
Vocational Retraining	A & DW	Classroom training provided to a customer who already possesses occupational skills, but requires additional training to: <ul style="list-style-type: none"> a) Enable him or her to upgrade existing skills to be competitive in the job market; or b) Obtain new skills which will enable the participant to enter employment in another occupation.
Transitional Jobs	A & DW	Time-limited, wage-paying jobs that combine real work, skill development, and support services to help participants overcome substantial barriers to employment.
Adult Education and Literacy Activities	A & DW	Helps adults get the basic skills they need including reading, writing, math, English language proficiency, and problem-solving to be productive workers, family members, and citizens. Services include: Adult education; Literacy; Workplace adult education and literacy; Family literacy activities; English language acquisition activities; Integrated English literacy and civics education; Workforce preparation activities; and Integrated education and training.

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Skill Upgrade and Retraining	A & DW	The process of learning a new or the same old skill or trade for the same group of personnel. Refresher/Re-training is required to be provided on regular basis to avoid personnel obsolescence due to technological changes & the tendency to forget. This short term instruction course shall serve to re-acquaint personnel with skills previously learnt (recall to retain the potentials) or to bring one's knowledge or skills up-to-date (latest) so that skills stay sharp. This kind of training could be provided annually or more frequently as maybe required, based on the importance of consistency of the task of which the skill is involved.
Job Readiness Combined with Other Forms of Training	A & DW	Training designed to prepare a customer to seek or obtain new employment and retain that employment once they are hired. Courses may focus on resume preparation, work focused career exploration, interview training, and instruction in work place expectations. These courses may be combined with other training.

Program Activity CAREER SERVICES - BASIC	Program	Definition Career services for adults and dislocated workers must be available in at least one Job Center in each local workforce development area.
Orientation	A & DW	When a job seeker receives relating to employment and training services or resources offered through the one-stop delivery system.
Initial Assessment	A & DW	Assessment which determines the job seeker's immediate, usable, and marketable skills and barriers to employment through an evaluation and/or measurement of vocational interests, aptitudes, skill levels, previous education, work experience, income requirements and personal circumstances.
Labor Market Information	A & DW	Provision of workforce and labor market employment statistics information, including the provision of accurate information, relating to local, regional, and nation labor market areas, including job vacancy listings in labor market areas, information on job skills necessary to obtain the vacant jobs listed, and information relating to local occupation in demand and the earnings, skill requirement, and opportunities for advancement for those jobs.
Provider Performance Data	A & DW	Provision of performance information and program cost information on eligible providers of training services by program and type of provider.
One-Stop Information	A & DW	Provides information on the one-stop delivery system and services provided throughout the local workforce development area.
UI Filing Information	A & DW	Provision of information and assistance regarding filing claims for unemployment compensation, by which the one-stop must provide meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation.

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Program CAREER SERVICES- BASIC	Program	Definition
Program Coordination and Referral	A & DW	Provision of referral to and the coordination of activities with the other program and services including programs and services within the workforce system and when appropriate, other workforce development programs.
Labor Exchange Services	A & DW	Includes job search and placement assistance, and when needed by an individual, career counseling, including the provision of information on nontraditional employment and in-demand industry sectors and occupations. Also provides appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services not traditionally offered through the workforce system.
Workshops	A & DW	A facilitator-led, organized workshop intended to provide participants with knowledge of labor market information, skills assessment, applications/resume preparation, interviewing techniques, and job search techniques to enhance their search for employment.
Outreach/Intake	A & DW	A process for screening individual applicants for program eligibility or making level of need determinations; making an initial determination of what services (self- service, mediated or intensive) or program can best benefit the applicants; providing information about services, program eligibility, and the availability of those services, and the routing or selecting of individual applicants for particular service deliver or program participation.
Assistance Establishing Eligibility for Financial Aid/FASFA	A & DW	Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.
Performance Information for the Local Area as a whole	A & DW	Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's one stop delivery system.
Visit with Career Planner/General	A & DW	Provides career counseling which may include staff assisted career guidance. If staff assisted will trigger inclusion as a participant.

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Program CAREER SERVICES- INDIVIDUALIZED	Program	Definition
Comprehensive and Specialized Assessments/ Diagnostic Testing/ In-Depth Interviewing and Evaluation	A & DW	Comprehensive and specialized assessments of skill levels and service needs of individuals, including; diagnostic testing and use of other assessment tools, in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
Development of and Individual Employment Plan	A & DW	Identify and plan appropriate goals, achievement objectives, and combination of services for the participant to achieve the goals, including information about eligible training providers.
Group Counseling	A & DW	Group counseling is a process where a collection of clients with similar issues or concerns meet as a group with one or more therapists, or other facilitators, to discuss those issues, and to learn about and share information and solutions about those issues.
Individual Counseling	A & DW	Individual counseling is counseling focused on the individual's immediate or near future concerns. Individual counseling is a one-on-one discussion between the counselor and the client, who is the person seeking treatment. The two form an alliance, relationship or bond that enables trust and personal growth.
Career Planning	A & DW	Provision of individualized counseling to clients to assist them in determining whether or not their existing skills are in demand in the local economy. If marketable skills are found to exist, the client should be directed to activities which assist him/her in obtaining job search skills or locating potential employment opportunities. If marketable skills do not exist, the client should receive information about skills which are in demand, the training needed to obtain employment in these occupations, and training assistance which can be provided by the WIOA program.
Short Term Pre-Vocational Skills Training (Work Habits/Skills Training)	WIOA	A classroom activity which provides adults and dislocated workers who have had little or no employment experience with a set of work habits and skills which are a prerequisite for participation in the work force. Training may include survival/daily living skills, positive work habits, attitudes and behavior, developing motivation and adaptability, learning coping and problem-solving skills and acquiring an improved self- image.

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Internship	A & DW	Activity designed to provide adults, dislocated workers and youth with the opportunity to gain work experience and an understanding of the requirements for successful job retention by working as an intern in a public, private not-for-profit or private for-profit entity. Internships may be paid or unpaid.
Program CAREER SERVICES-INDIVIDUALIZED	Program	Definition
Paid Work Experience	A & DW	This is an intensive activity designed to promote the development of good work habits and basic work skills for adults and dislocated workers who have never worked or who have been out of the labor force for an extended period of time. Work experience sites may be in the private for-profit, non-profit or public sectors. Labor standards apply in any work experience where the employee/employer relationship, as defined by the Fair Labor Standards Act, exists.
Unpaid Work Experience	A & DW	<p>This intensive activity is designed to promote the development of good work habits and basic work skills for participants who have never worked or have been out of the workforce for an extended period of time. It is a planned, structured learning experience that takes place in a workplace for a limited period and for which the participant is not paid.</p> <p>Work experience sites may be in the private for-profit, non-profit or public sectors. Labor standards apply in any work experience where the employee/employer relationship, as defined by the Fair Labor Standards Act, exists.</p>
Workforce Preparation Activities	A & DW	This service may include life skills workshops, financial literacy workshops, workshops dealing with the world of work, or workshops to remove barriers to employment. Each workshop should be directly related to the individual participant's goals and barriers.
Financial Literacy Education	A & DW	<p>Financial literacy services provided to customers to assist them during their participation in WIOA program which include:</p> <ul style="list-style-type: none"> a) Support to create household budgets, b) Initiate savings plans, and c) Make informed financial decisions about education, retirement, home ownership, or other savings goals.
Out-of-Area Job Search	A & DW	Activity which assists adults and dislocated workers to locate employment opportunities, who have skills which are in demand in other labor markets, but not in the local labor market. This includes the provision of access to job listings, telephones to contact employers and clerical assistance for the preparation of resumes and other documents.

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Program CAREER SERVICES- INDIVIDUALIZED	Program	Definition
English Language Acquisition and Integrated Education and Training	A & DW	English language acquisition is defined as a program of instruction designed to help eligible individuals who are English language learners achieve competence in reading, writing, speaking, and comprehension of the English language; and that leads to attainment of the secondary school diploma or its recognized equivalent; and transition to postsecondary education and training; or employment.
Asset Development	A & DW	Asset Development is a series of strategies that provide long-term benefits and have the potential to help people with disabilities improve their economic status, expand opportunities for community participation, and positively impact their quality of life experience.
Integrated Resource Team	A & DW	An Integrated Resource Team (IRT) is one of the key strategic service delivery components of the Disability Employment Initiative (DEI), a project of the US Department of Labor implemented in the workforce development system. The IRT approach involves diversified service systems coordinating services and leveraging funding in order to meet the needs of an individual jobseeker with a disability.
Personal Counseling	A & DW	<p>Personal counseling services provided to customers to assist them in their participation in a WIOA- funded program or to retain employment that was gained through WIOA participation. Services may include, but are not limited to:</p> <ul style="list-style-type: none"> a) Assisting participants in realistically assessing their abilities, needs and potential, b) Providing assistance in the development of a customer's vocational goals and the attainment of those goals, c) Assisting customers with any personal problems which arise during the course of program participation or on the job after employment has been achieved, d) Parental/spousal involvement services, and e) Referral to other agencies which provides different or more comprehensive counseling services.

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Job Search Skills Training	A & DW	Job search skills services provide information for clients designed to assist them in successfully searching for employment. Services may include but are not limited to; classes in resume writing, applying for jobs, skills for interviewing with future employers, Computer Literacy skills, career awareness, labor market information and on demand job information that will assist clients in finding a job that is relevant to their skill set and experience level.
Holding	A & DW	Activity which allows a customer to be held without receiving training or services if his or her program is interrupted due to illness or other unforeseen circumstances and during normal breaks in the academic or vocational training schedule. A customer may also be enrolled in this activity when they have completed all of their other activities and are awaiting exit. This activity cannot be used to enroll a customer into a title and is limited to 180 days except under special circumstance.

Program Activity SAME-DAY SERVICES/ CAREER SERVICES- INDIVIDUALIZED	Program	Definition
Career Planning (Vocational Counseling)	A & DW	Provision of individualized counseling to clients to assist them in determining whether or not their existing skills are in demand in the local economy. If marketable skills are found to exist, the client should be directed to activities which assist him/her in obtaining job search skills or locating potential employment opportunities. If marketable skills do not exist, the client should receive information about skills which are in demand, the training needed to obtain employment in these occupations, and training assistance which can be provided by the WIOA program.
Case Management	A & DW	Case management is a process for ensuring that a participant's training and service needs are met over the course of his/her participation in the WIOA Title 1B program. Case management involves periodic review of progress toward mutually agreed upon training and employment goals and, if necessary, referral to training and/or services available from non-WIOA sources or revisions in the training/services needed by the participant to achieve the desired program outcome.
Guidance and Counseling	A & DW	Provision of counseling services to youth based on an indication of need during the assessment process. This includes alcohol and drug abuse counseling as well as referrals to counseling.
Individual Job Development	A & DW	Activity in which the customer and case manager or placement specialist work together to identify employment opportunities in the local labor market that are appropriate for the individual's skill set and training.

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Job Club	A & DW	Job clubs provide resource materials on job openings and job search skills as well as descriptive materials about vocations and the skills sets that are required to successfully gain employment. They may also provide group activities which support customers in the conduct of an independent job search.
Job Referral and Placement Services	A & DW	Individualized assistance by a counselor who matches a participant with existing job openings which are related to the customer's prior job experience or with the training program the individual has completed. Case managers also provide training in job search techniques, interview preparation and discuss the interview process after an interview has been completed.
Federal Job Referral and Placement Services	A & DW	Individualized assistance by a counselor who matches a participant with existing federal job openings which are related to the customer's prior job experience or with the training program the individual has completed. Case managers also provide training in job search techniques, interview preparation and discuss the interview process after an interview has been completed.

Program Activity SAME-DAY SERVICES/ CAREER SERVICES- INDIVIDUALIZED	Program	Definition
Other Job Search Assistance	A & DW	Any activity with relates to the job search process and has not been previously described.
Out-of-Area Job Search	A & DW	Activity which assists adults and dislocated workers to locate employment opportunities, who have skills which are in demand in other labor markets, but not in the local labor market. This includes the provision of access to job listings, telephones to contact employers and clerical assistance for the preparation of resumes and other documents.
Relocation	A & DW	Services provided to an adult or dislocated worker who has secured employment outside the local labor market area and require assistance in moving to their new job site. The customer's Individual Employment Plan must support provision of this type of assistance.
Screened Referral	A & DW	Activity in which LWIA staff works with employers in the local labor market to identify adults and dislocated workers whose training qualifies them for available jobs. Customers who are selected during this process are then referred to the appropriate employer for potential placement.

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Self-Directed Job Search	A & DW	Activity in which the customer has primary responsibility for the job search process including locating relevant job openings and setting up interviews with potential employers. Individual counseling should be available to the customer on a periodic basis to provide feedback on and assistance for the customer's job search. The customer should also have access to job listings, telephones and clerical support to assist in his or her job search.
Program Activity YOUTH SERVICES	Program	Definition
Alternative School Program	Youth	Activity to enable youth who have not been making satisfactory progress in mainstream secondary school programs to participate in an alternative school program. The goal of this activity is to ensure that these youth have the opportunity to gain the academic skills necessary to successfully compete for employment in the local labor market or enter a certificate or degree program.
Leadership Development	Youth	Activity which provides youth with opportunities that encourage responsibility, employability and other positive social behaviors such as: <ul style="list-style-type: none"> a) Exposure to post-secondary educational opportunities; b) Community and service learning projects; c) Peer-centered activities including peer mentoring and tutoring; d) Organizational and teamwork training including team leadership training; e) Training in decision making; or f) Citizenship training including parenting and work behavior training and budgeting of resources.
Mentoring	Youth	Activity that provides on-going one-to-one counseling and assistance to a youth for the purpose of encouraging the youth to remain in school, remain drug and alcohol free, and gain the academic and social skills necessary to successfully enter the labor force. This activity must begin during the youth's participation in the program and should continue for a minimum of 12 months.
Tutoring	Youth	Activity which is oriented to providing youth with assistance in learning to be successful in school. May include study skills training, dropout prevention and other forms of assistance that contribute to attainment of a secondary school diploma.

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Paid Work Experience	Youth	This is an activity designed to promote the development of good work habits and basic work skills for youth who have never worked or who have been out of the labor force for an extended period of time. It is a planned, structured learning experience that takes place in a workplace for a limited period and for which the participant is paid. Work experience sites may be in the private for-profit, non-profit or public sectors. Labor standards apply in any work experience where the employee/employer relationship, as defined by the Fair Labor Standards Act, exists. Types of work experiences are Summer Youth Employment, Pre-Apprenticeship, Internships and Job Shadowing, and On-the-Job Training.
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Program Activity YOUTH SERVICES	Program	Definition
Unpaid Work Experience	Youth	This is an activity designed to promote the development of good work habits and basic work skills for youth who have never worked or have been out of the workforce for an extended period of time. It is a planned, structured learning experience that takes place in a workplace for a limited period and for which the participant is not paid. Work experience sites may be in the private for-profit, non-profit or public sectors. Labor standards apply in any work experience where the employee/employer relationship, as defined by the Fair Labor Standards Act, exists. Types of work experiences are Summer Youth Employment, Pre-Apprenticeship, Internships and Job Shadowing, and On-the-Job Training.
Apprenticeship	Youth	A training activity in which a registrant is enrolled in a WIOA apprenticeship training program which meets the criteria contained in the National Apprenticeship Act of 1937. DOL DEFINITION: Apprenticeship is a combination of on-the-job training and related instruction in which workers learn the practical and theoretical aspects of a highly skilled occupation. Apprenticeship programs can be sponsored by individual employers, joint employer and labor groups, and/or employer associations. http://www.dol.gov/dol/topic/training/apprenticeship.htm
Internship	Youth	Activity designed to provide youth with the opportunity to gain work experience and an understanding of the requirements for successful job retention by working as an intern in a public, private not-for-profit or private for-profit entity. Internships may be paid or unpaid.

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Public Sector OJT	Youth	<p>Training activity in which a participant who has basic skills, but lacks job-specific skills is hired on a full or part-time basis by a public sector employer on a partial wage reimbursement basis. During the training program, the client engages in normal, productive work which enables him or her to gain the skills and knowledge necessary to retain employment at program end or obtain other employment where the skills learned can be utilized.</p> <p>In addition, OJT contracts for youth enrolled in WIOA Title 1B must meet all of the criteria specified in Section 264(d)(3)(C) of the Amended Act and Section 268.804(j) of the Interim Final Rules. These requirements include:</p> <ul style="list-style-type: none"> a) Each participant must be paid a wage which equals or exceeds the average wage at placement in the service delivery area for Title 1B participants who entered employment; b) Each OJT must include a formal program of structured job training which provides participants with an orderly sequence of instruction in work maturity skills, general employment competencies and occupationally specific skills; and c) Except for interim periods, an individual who has not attained a high school diploma or its equivalent must enroll in and attend a school, high school equivalency program or alternative course of study which has been approved by the local educational agency.
Private Sector OJT	Youth	Training activity in which a participant is trained by a private sector employer, but unlike a Public Sector OJT, they are not hired by the employer nor do they get paid wages during the training activity.
Program Activity YOUTH SERVICES	Program	Definition
Occupational Skills Training	Youth	This is defined as structured, competency-based activities, usually with a set curriculum or learning plan that teaches the learner job specific skills needed to perform actual tasks and functions required by particular jobs or occupational clusters.
Personal Counseling	Youth	<p>Personal counseling services provided to customers to assist them in their participation in a WIOA- funded program or to retain employment that was gained through WIOA participation. Services may include, but are not limited to:</p> <ul style="list-style-type: none"> a) Assisting participants in realistically assessing their abilities, needs and potential, b) Providing assistance in the development of a customer's vocational goals and the attainment of those goals, c) Assisting customers with any personal problems which arise during the course of program participation or on the job after employment has been achieved, d) Parental/spousal involvement services, and e) Referral to other agencies which provides different or more comprehensive counseling services

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Pre-Apprenticeship Training	Youth	Classroom training activity which provides a client with the skills necessary to enter an apprenticeship program.
Job Shadowing	Youth	Job shadowing is a work experience option where students learn about a job by walking through the work day as a shadow to a competent worker. The job shadowing work experience is a temporary, unpaid exposure to the workplace in an occupational area of interest to the student.
Entrepreneurial Skills Training	Youth	Training activity which provides participants with the skills necessary to obtain unsubsidized employment through self-employment including technical assistance in establishing the initial business operation.
Advanced Academic Training	Youth	An academic skills training activity for which provides clients who already possess basic skills competencies with additional training which: <ul style="list-style-type: none"> a) Enables them to meet more rigorous academic skill requirements for successful completion of an occupational training program; or b) Enables them to secure employment based on a combination of prior occupational skills and the academic training provided in this program
Basic Academic Training	Youth	Classroom training intended to increase basic reading and math skills above deficiency levels.
Program Activity YOUTH SERVICES	Program	Definition
Cooperative Training (Co-op Education)	Youth	Vocational training activity which, through written cooperative agreements between a school and an employer, permits participants to receive vocational training in the private sector. The educational and employment components of this program must be planned and supervised by the school and employer so that each contributes to the student's education and to his or her employability. Participation may not exceed 500 hours.
Dropout Prevention	Youth	<p>"Tutoring, study skills training, instruction, and dropout prevention services": Services include tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential."</p> <ul style="list-style-type: none"> a) Tutoring, study skills training and instruction that lead to a <i>high school diploma</i> are reported under this element. b) Secondary school dropout prevention strategies intended to lead to a high school diploma are reported under this program element.

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Dropout Recovery	Youth	“Alternative secondary school services or dropout recovery services”: Alternative secondary school services, such as basic education skills training, individualized academic instruction, and English as a Secondary Language training, are those that assist youth who have struggled in traditional secondary education. Dropout recovery services such as credit recovery, counseling and educational plan development, are those that assist youth <i>who have dropped out of school</i> .
English Language Proficiency	Youth	Training activity for participants whose inability to read, speak or write the English language constitutes a substantial barrier to their ability to find or retain employment. The goal of this activity is to raise the English language skills of participants to the point that they will be able to successfully complete a training program or find employment.
Equivalency (GED)	Youth	Activity which provides clients with the knowledge and skills necessary to successfully obtain a high school equivalency diploma.
Short Term Pre-Vocational Skills Training	Youth	Short-term prevocational services, including development of learning skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training. Business Internships and work experiences that are linked to careers.
Vocational Exploration	Youth	Vocational Exploration is the process of learning about yourself and the world of work, identifying and exploring potentially satisfying occupations and developing an effective strategy to realize goals.
Program Activity YOUTH SERVICES	Program	Definition
Remedial Training	Youth	An academic skills training for youth and adults whose lack of basic skills (including reading, writing, mathematics, and/or GED and ESL) constitutes a substantial barrier to their ability to find or retain employment. The goal of this program is to raise the client's basic skills to the point that the client is able to meet the general competency requirements for the local labor market of successfully completing an occupational skills training program.

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Education Offered Concurrently with Specified Workforce Preparation	Youth	<p>“Concurrent Conceptual Training” Refers to the integrated education and training model in which required education and training occur concurrently and contextually with workforce preparation activities and workforce training. Such a program element must describe how workforce preparation activities, basic academic skills, and hands-on occupational skills are to be taught within the same time frame and connected to training in a specific occupation, occupational cluster, or career pathway.</p> <p>Note: While programs developing basic academic skills, workforce prep activities/work experience, and occupational skills training can all occur separately and at different times, (and are thus counted under separate program elements), this program element refers to the <i>concurrent delivery of these services</i> which make up an integrated education and training model.</p>
Financial Literacy Education	Youth	<p>Financial literacy services provided to customers to assist them during their participation in WIOA program which include:</p> <ul style="list-style-type: none"> a) Support to create household budgets, b) Initiate savings plans, and c) Make informed financial decisions about education, retirement, home ownership, or other savings goals.
Program Activity YOUTH SERVICES	Program	Definition
Labor Market Information	Youth	Provision of workforce and labor market employment statistics information, including the provision of accurate information, relating to local, regional, and nation labor market areas, including job vacancy listings in labor market areas, information on job skills necessary to obtain the vacant jobs listed, and information relating to local occupation in demand and the earnings, skill requirement, and opportunities for advancement for those jobs
Job Search Skills Training	Youth	Job search skills services provide information for clients designed to assist them in successfully searching for employment. Services may include but are not limited to; classes in resume writing, applying for jobs, skills for interviewing with future employers, Computer Literacy skills, career awareness, labor market information and on demand job information that will assist clients in finding a job that is relevant to their skill set and experience level.
Holding	Youth	Activity which allows a customer to be held without receiving training or services if his or her program is interrupted due to illness or other unforeseen circumstances and during normal breaks in the academic or vocational training schedule. A customer may also be enrolled in this activity when they have completed all of their other activities and are awaiting exit. This activity cannot be used to enroll a customer into a title and is limited to 180 days except under special circumstance.

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Program Activity SAME-DAY SERVICES/ YOUTH	Program	Definition
Career Planning (Vocational Counseling)	Youth	Provision of individualized counseling to clients to assist them in determining whether or not their existing skills are in demand in the local economy. If marketable skills are found to exist, the client should be directed to activities which assist him/her in obtaining job search skills or locating potential employment opportunities. If marketable skills do not exist, the client should receive information about skills which are in demand, the training needed to obtain employment in these occupations, and training assistance which can be provided by the WIOA program.
Case Management	Youth	Case management is a process for ensuring that a participant's training and service needs are met over the course of his/her participation in the WIOA Title 1B program. Case management involves periodic review of progress toward mutually agreed upon training and employment goals and, if necessary, referral to training and/or services available from non-WIOA sources or revisions in the training/services needed by the participant to achieve the desired program outcome.
Guidance and Counseling	Youth	“Comprehensive Guidance and Counseling” Provision of counseling services to youth based on an indication of need during the assessment process. This includes alcohol and drug abuse counseling as well as referrals to counseling.
Job Club	Youth	Job clubs provide resource materials on job openings and job search skills as well as descriptive materials about vocations and the skills sets that are required to successfully gain employment. They may also provide group activities which support customers in the conduct of an independent job search.
Job Referral and Placement Services	Youth	Individualized assistance by a counselor who matches a participant with existing job openings which are related to the customer's prior job experience or with the training program the individual has completed. Case managers also provide training in job search techniques, interview preparation and discuss the interview process after an interview has been completed.
Prep for Transition to Postsecondary Education Training	Youth	“Postsecondary preparation and transition activities” Activities that help youth prepare for transition to postsecondary education and training. Activities prepare ISY and OSY for advancement to postsecondary education of attaining a high school diploma or its recognized equivalent. These services include exploring postsecondary education options including technical training schools, community colleges, 4-year colleges and universities, and registered apprenticeship. Additional services included but are not limited to, assisting youth to prepare for SAT/ACT testing; assisting with college

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Self-Directed Job Search	Youth	Activity in which the customer has primary responsibility for the job search process including locating relevant job openings and setting up interviews with potential employers. Individual counseling should be available to the customer on a periodic basis to provide feedback on and assistance for the customer's job search. The customer should also have access to job listings, telephones and clerical support to assist in his or her job search.
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Program Activity SUPPORTIVE SERVICES	Program	Definition
Cash Incentives/ Stipends	A & DW Youth	Cash payments to youth who are enrolled in a training program for the purpose of providing an incentive to continue his or her participation. In order to qualify for such payments, a youth must be meeting or exceeding defined performance and attendance criteria. If a customer is enrolled in any other program which provides financial assistance such as paid work experience or on-the-job training, then cash incentives/stipends are not appropriate.
Child/ Dependent Care	A & DW Youth	Services provided to a customer to permit his/her participation in a WIOA-funded core, intensive or training program or their retention of a job gained through WIOA participation by ensuring that children or other dependents of the customer are properly cared for during the period of time a customer is in training or at work. Assistance may include child/adult day care or after school programs which are in- home or outside the home. Child care usually includes supervision and shelter and may include meals and transportation.
Program Activity SUPPORTIVE SERVICES	Program	Definition

IWDS - SERVICES

Health Care	A & DW Youth	<p>Services provided to a customer to permit him or her to participate in a WIOA-funded core, intensive or training program or retain employment that was gained through WIOA participation by ensuring that needed health services are made available. Health care services may include, but are not limited to:</p> <ul style="list-style-type: none"> a) Physical examination required for participation in training or as a condition of employment; b) Provision of eyeglasses; c) Essential dental services; d) Special services and materials for handicapped participants which are not available from the e) Department of Rehabilitation Services or other publicly funded agency; f) Drug alcohol abuse counseling; and g) Other health care that is necessary for the program.
Housing Assistance	A & DW Youth	Supportive service which assists customers in maintaining or obtaining adequate shelter for themselves and their families while they are a program participant.
Needs Related Payments	A & DW	<p>Adults and dislocated workers and Out-of School youth may receive financial assistance for the purpose of enabling them to participate in training as long as they meet the requirements.</p> <p>Adults must meet the following requirements in order to be eligible for needs-related payments:</p> <ul style="list-style-type: none"> a) Be unemployed, and b) Not qualify for or have ceased to qualify for unemployment compensation, and c) Be enrolled in a Title 1 training program. <p>Dislocated workers must meet a more stringent set of requirements including:</p> <ul style="list-style-type: none"> a) Be unemployed, and b) Have ceased to qualify for unemployment compensation or trade adjustment allowance under Trade or NAFTA-Trade; and c) Be enrolled in a WIOA Title 1 training program by the end of the 13th week after the most recent layoff that resulted in a determination of the individual's eligibility as a dislocated worker, or d) By the end of the 8th week after the worker was informed that a short-term layoff would exceed e) 6 months. or f) Be unemployed and does not qualify for unemployment compensation or trade readjustment assistance under Trade-NAFTA-Trade. <p>The phrase "enrolled in a Title 1 training program" means that the customer's application for training has been approved and the training institution has furnished written documentation that the individual will begin an approved training program within 30 days.</p>
Program Activity SUPPORTIVE SERVICES	Program	Definition

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Other Supportive Services	A & DW Youth	Other supportive services that are made available to customers to enable their participation in a WIOA-funded core, intensive or training program or to assist them in retaining a job gained through WIOA participation. These may include, but are not limited to: <ul style="list-style-type: none"> a) Meals; b) Temporary shelter; c) Tools, uniforms or equipment needed for training or employment; or d) Other reasonable expenses to permit a customer to participate in the WIOA program or keep his or her job.
Transportation	A & DW Youth	Services provided to a customer to permit his/her participation in a WIOA-funded core, intensive or training program or retention of a job gained through WIOA participation by ensuring that he or she has the ability to make the trip from his or her residence to the training or employment site (and child care site, if necessary) and back. Assistance may include the cost of public transportation or mileage reimbursement if the customer is using his or her own automobile for transportation purposes.

Program Activity FOLLOW-UP SERVICES	Program	Definition
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IWDS - SERVICES

Follow-up Services	A & DW Youth	<p>Activity which is designed to provide continuing support to adults and dislocated workers who entered employment and to all youth who have exited the program.</p> <p>Follow-up services for adults and dislocated worker participants who are placed in unsubsidized employment must be provided, for not less than 12 months after the first day of the employment, as appropriate. One type of appropriate follow-up service includes counseling regarding the workplace.</p> <p>Follow-up services must be provided to all youth participants for not less than 12 months after program completion. Services may exceed 12 months at the local board's discretion. The appropriate set of follow-up services is dependent on the needs of the individual participant. The scope of services may be less intensive for youth who only participated in the summer youth employment program.</p> <p>Services for youth may include:</p> <ul style="list-style-type: none"> a) Leadership development; b) Supportive services; c) Regular contact with the youth's employer including assistance in addressing work-related problems; d) Assistance in securing better paying jobs, career development and further education; e) Work-related peer support groups; f) Adult mentoring; and g) Tracking the progress of the youth in employment after training.
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