America's OSOS
One-Stop Operating System
NV PROD v6.4.04

NJCOS:

WIA Data and Performance

Desk Reference

2015

WIOA changes are in progress

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Workforce Investment Act (WIA) reporting requirements are established through state and federal guidelines. The Nevada Job Connect Operating System (NJCOS): WIA Data and Performance Desk Reference are intended to provide basic explanation and summarize the data entry requirements. The reports generated from NJCOS rely on the integrity of the data entered by the providers and system end users. As reporting requirements change, the system may be modified to meet the requirements which require ongoing review and update of this guide.

Grantees are required to maintain standardized individual records on the characteristics, activities, outcomes and services provided to participants in WIA Title 1B Adult, Dislocated Worker (DW), Youth and National Emergency Grants (NEG). This is covered in depth with the Technical Assistance Guidance 15-1 found here: http://detr.state.nv.us/worforce_investment_pages/Technical_Assistance_Guides.htm

NJCOS Web Address: https://nvos.state.nv.us

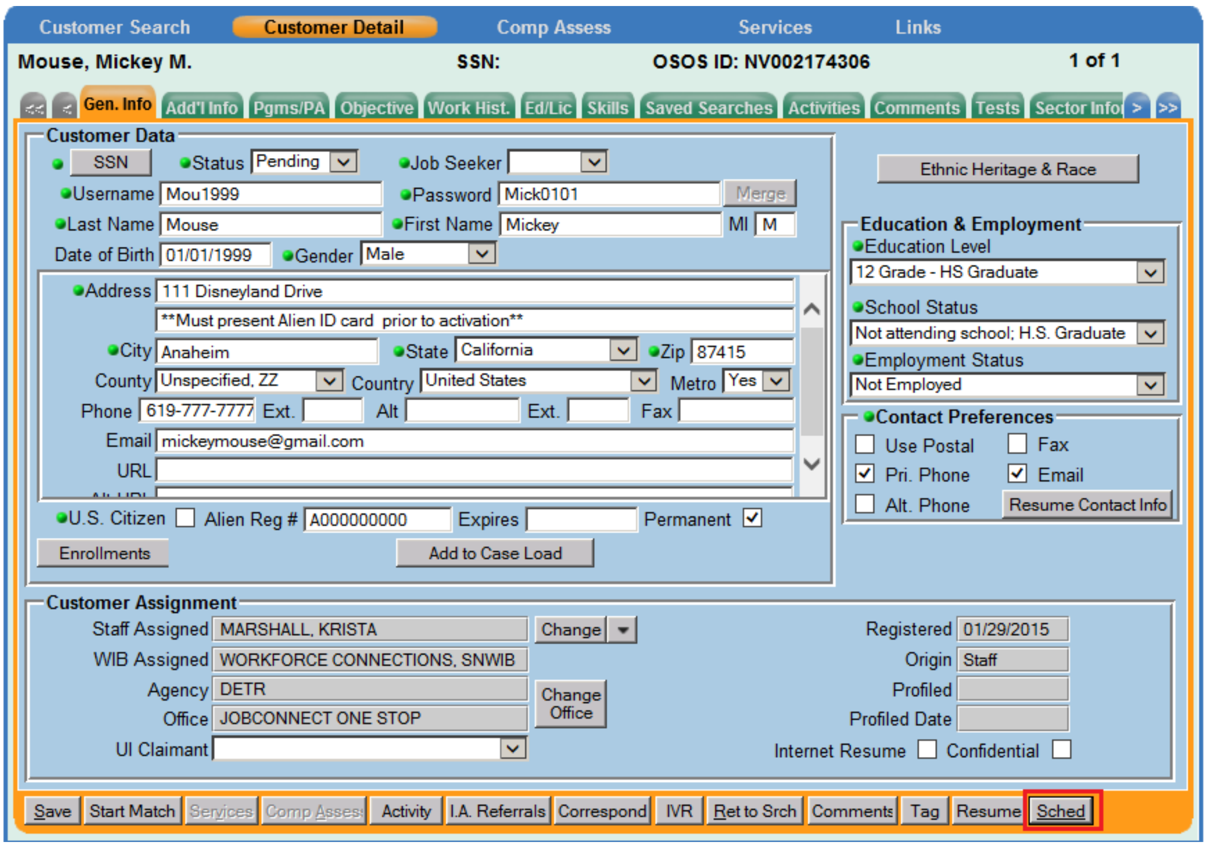
Staff Detail Inbox Appointment and Reminders:

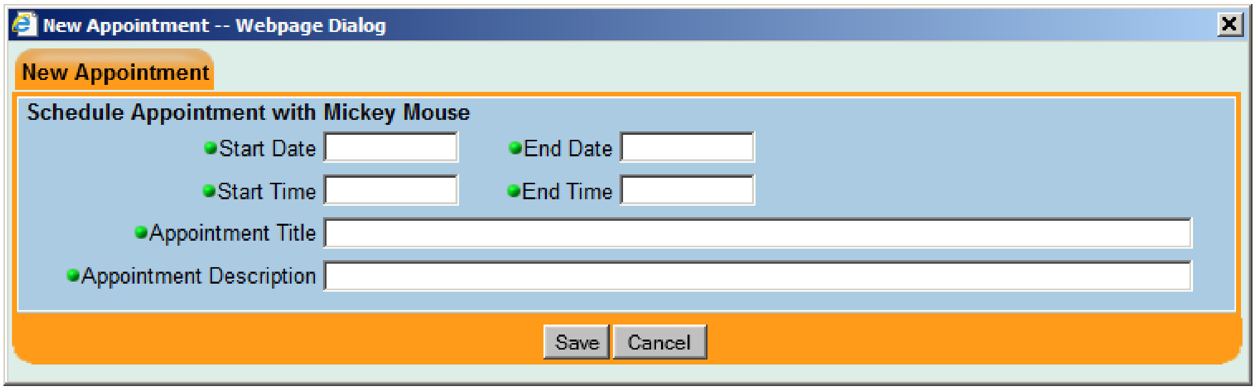
The Inbox is used for scheduling appointments for Customers or Employers and also to provide helpful automatic system generated reminders for efficient case management and follow-up.

Appointment Scheduling

1. From the Customer Detail Gen. Info tab click on **Schedule** button and the **New Appointment** box will appear.

(Note: Employer Schedule button is found on the Employer Detail /Contact Info tab)





2. Complete all fields in New Appointment box and click **SAVE**.

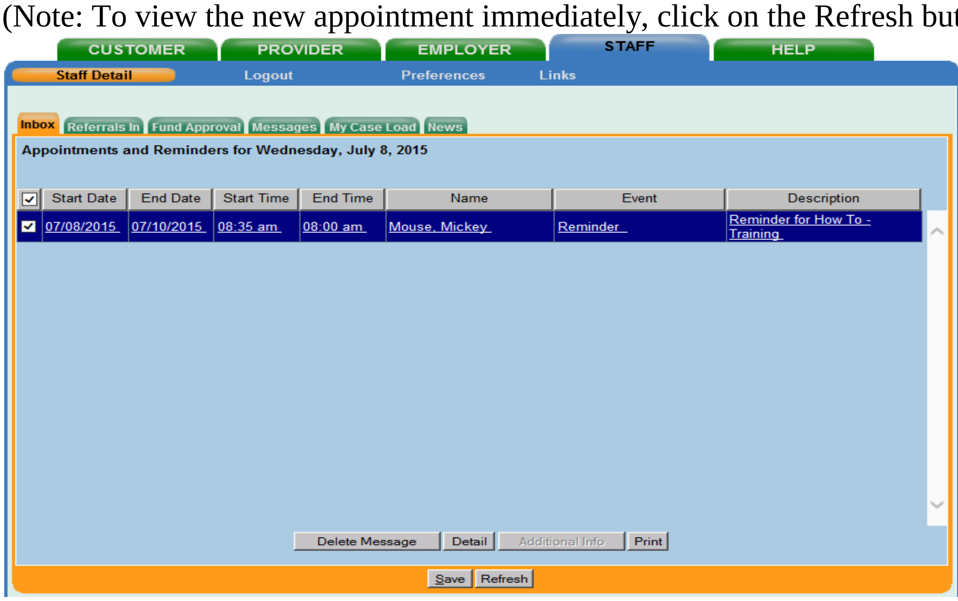
New Appointment popup fields' data entry format follows:

Start Date: Two-digit month, two- digit day and a four-digit year (mmddyyy)
End Date: Two-digit month, two- digit day and a four-digit year (mmddyyy)
Start Time: Two-digit hour, two-digit minutes follow by AM or PM (hh:mm AM)
End Time: Two-digit hour, two-digit minutes follow by AM or PM (hh:mm PM)
Appointment Title: enter the type of appointment using 5 to 35 characters in length
Appointment Description: enter a brief description of the appointment 5 to 45 characters in length

Appointment and Reminder Viewing

To view appointments/reminders click on the Staff tab and then the Inbox tab.

(Note: To view the new appointment immediately, click on the Refresh button)



(Note: The Inbox automatically appears after staff login to NJCOS)

Using the Inbox

The Inbox displays the following information for each listed entry:

Start Date: This column displays the scheduled start date for the appointment or event.

End Date: This column displays the scheduled ending date for the appointment or event.
Start Time: This column displays the scheduled start time for the appointment or event.
End Time: This column displays the scheduled ending time for the appointment or event.
Name: This column displays the customer or employer contact name associated with the appointment or event.
Event: This column displays the event name (e.g., appointment, start date/service reminder, etc.) associated with the appointment or event.
Description: This column displays a description of the appointment or event.

<u>Descriptions of the Automatic Reminder - System-Generated Inbox Events:</u>

System-Generated reminders automatically arrive in the Staff Inbox when the following NJCOS Services Module dates occur:

On the day before the next contact date of a service the event description is "Service Review".

On the day of a service planned end date the event description is "Service should end today".

On the day of a service planned start date the event description is "Service should start today".

On the day after the service planned end date and the service has no actual end date the event description is "Service should have ended".

On the 60^{th} day after the service actual end date the event description is "No WIA- funded services for 60 days".

On the day before the next planned end date of an Achievement Objective the event description is "Achievement Objective to end".

On the day before the next planned start date of an Achievement Objective the event description is "Achievement Objective to start".

On the day of the planned end date of an Achievement Objective the event description is "Achievement Objective should end today".

On the day of the planned start date of an Achievement Objective the event description is "Achievement Objective should start today".

90 days from the actual end date of an Achievement Objective the event description is "Follow up".

120 days from the actual end date of an Achievement Objective the event description is "Follow up".

On the day before the evaluation date of an Achievement Objective the event description is "Objective/Service Review".

On the day after the Achievement Objective planned end date and the objective has no actual end date the event description is "Missed Achievement objective end date".

On the day after the Achievement Objective planned start date and the objective has no actual start date the event description is "Missed Achievement objective start date".

Enrollments that have all services and Achievement Objectives completed in which 60 days have passed beyond the last actual end date the event description is, “No <program> (program = WIA, Trade, ect.) funded services for 60 days”.

300 Days after the Literacy/Numeracy Pre Test Date the event description is “Post Test should be given”.

21 days from the date an unfunded Service is entered the event description is “Unfunded Service Started MM/DD/YYYY”.

Viewing Detail Records

The Detail button, located below the Inbox list, is used to view the customer or employer detail record associated with any listed Inbox entry.

1. Check mark the desired Inbox list entry. The entry will be highlighted to indicate that it is selected.

2. Click the Detail button below the list. The appropriate detail window (Customer Detail or Employer Detail) will appear, displaying the detail record associated with the selected Inbox entry.

Deleting Inbox Entries

The Delete Message button, located below the Inbox list, is used to delete Inbox entries.

2. Click on the Inbox list entry to be deleted. The entry will be highlighted to indicate that it is selected.

3. Click the Delete Message button below the list. A confirmation window will appear.

4. In the confirmation window, click OK to delete the selected message, or Cancel.

5. Click the Save button at the bottom of the Staff Detail window.

Printing Inbox Entries as a List

1. Click the Print button. A Print Preview pop-up window will appear which is used to view the list of inbox entries, as it will be printed.

2. In the pop-up window, click the Print button. To cancel the operation, click Cancel.

3. The computers Print pop-up will appear and then click on the “Print” button.

Customer Search:

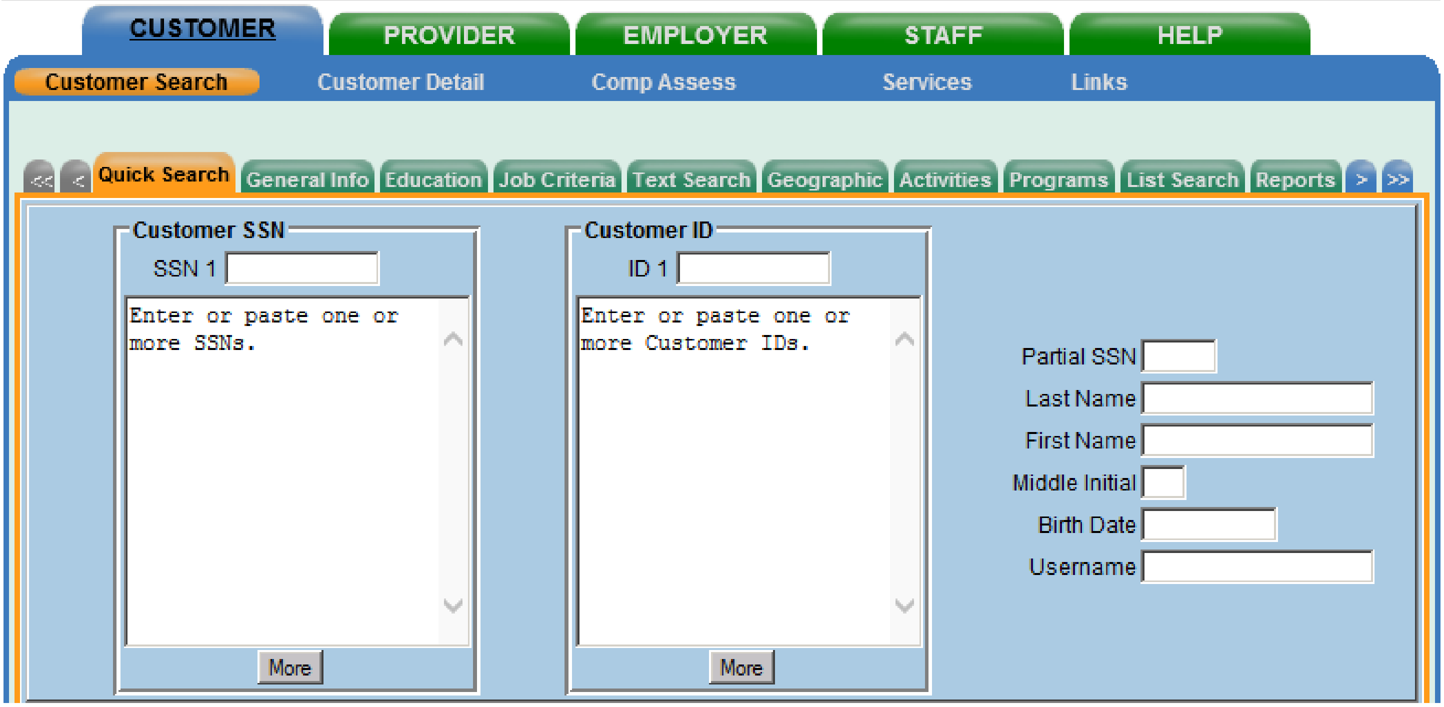
Customer Search module has the following search functions: Quick Search, General Info, Job Criteria, Text Search, Geographic, Activities and Programs.

Quick Search is used to find existing records. The following are unique search criteria:

Customer SSN, Customer ID and Username: User may only use one of these three choices at a time.

Partial SSN the last four of the SSN may be used.

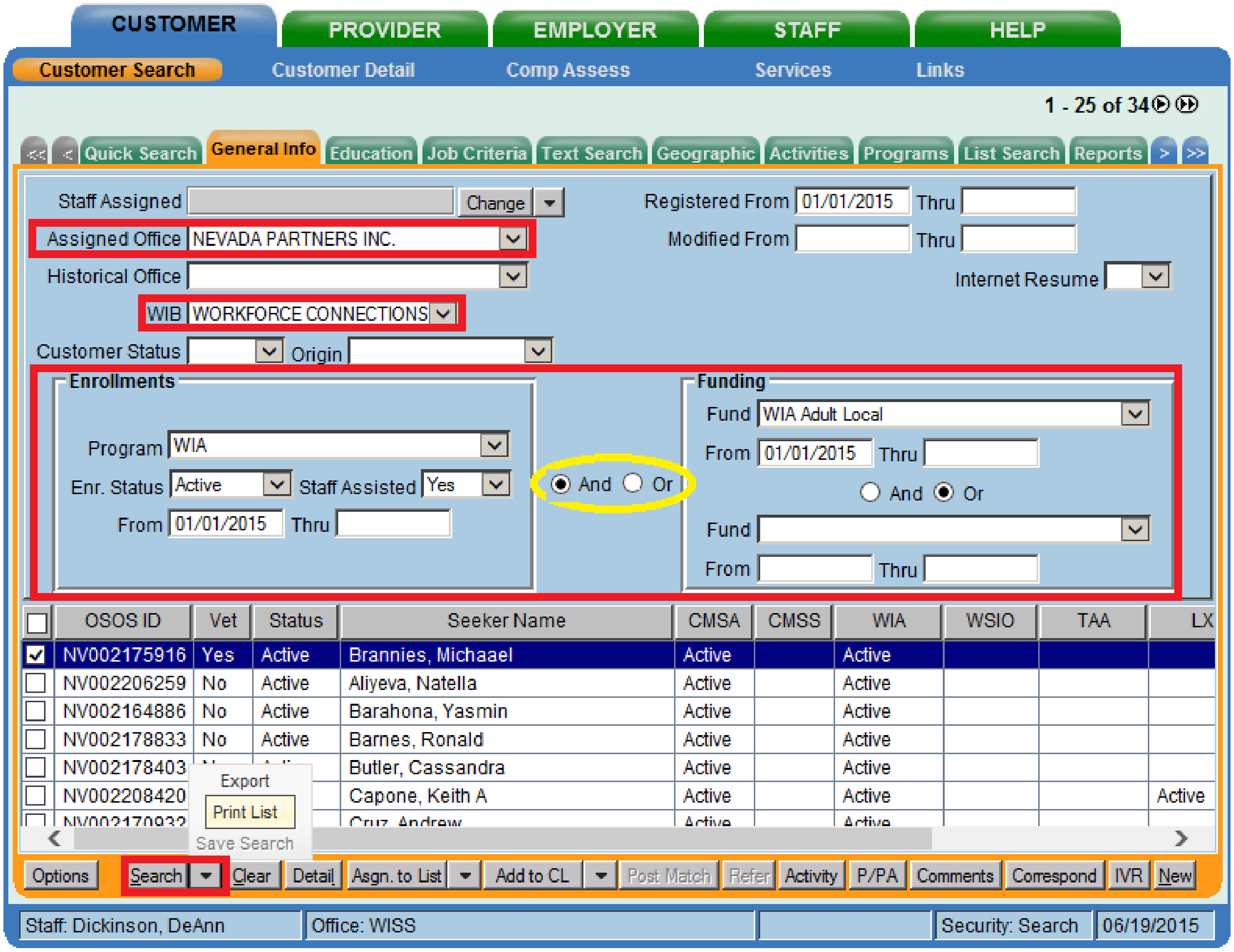
Tip: When searching by the Customer ID the State Prefix NV is no longer required.



The following search tabs and fields can be used in combination to provide the ability to drill down to specific populations**:**

Last Name, First Name, Middle Initial and **Birth Date**.

General Info: Staff Assigned, Assigned Office, Historical Office, WIB, Customer Status, Origin, Registered From/Thru or Modified From/Thru dates, Enrollments, and Funding. This tab has advanced search capabilities for example the ability to zone in on records in a particular office, assigned to a specific staff member and/or WIB and different types of enrollments. In the example on the next page the assigned office is Nevada Partners, Inc., Workforce Connections as the WIB, registered from 1/1/2015, enrolled in WIA, Active from 1/1/2015 AND is receiving funding for WIA Adult Local from 1/1/2015, notice the "and/or" option. In addition to the advanced search feature it is designed to **Print List** and/or **Export** data into a report. Export feature will populate an excel report. See highlighted areas below.



Tip: Selecting the ENTER key within the SEARCH modules will now launch the search function.

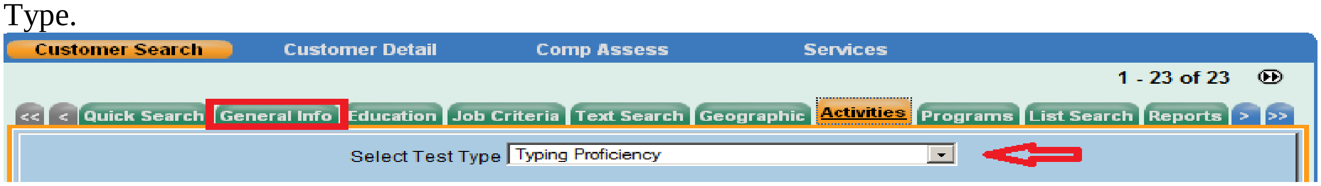
Education: Education Level and Driver's License Required.

Job Criteria: Up to 4 O*Net Titles, Desired List of Employers, Experience, Starting Pay, Work Week (Part time, Full time or both) Duration, Job Seeker Status and Shift preferences.

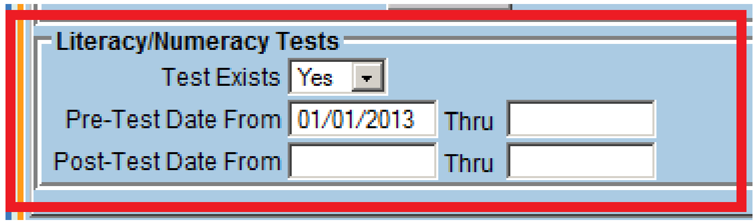
Text Search: Using key word search for client Objective, Skills and Job Titles.

Geographic: Up to 5 each of Assigned Offices, Counties, and Zip Codes

Activities: Select Test Type drop down choices. Activity, Staff, and From/Thru dates (works together to pull staff activity by date). Searches can also be conducted by Test Type for example in this scenario a search was conducted by selecting an Assigned Office or Staff Assigned on the General Info tab and by selecting a specific Test Type.



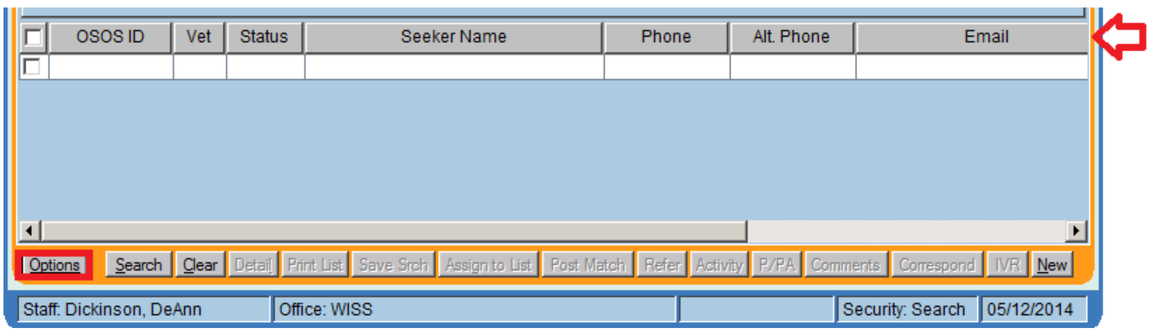
Searches can also be conducted by Literacy/Numeracy Tests for example in this scenario selecting an Assigned Office or Staff Assigned on the General Info tab and by selecting Yes for Test Exists, the user could then drill down based on Pre-Test and/or a Post Test timeframes.



Programs: *Military Service:* Veteran Status, Veteran Era, Recently Separated, and Service Disability. *Program Qualification:* UI-claimant Status, Lower Living Std (standard), Migrant Status, and Profiled (UI claimants). *Programs/Public Assistance:* Up to four drop down choices for all options from the Customer Detail/ Programs PA tab. *Work History*: (TAA) Petition # and Rapid Response (RR) Event #.

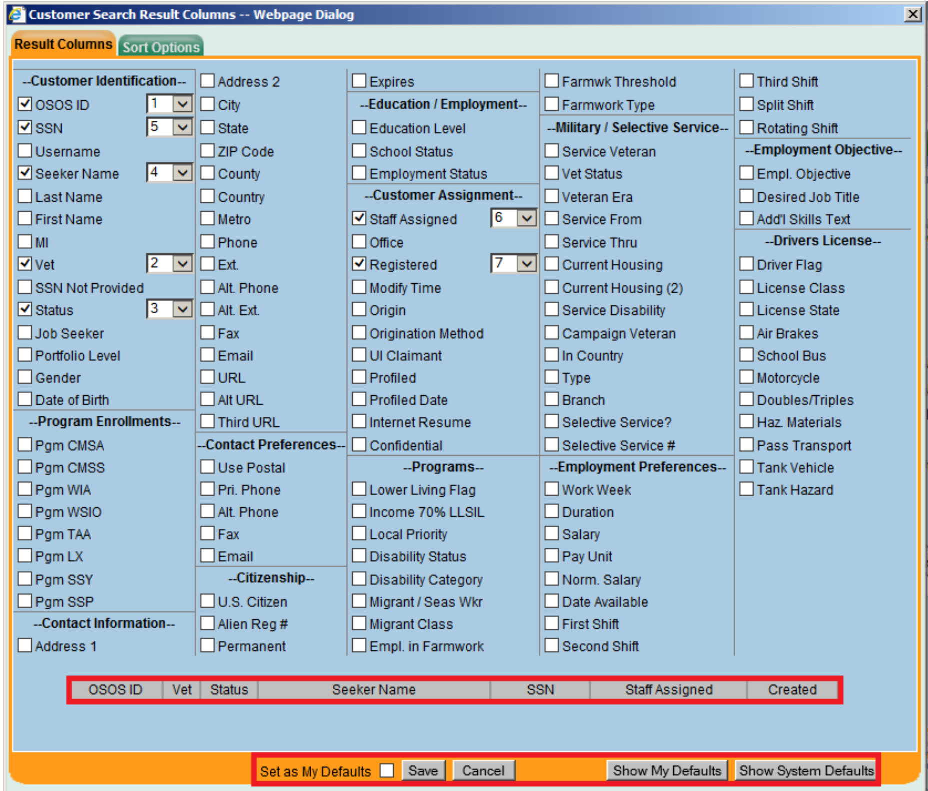
List Search: Lookup Lists of customers created by case manager, office, and all offices.

The bottom left corner of Customer Search provides the **Options** button.

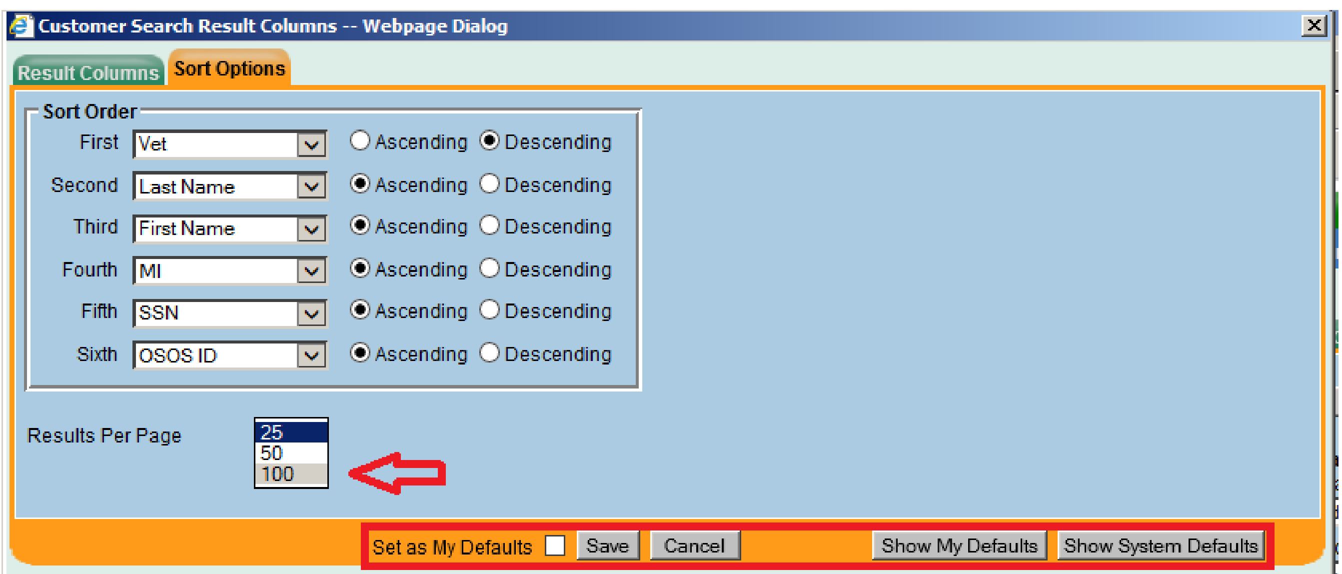


Customer Search Result Columns can be personalized and/or preferences set as to what type of data will populate on the display bar.

Click on the **Options** button. There are two sub tabs, **Result Columns** and **Sort Options**. Within the Result Columns staff can select or de-select the check boxes based on preference. The drop-down numbers represent the order in which the columns display. Select **Set as My Defaults** and **Save** to save the selection preferences as your default settings. Click **Show System Defaults** to reset or **Cancel** to close window.



The **Sort Options** can be changed to modify the **Sort Order** and number of **Results Per Page**. Select **Set as My Defaults** and **Save** to save the selection preferences as your default settings. Click **Show System Defaults** to reset or **Cancel** to close window.



Customer Detail:

The **Customer Detail** includes the following tabs:

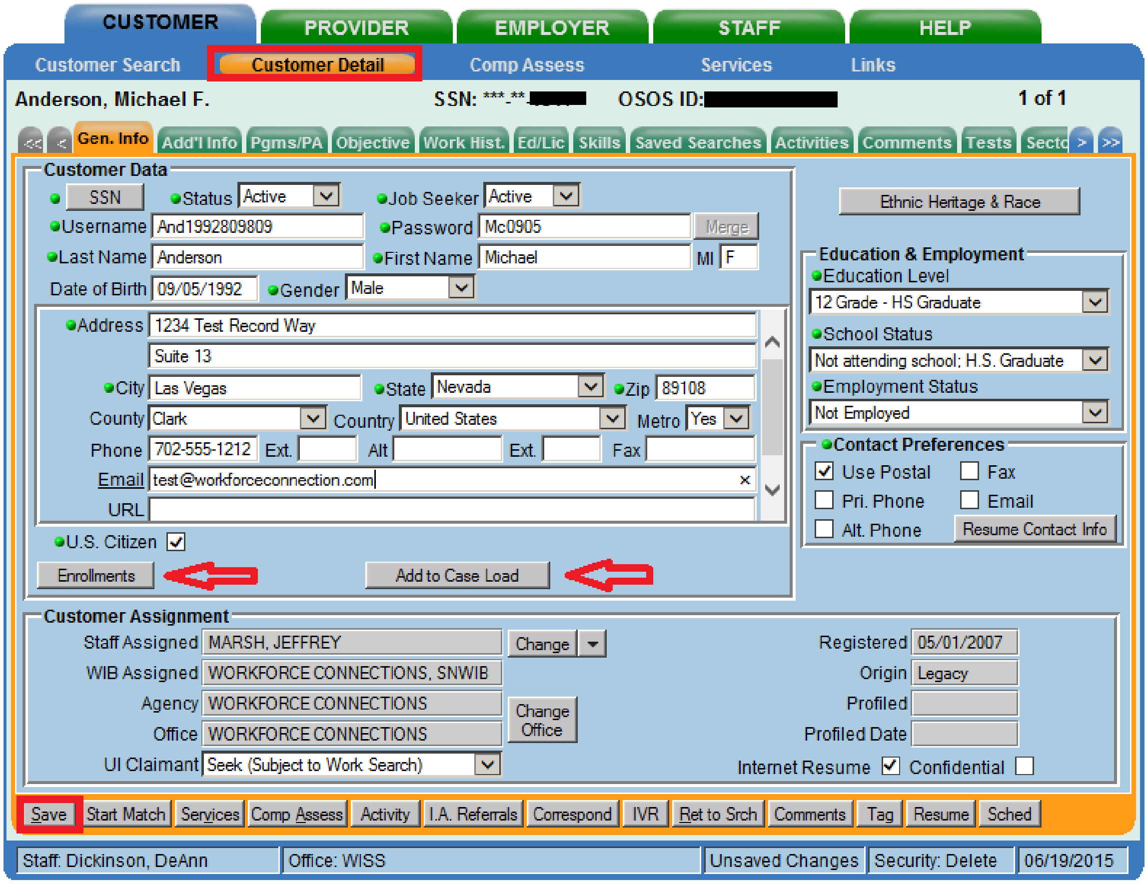
- Gen. Info
- Add'l Info
- Pgms/PA
- Objective
- Work Hist.
- Ed/Lic
- Skills
- Saved Searches
- Activities
- Comments
- Tests
- Sector Information
- REA Reemployment

Customer Detail collects participant demographic, contact information as well as performance and reporting elements. This needs to be completed using the most current information. Customer Detail information is used for matching the customer to jobs, determining eligibility for workforce programs in addition to reporting elements. Assess performance by area and provider and to report accurate WIA program services. The demographic and performance measure results are sent to the Department of Labor (DOL).
Many fields as outlined below must be completed. Accuracy is critical as they must match information stored in participant case files and case notes for Data Element Validation (DEV), a function of WIA Reporting thru the Workforce Investment Act Standardized Record Data (WIASRD). Not all DEV elements are identified in this manual. For a full list of DEV requirements, reference the WIA Data Element Validation Instructions and Source Documentation.

Gen. Info:

All items with a green dot ● are mandatory fields. Some additional information that does not have a green dot is required for reporting as identified below. When creating a new record/registration the first 7 tabs/screens are required in order to save. Please see next page for specific details.

Tip: Click on Enrollments button for a quick glance. Click on Add to Case Load to utilize the My Case Load functionality. To retrieve "My Case Load" entries, utilize the Staff module and click on the My Case Load tab.



New customer records that are created through the interface with the Unemployment System (UINV) are assigned a default username and password. The username will be created by using the first three (3) letters of the customer last name, the year of birth and 3 randomly assigned numbers in duplication. The password will be created using the first three (3) letters of the customer first name with the month/date of birth, it is highly recommend that the username and password be changed to something familiar to the client. (see example below):

Job Seeker Name: Michael Anderson
Job Seeker Birthday: 09/05/1992
Username: And1992809809
Password: Mic0905

For security and NJCOS self-service access reasons, staff should update the **Username** and **Password** to the client's choice.

The **Username** is case sensitive, 6-80 character field. The **Password** is case sensitive, 6-12 characters. Do not use special characters.

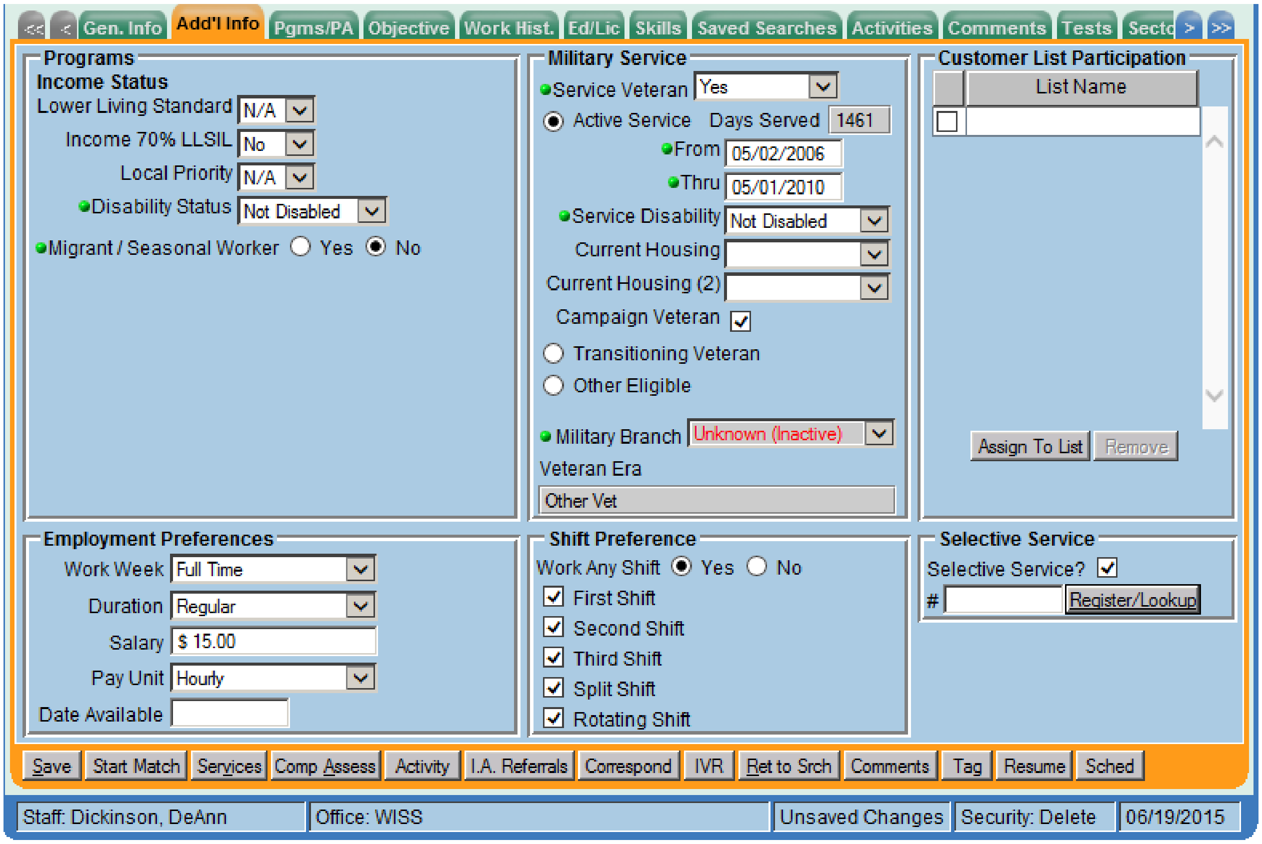
- **SSN:** Must be filled in. If the client declines to give their SSN, leave the field blank and check the Not Disclosed box at the bottom of the SSN pop-up window. This removes the client from reporting due to the inability to wage match. ***(Required for all WIA participants)***
- **Status:** Must be changed to Active prior to saving any updates.
- **Job Seeker: *(Required for all WIA)***
    - Active – if customer is seeking a job
    - Inactive – if customer is in a long-term training program or unavailable to work for a period of time.

- **Date of birth:** Required for enrollment ***(Required for all WIA)***
- **Gender:** Required for enrollment ***(Required for all WIA)***
- **Address/City/State/Zip:** Verify this information is current and valid.
- **Phone:** Two numbers are preferred: Primary & Alternate.
- **U.S. Citizen:** If customer is not a U.S. citizen, enter the Alien Registration number and expiration date as they appear on the card. Note: The database requires a letter before the number. For example: (A999999999) if the card number does not start with an A use B then follow with the number on the card. **(*Required for WIA*)**
- **Ethnic Heritage:** Required for reporting. ***(Required for all WIA)***
- **Race:** Click the choices that apply. ***(Required for all WIA)***
- **Customer Assignment:**
    - **Staff Assigned:** The default is the staff who registered the client originally. Change this field to reflect the Case Manager in order to search for WIA clients by staff.
    - **UI Claimant:** **<u>Do not</u>** update. This item is automatically updated from the Nevada Unemployment Insurance system. **(UI verification required for WIA DW)**
    - **Internet Resume:** Customers may elect to post their NJCOS resume on the Internet. The resume will appear on the state and national job bank where employers can view and make contact with the job seekers, Click on Internet Resume checkbox.
    - **Confidential:** Click checkbox for customers who want their resume posted on the national job bank without any identifiable personal information. The national job bank will e-mail the job seeker when an employer expresses interest in the job seekers resume.(requires email contact)
- **Education & Employment:**
    - **Education Level:** At time of enrollment, highest grade completed with a credential. For example: If the student did not receive a credential but, completed the 12^{th} grade, select 12^{th} grade No Diploma in the drop-down menu. ***(Required for all WIA)***
    - **School Status:** At the time of enrollment. ***(Required for all WIA)***
    - **Employment Status:** At the time of enrollment. ***Please note: If the participant is employed at the time of enrollment, they will only be excluded from the Entered Employment performance measure.*** ***(Required for all WIA)***
- **Contact Preferences:** Checkmark all the customer's contact preferences.
- **Schedule Appointment button:** Use to set up a reminder in the **Staff Detail /Inbox.**
- **Resume:** Use to print a resume or copy to a word document, which provides the ability to change formatting.

Add’l Info:

The Add’l Info tab is used to record detailed information about the customer.

Programs Income Status Section: All fields must be addressed for ***WIA participants***.



Lower Living Standard: Used to record Low Income Priority eligibility based on whether the Local Workforce Investment Area has a Low Income Priority of service in effect and will default to N/A. For WIA select Yes or No if applicable. ***(Required for all WIA)***

Income 70% LLSIL (lower living standard income level): Used to record income eligibility for those customers who meet the 70% LLSIL income requirement, and will default to N/A. For WIA select Yes or No if applicable. ***(Required for WIA Adult, Youth and Displaced Homemakers who qualify as Dislocated Workers)***

Local Priority: To record the participant activities that meets a local workforce area’s priority criteria. These priority programs must be approved by the Department of Labor (DOL) and the Local Workforce Investment Board (LWIB) prior to utilization and recorded in a case note in the NJCOS Comments section. (***Required for LWIB’s if a priority of service criteria is in place***) Reference State Compliance Policy 1.7 (SCP) http://detr.state.nv.us/worforce_investment_pages/WIA_Policies.htm

Selective Service: Used to identify if the participant has registered for selective service. ***Place copy of registration verification document in file.*** **(*Required for all WIA*)**

Customer Disability Status: Click on drop down arrow to select if a customer is disabled. If yes select a Disability Type from the drop down choices. The category is required if "Yes" **(*Required for all WIA)***

Migrant & Seasonal Worker: Select Yes or No if customer has performed migrant and seasonal farm work in the previous 12 month period. If "Yes" the screen will populate with the following drop-down selections: ***(Required for all WIA).***

- Class allows for the following selections:
  - Seasonal Farmworker: A person who during the preceding 12 months worked at least an aggregate of 25 or more days or parts of days in which some work was performed in farm work, earned at least half of his/her earned income from farm work, and was not employed in farm work year round by the same employer.
  - Migrant Farmworker: A seasonal farmworker who had to travel to do the farm work so that he/she was unable to return to his/her permanent residence within the same date.
  - Migrant Food Processing Worker: A person who during the preceding 12 months has worked at least an aggregate of 25 or more days or parts of days in which some work was performed in food processing, earned at least half of his/her earned income from processing work and was not employed in food processing year round by the same employer, provided that the food processing required travel such that the worker was unable to return to this/her permanent residence in the same day.
- **Formwork Type**
- **Empl. in Formwork**
- **Formwork Threshold**

Military Service: Click **Service Veteran** box if customer is a service veteran, this activates additional fields. ***(Required for all WIA)***

If the Service Veteran box is checked, complete the required and other appropriate fields below:

- **Active Service: From** and **Thru** dates of service (days served automatically calculates), this item is sometimes automated based on the job seekers birthdate and should be updated with the correct service dates from the DD-214 showing the date of actual military separation. ***Place copy of DD-214 in file for validation.***
- **Service Disability**: This item provides the ability to identify the service disability. Choose Disabled for Disabled Veterans with a service connected disability rating from 0% to 20%. Choose Special Disabled for any Veteran with a service connected disability rating of between 30-100%. Choose Not Disabled if no service connected disability.
- **Current Housing:** Record **Homeless** if applicable.
- **Current Housing (2): Please do not use this drop-down.**
- **Campaign Veteran:** This item allows for a Veteran who served on active duty in the U.S. Armed Forces during a war, a campaign or expedition for which a campaign badge or expeditionary medal has been authorized.
- **Transitioning Veteran**: This item is for the person still on active duty. Select Discharge if the person is within 12 months of separation or select Retirement if they are within 24 months of retirement. Select Spouse when applicable.
- **Other Eligible**: As defined in section 2(a) of the Job for Veterans Act (JVA) (38 U.S. C. 4215[a]) as it relates to the Veterans eligible spouse.
- **Military Branch:** This item is mandatory and provides a drop-down selection.

Special Note: Check if the Veteran or Transitioning Service Member (TSM) attended a Transition Assistance Program (TAP) Workshop within a 3 year period, prior to the date of participation in the current WIA

program, if so, `it is critical that the corresponding "Activity" is recorded: Transition Assistance Program Workshop (TAP) [LX Enrolling] (Required for all WIA participants). Please contact WISS for instructions.

Customer List Participation: Will show lists to which the customer has been assigned or allows assignment to lists. Customers can only be assigned after registration is complete. This is a Case Management tool and is explained further on the next page.

Employment Preferences: Enter the customer's desired employment choice.

- Work Week – full Time, part time or any
- Duration – regular, temporary or both.
- Salary - enter the least amount customer will accept.
- Pay Unit – choose appropriate type of payment.
- Date Available - the first day customer is available to work.

Shift Preference: Enter the customer's desired shift choice.

- Work Any Shift – Yes or No
- First, Second, Third, Split and Rotating Shift by clicking the appropriate check boxes.

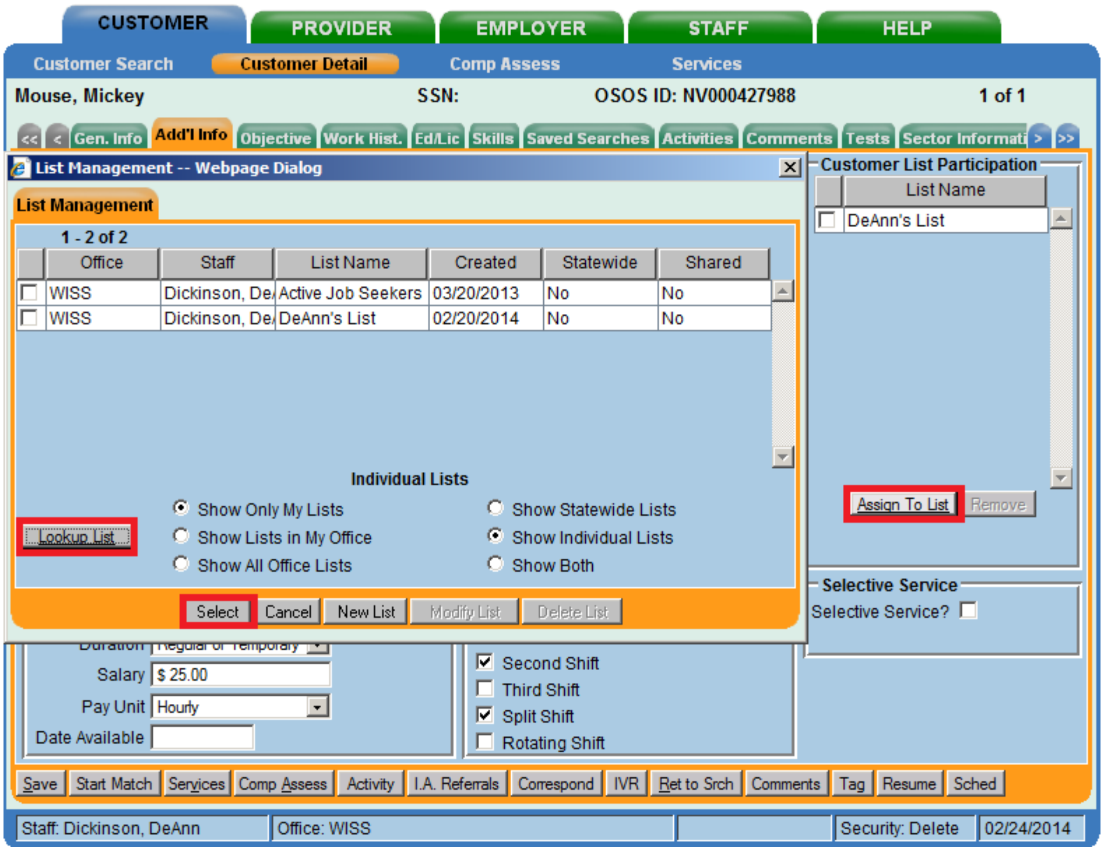
The Employment and Shift Preferences do not have green dots, but are very important in customer searching and matching, and should always be completed for job seekers showing work readiness.

Selective Service: Enter if customer is a male; the field will automatically appear. Use the Register/Lookup button to connect to Selective Service Administration to verify information and obtain the selective service number. Selective Service information is only required for males born after December 31, 1959. ***(Required for WIA)***

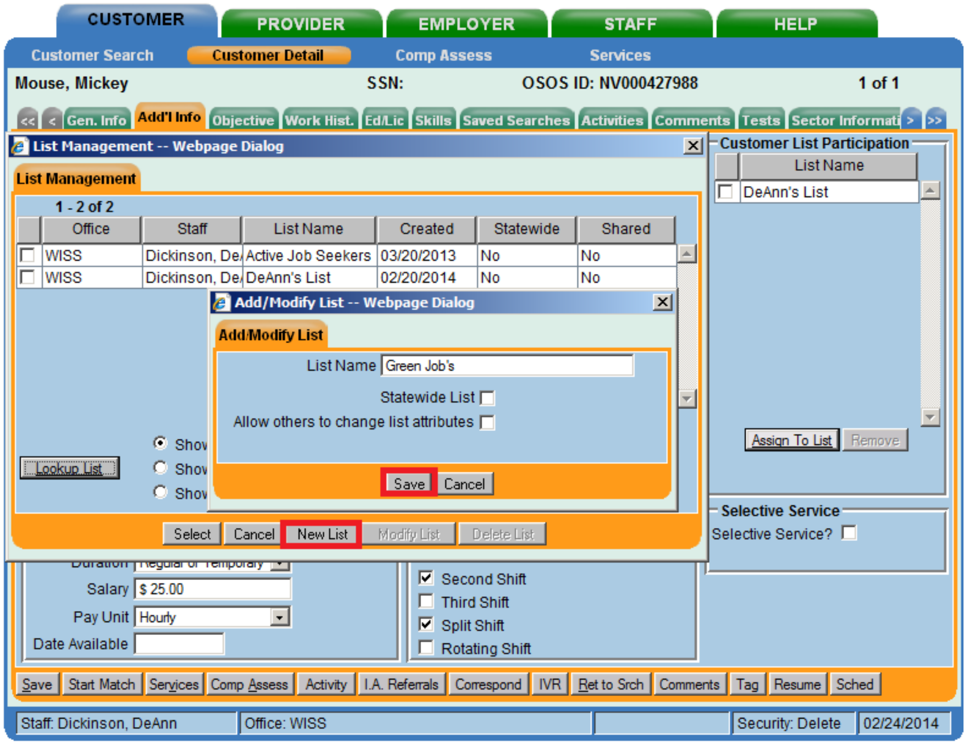
Customer List Participation:

To assign a customer to a list, click on the **Assign to List** button, then the **Lookup List** button. The default will display the list(s) created by the user; however, a search can be performed for statewide (shared) or individual lists, or of lists created within the user's office.

Highlight the appropriate list and click on **Select** to add the customer to the list. Be sure to **save** if it is an established record. The Customer Detail module must be completed before saving the addition to a list for a new record.

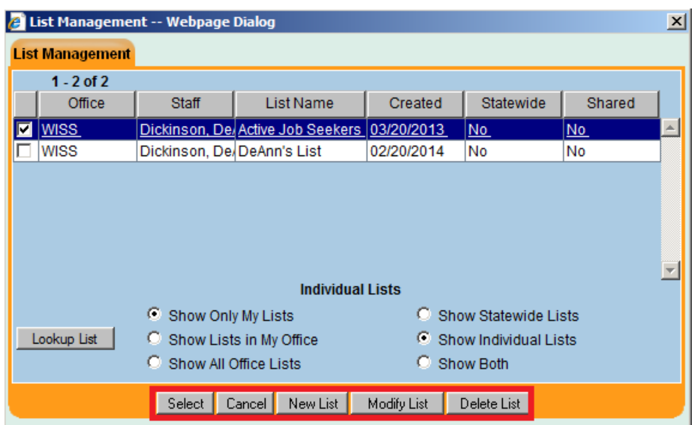


Create a list by clicking on the **Assign to List** button, and then the **New List** button, which will generate the **Add/Modify List** box.



The **Add / Modify List** box contains fields for the user to name the list, and determine if it will be available as a statewide list or if others will be allowed to change the list attributes.

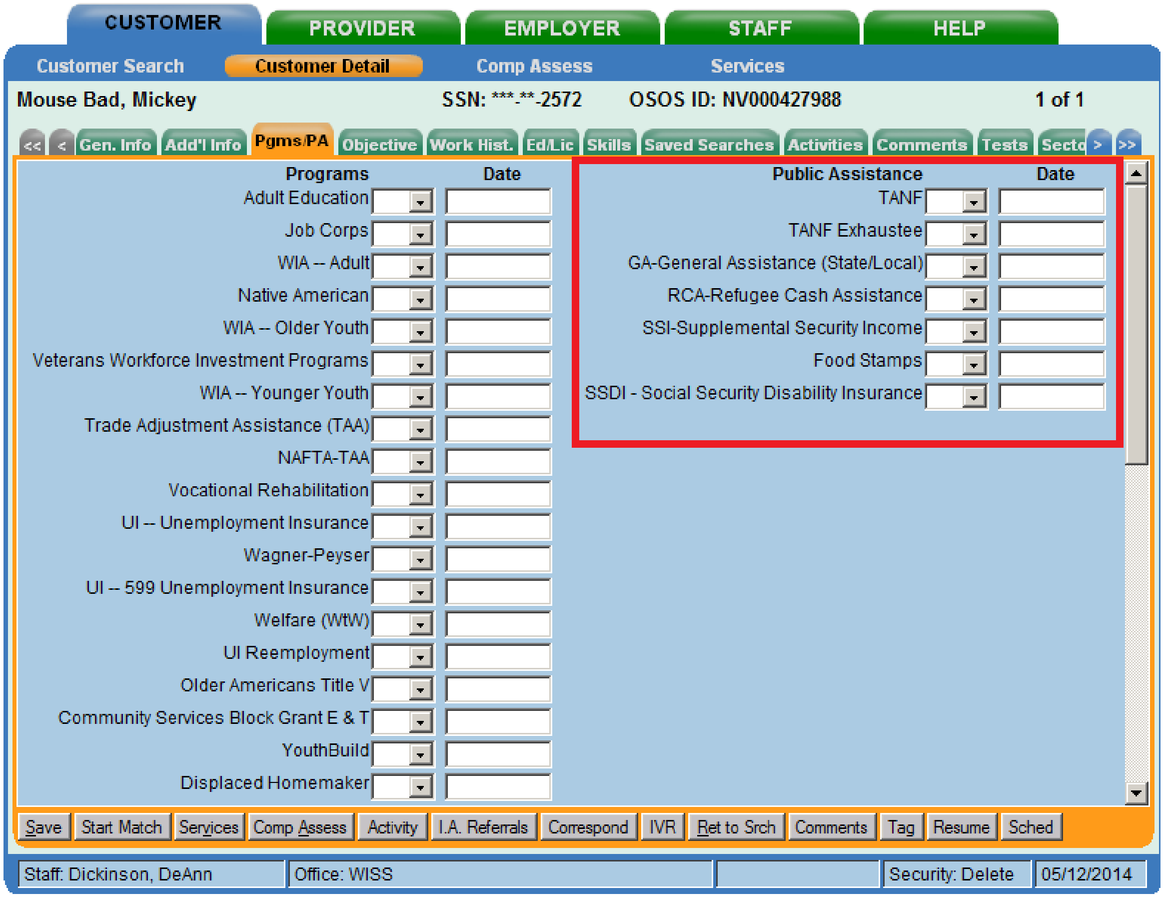
Be sure to give the list a name that will help to easily identify how the list will be used. Leave the "**Statewide List"** and "**Allow others to change the list attributes"** checkboxes blank to set up the list as an individual list.



The List Management box also allows the user to modify or delete lists as well. Highlight the appropriate list and click on **Modify List** or **Delete List**. Clicking the **Delete List** button will generate a pop-up asking if the user wants to delete the selected list. If so, click on **OK.**

Pgms/PA (Programs/Public Assistance):

The Programs/Public Assistance tab is used to record if the customer is receiving Programs and/or Public Assistance.



Programs: Record the appropriate WIA program by selecting “Yes” from the drop-down menu and enter the date of participation or service. If the client is receiving assistance from Youth Build or Older Americans Title V select “Yes” and enter the date of services.

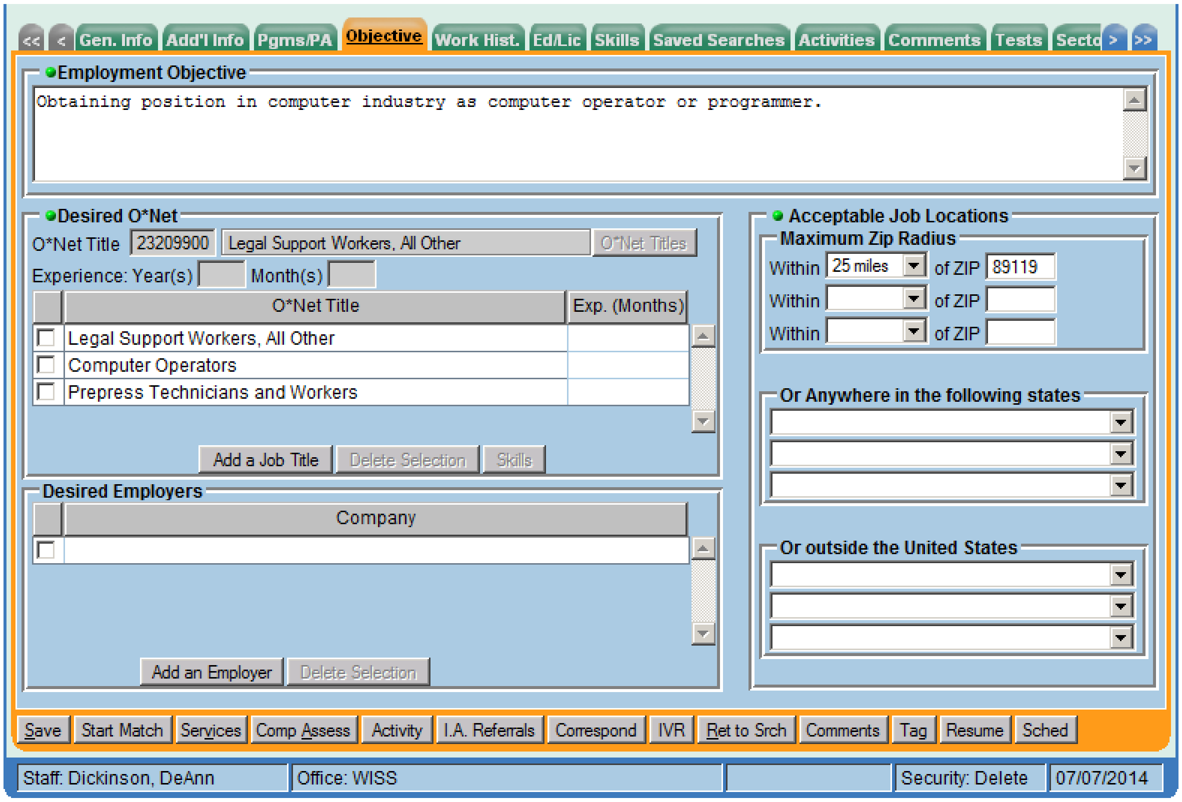
Public Assistance: Record the appropriate assistance as applicable:

- TANF: ***(Required for Adults and Youth)*** *Place copy of TANF award letter in file.*
- SSI & SSDI: ***(Required for Adult, DW and Youth)*** *Place a signed copy of providers application in file.*
- Other Public: Assistance: ***(Required for Adults and Youth)*** *Place a signed copy of providers application in file.*
- Food Stamps: ***(Required for Adult, DW and Youth)*** *Place a copy of SNAP award letter in file.*

*There is no need to input information onto the left hand side column for WIA unless the local board requires it.

Objective:

The Employment Objective is a required field.

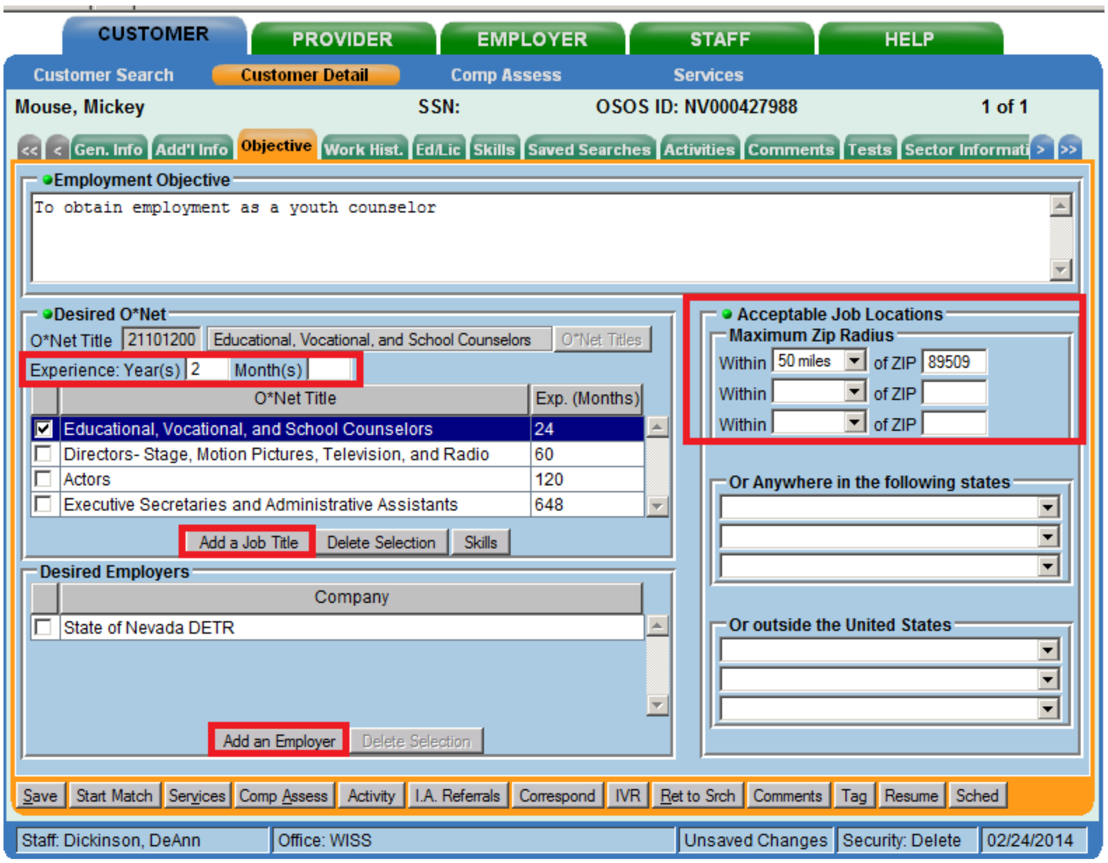


Employment Objective: Enter the employment objective including the industry(s) and position(s) in sentence form that the customer is seeking. This field will show in the resume created by NJCOS.

Desired O*NET: All customers are required to have at least one O*Net Title and may have up to five. An O*Net Title indicating the customer's employment interests can be entered if they do not have a job history or wish to change occupations provided they are in training for the selected O*Net. When entering a Desired O*Net it is critical that the Year(s) and Month(s) are specific to the job seekers experience. ***(Required for all WIA)***

Click on **Add a Job Title** button, which will display the Title Selector box. Then click on the O*Net Titles button, select a title or enter the occupation in the Keyword(s) to locate faster. Click on the Select button. Enter the Experience in Years and Months and click OK. Use zero (0), if there is no previous experience. Repeat for each desired occupation.

Highlighting and clicking Delete Selection can remove an O*Net Title. Click the **Skills** button to add predefined skills that relate to the customer's O*Net selection. Up to five associated skills can be check marked from a predefined list; this method is generic and best used for clients with a limited work history. It should be noted that the "Skills" tab is mandatory for identifying real world skills.



Desired Employers: is a list of employers that periodically use NJCOS for recruiting. A list exists to select when customers show an interest in working for desired employer. Click on **Add an Employer**; a list of all employers who are registered as desired in NJCOS will appear. Highlight the desired employer, click **OK**. To remove a desired employer from the Customers record, highlight the employer listed and click **Delete Selection**.

Acceptable Job Locations, Maximum Zip Radius: Enter the geographic distance the customer is willing to travel for a job from a zip code.

Or anywhere in the following states: Can select up to three states or US territories.

Or outside the United States: Can select up to three countries or select entire **"United States**" from this drop down area.

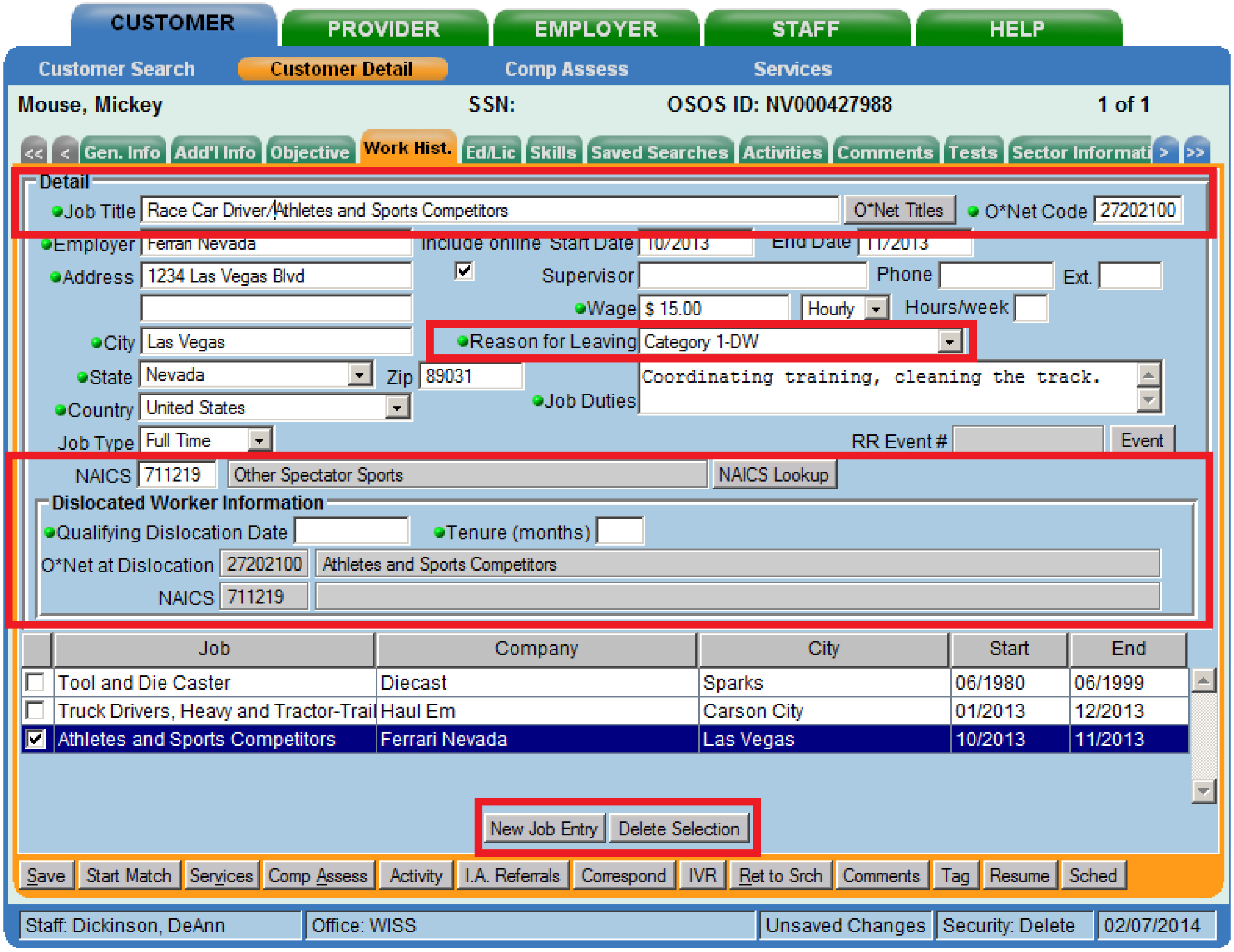
Information from the Objective Tab will appear on the NJCOS online resume, and will be used for the job matching function.

Work History:

The Work History (Work Hist.) tab is used for recording all the participants' employment information, most recent as well as past employment (***at least 5 years***). The tab may already contain data for participants with established records. WIA Case Managers need to ensure this data is correct, up to date and match what is captured in the Participants case file. ***Note: If customer has no work history, this tab may be skipped.***

Note: If a Work History shows existing "Dislocated due to foreign trade" as the "Reason for Leaving" DO NOT under any circumstances make changes to this entry.

Detail: Enter all information for the customer's work history including Start Date and End Date. To activate the fields and enter a work history record click the **New Job Entry** button. The **Job Title** should be the Employer's Job Title and the O*Net Job Title as shown below. To enter an O*Net Title click on the **O*Net Titles** button and search for the appropriate occupation to select. To enter the **NAICS** click on the **NAICS Lookup** button. (***Required for WIA)***



Delete Selection provides the ability to delete a New Job Entry that was made in error only. Highlight entry and click the delete button. However, this should only be done after contacting WISS Automated Team @ 775-684-0301 for approval.

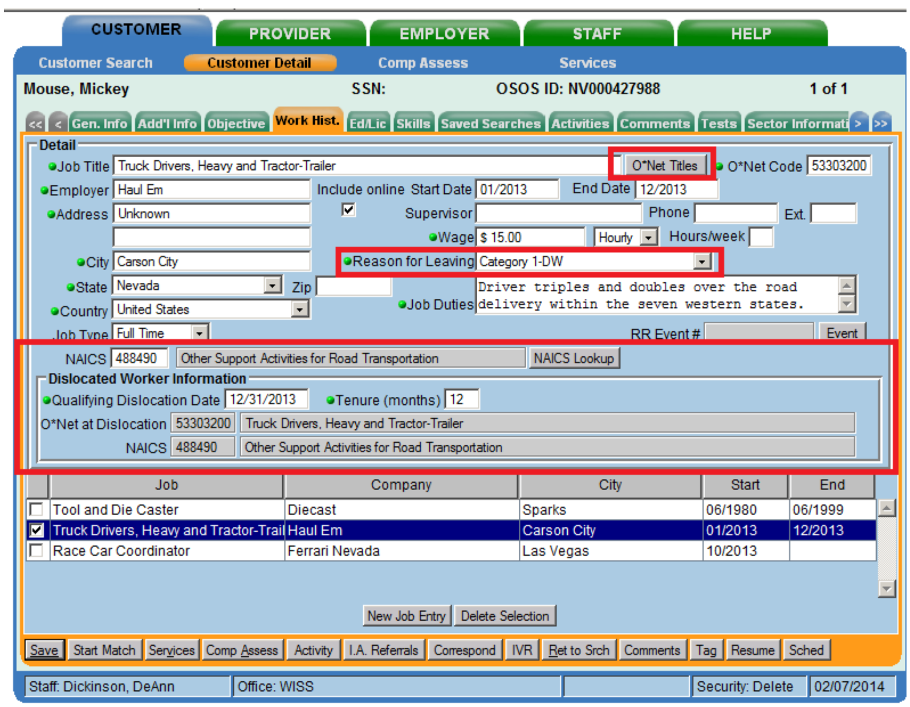
Dislocated Worker (DW):

If the customer is a Dislocated Worker, laid off from work and the **Reason for Leaving** is **"Category 1-DW", "Category 2-DW mass layoff or Closure"** or **"Category 3-DW self-employed"** the following fields are mandatory;

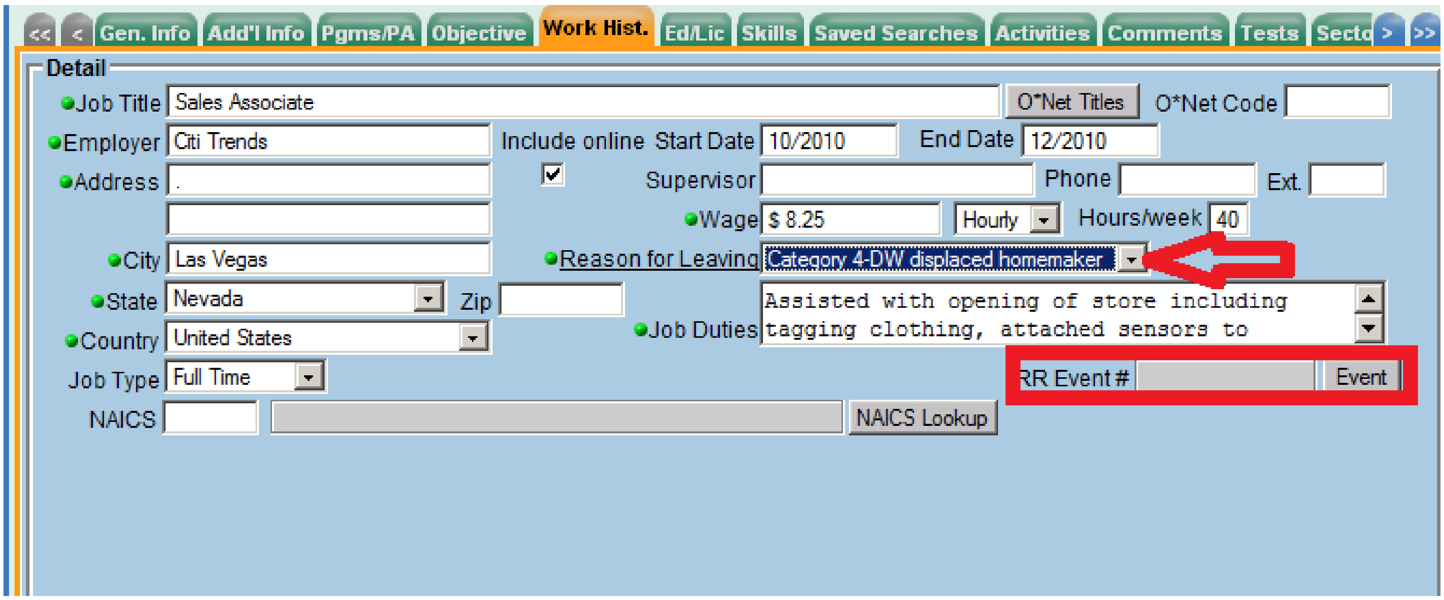
- **Dislocated Worker Information:**
  - **Qualifying Dislocation Date:** (this date is the last day worked and is used to populate the screens for reporting in DEV. Dates must match what has been captured in the participants' case file.)
  - **Tenure (months)**
  - **O*Net at Dislocation:** (use O*Net Titles button)
  - **NAICS:** (use NAICS Lookup button)

If the customer was terminated but determined UI eligible and Dislocated Worker eligible then choose **Category 1-DW** as identified above. This should be supported with a comment for justification purposes which is mandatory.

<u>Note: The system reports the last entry into the work history. If the qualifying dislocation employer is other than the last employer entered at the Work Hist. tab, please contact your LWIB for correction.</u>



When the customer has been determined Dislocated Worker eligible and the **Reason for Leaving** is "**Category 4-DW displaced homemaker"** there is no other required fields.



Rapid Response (RR Event#):

When there is an associated **Rapid Response Event** related to the customers Work History it is critical that the event number be entered by clicking the "Event" button. If the Employer record has NOT been updated with the Rapid Response number, please contact the appropriate LWIB who in turn will request the RR Event # via email to DETR WIA with a copy to the WISS Rapid Response Coordinator for assistance. In addition, when "Funding" the initial "Service" for this client, Rapid Response must be funded 50%. *(See Rapid Response Funding example on page 62).*

Trade Adjustment Act (TAA) and/or North America Free Trade Agreement (NAFTA):

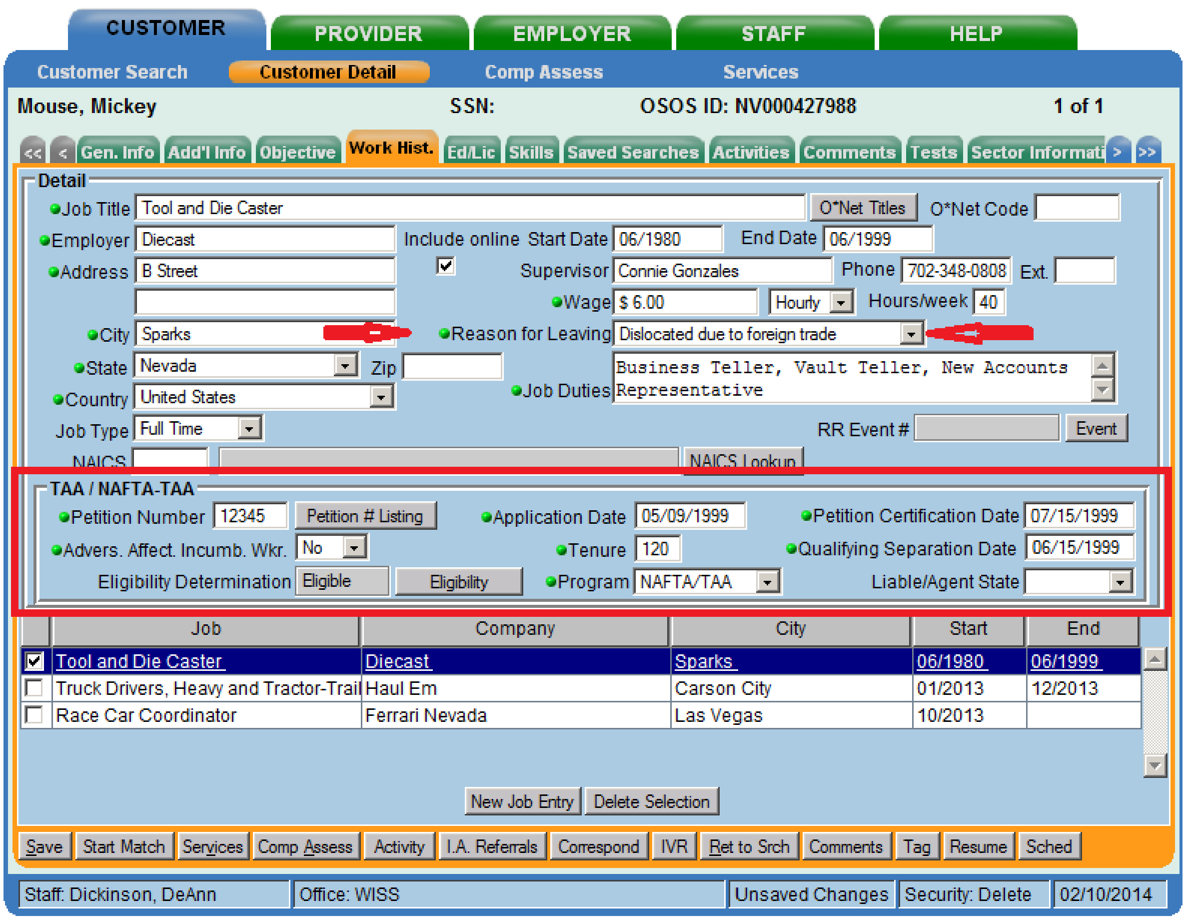
If the customer is determined to be eligible for TAA and the **Reason for Leaving** field is set to **Dislocated due to foreign trade**, additional fields are displayed for specific information, such as:

- **Petition Number (includes a button with a hyperlink for petition search):** Is the TAA/NAFTA petition number of the customers effected and certified employer.
- **Application Date:** Date on which the customer first applied for Trade Act services/benefits under the applicable certification.
- **Petition Certification Date:** Date on which USDOL certifies a workgroup's petition for Trade Act Program eligibility.
- **Advers. Affect. Incumb. Wkr.:** Select Yes or No as it applies to participants affected by reduced hours. An adversely affected, incumbent worker is one who: 1) is a member of a group of workers that has been certified as eligible to apply for TAA benefits, 2) has not been totally or partially separated from employment and thus does not have a qualifying separation, and 3) is determined to be individually threatened with total or partial separation (this can be evidenced by a notice of layoff or termination letter).
- **Tenure:** Total number of months that the customer was employed with the employer of record as of the customer's Qualifying Separation Date.
- **Qualifying Separation Date:** Date of separation from trade-impacted employment that qualifies the customer to receive benefits and/or services under the Trade Act.

- **Eligibility Determination:** Is completed by the TAA Program Coordinator once the appropriate program paperwork is completed.
- **Program (NAFTA/TAA or TAA):** Trade Act Program (TAA and / or NAFTA-TAA) under which the customer is qualified to receive services and / or benefits based on his / her work group's petition certification.
- **Liable/Agent State:** Liable State is responsible for paying the Unemployment Insurance whereas the Agent State is responsible for training only.

The petition number is also used in the Services module to link the customer to a Trade Act enrollment, see next page for screen shot.

<u>Note: If a Work History shows existing "Dislocated due to foreign trade" as the "Reason for Leaving" DO NOT under any circumstances make changes to this entry. If enrolling in DW for same employer, it is acceptable to create a duplicate Employer record for DW purposes.</u>

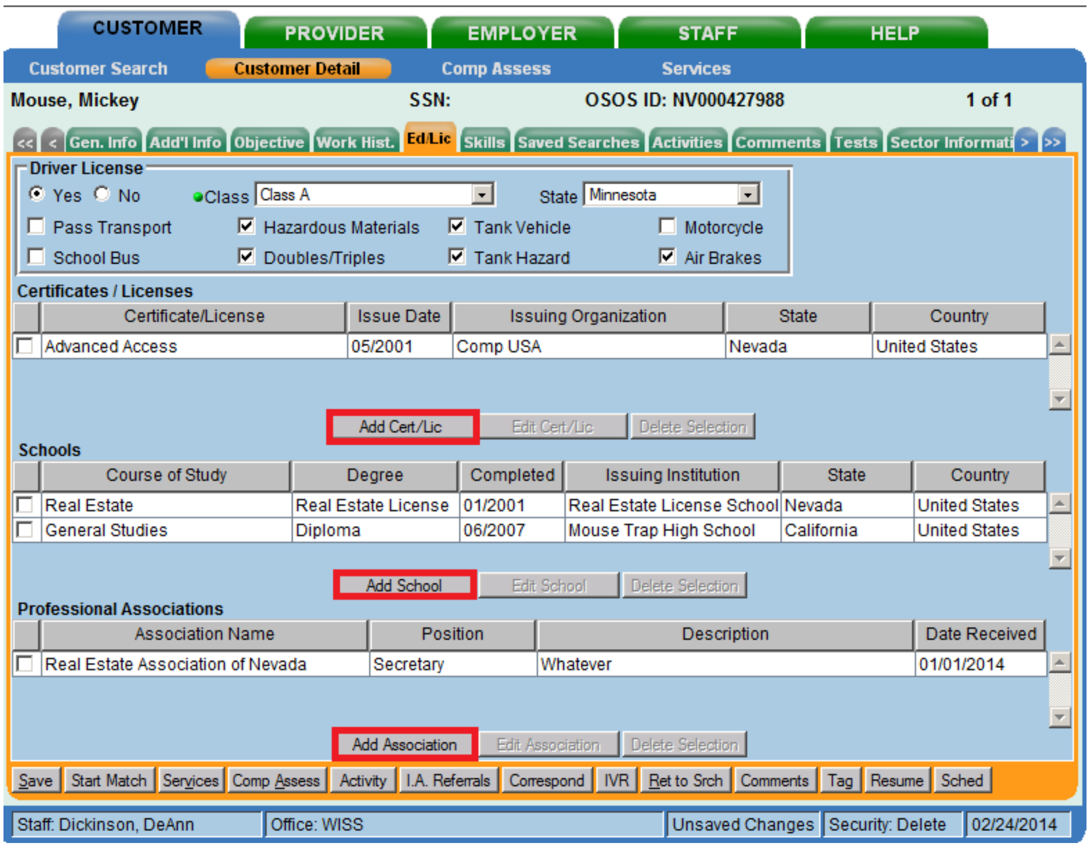


Ed/Lic:

Enter the customer's Driver License, Certificate/Licenses, Schools and Professional Associations.

- **Driver License:** Click yes or no. If yes, complete all required information.
- **Certificate/Licenses:** If customer has received any valid certificates click on **Add Cert/Lic;** a box will appear to complete information that appears in the heading. All heading information is required or the system will not allow to be saved.
- **Schools:** To enter schools the customer has completed, click on **Add School.** As a rule only schools beyond High School need to be entered; High School can be entered here if the customer needs it to show on the NJCOS-generated resume. All information is required.
- **Professional Associations:** To enter professional association's when/if applicable, click on **Add Association**. Associate Name is required to save.

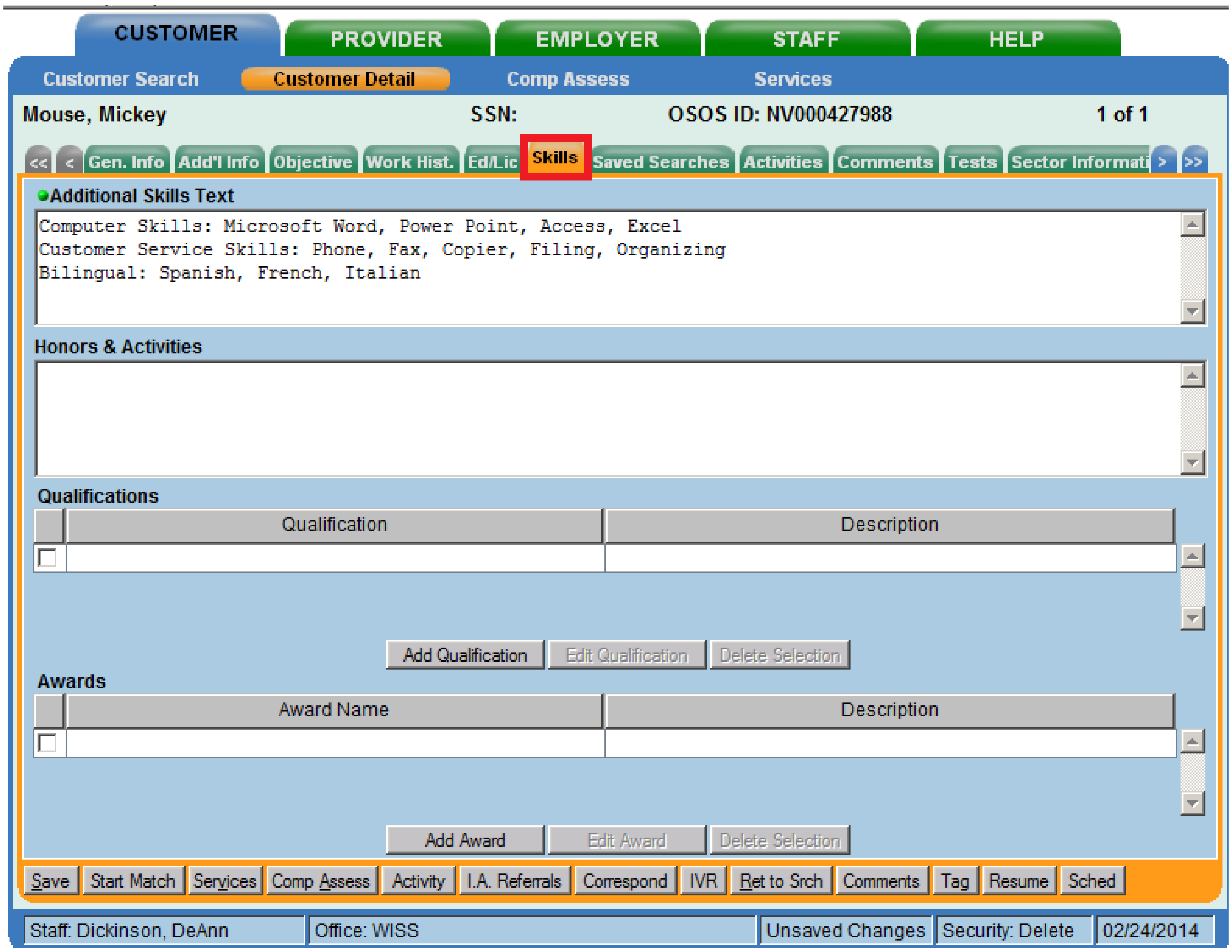
Special Note: This section must be updated as new credentials are earned during participation for historical reasons. WIA credential performance reporting is not pulled from this screen and must be recorded in Services/Outcomes. *(See Outcomes tab instructions later in this document)*



Skills:

Enter the customer's special lingual and employment skills. Use O*Net code connector to search by title to obtain the appropriate job title's skill verbiage at: http://www.onetcodeconnector.org/

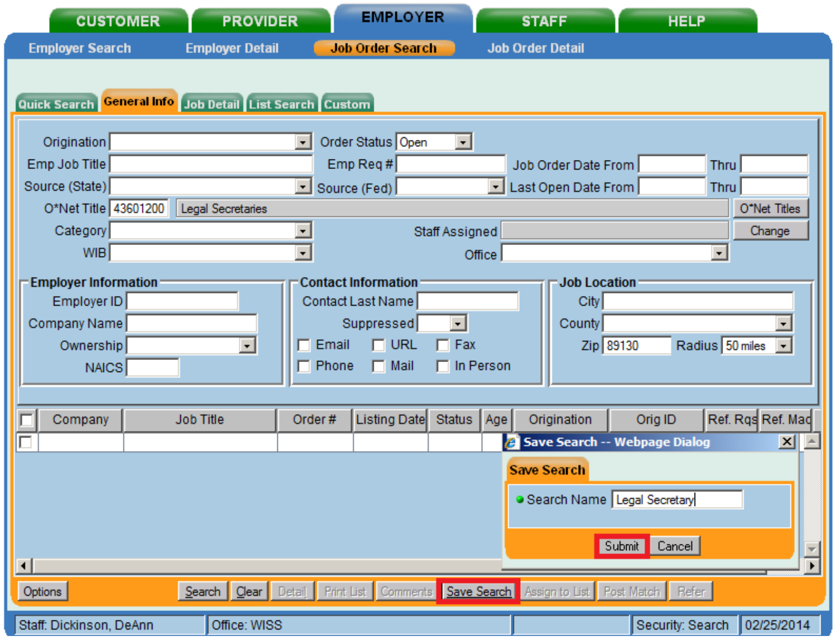
Skills Tab will appear on the NJCOS online resume, and will be used for the job matching function.



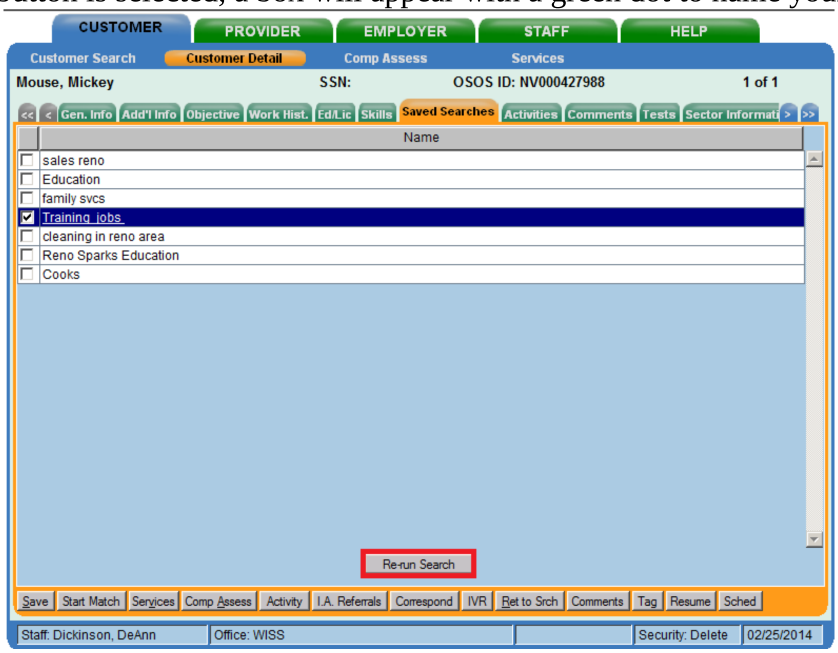
- **Honors & Activities:** Enter all honors and / or activities that will assist the customer in obtaining employment. (Awards, military medals, volunteer work, etc.)
- **Qualifications**: Enter all qualifications that will assist the customer in obtaining employment. (Ability to work in a fast paced setting. Flexible with change, etc.)
- **Awards**: Enter all awards what will assist the customer in obtaining employment. (Teacher of the year, Employee Recognition, etc.)

Save Search:

Job match results can be saved by selecting the **Save Search** button when using the Match function, which will then display the results of the search in the customer record.



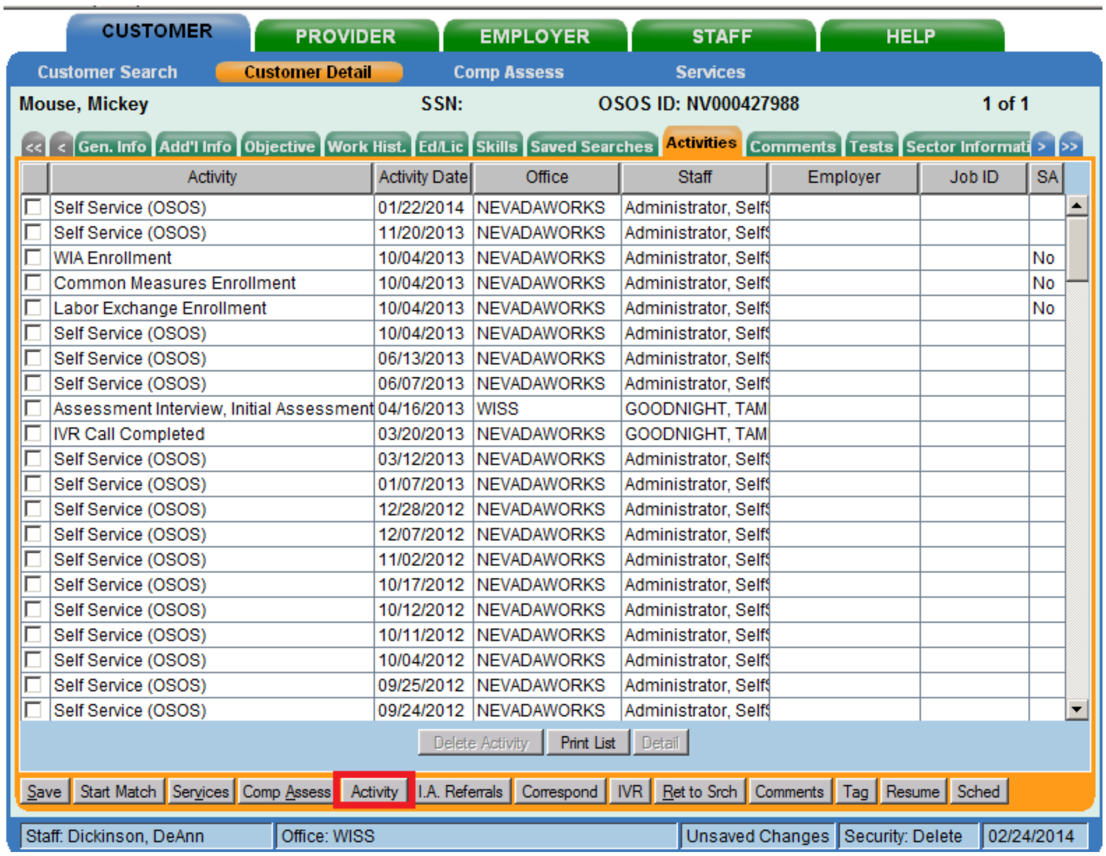
Once the **Save Search** button is selected, a box will appear with a green dot to name your search.



To re-run the search, highlight the search and click on the **Re-run Search** button.
Only new job listings will be included in subsequent matches.

Activities:

Labor Exchange and Training Activities are recorded and shown on this tab.

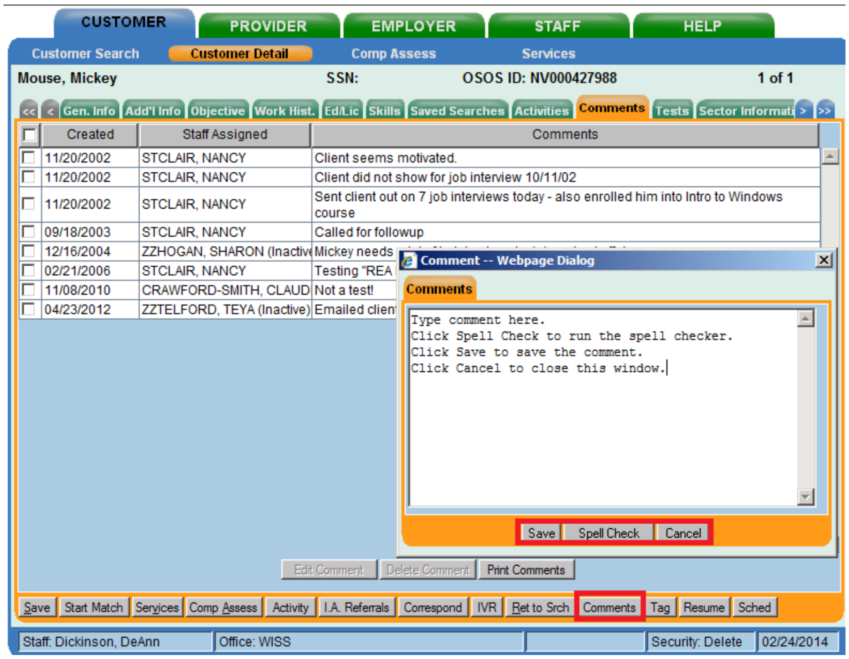


WIA staff should use the Service History to see the compilation of all WIA and partner services.

Activities Tab does not show the actual WIA Services only WIA enrollments for partner informational purposes.

Comments:

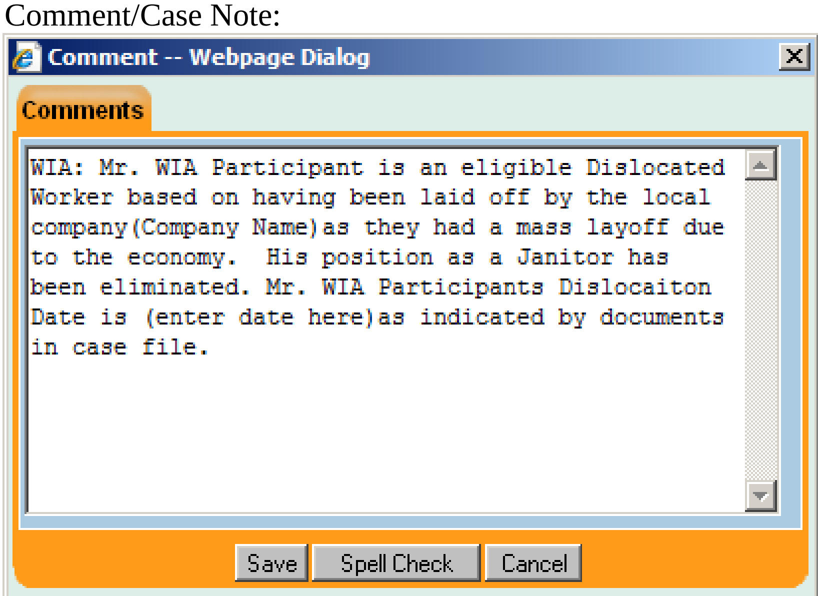
Comments are used to record all pertinent participant information. Case Managers should tell a story as to WIA participation starting with the Initial Comment as to eligibility followed by each level of participation. Comments should include each cost and milestone through participant Exit and Follow-Up Services. Entries should be made within 48 hours at minimum of the particular event and or per LWIB policy.



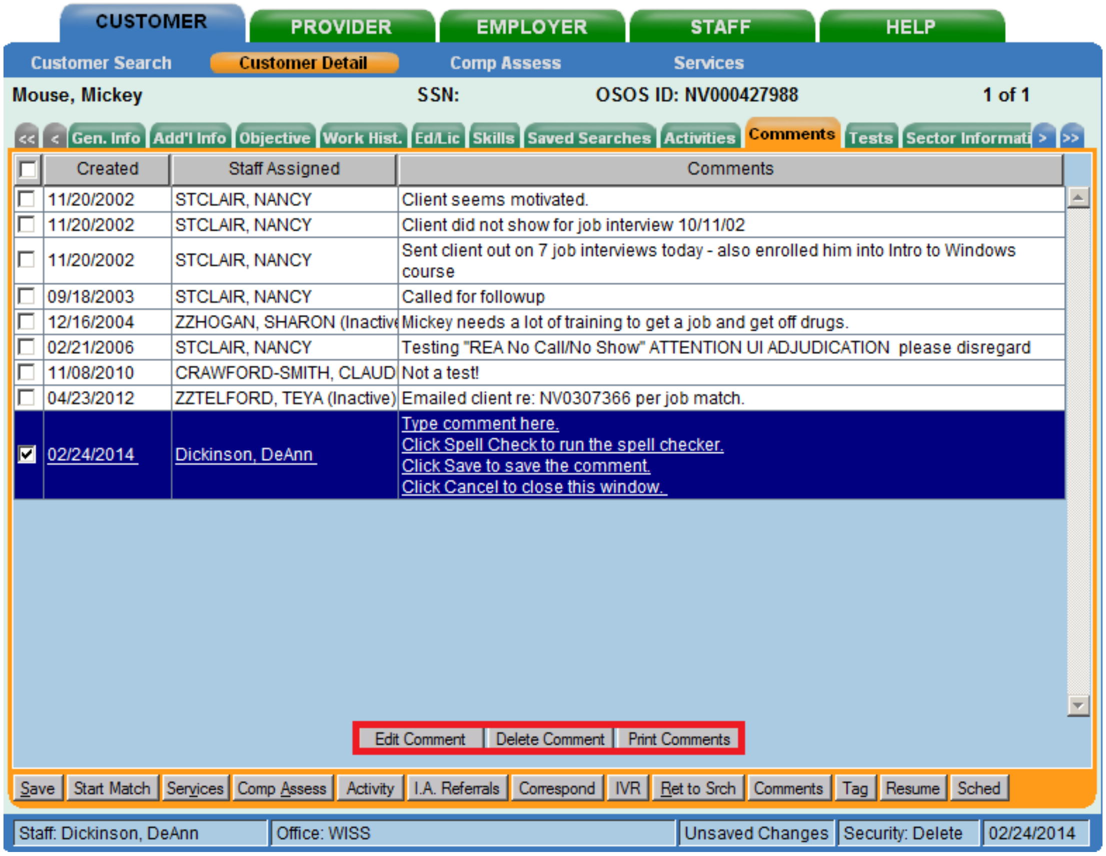
Prior to adding any **Comments** it is imperative to review the existing Comments to avoid duplication of services, including partnering agencies by clicking on the **Comments Tab.** Comments can be sorted based on Created, Staff Assigned or Comment by clicking on the gray box for each category. To add a comment Click on the **Comments** button found on the menu bar at the bottom of the screen. A Comments box will appear to enter the information. Once the comment is entered, click on **Save**.

Special Note: When entering a Case Note in the Comments Tab it is important to first enter WIA: or NEG: then enter the comment text as shown below in the example for identification purposes.

Example of WIA Initial Comment/Case Note:



Continue case note entries justifying services as they become available. Include providers, costs, dates, etc.

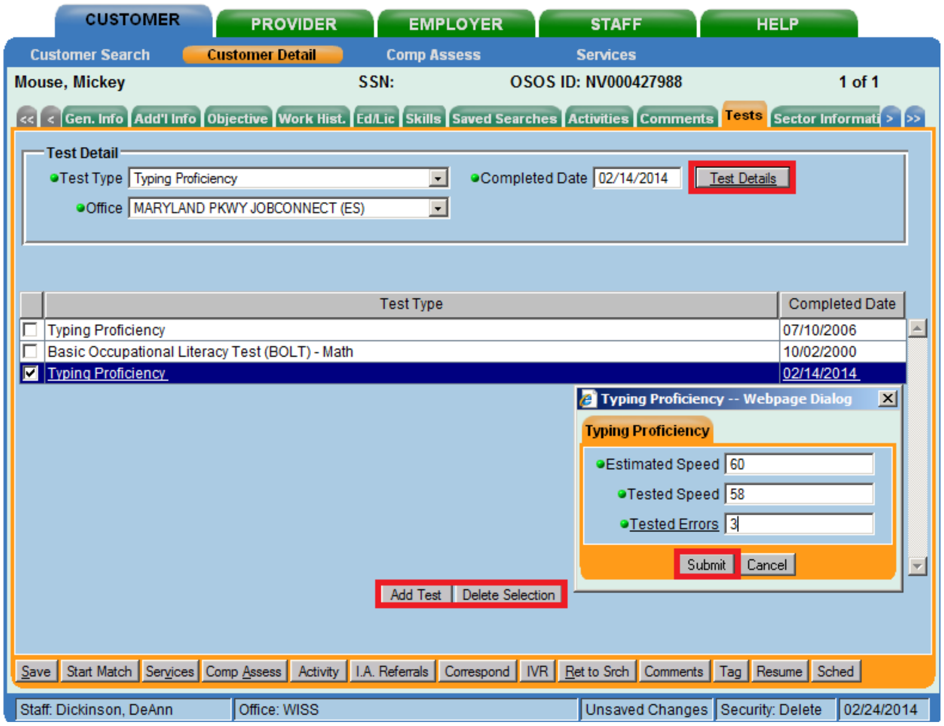


Delete Comment: Highlight the line and click on the **Delete Comment** button, then click on **Save**. Columns can be put in ascending or descending order by clicking on the column heading.

Edit Comment: Highlight the line and click on the **Edit Comment** button, make edits, then click on **Save**.

Tests:

The Tests tab is used to enter any customers test information and results of tests that were administered by staff. ***Note: This tab <u>is not</u> the area to record Youth Literacy/ Numeracy test results***. *(Youth test results must be entered in the Services module on the Outcomes tab)*



Tests: Click on **Add test** to enter the information into the fields with **green dots**. To enter the results, click on

Test Details button for the test result box that coincides with the Test Type. If there is more than one test being entered, be sure to highlight the appropriate test.

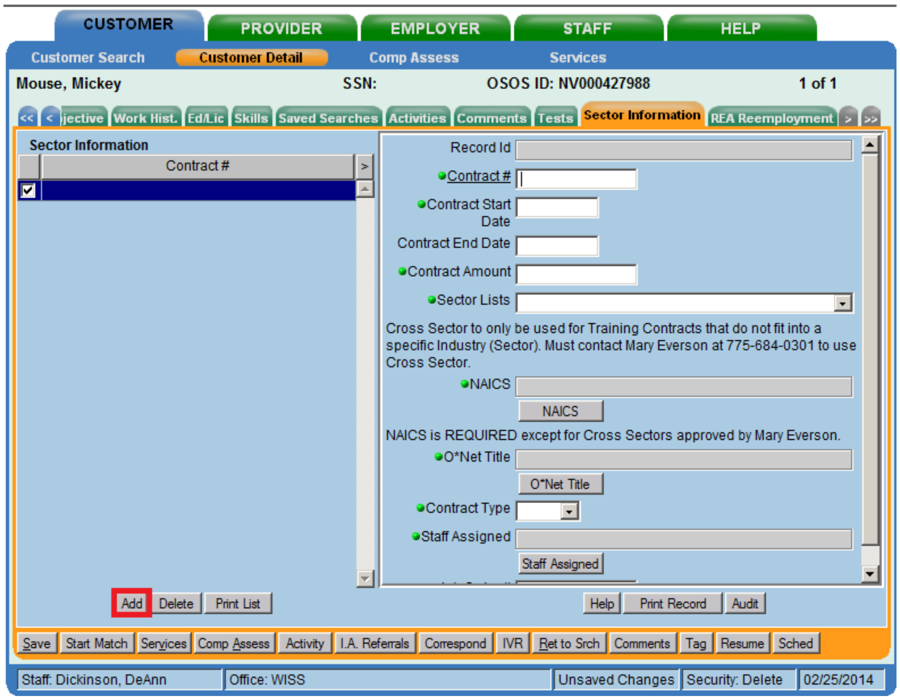
Enter results by clicking on **Submit**, and the **Save button**.

Delete Selection: To delete a test, highlight the appropriate line and click the **Delete Selection button**, then **Save**.

After completing all of the necessary fields in the Customer Detail module of NJCOS, make sure to click the **Save** button and see the message "**Record Saved**" in upper right hand of screen.

Sector Information:

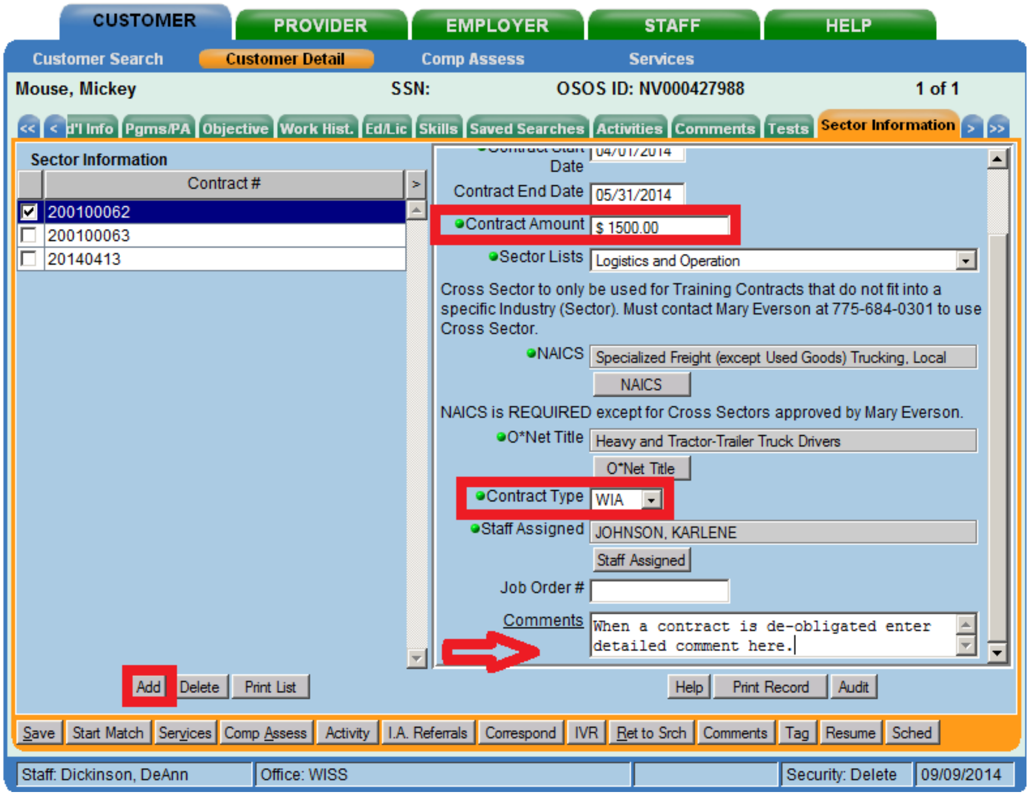
The Sector Information tab is used to capture Training and Training Related Expenses by Sector for each WIA Participant. Reference State Technical Assistance Guide (TAG) 13-2. Sector details are required and reported per the Governor. http://detr.state.nv.us/worforce_investment_pages/workforceinvestment.htm



Click **Add** button at the bottom left of the Sector Information area. Complete green dotted fields.

- **Record Id**: Is generated upon a save.
- **Contract Number:** Enter your Agency Purchase Order Number. Alpha Numeric up to -9 Characters. **(Required)**
- **Contract Start Date:** Enter the Start Date of the associated activity. MMDDYYY. **(Required)**
- **Contract End Date:** Enter the end date of the associated activity. MMDDYYYY
- **Contract Amount:** Enter the amount of entire contract from the Purchase Order, including all training and related costs. **(Required)**
- **Sector Lists:** Choose appropriate Sector from drop-down list (**Required).**
    - **Cross Sector**: Use only after ***<u>Contacting WISS for approval.</u>***
- **NAICS:** Choose the appropriate NAICS code for the industry the client is seeking or has obtained employment in.
- **O*Net Title:** Choose the appropriate O*Net title for the customers occupation. **(Required)**
- **Contract Type:** Select WIA from the drop-down menu. **(Required)**
- **Staff Assigned:** Enter Staff Assigned by clicking on the "Staff Assigned" button. **(Required)**
- **Job Order #:** If this Training is tied to a NJCOS Job Order number, enter the Job Order number.
- **Comments:** Enter comments regarding contract and de-obligations as applicable.

After all information has been entered click **Save**.



A corresponding comment for each data entry into the Sector Tab is required. Comments should include, the name of the service provider, what WIA service is being provided, justification for the service and how much the service costs.

If an existing contract is de-obligated such as reducing the original contract amount or edited it is imperative that this action be followed by a detailed comment within the Sector Information Contract as shown above by the red arrow.

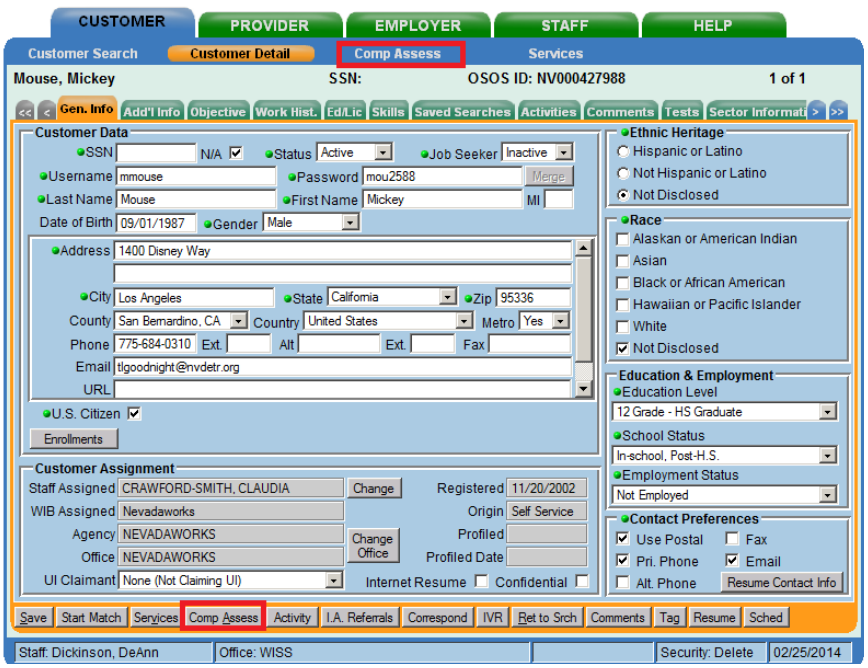
The delete function should be used when a contract was entered in error such as under the wrong user. If a contract is de-obligated after data entry, do not delete but change the contract $ amount to zero for reporting purposes. Update the comments section with in the sector tab as to the reason for de-obligation (i.e.; training class was cancelled). Copy and paste this entry to the general comments section.

Comp Assess:

Access the **Comprehensive Assessment** module through the button at the bottom of the Customer Detail screen or the Comp Assess menu at the top of the customer detail tab. This is where detailed comprehensive assessment, case management and general WIA eligibility information is justified, recorded and/or viewed. ***These are mandatory WIA fields.***

The Comp Assess Module is made up of the following tabs:

- Employment
- Education
- Financial
- Family
- Health
- Treatments
- Legal
- Housing
- Transportation
- Comments



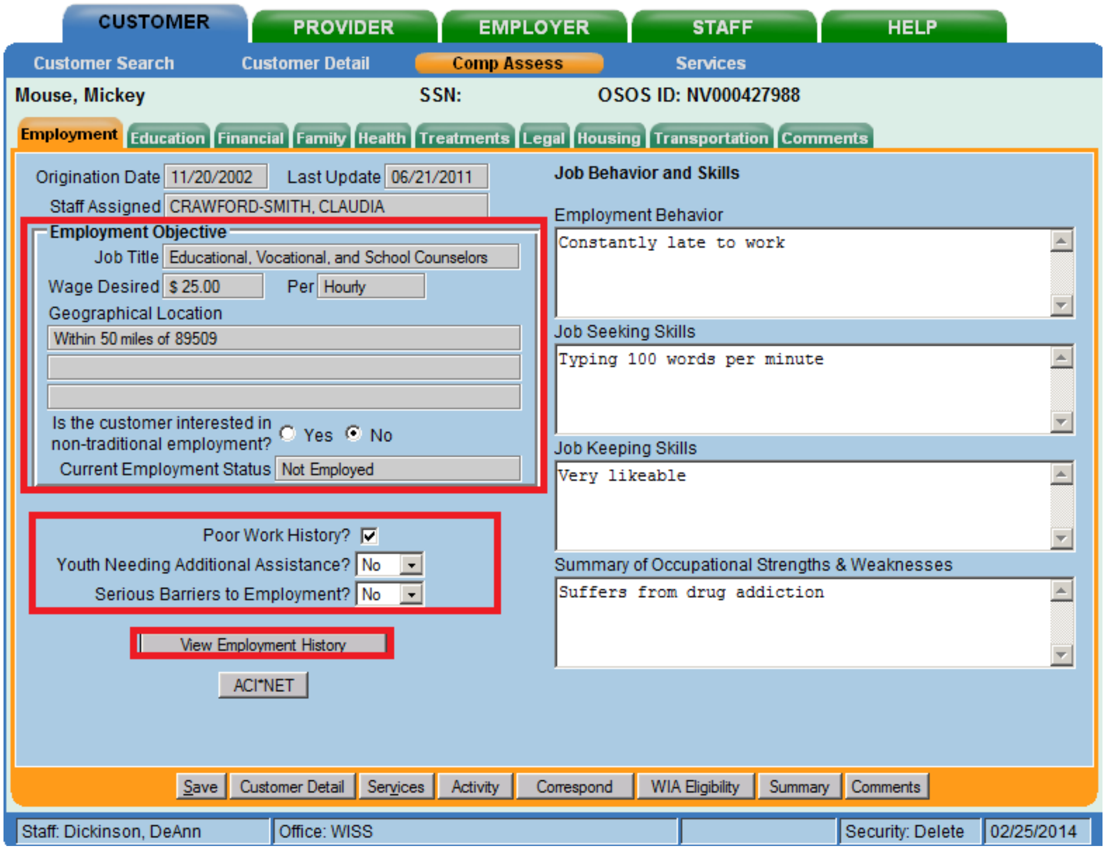
Access to the **Comprehensive Assessment** module requires NJCOS Case Manager Permissions.

The **Comprehensive Assessment** must be completed to collect information regarding employment barriers and to set the correct WIA flags. The WIA flags insure that the NJCOS system recognizes the appropriate funding sources that will be used to enroll the participants.

Employment:

Note: certain data is brought over from the Customer Detail module, such as the O*Net Job Title, the Wage Desired, Geographic Location, as seen in the upper left side of the graphic. This allows the user to view data without needing to switch between modules.

- **Is the customer interested in non-traditional employment:** select radio button yes or no.
- **Poor Work History:** check mark to indicate yes.
- **Youth Needing Additional Assistance:** select yes or no. ***(Required for WIA Youth)***
- **Serious Barriers to Employment:** select yes or no.



View Employment History button will provide a pop-up outlining the customers Work History details from the Customer Detail record. The ACI*NET button will launch www.careerinfonet.org.

The text fields on the right side of the screen (**Employment Behavior, Job Seeking Skills**, etc.) are required for entry of case management data on skills attained and those needing improvement.

Education:

Math & Reading:

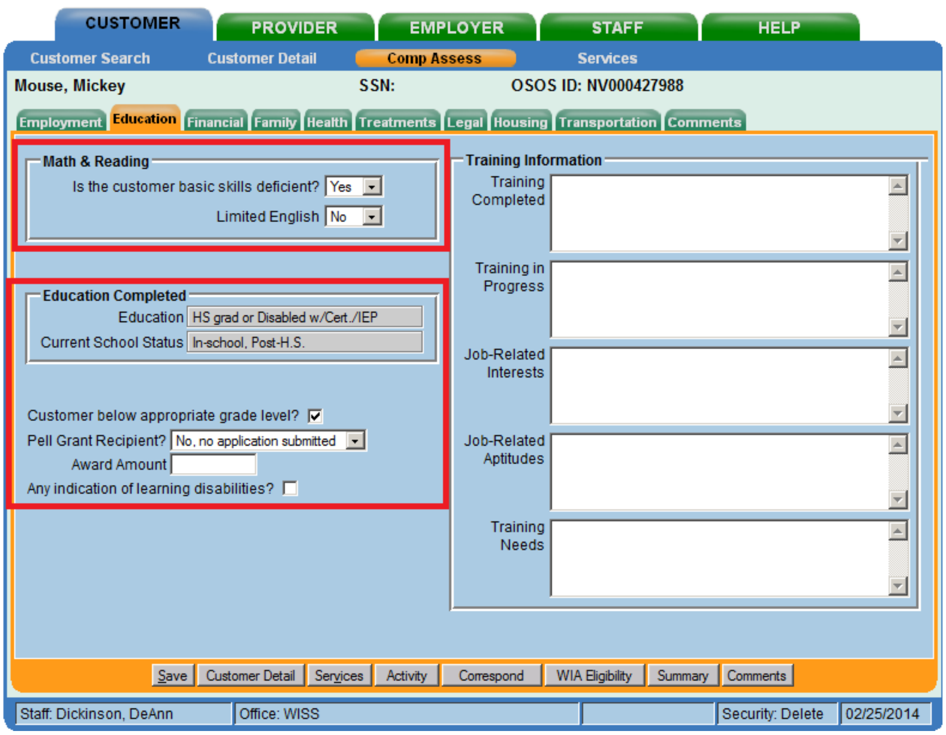
IMPORTANT NOTE: <u>Do not</u> answer questions in the Math & Reading section until after the Out of School Youth has been tested for Math and Reading or Literacy skills.

- **"Is the participant basic skill deficient?"** select yes or no. ***(Required for ALL Out of School Youth)***
- ***"Limited English select yes or no (Required for all WIA)***

Education Completed: Fields are pre-populated from the Customer Detail record.

- Customer Below Appropriate Grade Level: check mark to indicate yes.
- **Pell Grant Recipient: Select Yes or No, if Yes, enter Award Amount. *(Required for ALL WIA)*.** (Award amounts entered will automatically be added on the Comp Assess/Financial tab.) A corresponding case note must be added to the comments tab and include the details as to the participants eligibility and or ineligibility to receive this federal PELL)
- **Any Indication of Learning Disabilities:** Check mark to indicate yes and text field will appear to enter information about learning disability.

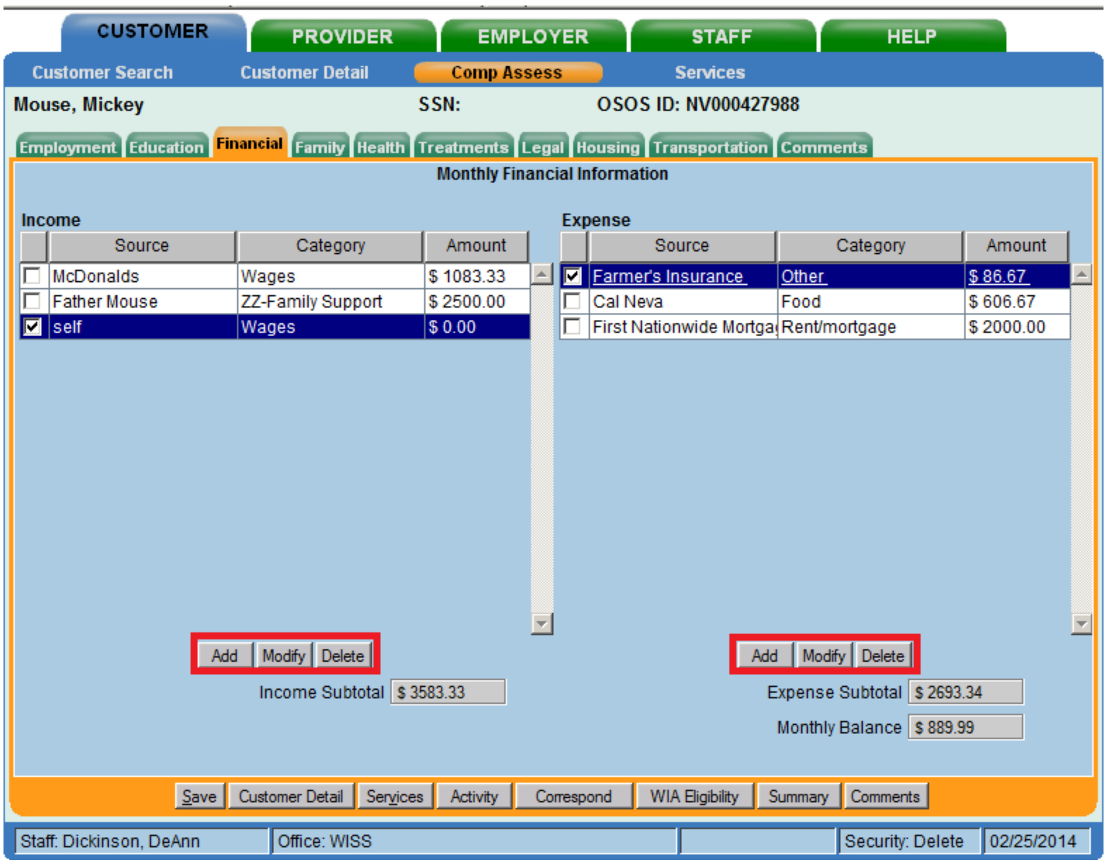
Training Information: Allows text entry for: Training Completed, Training in Progress, Job-Related Interests, Job-Related Aptitudes and Training Needs.



Financial:

The Financial tab can be used to record income, expenses and can be used to add up the income used for low-income eligibility. Access is gained by clicking on the Add buttons. Data can also be modified or deleted.

Note: Nevadaworks requires income section to be completed for Adult and Youth clients.

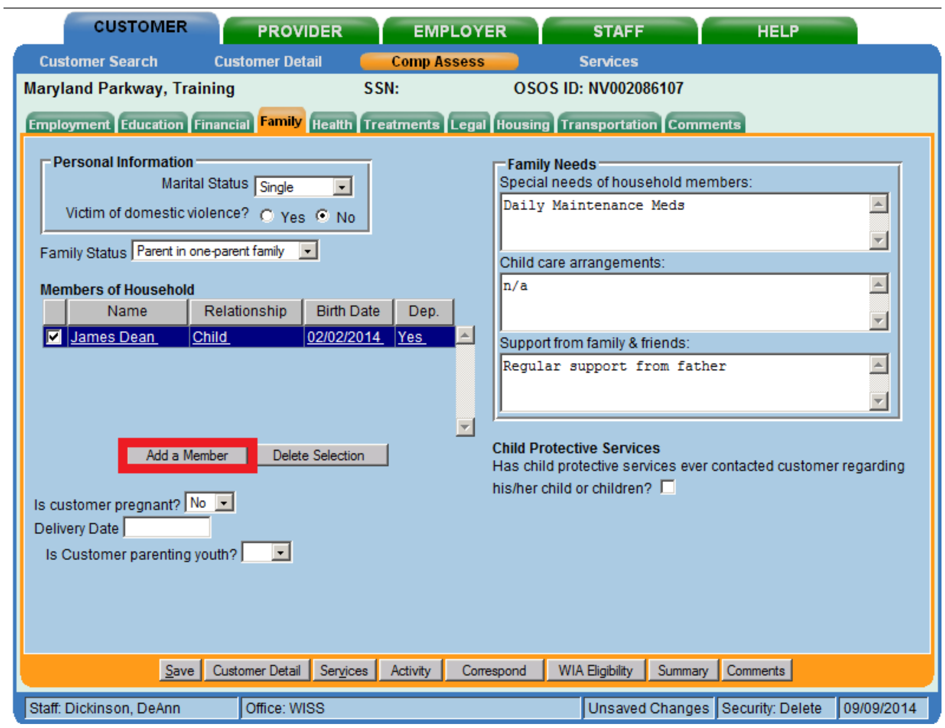


Family:

The Family tab is used to record: marital status; if they are a victim of domestic violence; family status; special needs of the household members; child care arrangements; support from family and friends; members of the household, and if customer is a parenting youth.

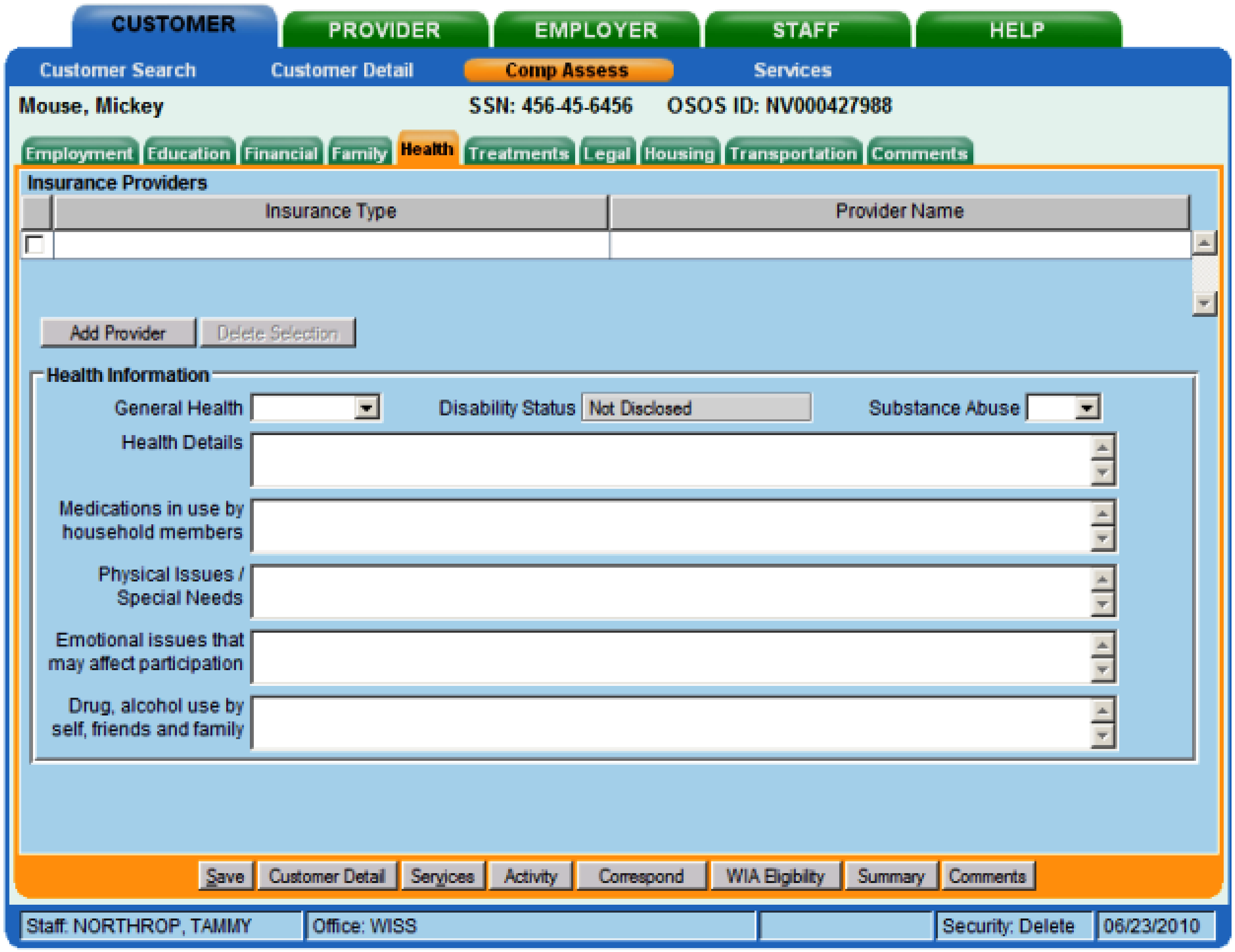
- **Family Status:** Select from dropdown list one of the following options **Not a family member, Other Family member, Parent in one- parent family,** or **parent in two-parent family** ***(Required for WIA Adults)***
- **Is customer pregnant:** Appears when customer is a female ***(Required for WIA youth)***
  If **Is customer pregnant** = Yes, then **Is Customer parenting youth** must also = Yes
  The **Delivery Date** field will appear and is required if **Is Customer Pregnant =** Yes
- **Is Customer a parenting youth?** Select Yes or No. ***(Required for WIA youth).***

NOTE: If customer is age 22 or older, "Is Customer Parenting Youth" must be left blank.



Health:

Health tab is to identify Health Barriers, Limitations and Health Insurance coverage information.

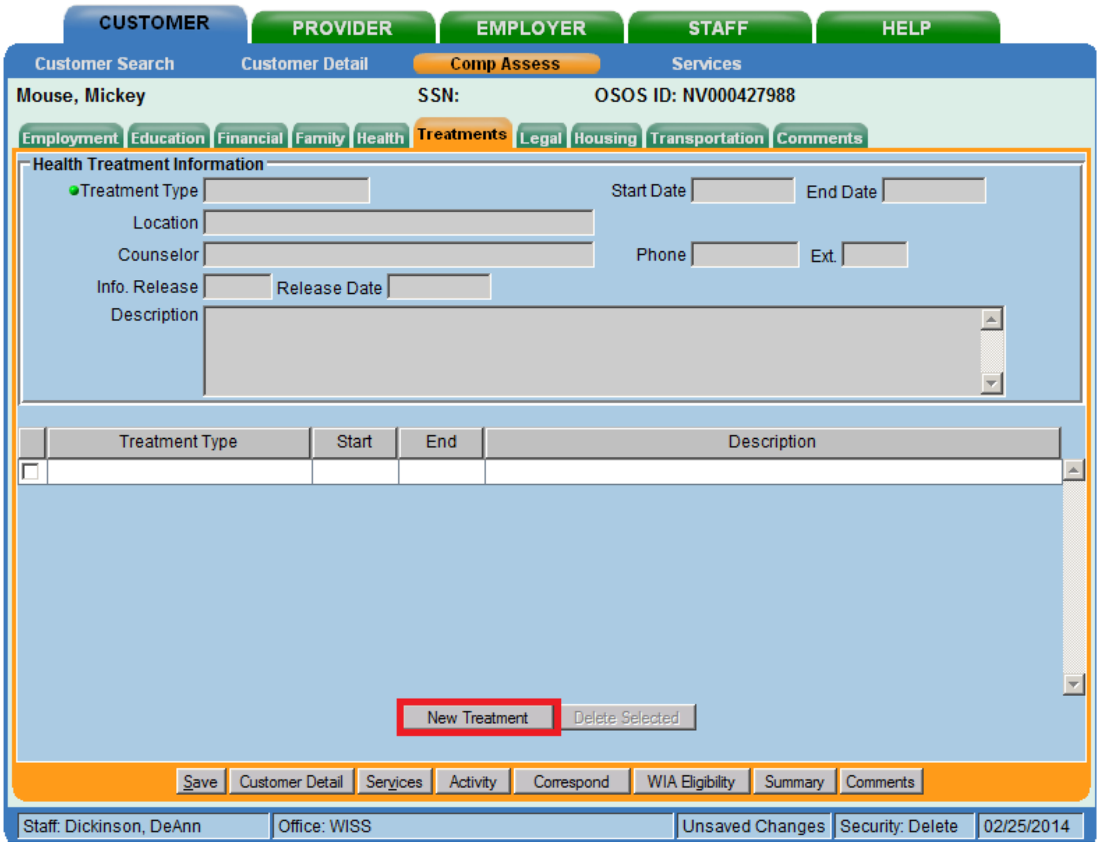


<u>NOTE: No fields on this tab are required. Use caution when entering information in this field. Should items need identifying that are too personal in nature, a case note can be added indicating the information can be found in the participant case file.</u>

Treatments:

Treatments tab is used to record Medical and Psychological Treatments.

Click on the **New Treatment button** to activate the fields and enter data.

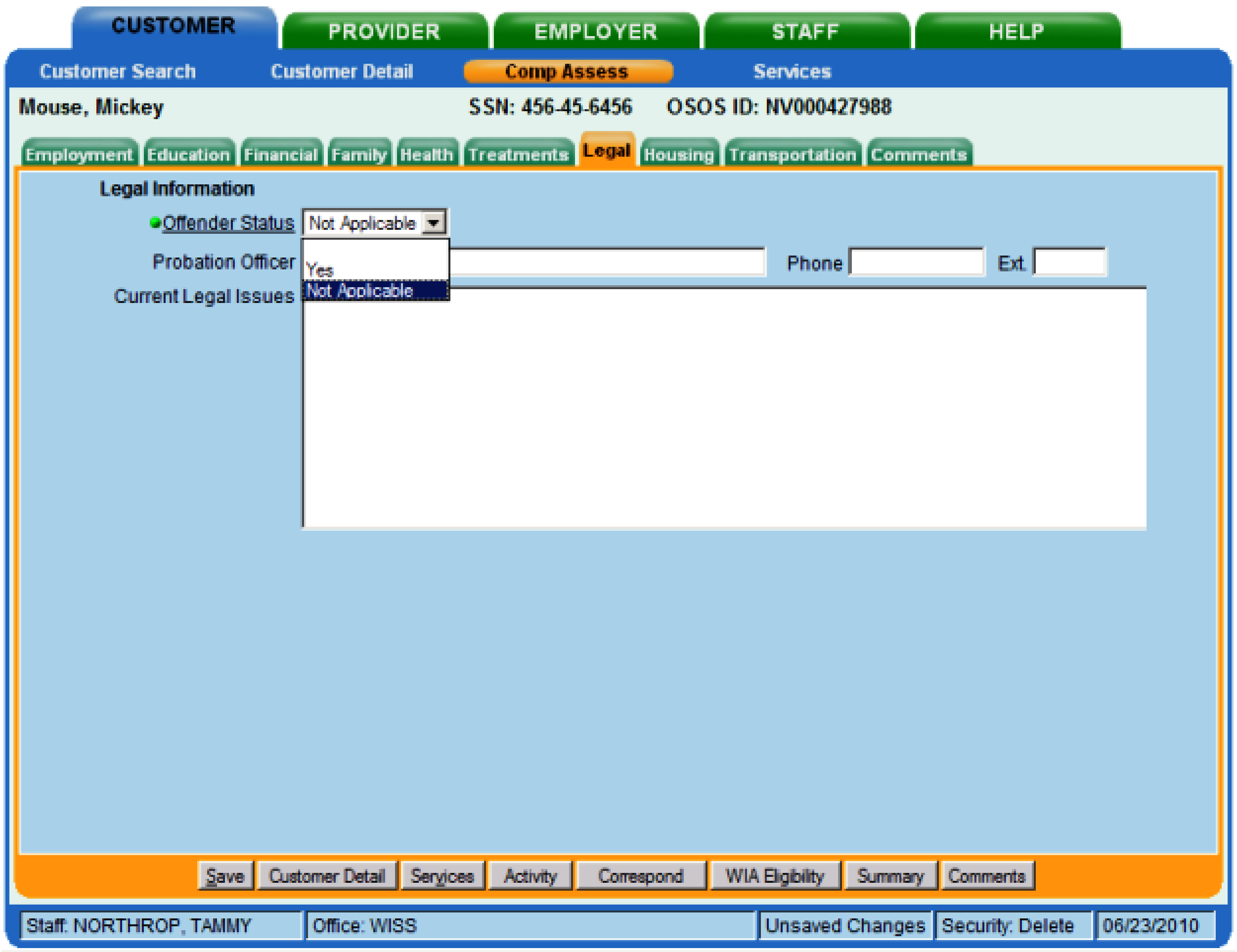


NOTE: No fields on this tab are required. Use caution when entering information in this field. Should items need identifying that are too personal in nature, a case note can be added indicating the information can be found in the participant case file.

Legal:

The **Legal tab** is used to identify and record Legal issues.

- **Offender Status:** is an item for all youth and adults receiving intensive or training services**,** but may be used for all customers ***(Required for All WIA).*** Click on the Offender Status dropdown. Choices are **"Yes"** or **"Not Applicable,"** and additional details can be added by entering data in the remaining text fields.



Current legal issues: Enter the date of the event or offense and the issues that affect the ability to refer to jobs. List any job restrictions i.e. Participant cannot be referred to locations where alcohol is present.

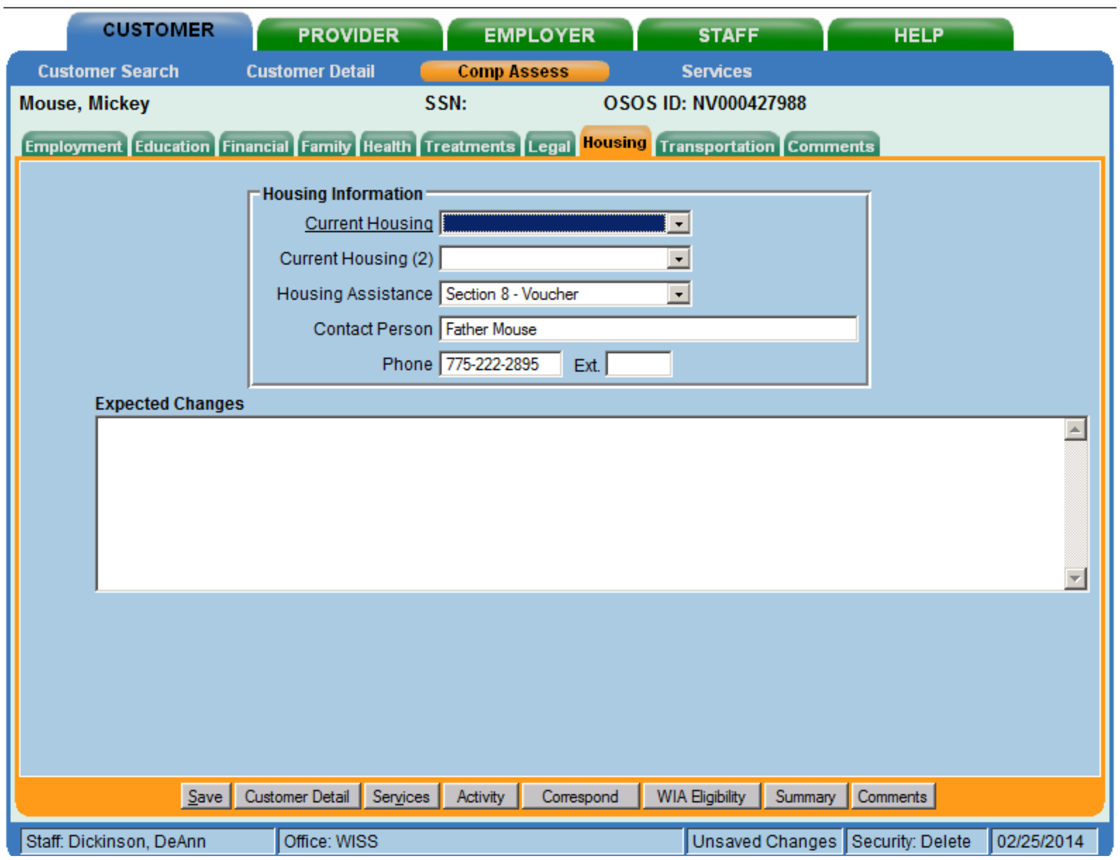
Use caution when entering information in this field. Should items need identifying that are too personal in nature, a case note can be added indicating the information can be found in the participant case file.

Housing:

Housing tab is to identify and record Housing issues.

- **Current Housing:** Select Foster Child, Homeless or Runaway. ***(Required for WIA Youth)***.
- **Current Housing 2:** use for those Youth who apply to more than one housing selection. (Foster Child and Runaway)
- **Housing Assistance:** Make selection if applicable.
- **Contact Person:** Enter contact name.
- **Phone/Ext:** Enter contact phone number and extension if applicable.

The Current Housing drop down is used to show if a person is Homeless, Foster Child, is a Runaway youth or is receiving Housing Assistance at the time of the enrollment. The Housing Assistance drop down is used to identify Public Housing – Project based- Section 8 – Certificate, Section 8 – Project-based or Section 8 – Voucher. A text area is provided to record data regarding any expected Housing Changes.



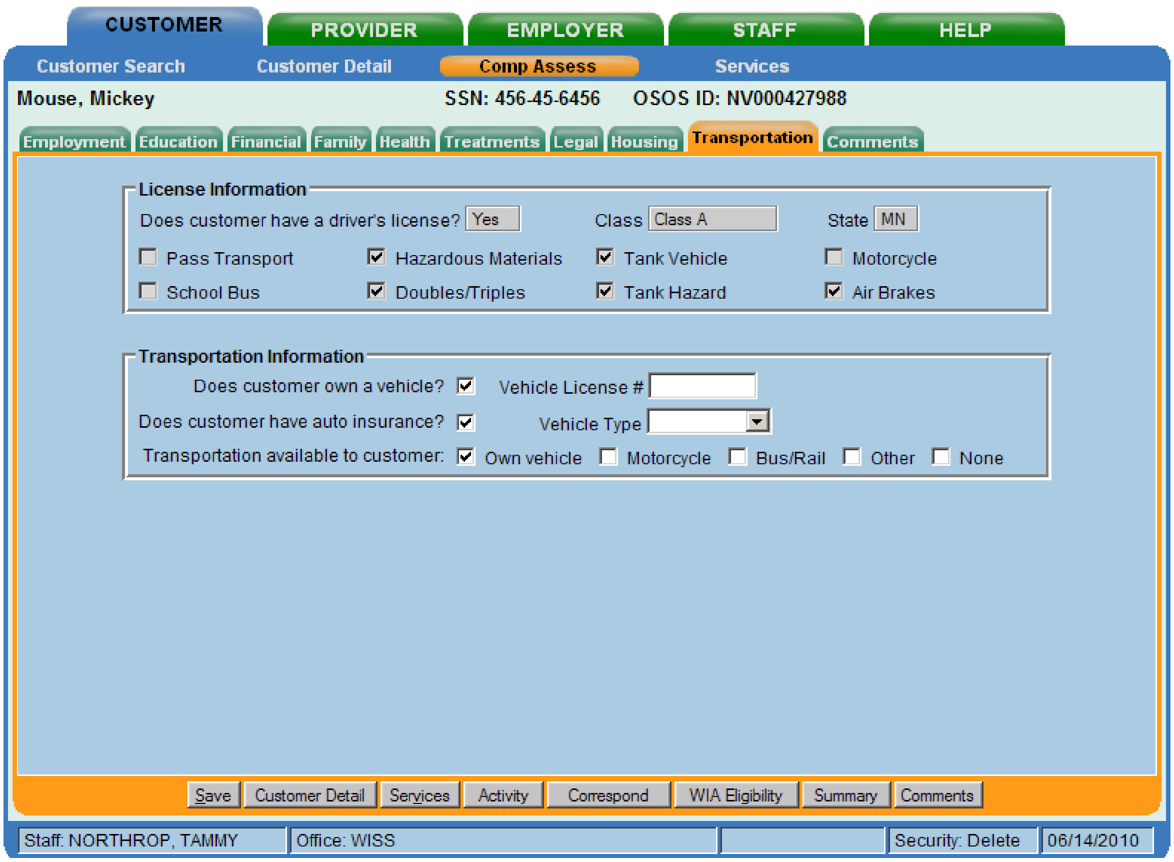
Use caution when entering information in this field. Should items need identifying that are too personal in nature, a case note can be added indicating the information can be found in the participant case file.

Transportation:

Transportation tab is used to record information regarding driver's license, auto insurance, car ownership and if any other transportation is available to the participant.

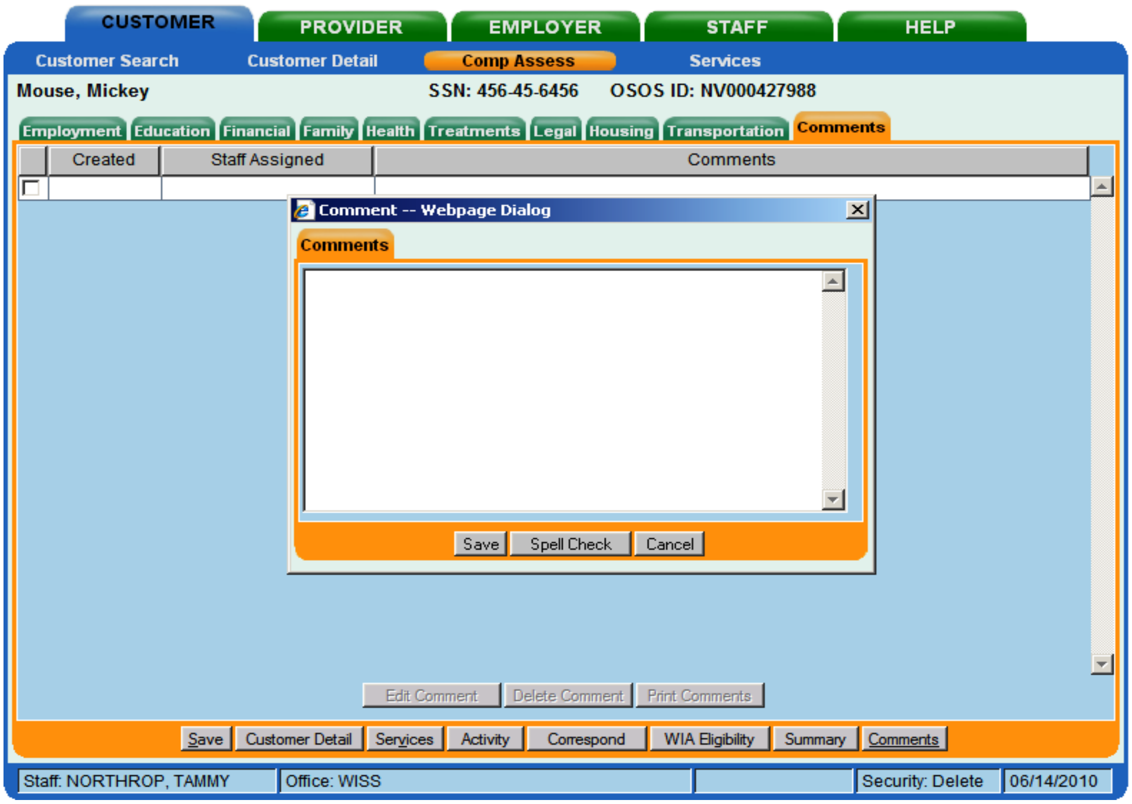
Any driver's license information entered in the Customer Detail, Ed/Lic tab will automatically populate.

Included are fields to indicate if the customer has a vehicle, insurance, or uses public transportation by clicking on the appropriate check boxes.



Comments:

The Comprehensive Assessment Comments tab is used in the same manner, for recording notes associated with the customer's ongoing case management. Items entered here will not transfer to the Comments Tabs found in the Customer Detail or Services. Click on the **Comments button**, enter the notes, then click the Save button.



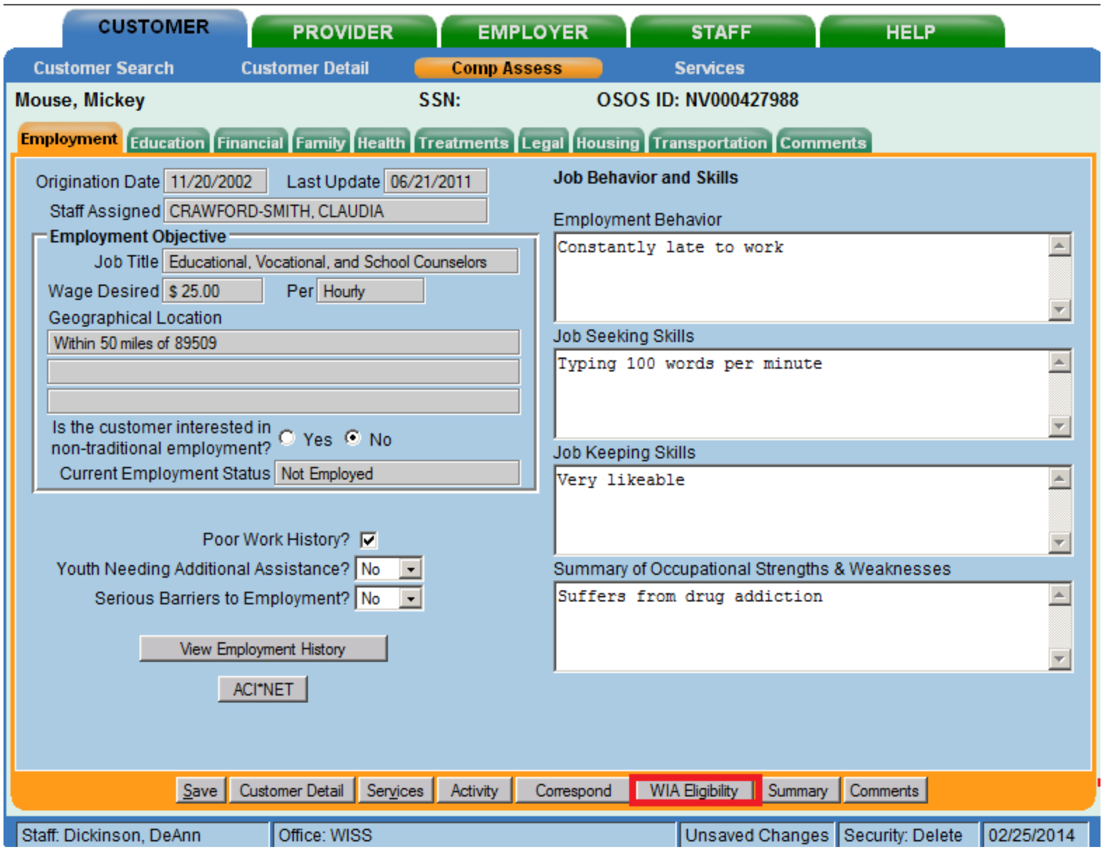
All partners can record the sensitive notes which are not accessible to staff lower than Case Management level authority.

For example: WIA: Client came in to …office on …date and was hostile and appeared disheveled.

WIA Eligibility:

After saving the data entry in Comprehensive Assessment click on the **"<u>WIA Eligibility</u>"** button in the **Comprehensive Assessment** module and the **WIA Eligibility Report** will appear.

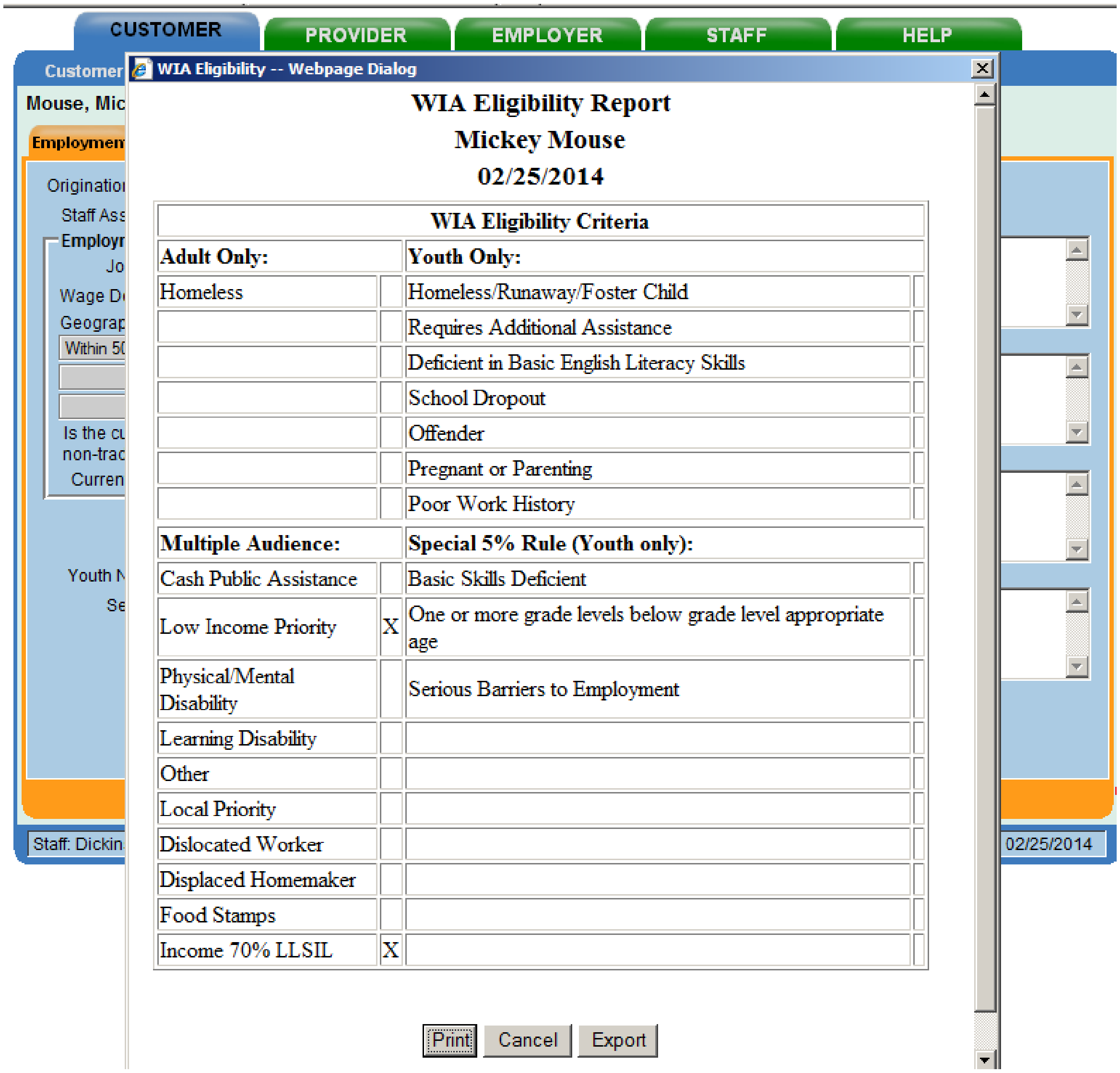
To refresh the module, go to Customer Detail and return to Comprehensive Assessment.



WIA Eligibility Report:

The **WIA Eligibility Report** shows which WIA eligibility flags were set in the **Customer Detail** and **Comprehensive Assessment** based on the data provided. For example if none of the "**Youth Only"** or "**Special 5% Rule (Youth only)"** items are check marked (see example below) the Youth fund will not be available when a Service is entered. This screen should be reviewed for accuracy to this point. When reviewing this screen the Case Manager may identify failure to capture all necessary criteria, it will be necessary to go back through the previous screens and correct the data.

Note: The WIA Eligibility Report <u>does not</u> determine a customer's WIA Eligibility.
<u>Case managers must still review all WIA criteria and make an eligibility determination.</u>

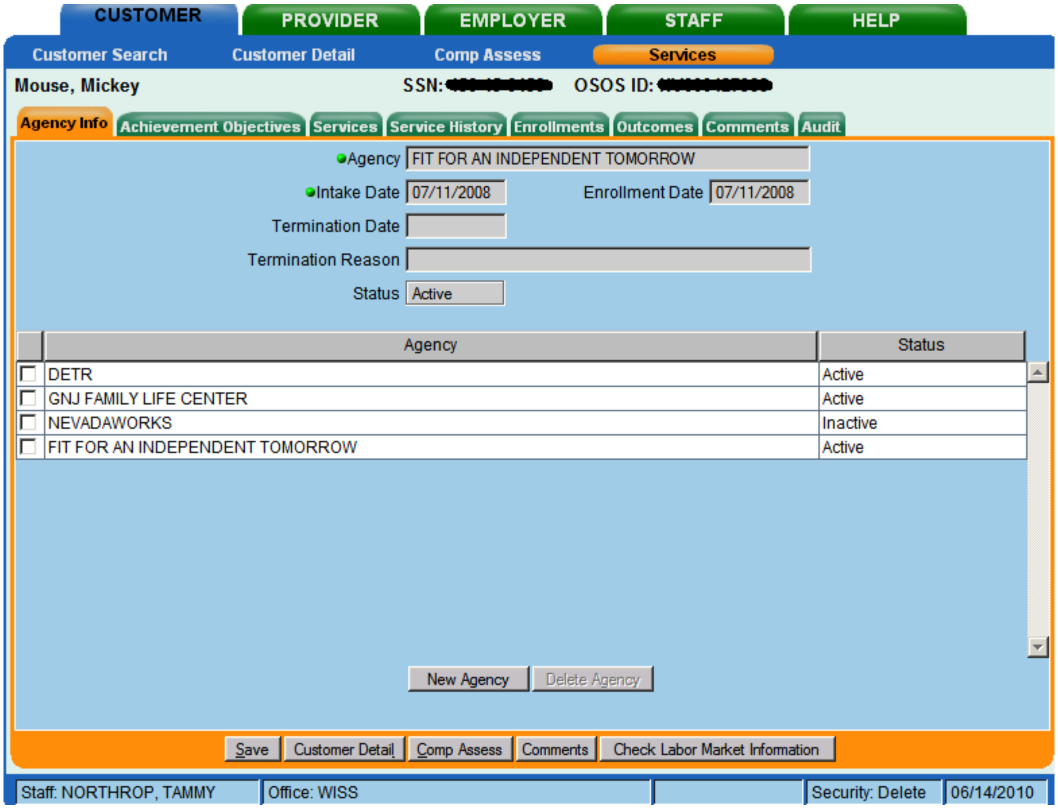


WIA Eligibility Report
Mickey Mouse
02/25/2014

WIA Eligibility Criteria			
Adult Only:		**Youth Only:**	
Homeless		Homeless/Runaway/Foster Child	
		Requires Additional Assistance	
		Deficient in Basic English Literacy Skills	
		School Dropout	
		Offender	
		Pregnant or Parenting	
		Poor Work History	
Multiple Audience:		**Special 5% Rule (Youth only):**	
Cash Public Assistance		Basic Skills Deficient	
Low Income Priority	X	One or more grade levels below grade level appropriate age	
Physical/Mental Disability		Serious Barriers to Employment	
Learning Disability			
Other			
Local Priority			
Dislocated Worker			
Displaced Homemaker			
Food Stamps			
Income 70% LLSIL	X		

Services:

The Services module is used to record all WIA Enrollments and Services provided. These include the Case Managers Agency, any Achievement Objectives, assign and fund provider services, record data for WIA reporting, and view service history records.



Users may access the Services module by selection of the "Services" button in the Customer Detail or Comprehensive Assessment module, or by selection of the "Services" menu option from the Customer menu in blue at top.

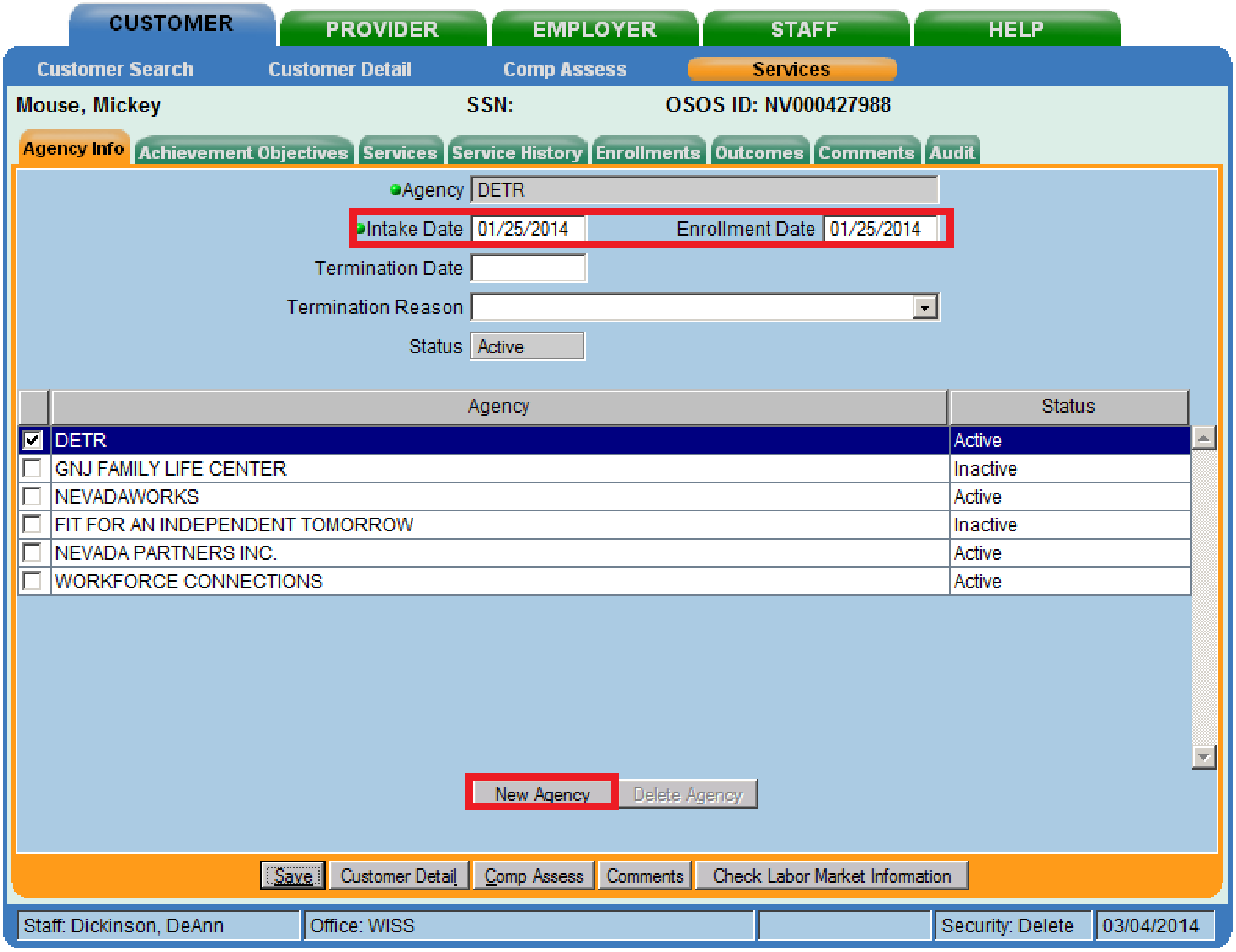
The Services Module is made up of the following tabs:

- Agency Info
- Achievement Objectives
- Services
- Service History
- Enrollments
- Outcomes
- Comments
- Audit

Agency Info:

The fields on the Agency Info Tab are used to enroll the WIA Participant in an agency/provider.

In order to associate a WIA Service with an agency/provider, the participant must be enrolled with an agency/provider.



Agency, Intake Date and Enrollment Date are required in order for the agency to show Active and fund a service.

Select *the* **New Agency** ***button*** to enroll a participant in an agency**.**

Intake date this is the date that the agency first met with the customer. The intake date must be less than or equal to the current date.

Enrollment date: Enter the date that the customer enrolled in the agency. This date must be greater than or equal to the Intake Date and less than or equal to the Termination Date. Enrollment date cannot be greater than the current date. Before an Enrollment date can be entered, an intake date must be entered. Click the **Save** button.

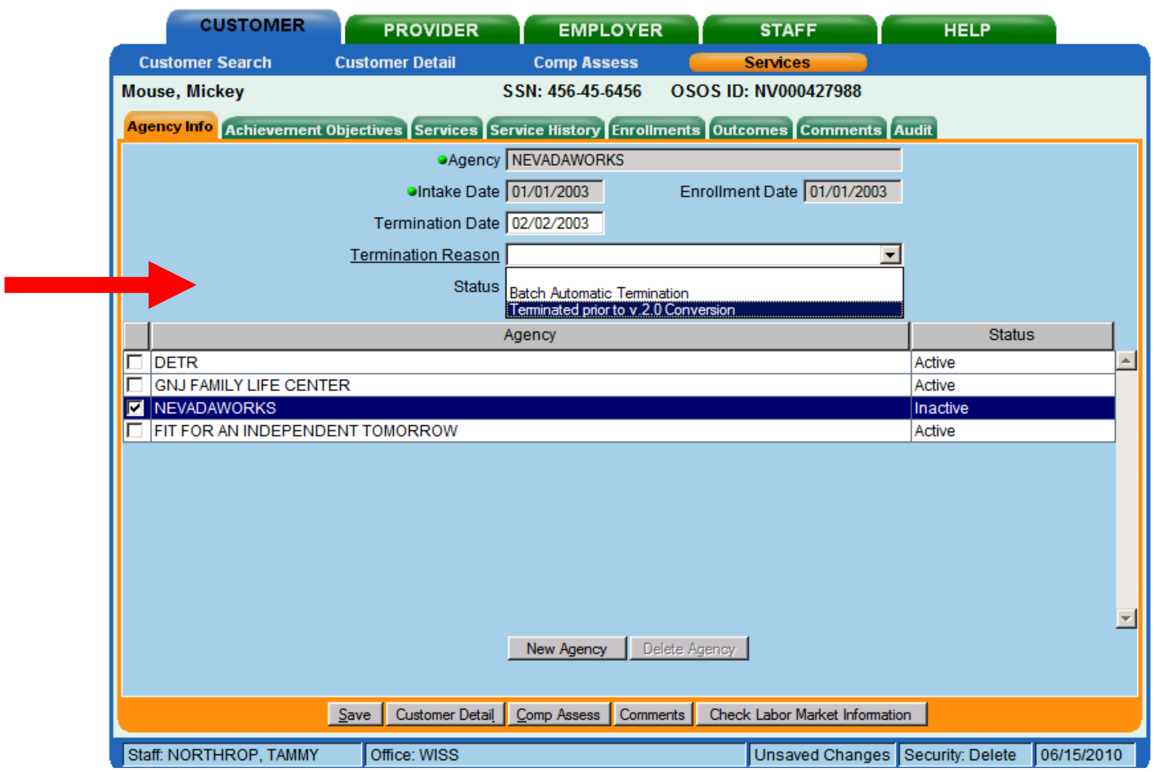
The definition of 'Enrollment' varies by Agency; this date may or may not involve entry into a program. DOL policy should be followed.

Termination Date: Appropriate termination of Providers is an automated function of the system however if this does not occur correctly, the following steps should be followed. This is the last date the customer receives Services from the agency. This date should be greater than or equal to both the intake and Enrollment (Agency) dates. Before a Termination Date can be entered, at least an intake date must be entered. Agency termination is not allowed if Services associated with the agency have not ended. Services are ended when the Service's Actual End is entered and Completed Successfully is answered Yes or No.

Termination Reason: This is the reason the participant has stopped receiving Services from the agency.

Status

- *Pending* – This indicates that only the Intake Date has been entered.
- *Active* – This indicates that an Intake date and an Enrollment date have been entered and that the Termination Date has not taken place yet.
- *Inactive* – This indicates the Termination Date and reason have been entered



Achievement Objectives:

The Achievement Objectives tab is used for Adults, Dislocated Workers and Youth Customers. *Note that the Employment Objective automatically is carried in from the Customer Detail module.*

ACHIEVEMENT OBJECTIVES- FOR ADULT AND DISLOCATED WORKER PARTICIPANTS: (OPTIONAL)

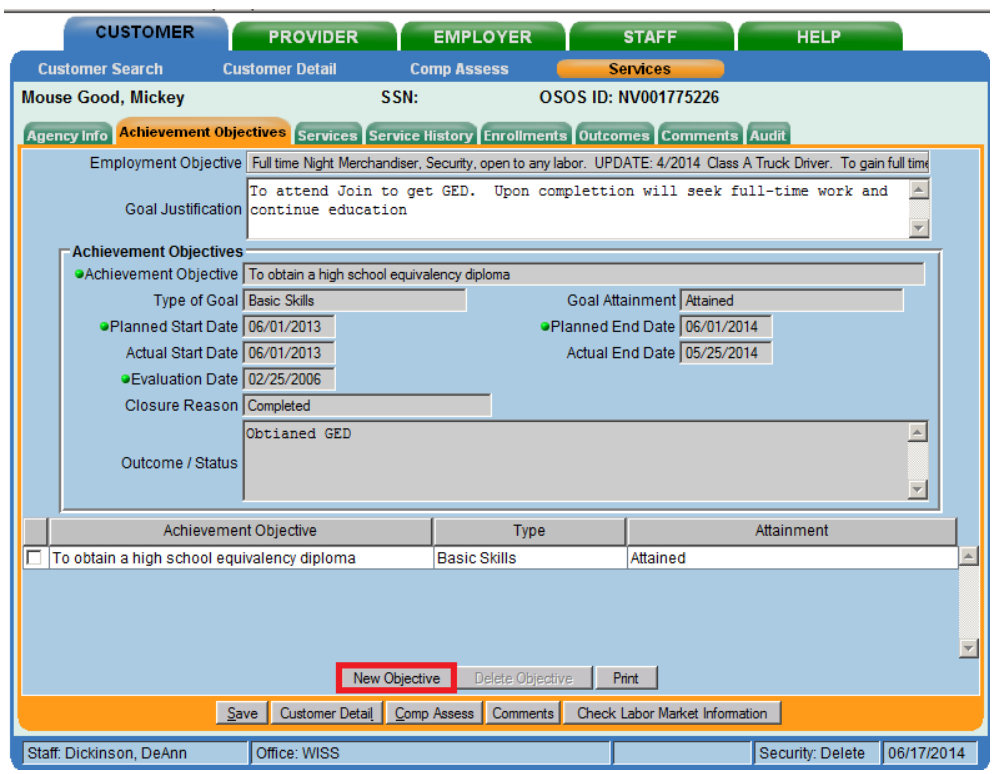
FOR YOUTH: ***(Required for WIA)***

At least one achievement objective and a “Basic Skill” Type of Goal selection are required at the time of WIA Enrollment for Youth between the ages of 14 and 24.

Goals can be recorded in NJCOS and linked to services, to record what services were used to achieve the goals. Achievement Objectives should be updated at milestones as the youth moves through the program.

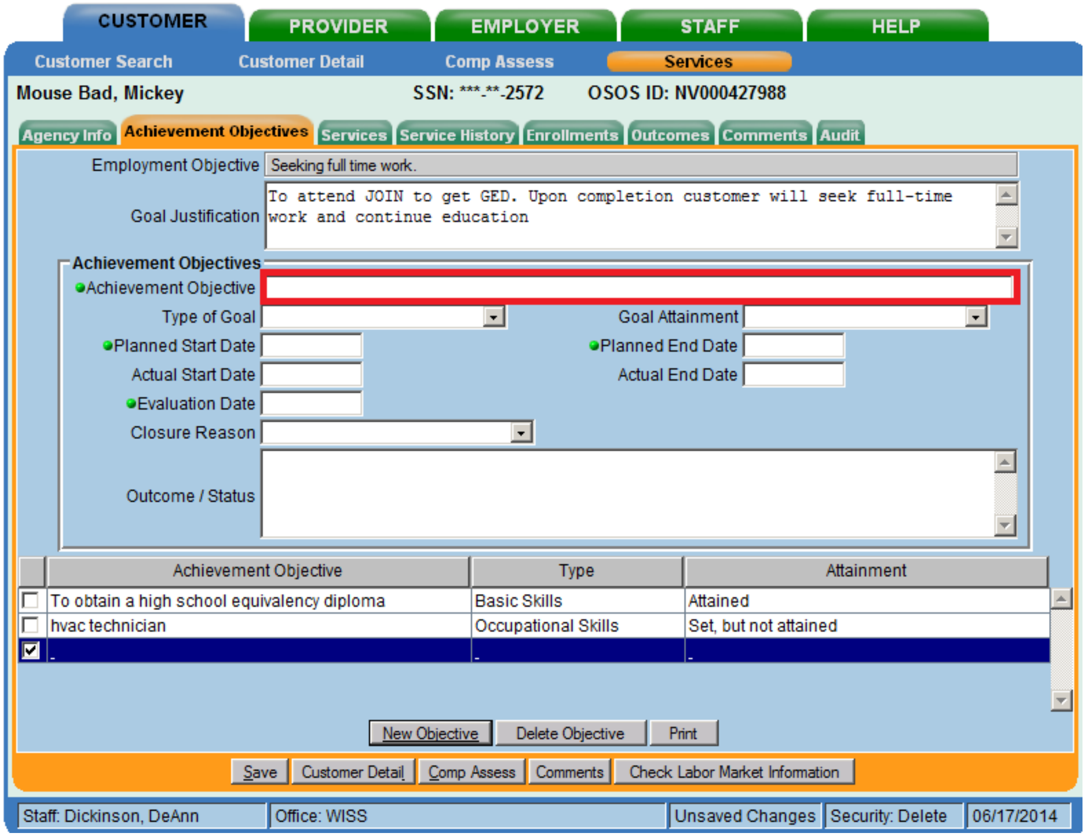
Common Measures implementation means that achievement objectives and skill attainment goals no longer count towards local area performance. However, they ***must still be reported*** to the US Department of Labor (DOL) and are to be used for case management purposes.

Complete the Goal Justification field, recording why the youth needs services to achieve the goal(s), by clicking on the text field and typing in the justification.



Click on the **New Objective button** to activate

Complete the **Achievement Objective** Click in field and type in the objective.

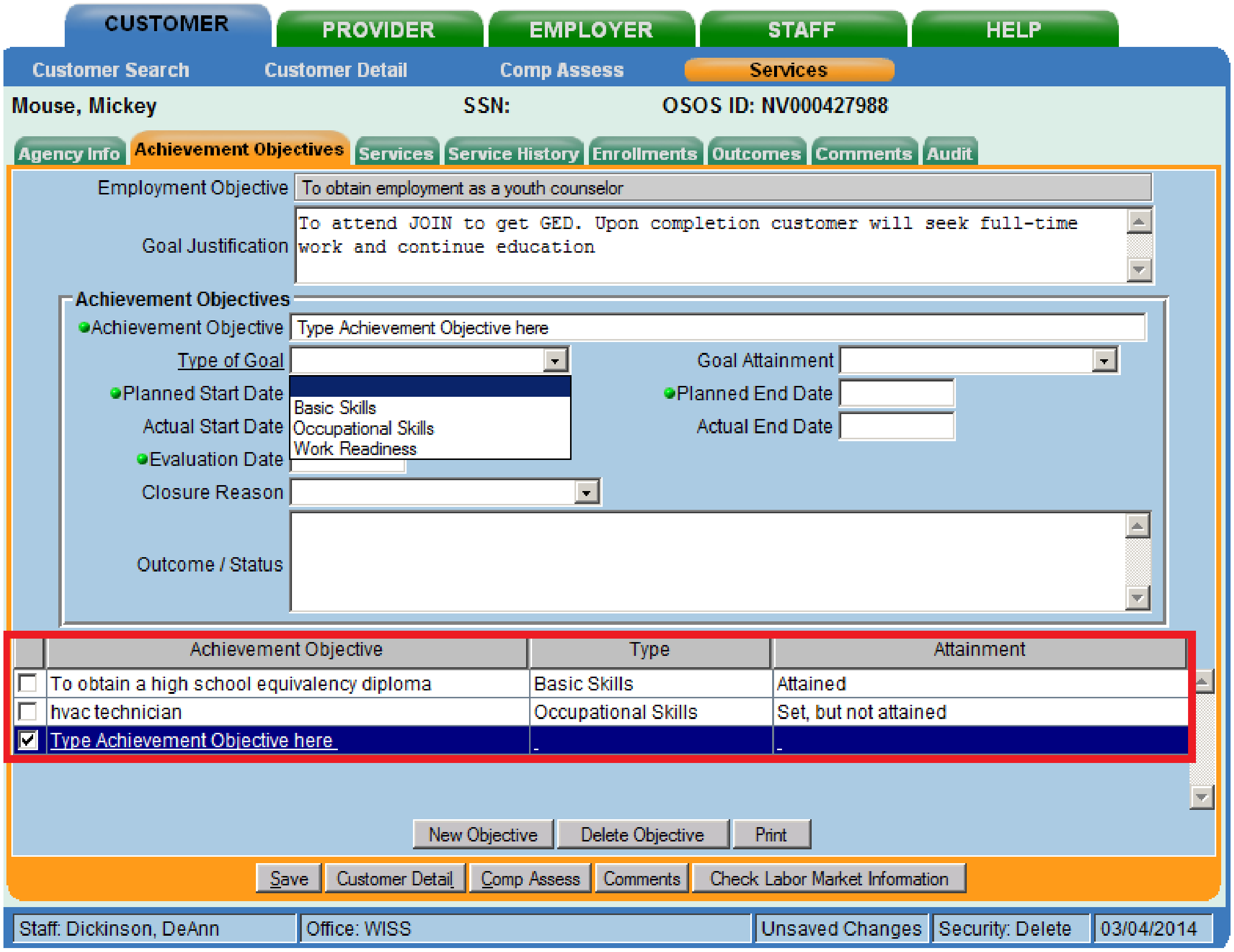


For youth only: Choose the **Type of Goal** from drop down list:

- Basic Skills Goal (***required for first goal)***
- Work Readiness Goal
- Occupational Skills Goal

See next page for additional screen shot.

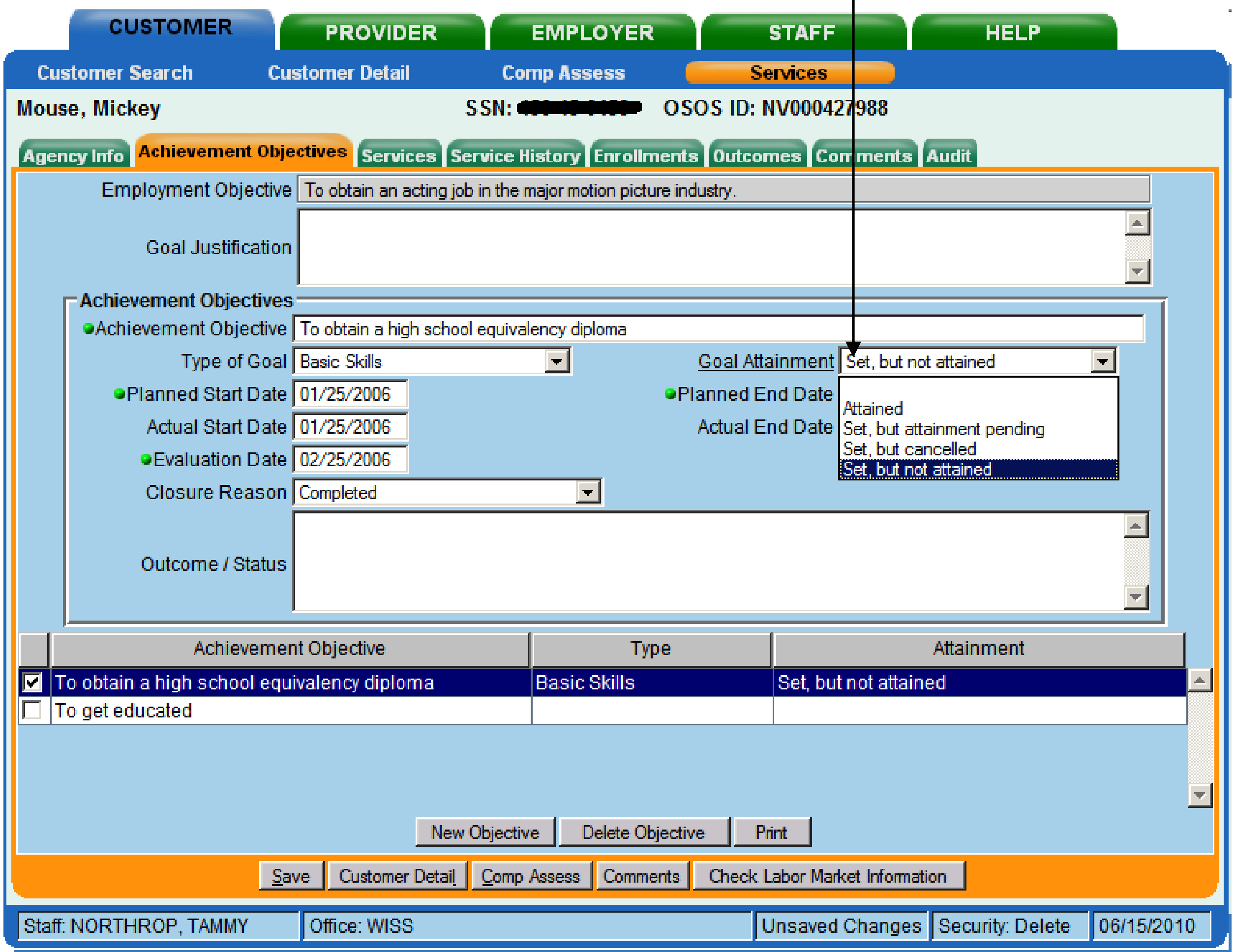
List of Achievement Objectives, Types and Attainment of Goals



Choose the **Goal Attainment** status **“Set, but attainment pending”** from drop down list.

The choices are the following:

- ***Attained***
- ***Set, but attainment pending***
- ***Set, but cancelled***
- ***Set, but not attained***



Steps to enter NJCOS goals are sequential and must be followed as described. A goal cannot initially be entered as Attained, if entering a record. It must be entered as “Set, but attainment pending” first.

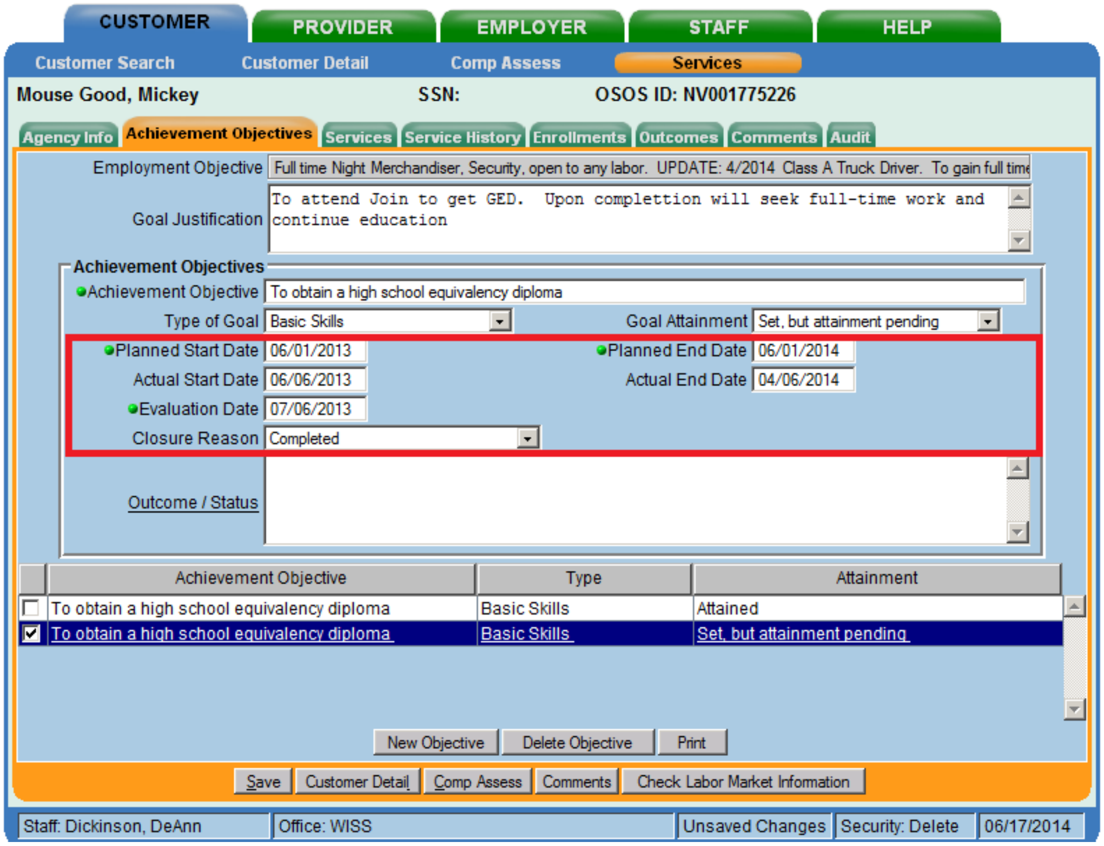
<u>Once services have been linked to the goal and the services have been completed, the Goal Attainment status can be modified</u>.

Enter the **Planned Start Date:** For the **first goal,** ***the date has to be the same as the Enrollment Date.***

Enter the **Planned End Date:** ***It must be no more than one year (364 days) from the Planned Start Date.***

For youth (14 to 18) only: Enter the ***Actual Start Date, which for the first goal, must be the same as the Enrollment Date.***

Enter the Evaluation Date: ***It must be after the Actual Start Date, and before the Planned End Date.***

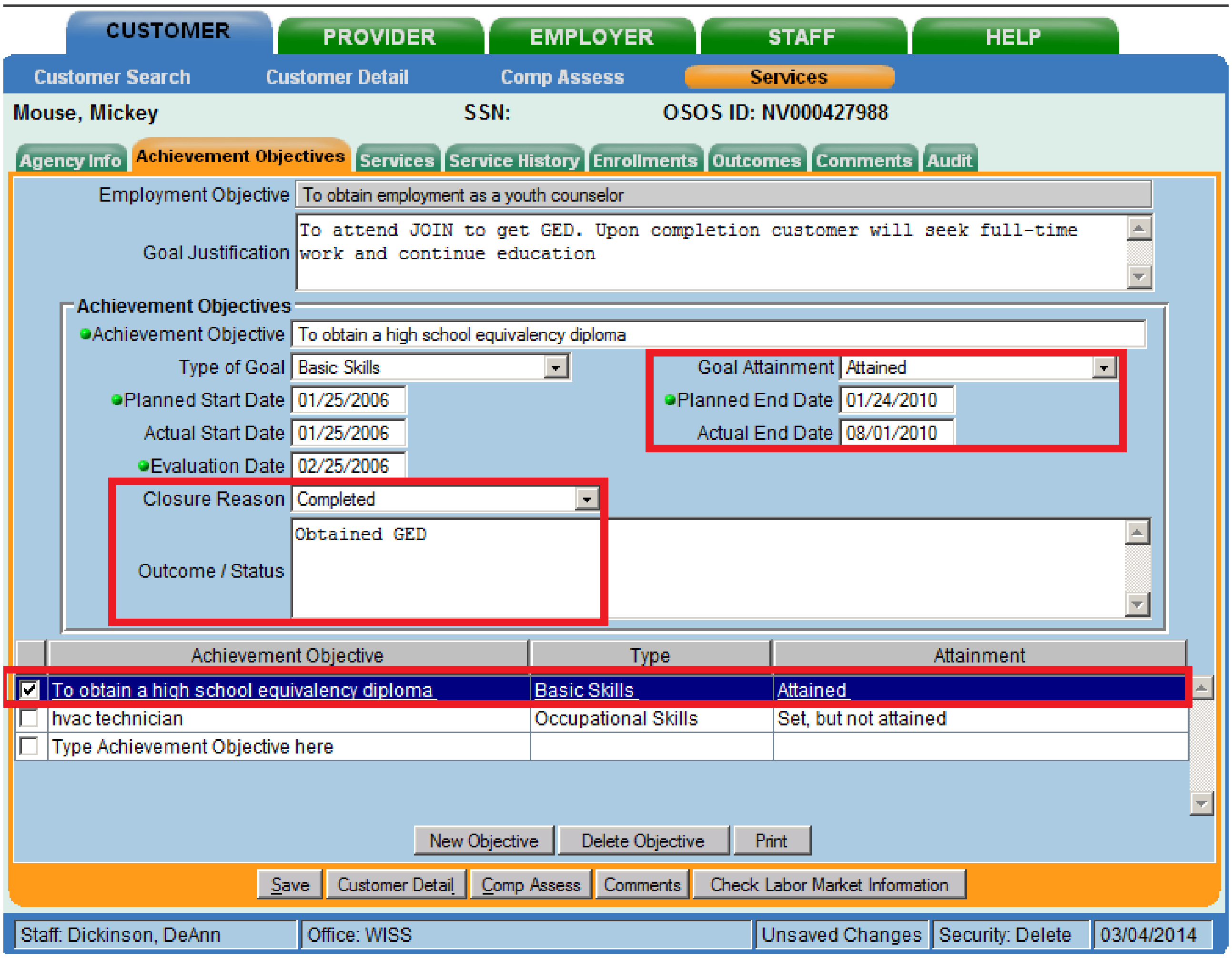


Click the **Save button**.

Note: More than one goal can be entered for each client. Suggest completion of one goal prior to entering the next goal.

Closing a Goal:

When the following occur: Goal achieved, Goal not achieved; Goal Canceled in order for the record to properly exit the goal(s) must be closed.



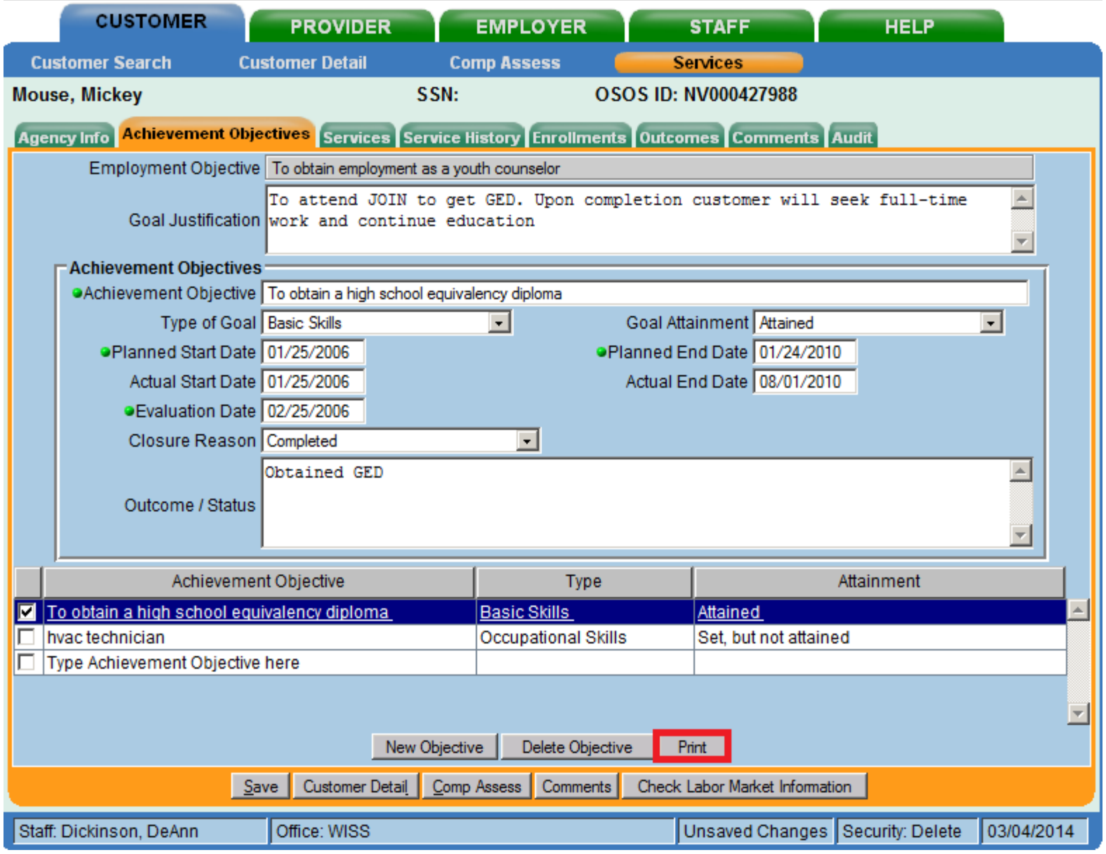
To close a goal, highlight the appropriate goal listed at the bottom of screen and modify the **Goal Attainment** status from drop down list.

Note: If there is only one Achievement Objective and "Set, but cancelled" is chosen for the Goal Attainment status, NJCOS will respond as if there were no Achievement Objectives recorded. Another Achievement Objective must be created. (Youth requirement)

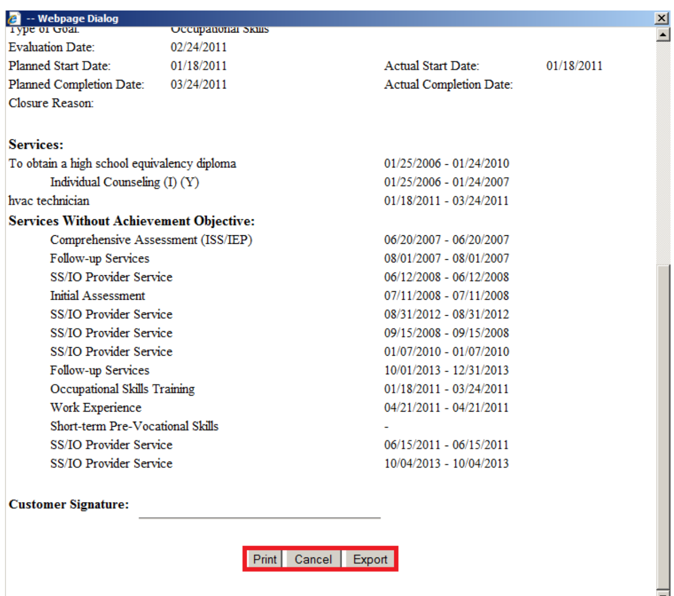
Enter the **Actual End Date (*for youth 14 to 18 only*)**.

Choose the **Closure Reason** from the drop-down list and click on the **Save button**. Click on Customer Detail, return to Services to refresh the data.
Click **SAVE.**

Click PRINT to view the Objectives and Services History Detail



Objectives and Services History Detail provides a Print, Cancel and Export functionality.



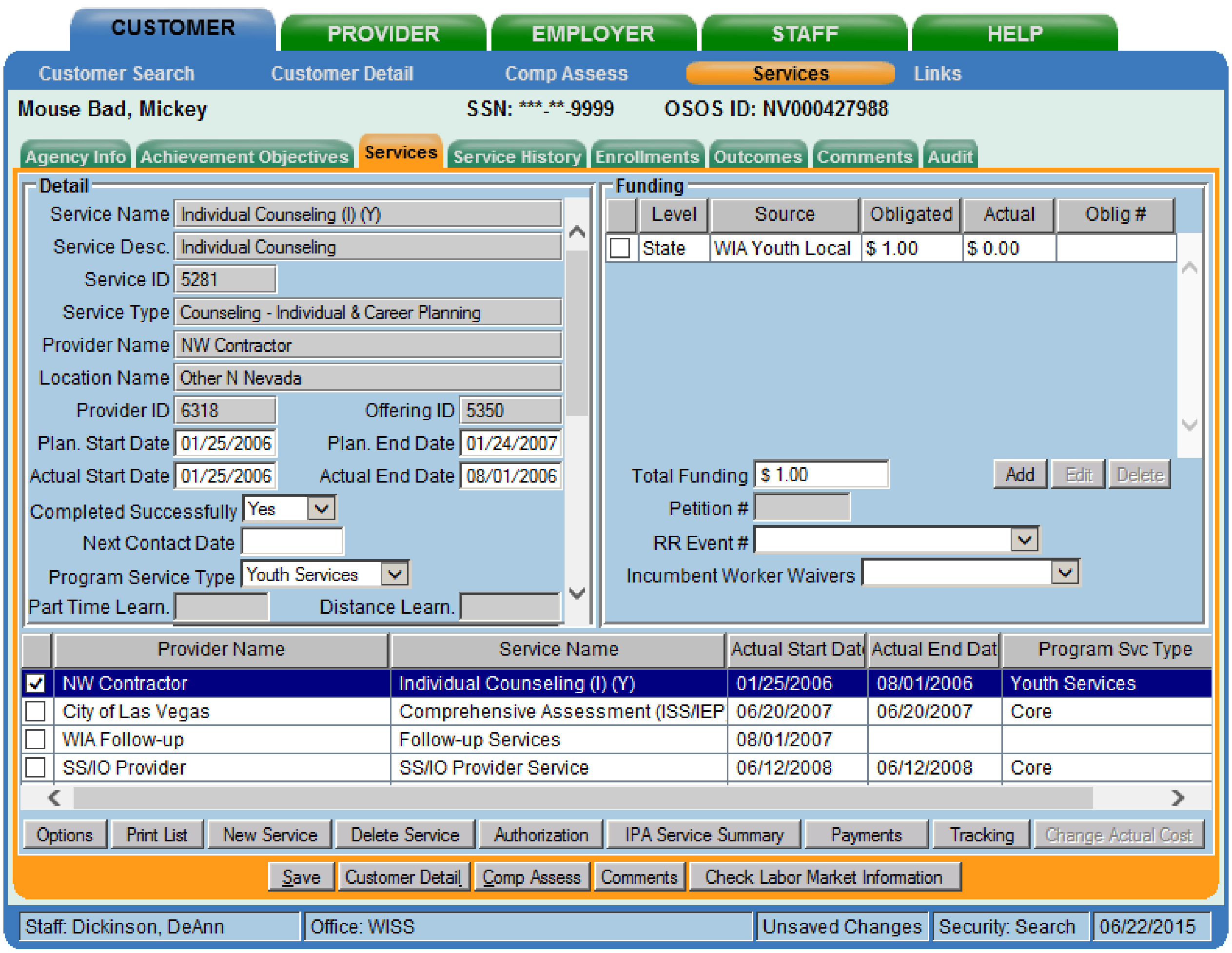
Services:

The Services Tab is used to assign, track and fund WIA Services for Youth, Adult and Dislocated Worker Participants.

The tab is divided into three sections:

- Detail
- Funding
- The list of Services and their associated Achievement Objectives.

IMPORTANT: Maintenance of service data is critical to performance; therefore data should be entered into NJCOS as information changes and as soon as possible (within forty eight (48) hours and per LWIB policy).

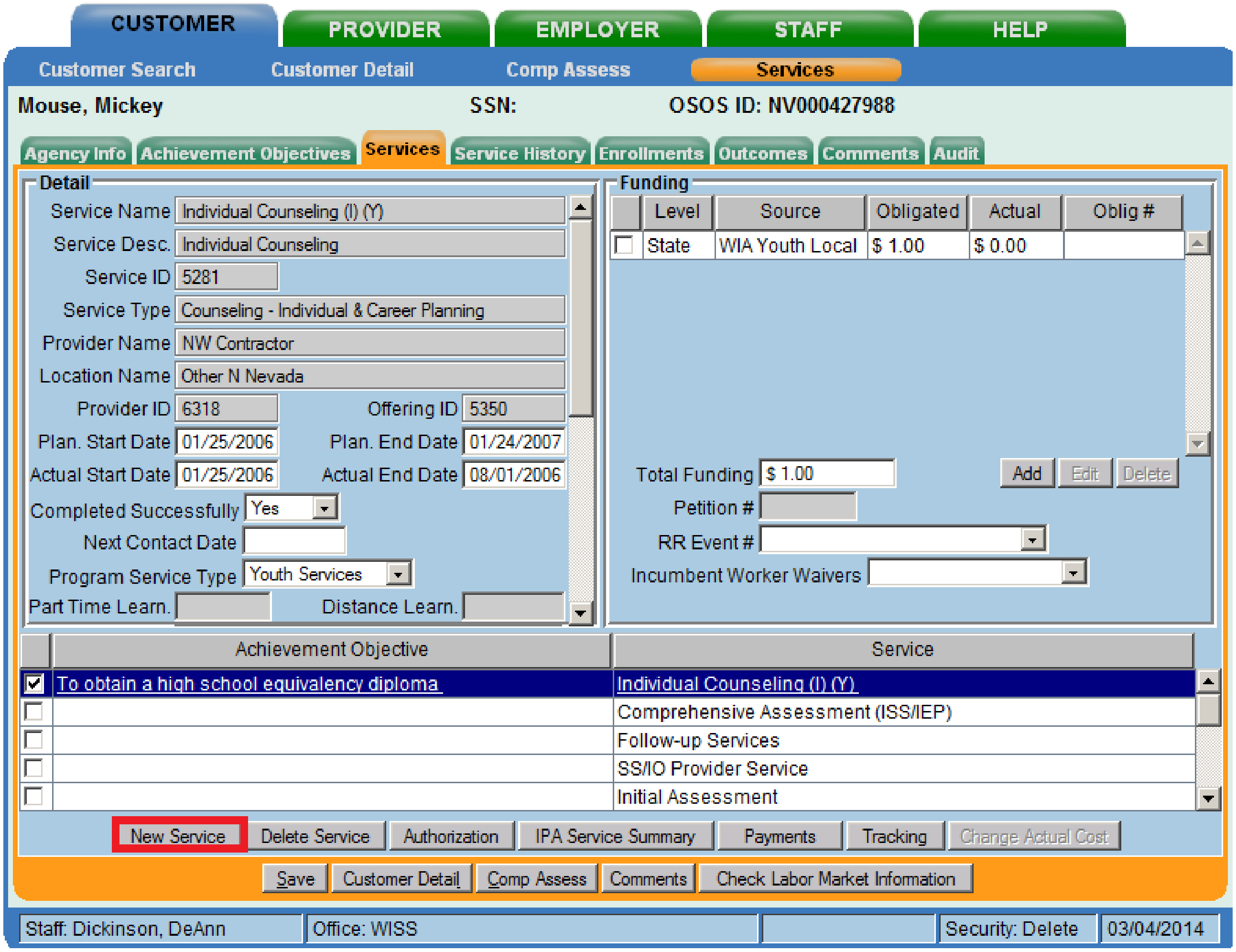


Detail:

Note: Detail section must be completed and saved prior to funding the services.

Scheduling Services:

Scheduling of all WIA services is to be completed through the Services Screen.



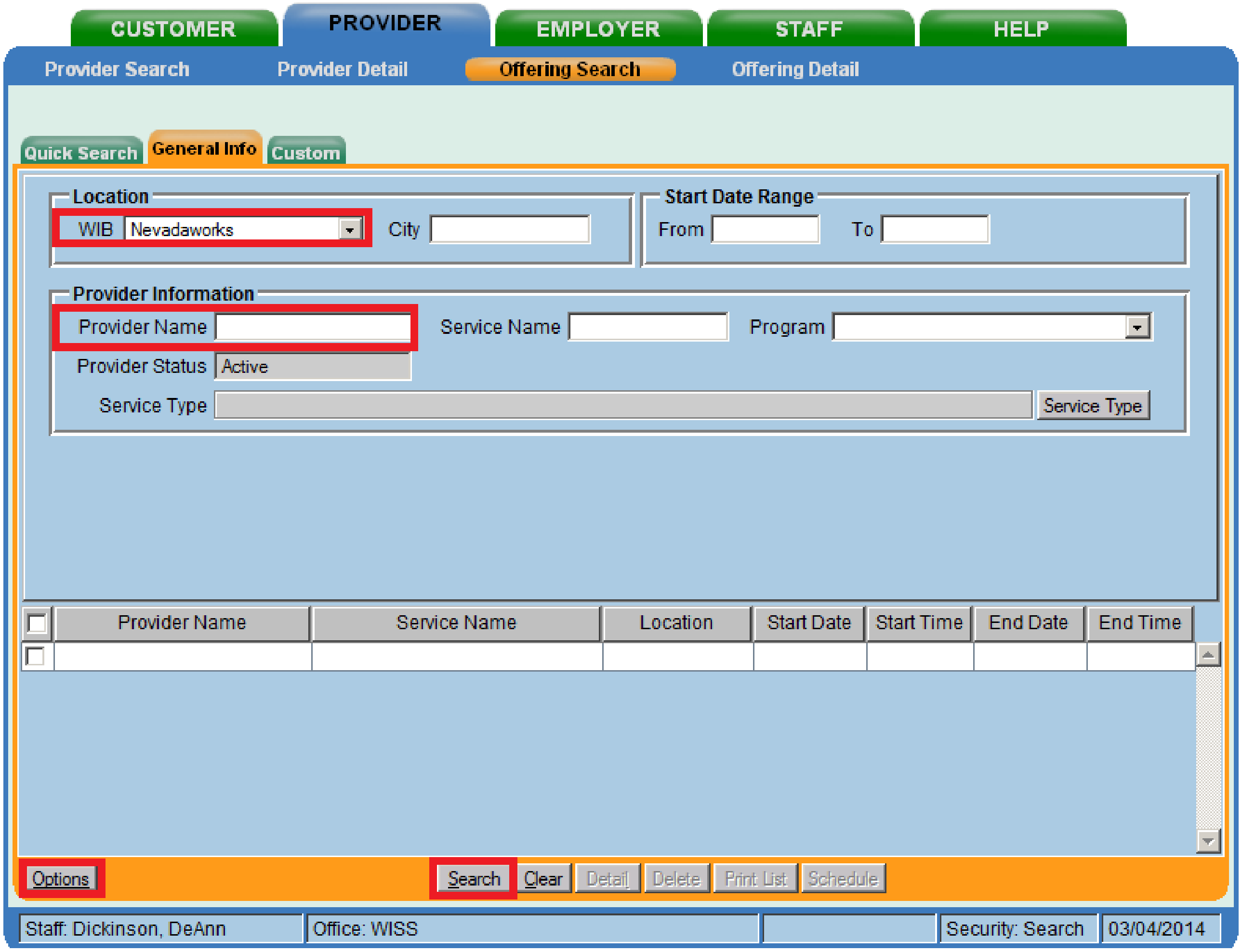
To select a WIA services, click on **New Service**, which takes the user to the Offering Search Screen.

The offering search screen is where a user searches for and selects the appropriate WIA service to link to the participant.

Offering Search:

Select General Info Tab.

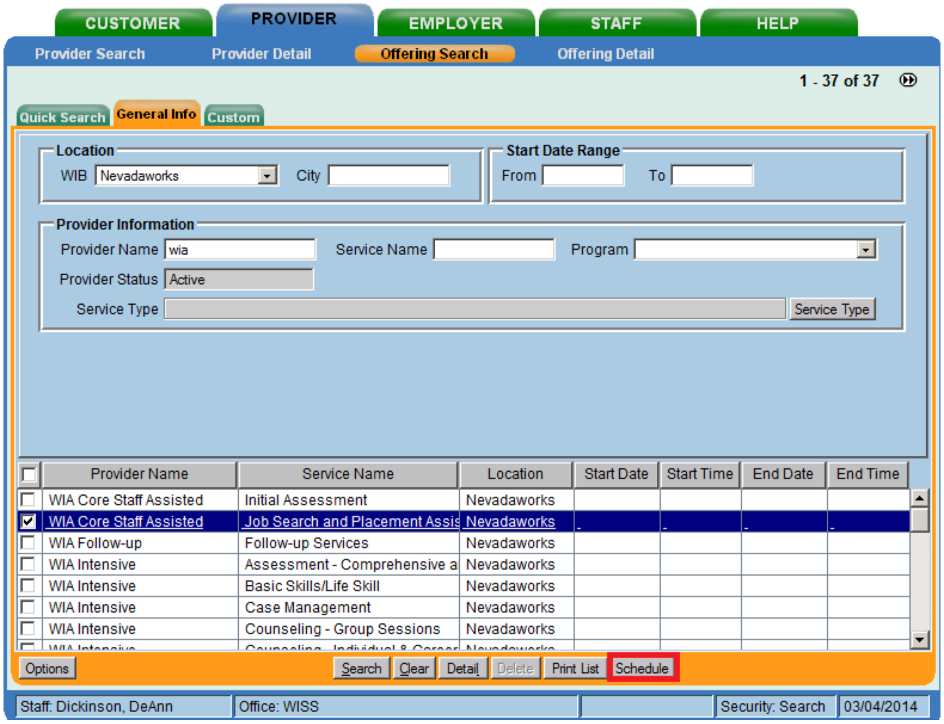
The WIB field will automatically default to the area of logged on user.



Enter Provider Name "**WIA**" Click on the **Search** button.

If necessary, expand the search by changing the Results per Page number from 25 to 50 or 100 by clicking the **Options** button, then selecting the **Sort Options** tab. Click **Save.**

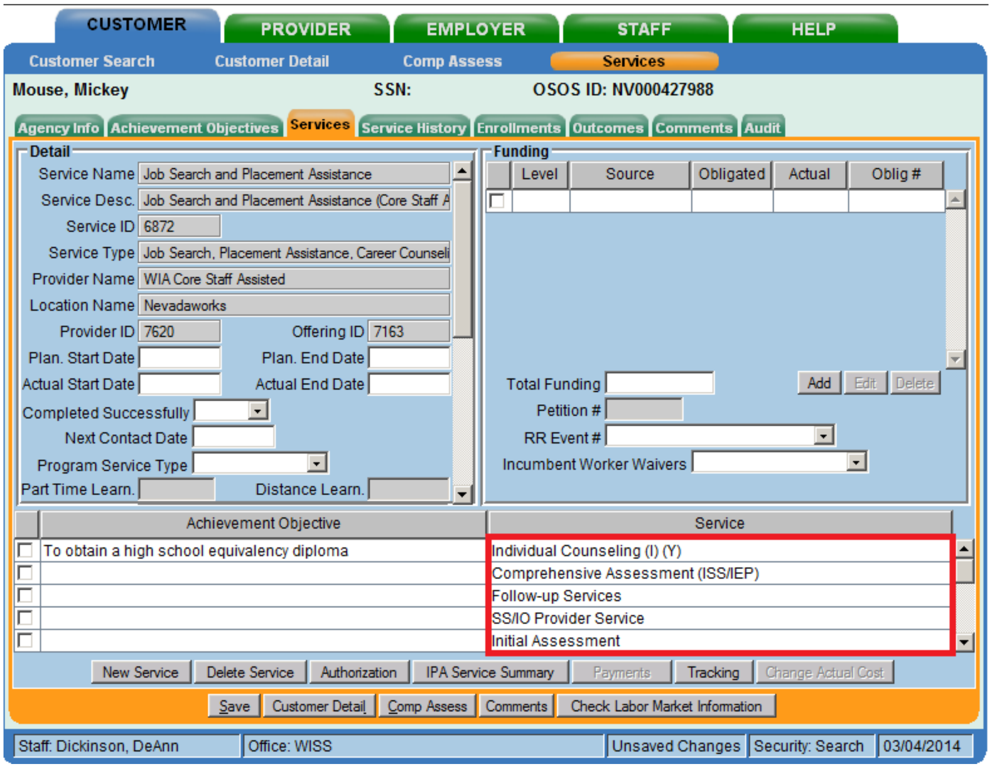
Click on the appropriate service to highlight and schedule service.



Click on the **Schedule** button, to return to the participant's Services tab and to link the service to the participant record. The chosen service will be added to the lower part of the screen. Complete the required fields in detail.

- **Plan. Start Date:** Enter the Plan Start Date
- **Planned End Date:** Enter the Plan End Date. Not open further than 90 days.
- **Actual Start Date:** Enter the Actual Start Date
- **Next Contact Date:** This can be used to set a future date (mm/dd/yyyy) on which a notice will be provided to the user in their staff inbox, as a reminder to contact the customer.
- **Program Service Type:** WIA provides for three levels of services in this order: Core, Intensive & Training, with services at one level being a prerequisite to moving to the next level. Select the appropriate service type
    - **Core:** 1st level
    - **Core Staff Assisted:** 1st level, available for all adults age 18 years or older.
    - **Follow-up:** All Youth participants must receive some form of follow-up services for a minimum duration of 12 months.
    - **Intensive:** 2nd level
    - **ITA-Training:** 3rd level (**I**ndividual **T**raining **A**ccount) use Training Providers from the Eligible Training Provider List (ETPL)
    - **Non-ITA Training:** 3rd level
    - **Youth Services:** Utilized for Youth Services
- **Distance Learning:** Utilized when applicable for Occupational Skills Training.
- **O*Net:** Click on O*Net button and select the appropriate code related to the training.
- **NAICS:** Click on the NAICS button and select the appropriate code related to the **Occupational Training Services.**
- **Offering Cost = Actual amount** Utilizing the right **Scroll** bar enter the **Offering Cost** = actual amount. They are required fields, though not green dotted.

Then click on **Save**.



Service Definitions For Adult and Dislocated Worker Program Participants:

Overview:

Once a participant has become part of the WIA system, the case manager should continue to provide all the services needed to reach their employment goal.

Federal guidance stipulates that "90 days without a service" constitutes an exit.

Gateway of Services (For the Adult and Dislocated Worker Program Only):

WIA provides for three levels of services: 1) core, 2) intensive, and 3) training, with service at one level being a prerequisite to moving to the next level.

The key to these gateway activities is the determination, made by the case manager, that intensive or training services may be required for the participant to achieve the goal of obtaining employment a WIA service must be funded in order to create a WIA Enrollment.

The Date of Enrollment: Represents the first day, following a determination of eligibility the individual begins receiving a service funded by the program.

Staff Assisted Core Services (available to all adults age 18 years or older):

All enrollments must be created with a staff assisted core service for Adult and Dislocated Worker Participant.

The decision on which staff assisted core services to provide, and the timing of their delivery, should be made on a case-by-case basis by the case manager and depending upon the needs of the participant.

To be eligible to receive staff assisted core services as an adult in the adult and dislocated worker programs, an individual must meet the eligibility requirements for the program.

At a minimum, an individual must **receive at least one staff assisted core service**, such as an *Initial Assessment* and/or *Job Search and Placement Assistance*, before receiving an intensive service.

Intensive Services:
Intensive Services are available if the participant is unable to obtain employment through core services and include development of an Individual Employment Plan (IEP). The IEP can be developed through the use of approved specific services outlined in SCP.

Training Services:
These services include WIA-funded and non-WIA funded partner training services. Training services may be made available to employed and unemployed adults and dislocated workers who:

Have received at least one intensive service and have been determined to be unable to obtain or retain employment through such services.

After an interview, evaluation, or assessment, and case management, have been determined to be in need of training services and to have the skills and qualifications to successfully complete the selected training program.

Select a program of training services that is directly linked to the employment opportunities either in the local area or in another area to which the individual is willing to relocate.

And unable to obtain grant assistance from other sources to pay the costs of such training, including such sources as State-funded training funds, Trade Adjustment Assistance and Federal Pell Grants.

Note: **All training services must result in a credential.** Reference SCP 1.8

Credentials:

A credential is awarded in recognition of an individual's attainment of measurable technical or occupational skills necessary to gain employment or advance within an occupation. These technical or occupational skills are based on standards developed or endorsed by employers. Certificates awarded by workforce investment boards are not included in this definition. Work readiness certificates are also not included in this definition**. Reference TEGL 15-10 for a full list and definitions of WIA recognized credentials.** http://wdr.doleta.gov/directives/

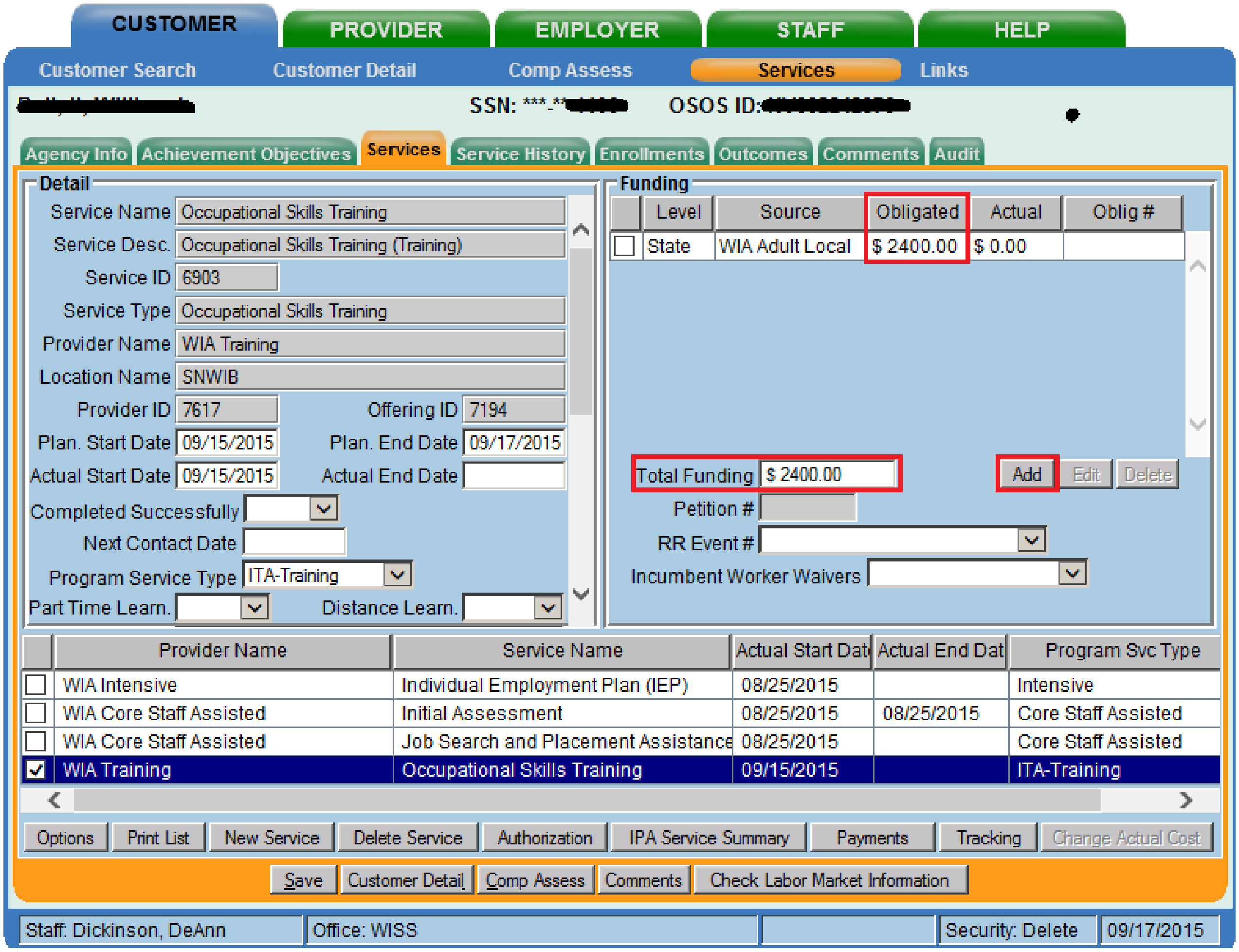
IMPORTANT - Indicate the completion of credentials on the Outcomes Tab for WIA and Partners

Funding a Service:

Effective August 04, 2015 "Actual Cost" is required for all WIA Training and Training Supportive services and back-up documentation must be stored in the hard copy file. Funding and Tracking of all ***WIA services*** is to be completed through the Services Screen. The Services Tab displays information on Services provided to a customer. A ***WIA service*** must be funded in order to create a ***WIA Enrollment***. ***The Date of Enrollment*** represents the first day, following a determination of eligibility; the individual begins receiving a service funded by the program. ***(Required for ALL WIA)***

Total Funding:

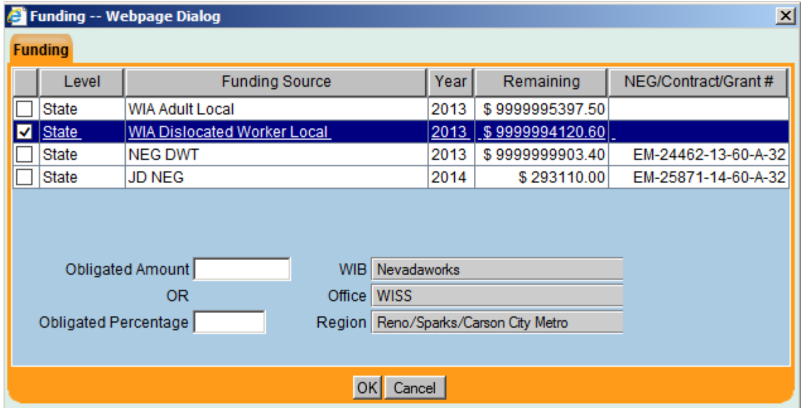
A service must be funded to initiate or extend the enrollment, to be counted and for reporting purposes. Selecting a "Program Service Type" is necessary in order for the funding streams to populate on the right in the Funding section.



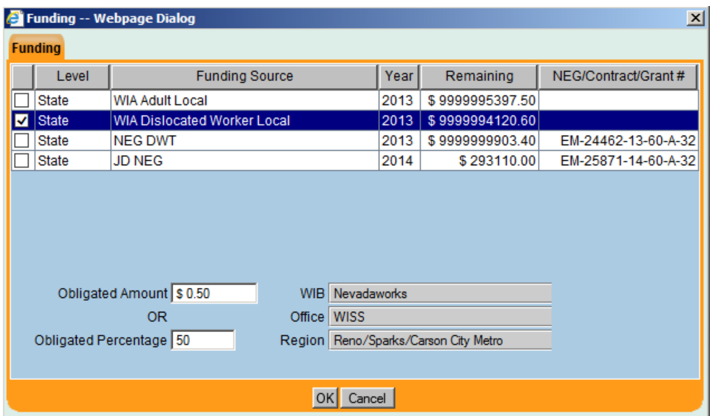
Highlight the **Service** to be **funded.** Complete the Funding Section by adding the **Total Funding/Obligated** amount to the "Total Funding" **field** and click on the **Add** button. A menu will appear showing funding choices for which the customer is eligible; Select the grant(s) the client is being served under. (Adult, DW, NEG, Rapid Response, or Youth) In the example above two grants were used. **WIA Dislocated Worker**, by **program year** and add **100%** or **50%** (depending on the funding structure see examples below) in the **Obligated Percentage** box and click the **OK** button. Click **ADD** a second time, select the ***NEG DWT and/or RAPID RESPONSE*** and add **50%** in the **Obligated Percentage** box. Click on the **OK** button. Then click the **SAVE** button. See next page for additional screen shots.

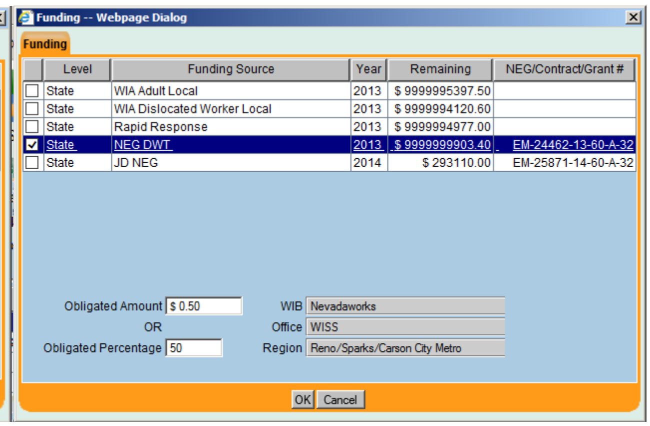
If the Fiscal Department of the agency changes the Purchase Order dollar amount that was previously entered as the Offering/Obligated cost, to pay the submitted invoice, then the Fiscal Department must forward the corrected invoice to the appropriate location to update the client file.Please note, the ***Services Tab*** and the ***Sector Tab*** must also be updated with the corrected information. WISS is not mandating what person needs to do the update, just that it is completed timely and accurately. See "Ending a Service" for instructons on adding "Actual Costs" at the completion of a service and/or receipt of invoice.

WIA Dislocated Worker with 100% Obligated Amount:

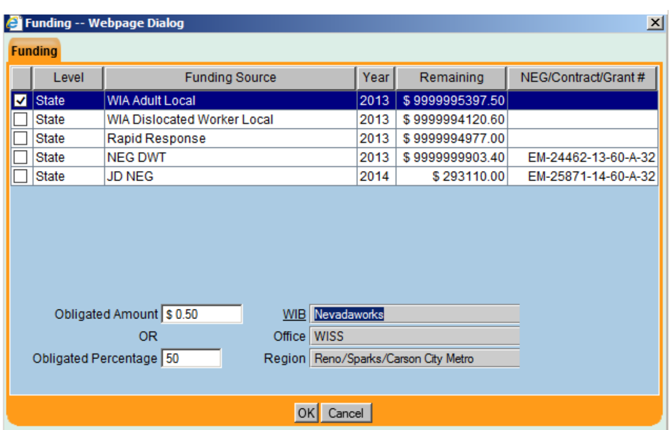


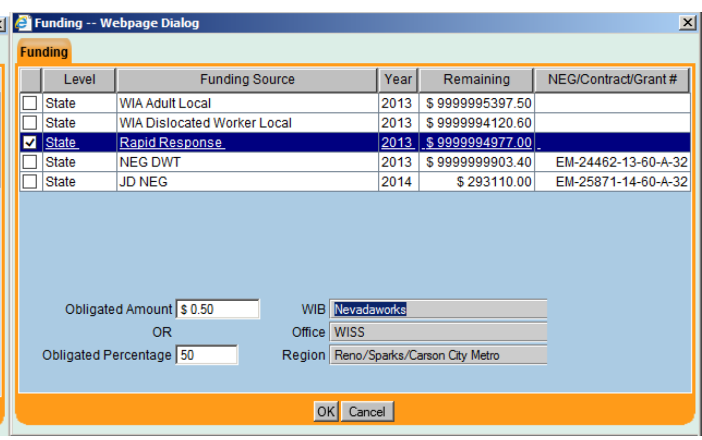
NEG Funding with 50% WIA Dislocated Worker & NEG DWT Example:





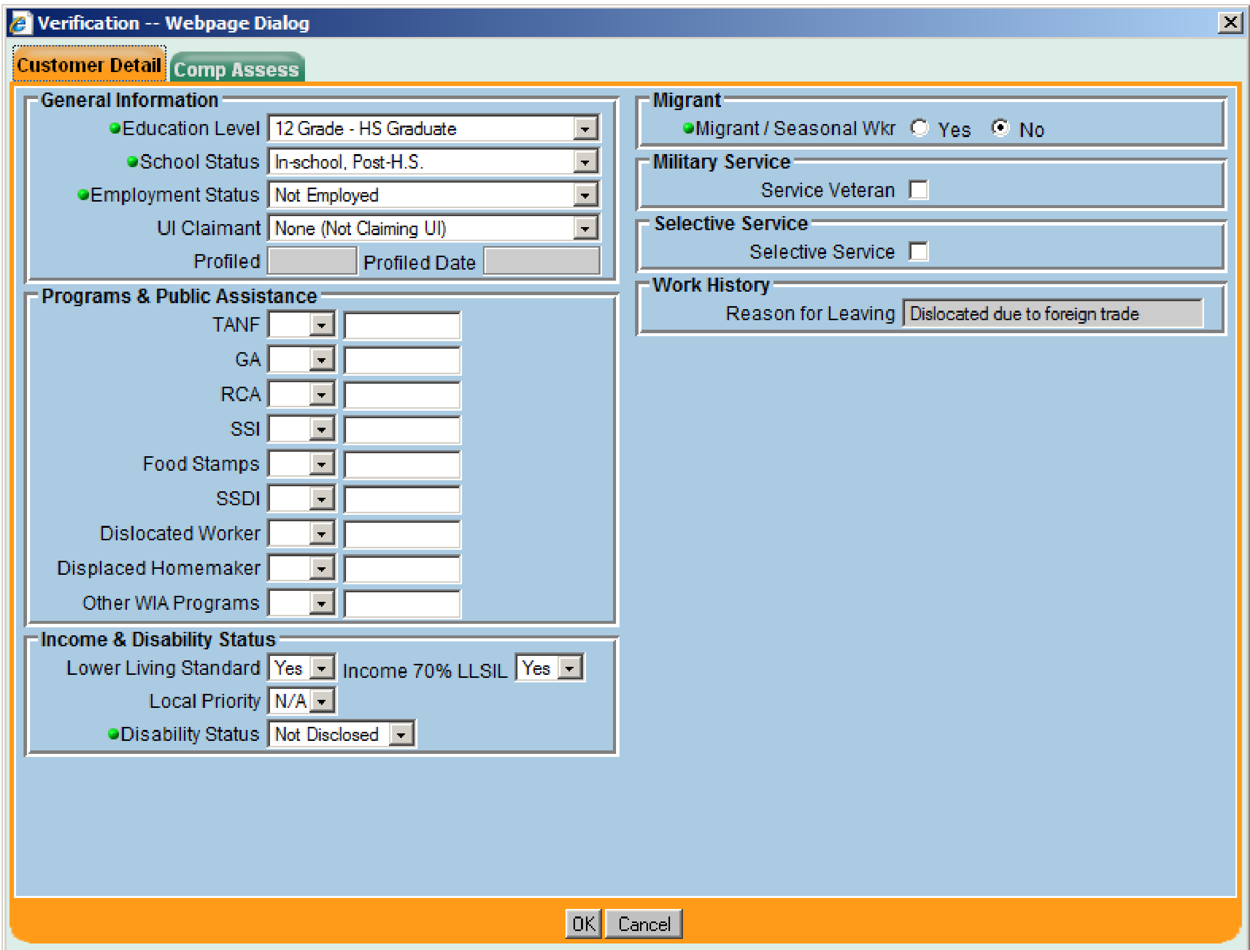
Rapid Response Funding Example:





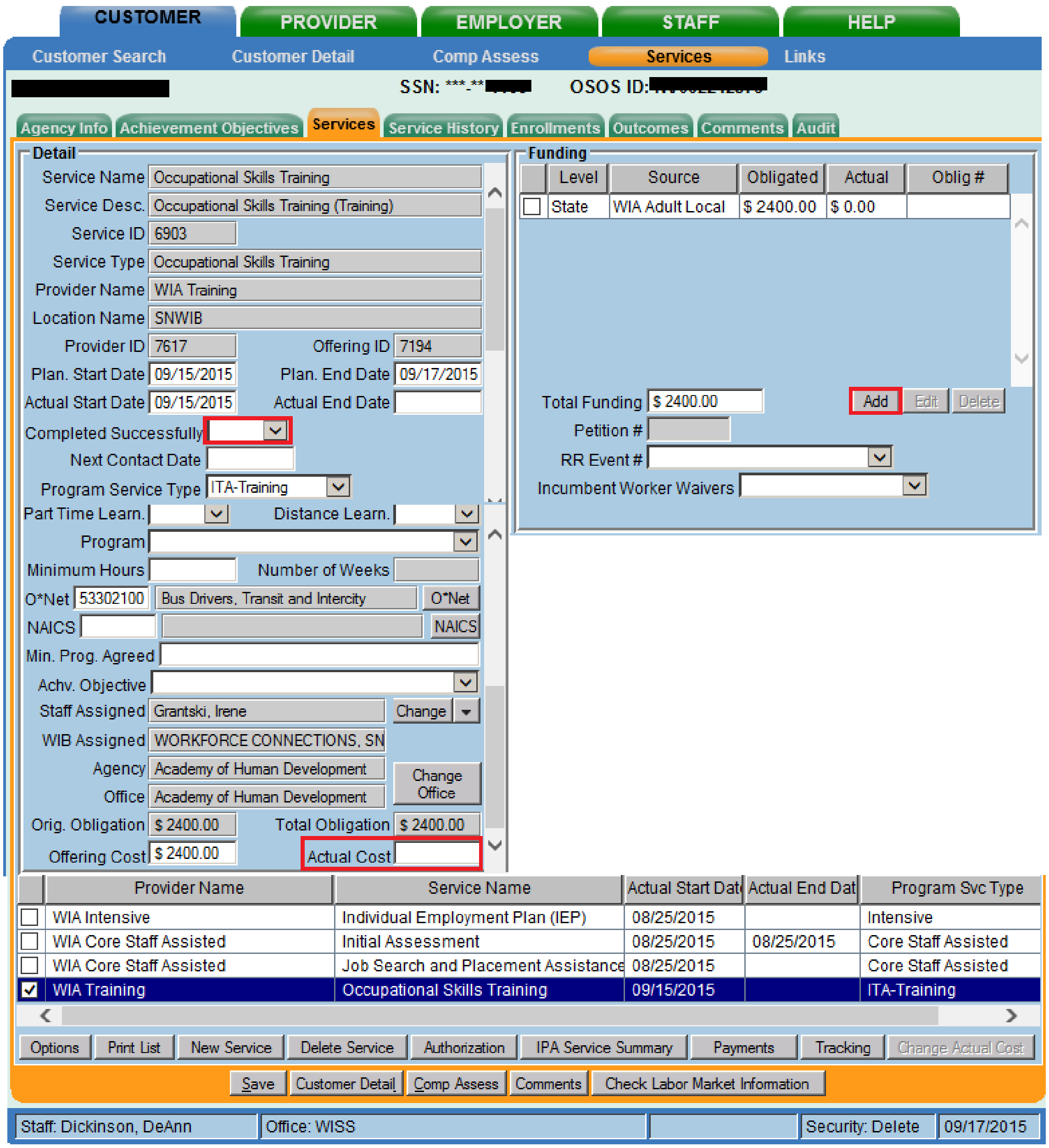
Verification pages will pop-up when the enrolling service is entered. This is to verify all the correct current information is reported. Data can be corrected and /or entered for the **Customer Detail Tab** and the **Comp Assess Tab**.

Case Managers should utilize this verification window to check information entered for accuracy for example: Programs & Public Assistance, Work History, etc. If a Case Manager identifies an "error" please contact Nevadaworks and/or Workforce Connections who will then facilitate the correction with WISS.



Ending a Service:

To show a service has ended, click on the service to highlight and add the **Actual End Date** and choose **Yes** or **No** from the **Completed drop-down** field and enter the **Actual Cost (Required for all WIA Training and Training Supportive Services).** ***<u>There is no function for Case Managers or Supervisors to edit an actual cost that has been entered. This has to be done by the WISS Automated and Reporting team an email with an explanation is required to DETRWIA from the local board.</u>***



Click on **Save**.

*Note: An **Actual End Date** cannot be entered prior to the calendar date.*

The Detail Section: Other related fields definitions are as follows:

Provider Name: This displays the name of the Service to the customer. It is brought from the Offering detail/General Info tab. This field is read-only.

Original Obligation*:* This displays the total of all the obligated amounts. This field is read-only.

Total Obligation*:* This displays the total of all the current obligated amounts. This field is read-only.

Offering Cost: This displays the expected cost of the Service Offering

Actual Cost: This displays the Actual Cost of the Service. An Actual Cost ***MUST BE*** entered after the FINAL invoice has been received from the Service provider. This final cost will be reported to the Department of Labor.

Minimum Hours: This displays the minimum hours per week that the customer agreed to spend on the Service.

Number of Weeks*: Not applicable for WIA.* This field shall be available to provide the number of weeks the participant received Trade Relocation Allowance (TRA).

Min. Prog. Agreed: This allows the case manager to enter the amount of progress the customer has agreed to make by the next Contact Date.

Achv. Objective: This allows the case manager to associate a Service with an Achievement Objective that was established on the Customer Services/Achievement Objectives tab. This field is required for Services that are funded with WIA Youth funds.

Program: This allows the case manager to associate a Service Program with a Service.

Agency: This displays the Agency based on the Office that is selected. It defaults to the Agency associated with the user logged into the system.

- The Agency must be one that the customer is active in.
- The Agency Status on the Customer Services/Agency Info tab must be "Active" for the Agency selected.

Note: When the customer completes training the service should be closed. Once the service is closed the Case Manager can still update the actual cost. As long as it is less than the obligated cost.

Follow-up Services:

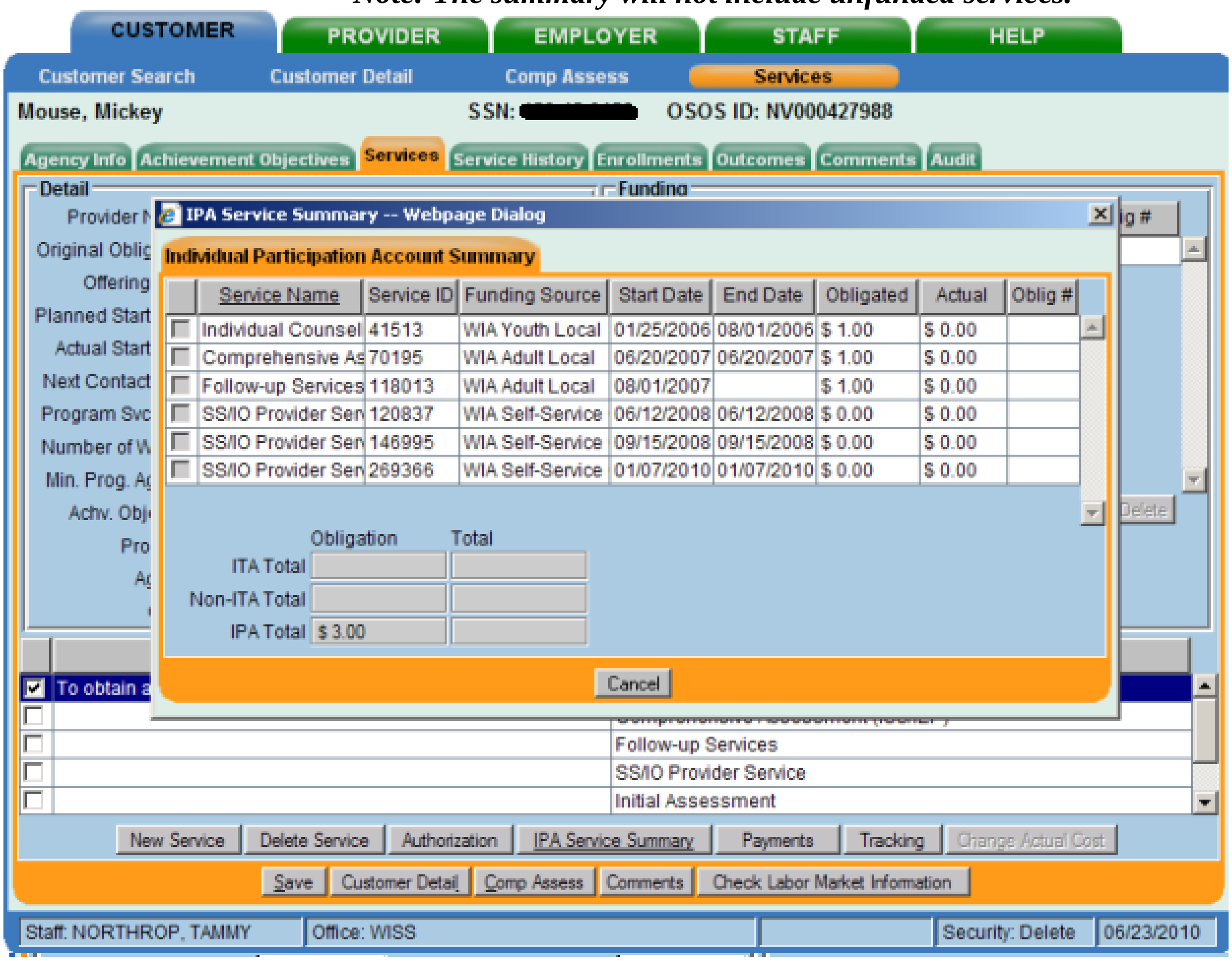
Follow Up Services are entered when no further Services are scheduled and can be before the participant exit.

The Actual Start Date and Actual End Date for "Follow Up" should be start and end of Follow Up Service.

The **IPA Summary button** (Individual Participation Account) provides a roll up of funded service details. This can be used to sort services by date or other details, such as funding. Click on the column headings to sort. Click Cancel to return to the Services tab.

Follow-up services are required for Youth.
Youth must have at least one-follow up entry after exit recorded in services.

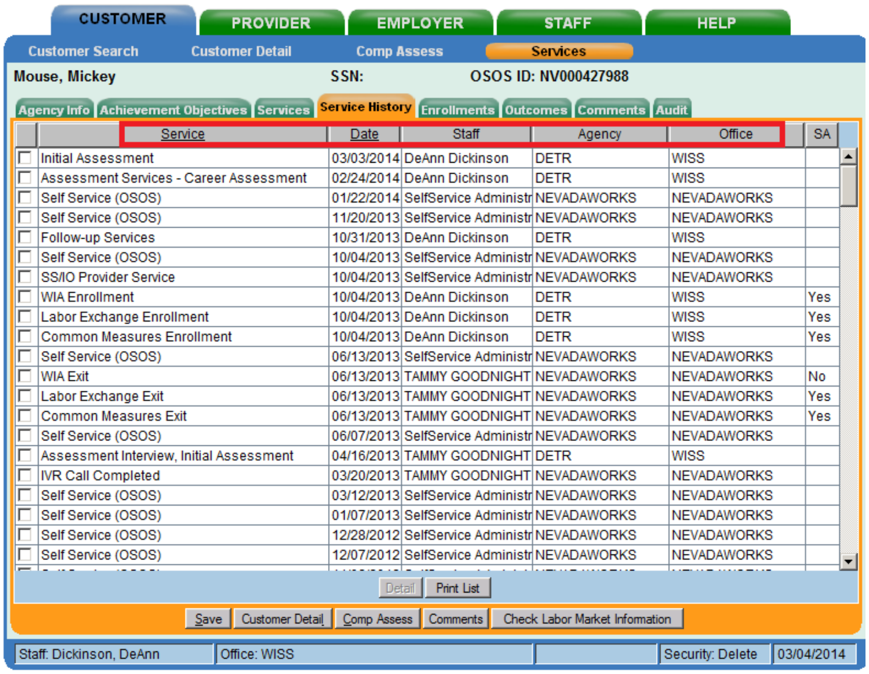
Note: The summary will not include unfunded services.



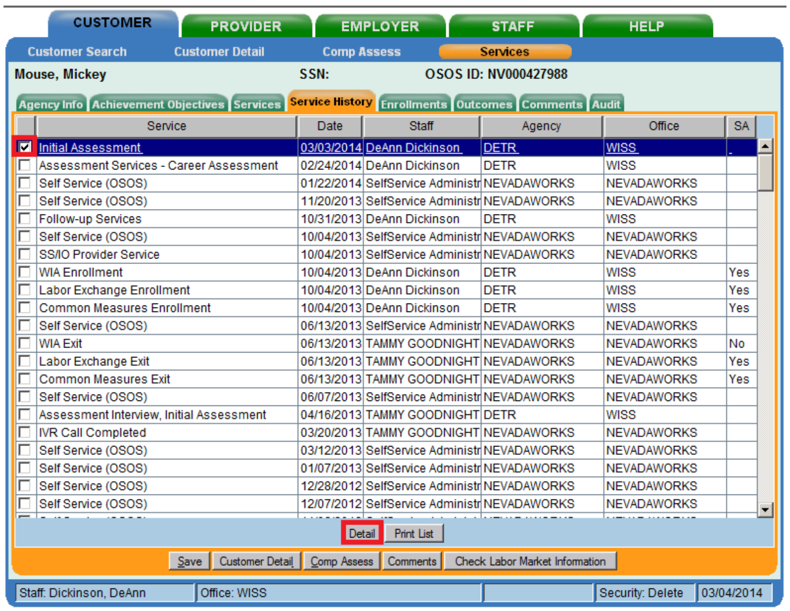
Service History:

The Service History tab is a compilation of activities, services and enrollment information.

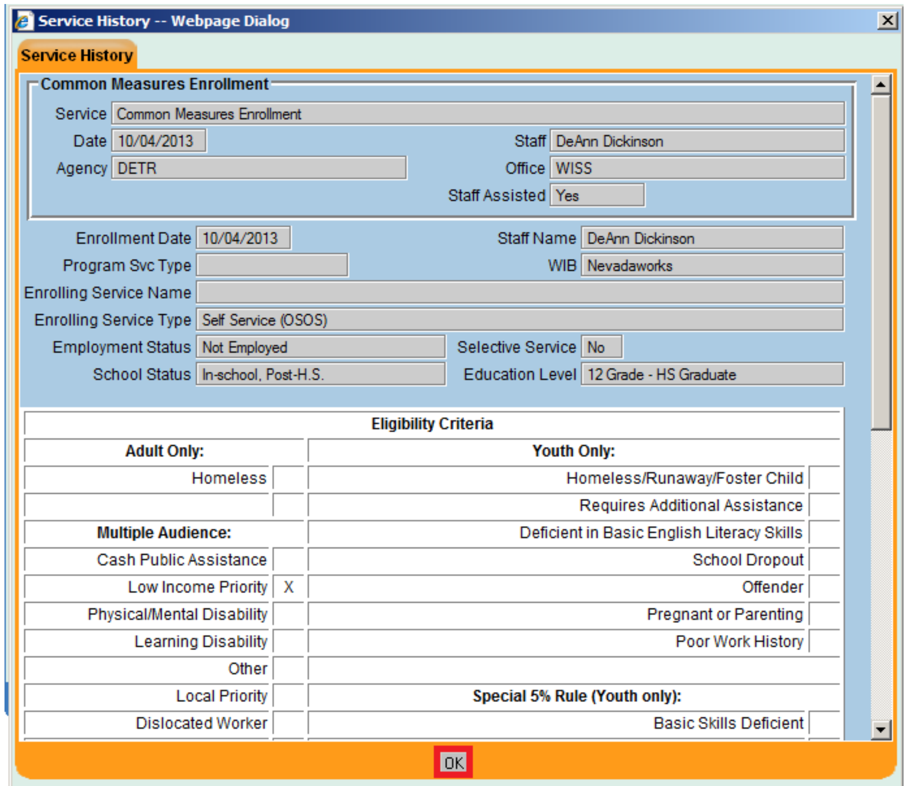
Click on the column headings to sort by that subject: Service, Date, Staff, Agency, and Office.
The SA column is used to note whether the client received Staff Assisted Services or not.



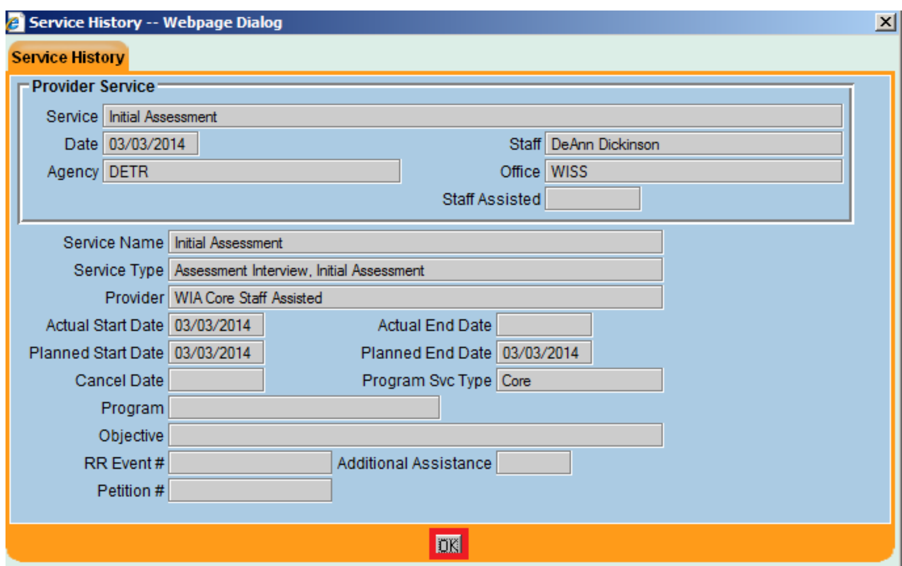
Click on a selection and the Detail button to view details about the selection.



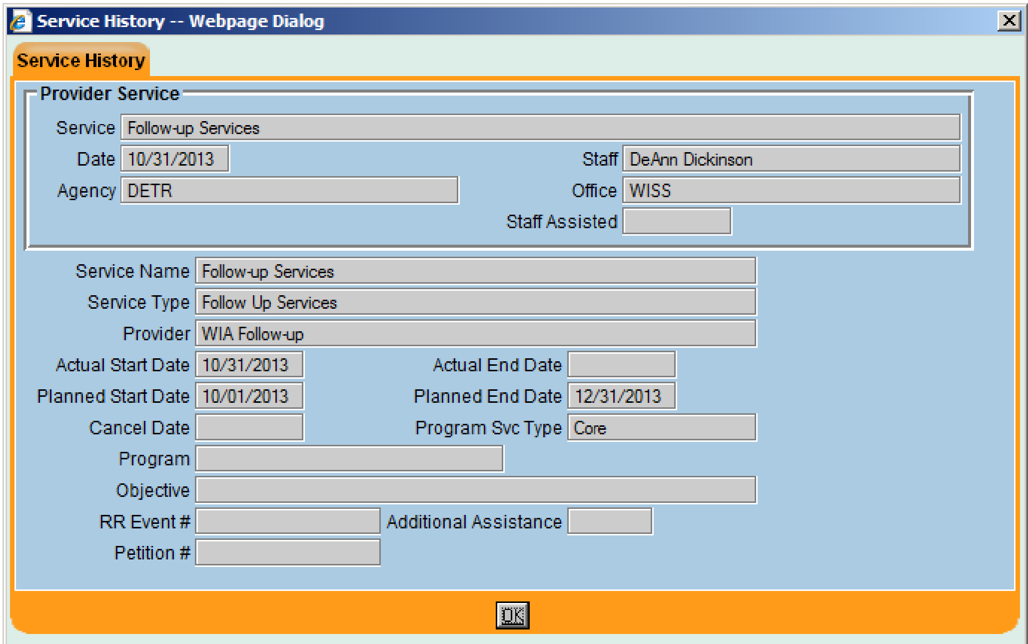
Details about an enrollment will provide a view of what has been saved in a background table at the time of the enrollment.



Click on OK at the bottom of the Service History detail screen to return to the Service History tab. Activities and services details can also be viewed by highlighting and clicking on the Detail button.



The graphic below shows the details of a service entered as an activity. After a service is scheduled and saved in NJCOS, a record of it will remain in the Services History. The **Service History** and **Audit** tabs can be used to track changes to customer records.

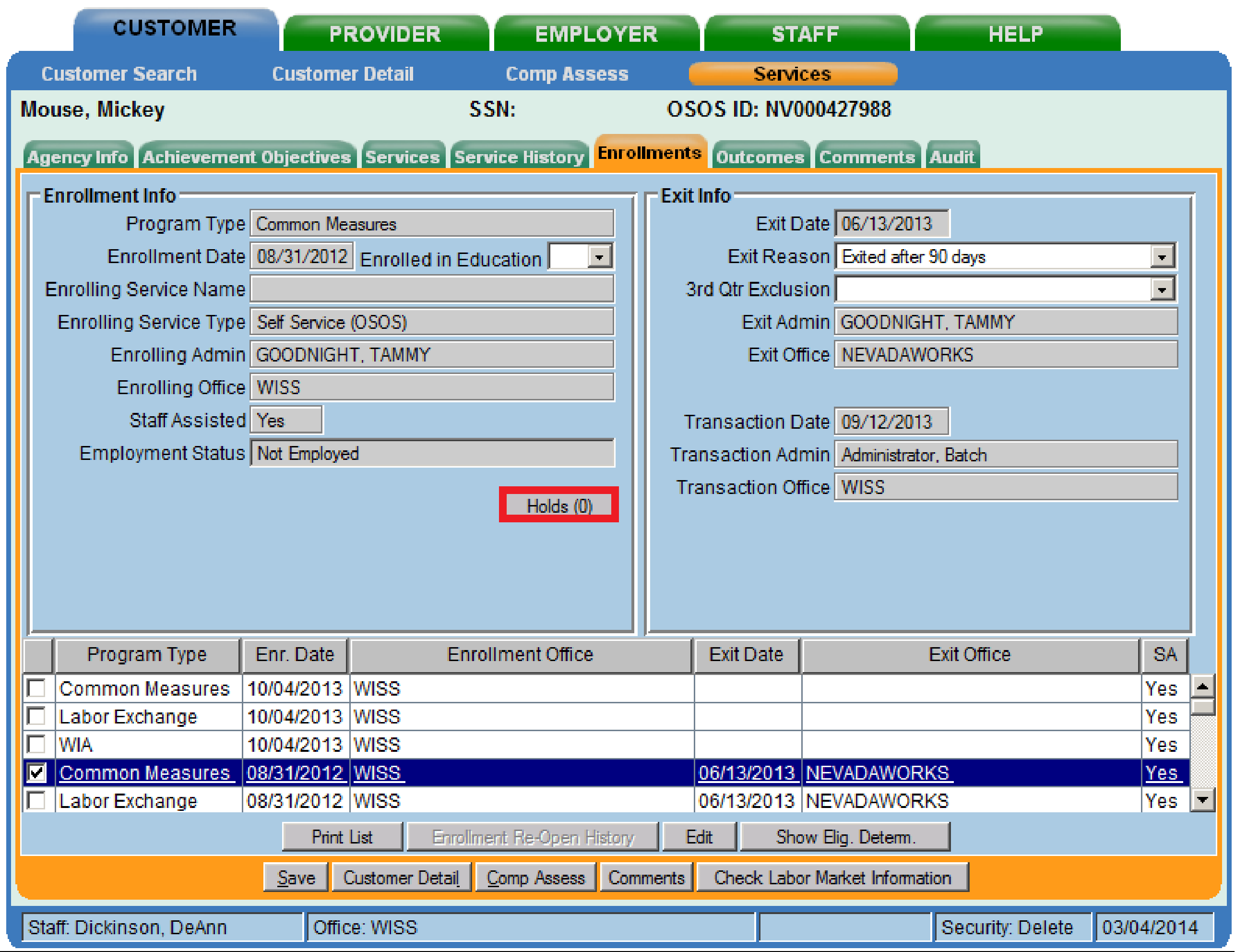


Enrollments:

The Enrollments tab displays a list of enrollments that have been created for a customer, including Enrollment Info and Exit Info detail, when applicable, and the Programs that are providing services to the customer.

The Common Measures enrollment is the "parent" enrollment to the other enrollments. There may be more than one Labor Exchange, Trade Act, and/or WIA enrollments. Clicking on a selection at the bottom of the screen activates the fields.

This tab is used to place a **hold** on a customer's record and to indicate if the customer was **enrolled in education** at any time during an enrollment period. It is also where it is recorded if an **Exit Exclusion** or **Third quarter exclusion** applies to the customer. ***(Required for WIA Youth).***



Holds:

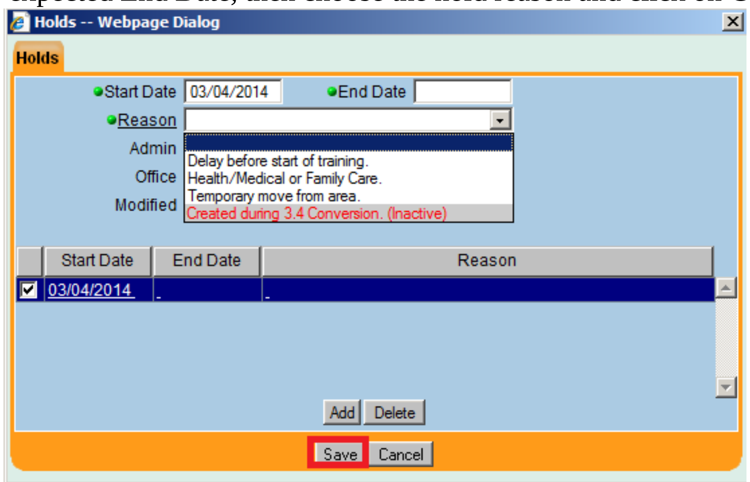
To put a customer's participation on hold, on the Enrollments tab click on the Holds **Add** Button.
This will keep the enrollment from automatically exiting.

All hold activity must be documented in the Comments section with a case note justifying the hold.

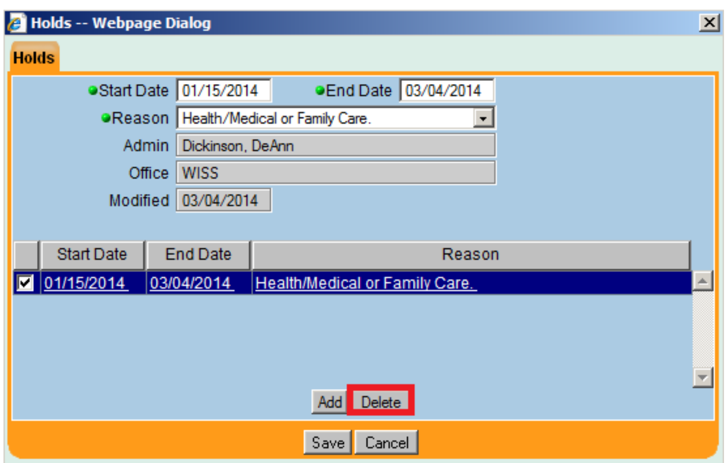
A hold may be placed on a customer's enrollment for the following reasons:

- Delay before start of training
- Health/Medical or Family Care
- Temporary move from area

Enter the Start Date and the expected End Date, then choose the hold reason and click on **OK**. Then click on **Save.**

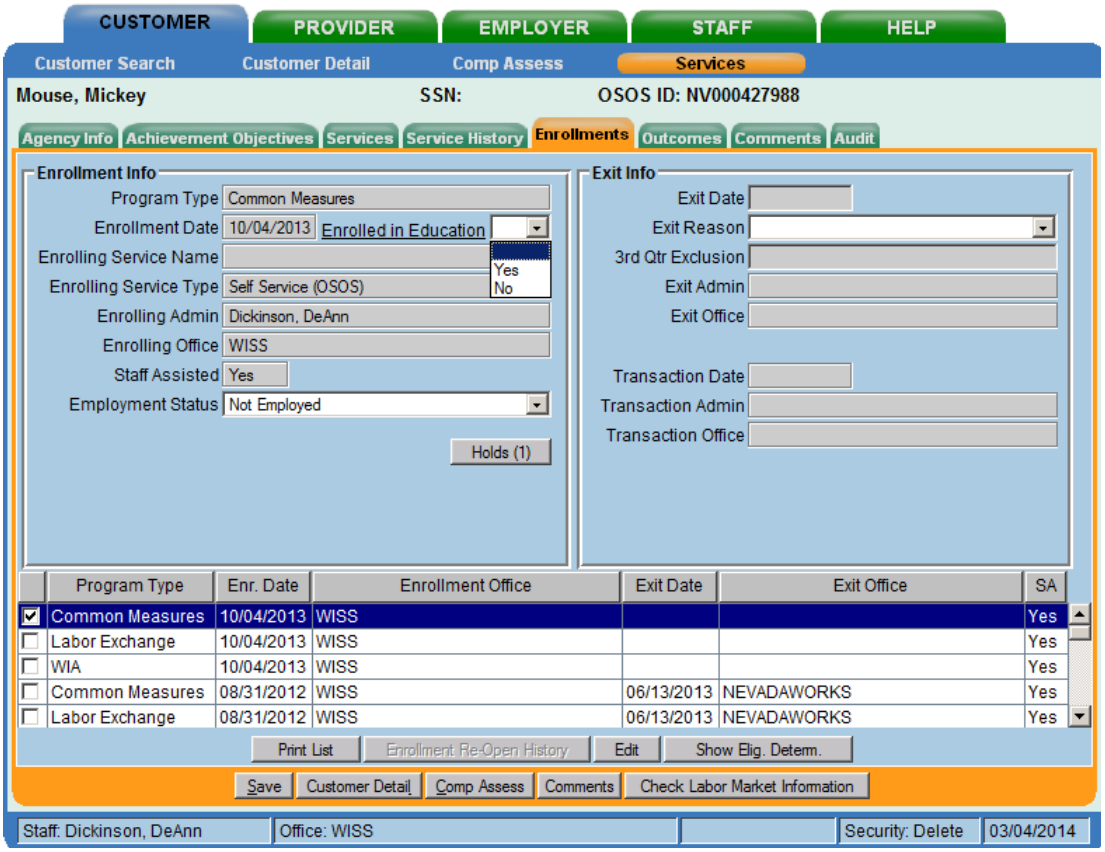


The hold can be deleted once the customer services have resumed by clicking on the hold listed on the Enrollments tab, then click on the **Delete** button, and the **Save button**. A case note should be entered when participant is reactivated.



Enrolled In Education (Youth Only Field):

The Enrolled in Education field should be entered with a Yes or No answer, if the customer is enrolled in formal educational studies at **the time WIA registration or at any time during WIA participation and at the time of exit**.



Exiting a WIA Customer:

NJCOS automatically indicates the exit date based on the Actual End Date of the last funded service or partner activity.

When the case manager is done working with the client in order for the exit to occur all services must be completed by entering the Actual End Date and Completed Successfully Yes or No fields. (Services tab)

All Achievement Objectives and all goals must have an updated Goal Attainment status and an Actual End Date and Closure Reason to properly exit.

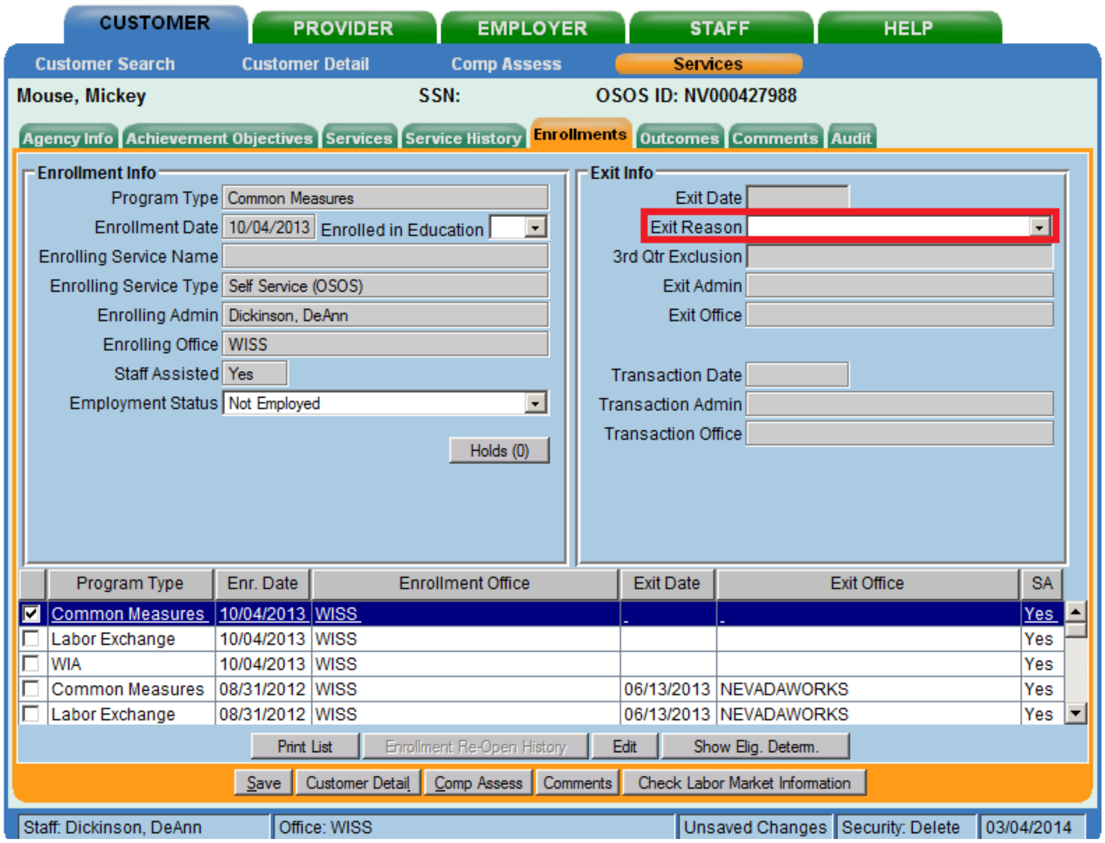
<u>Performance Exclusions:</u>

All services and Achievement Objectives (Goals) must be completed and closed prior to entering the exclusion.

Performance exclusions allow staff to remove customers from their performance measures for the following reasons:

- Deceased
- Institutionalization (includes incarceration); greater than 90 days
- Health/medical, family care; greater than 90 days
- Reservist called to active duty
- Relocated to a Mandatory Residential Program (Youth Only)

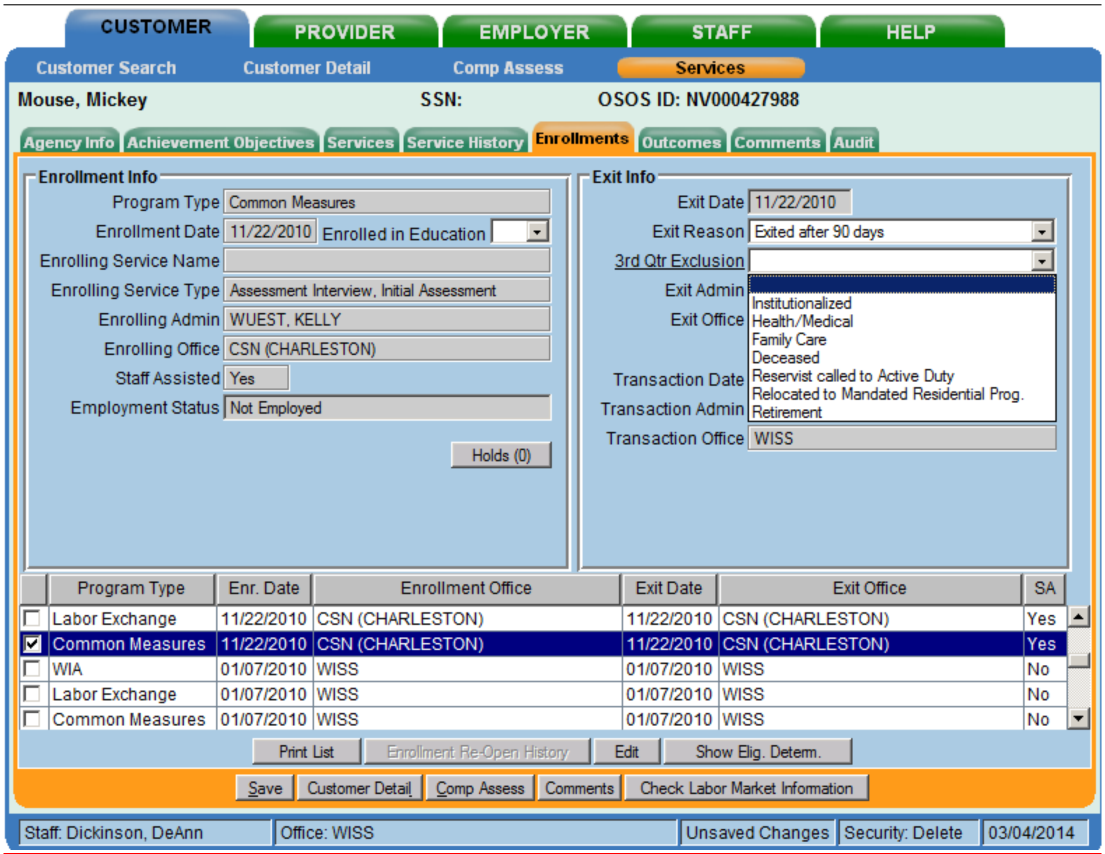
The exclusion exit reasons are chosen from the Exit Reason drop-down on Enrollments tab/Exit Info section up to 3rd quarter after Exclusion.



IMPORTANT

At the end of the quarters after exit, staff must continue to enter specific data items on the Outcomes tab:
Was the customer In School in Quarter after exit?
WIA Youth (14-21) button - answer the 3rd quarter after exit data as applicable, with a Yes or No answer.
Has the customer received a credential? If yes, enter Credential information.

Recording 3rd Quarter Exclusion Information:



Up to the end of the 3rd quarter after exit, the customer, for specific reasons, can also be excluded from performance measures provided it is a Staff Assisted enrollment. Those reasons are:

- Institutionalized (includes Incarcerated)
- Health/Medical
- Family Care
- Deceased
- Reservist called to Active Duty
- Relocated to Mandated Residential Program (Youth only)

On the Enrollments tab click on the appropriate Common Measures enrollment to highlight the selection. Click on the **3rd Qtr. Exclusion** drop-down field in Exit Info section, select the exclusion reason, and click Save.

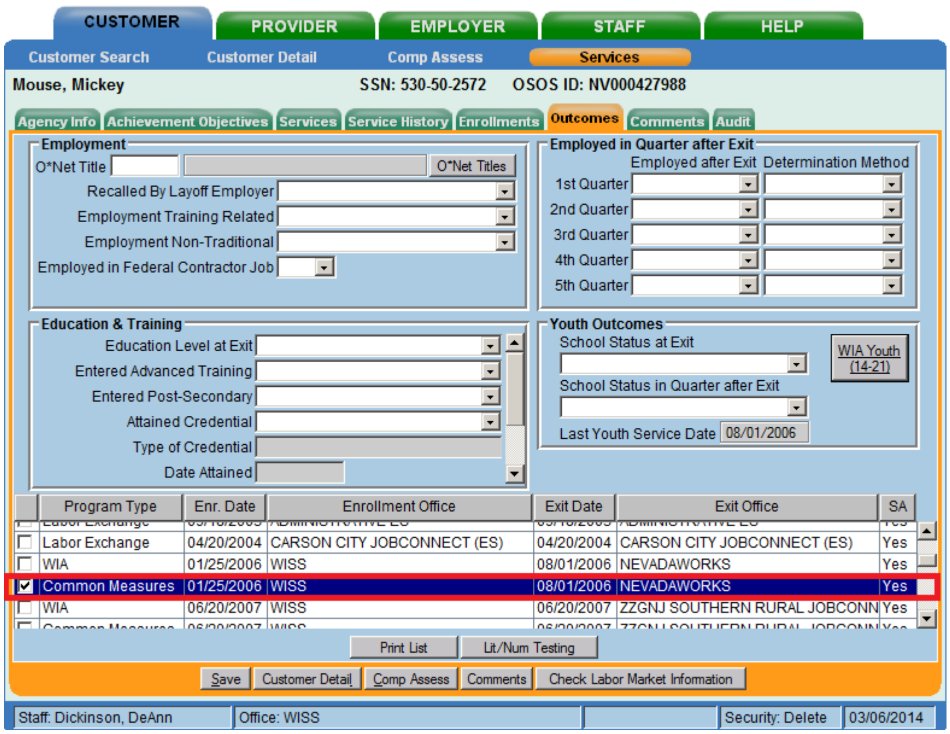
Outcomes:

The Outcomes tab is where enrollment outcomes are entered for all the programs**.**

Missing outcomes can negatively affect performance measures and it is important to make sure pertinent data is entered into the various fields.

Data can be entered prior to the participant's exit from the enrollments.

The Outcomes Tab is divided into four quadrants: <u>Employment</u>, <u>Education and Training</u>, <u>Employed in Quarter after Exit</u> and <u>Youth Outcomes</u>.

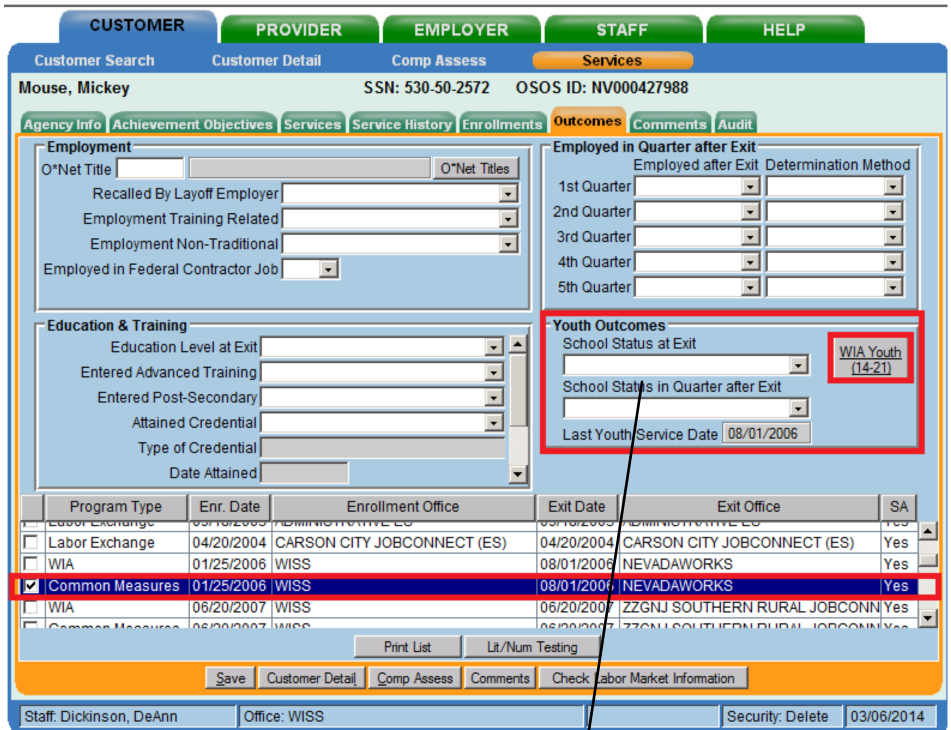


To enter outcome data for an Enrollment period, select the appropriate Enrollment period **(Common Measures**) from the list at the bottom of the screen by single clicking anywhere on the row desired for selection.

Recording Youth (14-21) Outcomes:

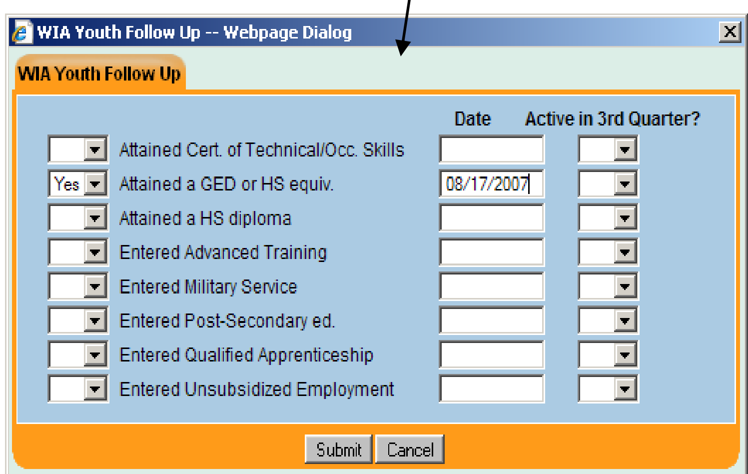
<u>School Status at Exit:</u> A dropdown list is available to record if the participant was in school at the time of exit. The School Status at Exit must be an improvement or equal to the School Status at the time of participation.

<u>School Status in Quarter after Exit:</u> A dropdown list is available to record if the participant was in school at the time of in quarter after exit. The School Status at quarter after exit must be an improvement or equal to the School Status at Exit.



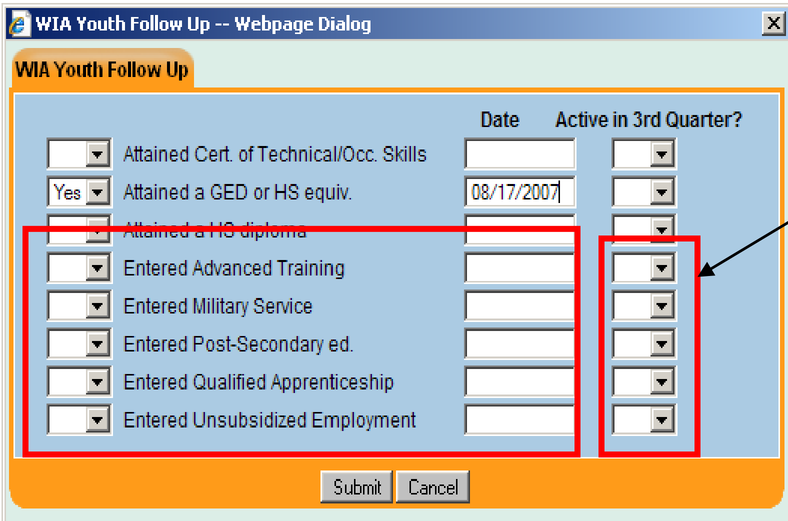
To Record Youth Outcomes, select WIA Youth (14-21) button. This option will only appear if the customer has received a WIA youth funded service. ***Mandatory for reporting purposes.***

The **WIA Youth Follow-up** section is used to record WIA Youth Outcomes during enrollment and follow-up. .



For All Youth Participants 14-24:

Outcomes may be determined through information obtained from the participant during case management and follow-up services to the end of the 3rd quarter after exit. .



In addition to the date, "Yes" is to be entered for youth who were active in any of the placements activities, <u>during</u> the 3rd quarter after exit.

***<u>Attained Cert. Of Technical/Occupational Skills</u>*:** Enter "Yes" and the date on the credential for those youth participants who received a Certificate during Enrollment or after exit.

A credential is awarded in recognition of an individual's attainment of measurable technical or occupational skills necessary to gain employment or advance within an occupation. These technical or occupational skills are based on standards developed or endorsed by employers. Certificates awarded by workforce investment boards are not included in this definition. Work readiness certificates are also not included in this definition. ***Reference TEGL 15-10 for a full list and definitions of WIA recognized credentials.***

<u>Attained a GED or HS equiv</u>.: Enter "Yes" and the date on the form for those youth participants who received a GED or high school equivalency diploma during Enrollment or after exit.

<u>Attained a HS Diploma:</u> Enter "Yes" and the date on the form for those youth participants who received a high school diploma during Enrollment or after exit.

***<u>Entered Advanced Training</u>*:** Enter "Yes" and date for those youth participants 14-24 who have entered advance training after exit.

> ***TEGL 17- 05 Advanced Training -***
> *Advanced training is an occupational skills employment/training program, not funded under Title I of the WIA, which does not duplicate training received under Title I. Includes only training outside of the one-stop, WIA and partner system. Includes training provided by a partner program following exit. An example of advanced training is a community college program that does not lead to an advanced degree.*
>
> *For youth who enrolled in WIA, Advanced Training/Occupational Skills Training constitutes an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels. Such training should: (1) be outcome-oriented and focused on a long-*

term goal as specified in the Individual Service Strategy, (2) be long- term in nature and commence upon program exit rather than being short-term training that is part of services received while enrolled in youth programs, and (3) result in attainment of a certificate.

Entered Military Service: Enter "Yes" and date for those youth participants entered military service. Military service is reporting for active duty**.**

Entered Post-Secondary Ed.: Enter "Yes" and date for those youth participants who entered post-secondary education.

TEGL 17-05 Post-Secondary Education –
A program at an accredited degree-granting institution that leads to an academic degree (e.g., A.A., A.S., B.A., B.S.). Programs offered by degree-granting institutions that do not lead to an academic degree (e.g., certificate programs) do not count as a placement in post-secondary education, but may count as a placement in "advanced training/occupational skills training."

Entered Qualified Apprenticeship: Enter "Yes" and the date for those youth participants who enter into a qualified apprenticeship.

TEGL 17-05 Qualified Apprenticeship: *A program approved and recorded by the ETA Bureau of Apprenticeship and Training or by a recognized state apprenticeship agency or council. Approval is by certified registration or other appropriate written credential.*

Entered Unsubsidized Employment: Enter "Yes" and the date for those youth participants who entered employment.

Before exiting the screen, all data must be saved.

Outcomes – Youth Common Measures:

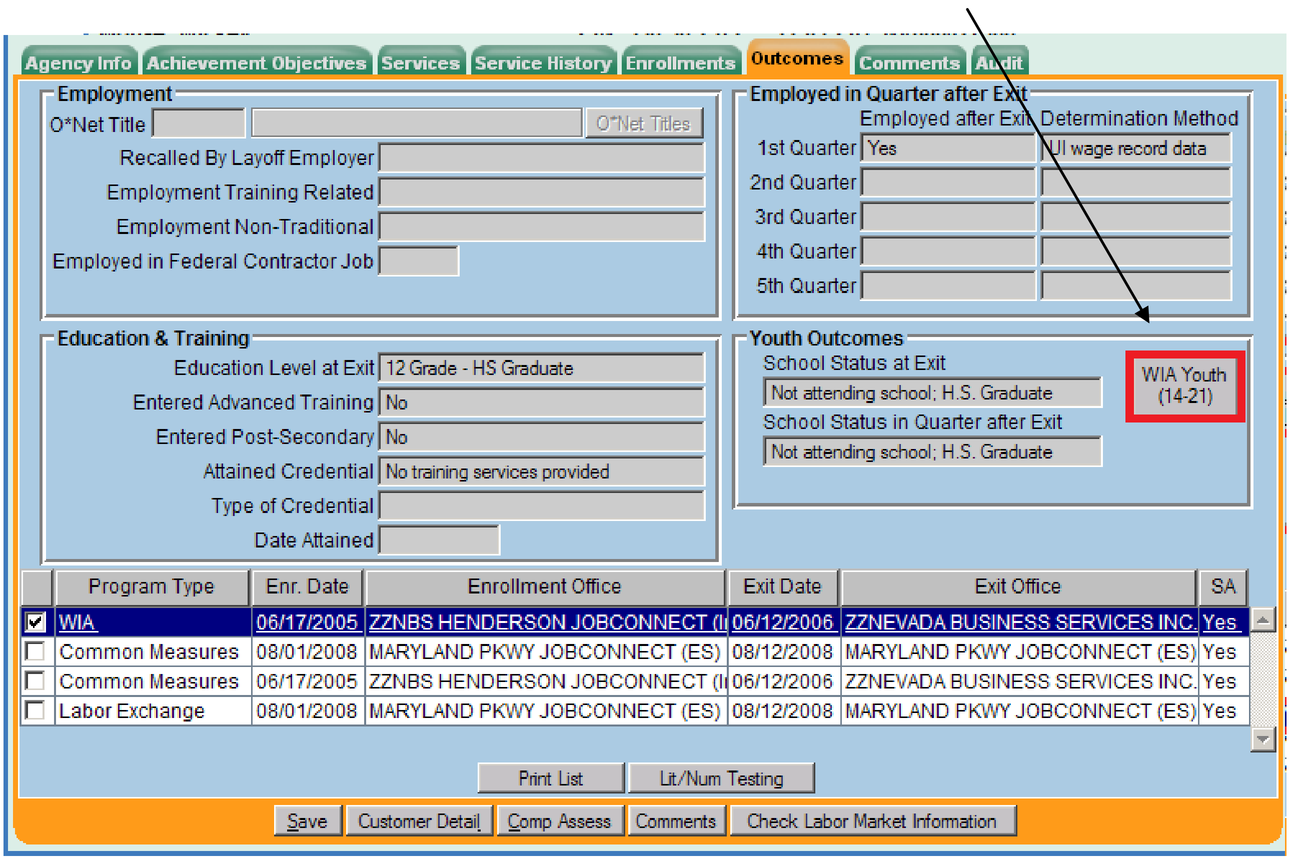
Youth (14 – 21) Attainment of a Credential

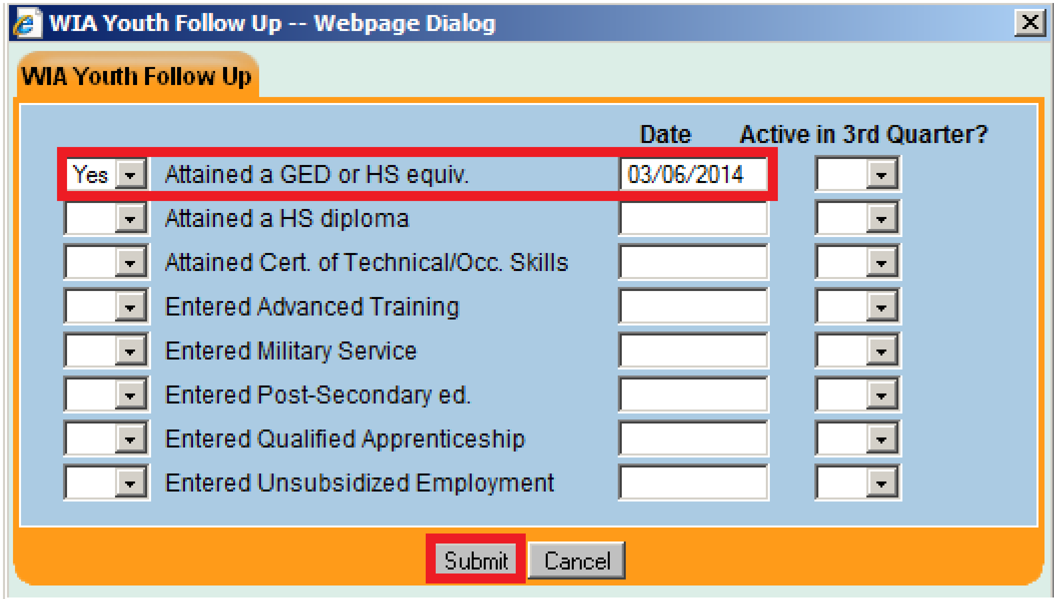
Common Measure Definition:

Of those enrolled in education (at the date of participation or at any point during the program):

It's important to record those youth who've attained a diploma, GED, or certificate by the end of the third quarter after exit quarter.

This information should be entered in the WIA Youth (14-21) Pop-up Window





Select Yes, enter the Date on the form, click Submit and Save for any/all of the following items:

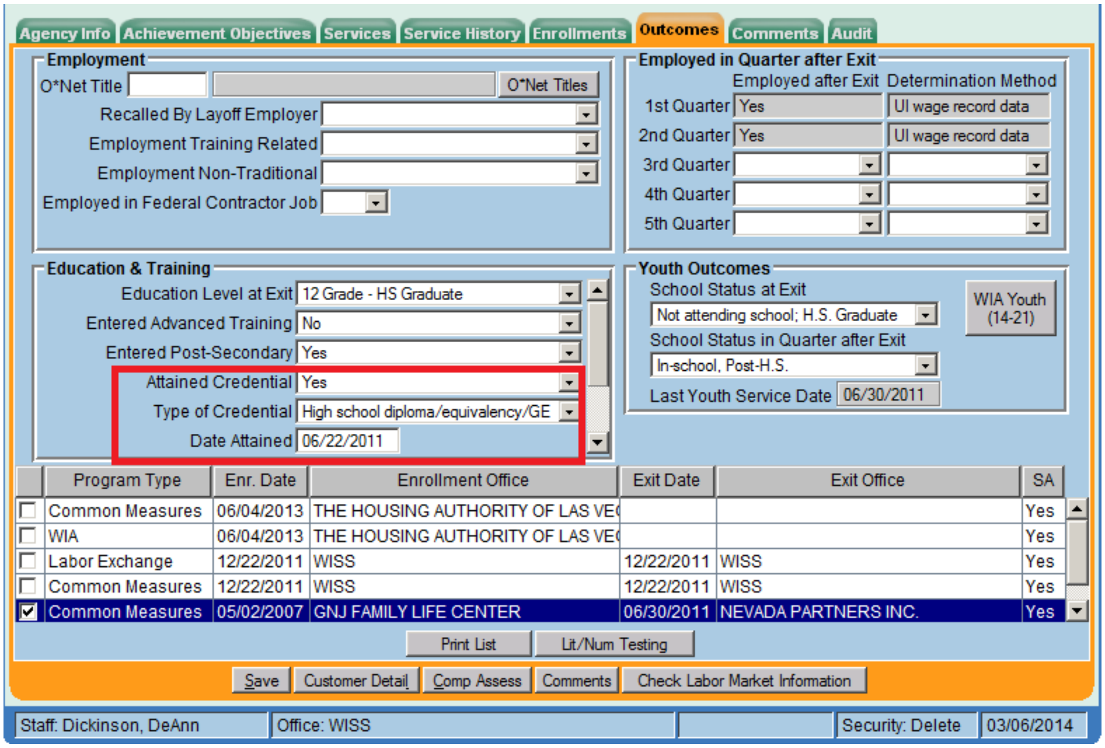
- Attained a Certificate Of Technical Occupational Skills
- Attained a GED or HS Equivalent
- Attained a High School diploma

If the youth was **Active in 3rd Quarter after exit enter "Yes".**

Note: For those Youth who were enrolled in education and attained a post-secondary degree including Associate (AA and AS) and Bachelor Degrees (BA and BS), the attainment information is to be entered in the Outcomes Screen, Education & Training Section.

Youth Common Measures:

Entering Attainment of a Credential (Continued)



Make the appropriate selection from the drop-down and SAVE for the following data elements:

- Enter Attained Credential
- Enter Type of Credential
- Enter Date on the Credential, Diploma or the document utilized to enter the credential.

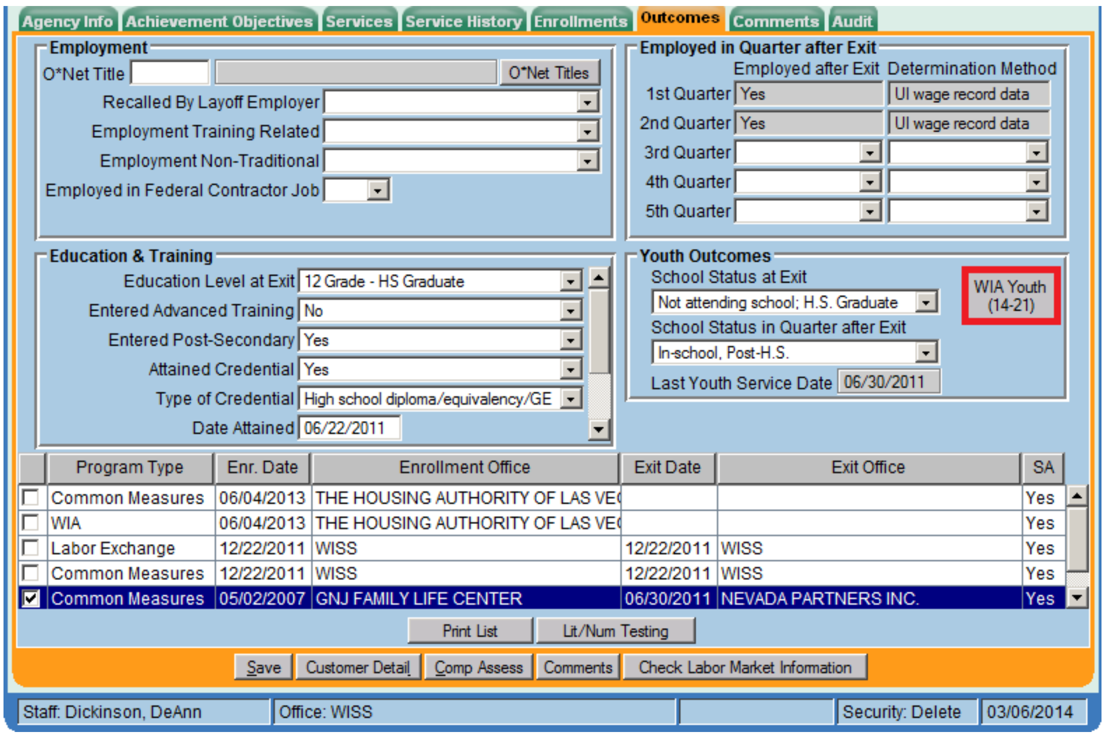
Youth (14 – 21) Placement in Employment or Education *(Required for ALL WIA Youth):*

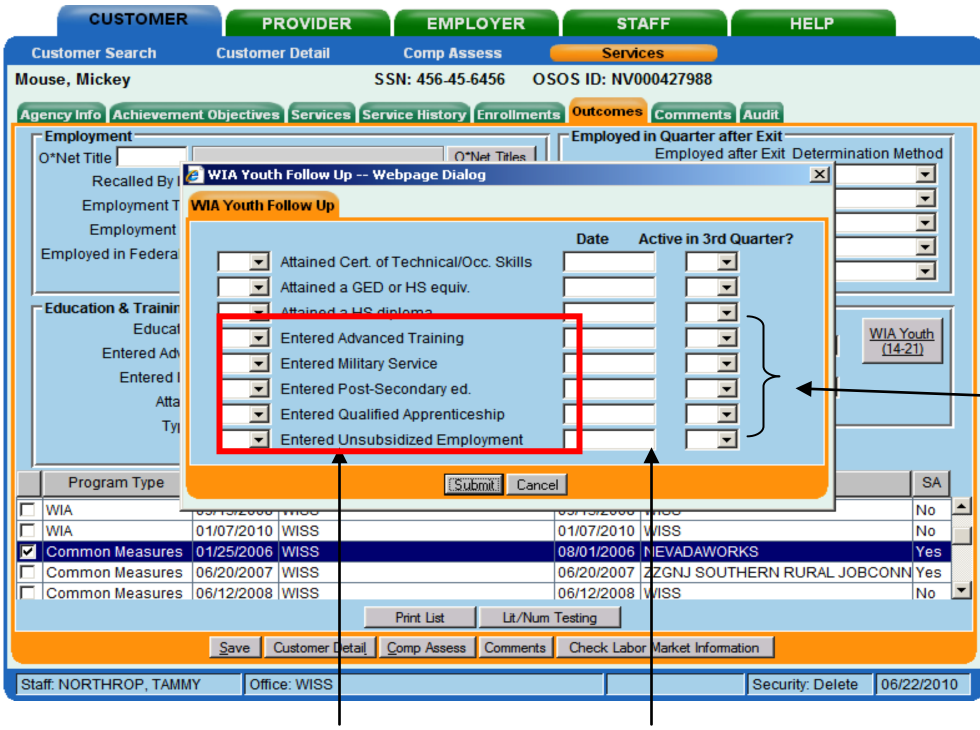
Common Measure Definition:

Of those not in post-secondary education or employment (including the military) at the date of participation:

Record those youth who are in employment (including military) or enrolled in post-secondary education and /or advanced training/occupational skills training in the first quarter after exit quarter. In addition to completing this field, if the participant enters post-secondary education, select yes, at the **Enrolled In Education** drop down/ Enrollments Tab.

<u>This information must be entered in the WIA Youth (14-21) Pop-up Window.</u>
<u>(Required for ALL WIA Youth)</u>





Entering data regarding Active in 3rd Quarter is not applicable for the Placement in Employment or Education measure.

Enter Yes **Enter Date**

- Entered Military
- Entered post-secondary education
- Entered advanced training
- Entered Unsubsidized Employment. (Note wage records will be the primary data source for tracking employment in the quarter after exit).

TEGL 17-05

> ***Post-Secondary Education*** *– A program at an accredited degree-granting institution that leads to an academic degree (e.g., A.A., A.S., B.A., B.S.). Programs offered by degree-granting institutions that do not lead to an academic degree (e.g., certificate programs) do not count as a placement in post-secondary education, but may count as a placement in "advanced training/occupational skills training."*

> ***Advanced Training/Occupational Skills Training*** *– To count as a placement for the Youth Common Measures, advanced training constitutes an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels. Such training should: (1) be outcome-oriented and focused on a long-term goal as specified in the Individual Service Strategy, (2) be long- term in nature and commence upon program exit rather than being short-term training that is part of services received while enrolled in ETA-funded youth programs, and (3) result in attainment of a certificate (as defined below under this attachment).*

See TEGL 15-10 as a reference: http://wdr.doleta.gov/directives/

Literacy/Numeracy (Youth Common Measures):

Not for new enrollemnts after July 1, 2015.

All Out of School Youth funded with Youth dollars must be Literacy Numeracy tested and the score recorded in Pre-Test and Post-Test must occur within one year from First Youth Service Date if the youth is basic skill deficient at Pre-Test.

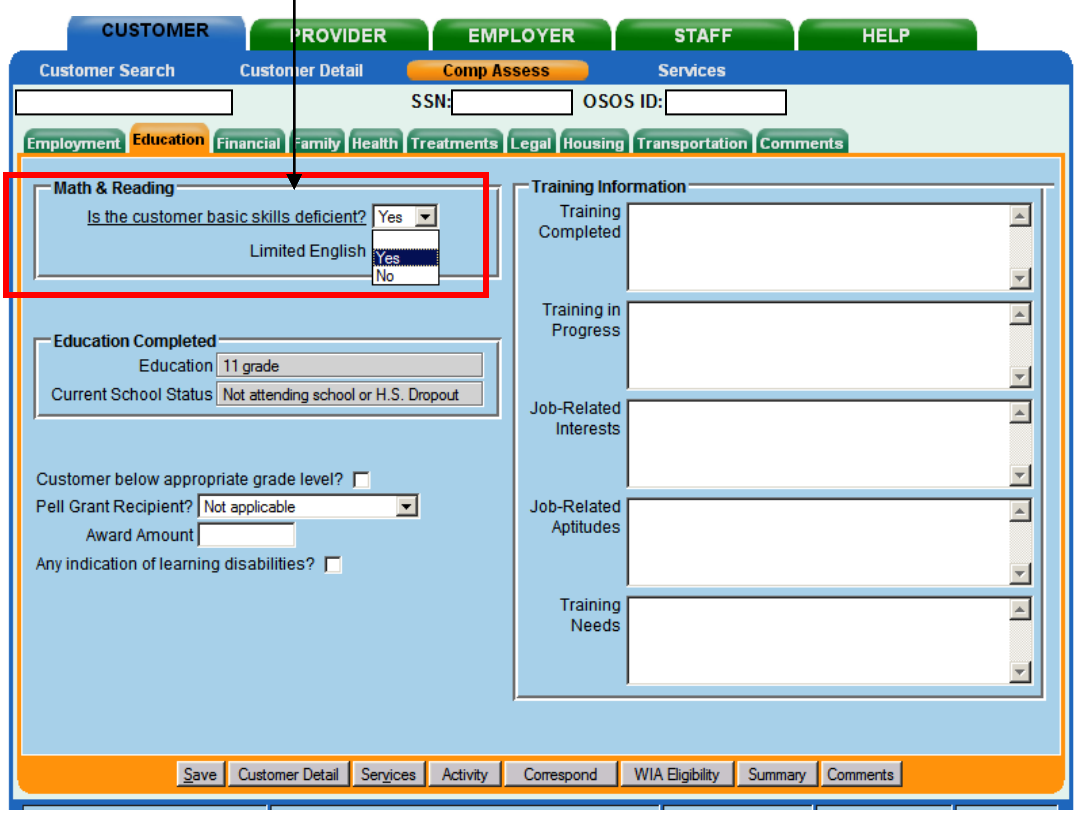
The Literacy and Numeracy common measure focuses on providing "basic skills" training to out-of-school youth who are determined to be Basic Skills Deficient. Note: Out-of-school youth determined *basic skills proficient* at pre-test are excluded from this measure, therefore *post-testing of these youth is not required*.

All out-of-school youth must be pre-tested using a standardized test," to determine the youth's basic skills levels, and their corresponding Educational Functioning Level (EFL). It is allowable to use pre-tests that are administered up to six months prior to the date of the first WIA youth service, if such test scores are available.

Pre-test data for all out-of-school youth must be entered into NJCOS Outcomes Tab, regardless of whether or not the participant is basic skills deficient.

Out-of-school /Basic Skill deficient youth have one year from the first funded youth service to achieve an increase of one Educational Functional Level based on the post test.

After the pre-test is completed, youth determined to be basic skills deficient must have a corresponding entry in the Comprehensive Assessment module, Education tab (see graphic below).



Literacy/Numeracy Decision Path:

Outcomes for the Literacy/Numeracy measure are based on multiple criteria including technical definitions of terminology such as "out-of-school" and "basic skills deficient," pre- and post-test timing and results, reporting cohorts that are determined by the participant's first youth service anniversary dates, and various exit considerations. The Literacy/Numeracy Decision Path flowchart sequentially illustrates how these criteria are used to determine the Literacy/Numeracy outcome for each youth who is potentially eligible for this measure. The following list explains each decision node along the path.

1. Is the individual an out-of-school youth according to the following ETA reporting definition of "out-of-school"? Out-of-school youth: A youth who is not attending school (even if the youth has a H.S. diploma or its equivalent) ***or*** is attending post-secondary school and is basic skills deficient. If yes, see item 2 below. If no, the individual is not in the measure.

2. Is the youth's Date of First Youth Service on or after the date on which the state began reporting Literacy/Numeracy data? If yes, see item 3 below. If no, the youth is not in the measure. For most states, the Literacy/Numeracy start date is 7/1/2006. However, some states implemented the Literacy/Numeracy reporting requirements on 7/1/2005.

3. Is the youth Basic Skills Deficient (BSD)? Both WIASRD element 130 and the pre-test EFL scores determine whether a youth is BSD. If WIASRD 130 = 1 (yes), the youth is initially considered to be BSD. However, if when pre-tested, all pretest EFL scores are greater than 6, the youth is no longer considered to be BSD for Literacy/Numeracy purposes and is excluded from the measure. If yes, see item 4 below. If no, the youth is not in the measure.

4. Is there an anniversary of the youth's Date of First Youth Service within the report period? If yes, see item 5 below. If no, the youth is not in the measure. Literacy/Numeracy outcomes are measured on a yearly basis and are not determined until a full year has elapsed from the youth's Date of First Youth Service. From that point on, the youth's Literacy/Numeracy outcomes continue to appear in the quarterly and annual reports until the youth is excluded from or exits the measure based on the criteria described below.

5. Is the most recent anniversary of the Date of First Youth Service on or before the Date of First Youth Service plus 3 years? If yes, see item 6 below. If no, the youth is not in the measure.

Youth are excluded from the measure after their third participation year, even if they are still BSD.

6. Did the youth exit within the current participation year (i.e., during the most recent full participation year that the youth has completed)? If yes, see item 7 below. If no, see item 11.

Literacy/Numeracy outcomes for a particular participation year are not measured until the anniversary date for that participation year falls within the reporting period. At that point, a determination is made as to whether the youth completed the full year or exited before completing the full year.

7. If the youth exited during the current participation year, is the current participation year the youth's first participation year? If yes, see item 8 below? If no, the youth is excluded from the measure.

Youth are included in the measure for their first participation year whether or not they complete the full participation year. For the second and third participation years, youth are excluded from the measure if they exit before completing the full participation year.

8. If the youth exited during the first participation year, did he/she exit for an exclusion reason? If yes, the youth is excluded from the measure. If no, see item 9 below.

9. If the youth exited during the first participation year without an exclusion reason, was the youth pre-tested and then later post-tested with an EFL gain over the pre-test? If yes, see item 10 below. If no, the result is a

negative outcome and the youth will be counted in the denominator only. In either case, the youth will not be included in the measure for future participation years because the youth has exited the program.

10. If the youth exited without an exclusion reason during the first participation year but had a post-test EFL gain, was the post-test date on or before the date of exit? If yes, the result is a positive outcome and the youth will be counted in both the numerator and denominator. If no, the result is a negative outcome and the youth will be counted in the denominator only. In either case, the youth will no longer be included in the measure for future participation years.

11. If the youth did not exit during the current participation year, did the youth take a pre-test? If yes, see item 12 below. If no, the result is a negative outcome and the youth will be counted in the denominator only.

12. If the youth did not exit during the current participation year and took a pre-test, did the youth also take a post-test? If yes, see item 13 below. If no, the result is a negative outcome and the youth will be counted in the denominator only.

13. If the youth took both a pre-test and a post-test, was the post-test taken within the current participation year? If yes, see items 13a-c below. If no, the result is a negative outcome and the youth will be counted in the denominator only.

13a. If the youth took a post-test within the current participation year, did the youth have an EFL gain and were the EFLs for the most recent post-tests greater than 6 for all functional areas ? If yes, the result is a positive outcome and the youth will be counted in both the numerator and denominator. In addition, the youth will not be included in the Literacy/Numeracy calculations for future participation years. If no, see items 13b-c below. Please note that if the EFL scores for all functional areas are greater than 6, the youth is no longer BSD and will not be included in future participation years.

13b. If the youth took a post-test within the current participation year, did the youth have an EFL gain and was the EFL for the most recent post-test(s) less than or equal to 6 for at least one functional area? If yes, the result is a positive outcome and the youth will be counted in both the numerator and denominator. If no, see item 13c below.

13c. Did the youth post-test within the current participation year with no EFL gain? If yes, the result is a negative outcome and the youth will be counted in the denominator only.

14. If the youth is still BSD after post-testing, he/she will continue to be included in the measure for future participation years.

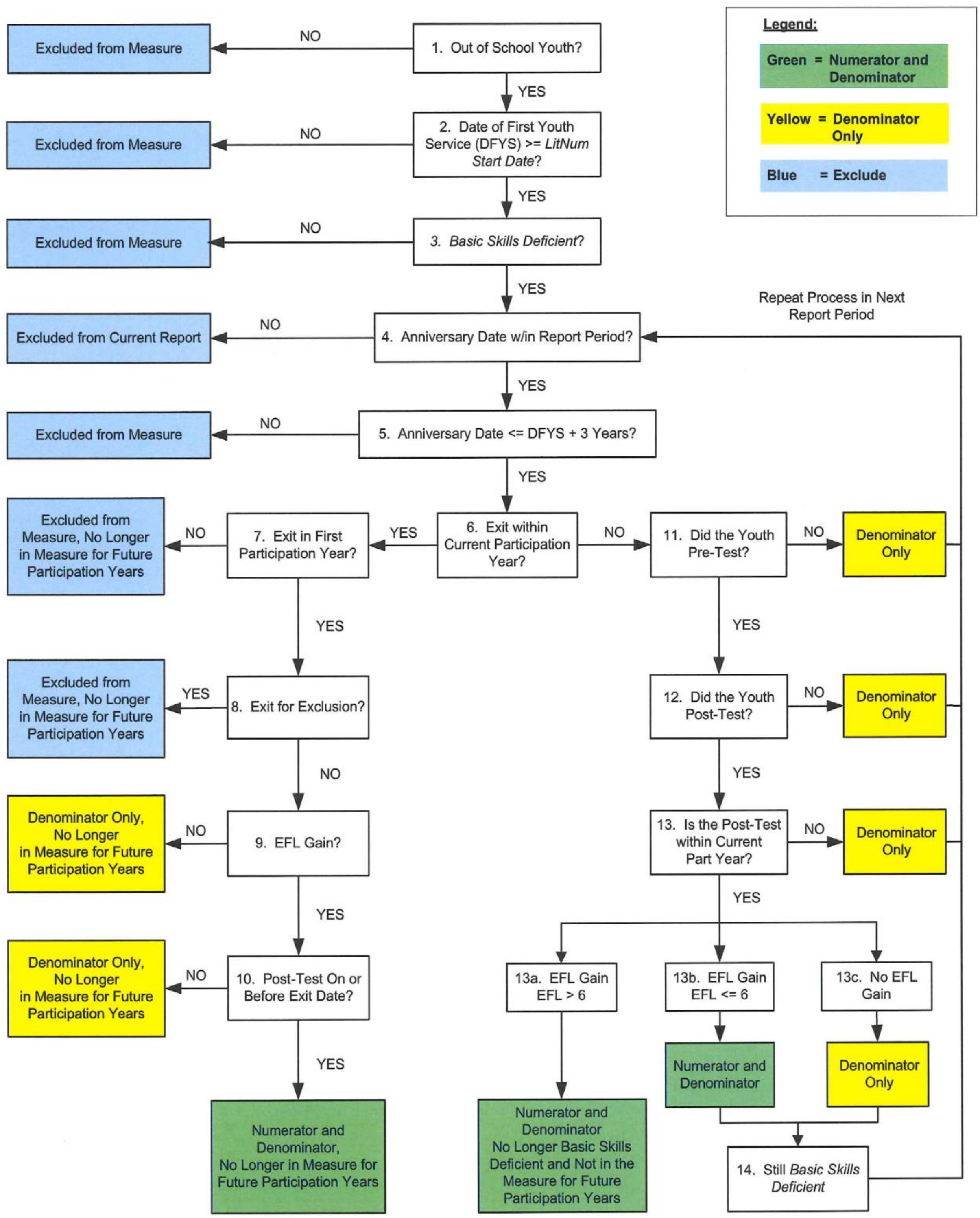
Youth with post-test EFL scores less than or equal to 6 for the most recent post-test for at least one of the functional areas is still basic skills deficient and must be processed by the model for the next participation year by returning to item 4 above for the next report period.

Youth with “No” for questions 11, 12, or 13 also remain basic skills deficient for the purposes of the Literacy/Numeracy measure and must be processed by the model for the next participation year by returning to item 4 above for the next report period.

See flow chart on next page.

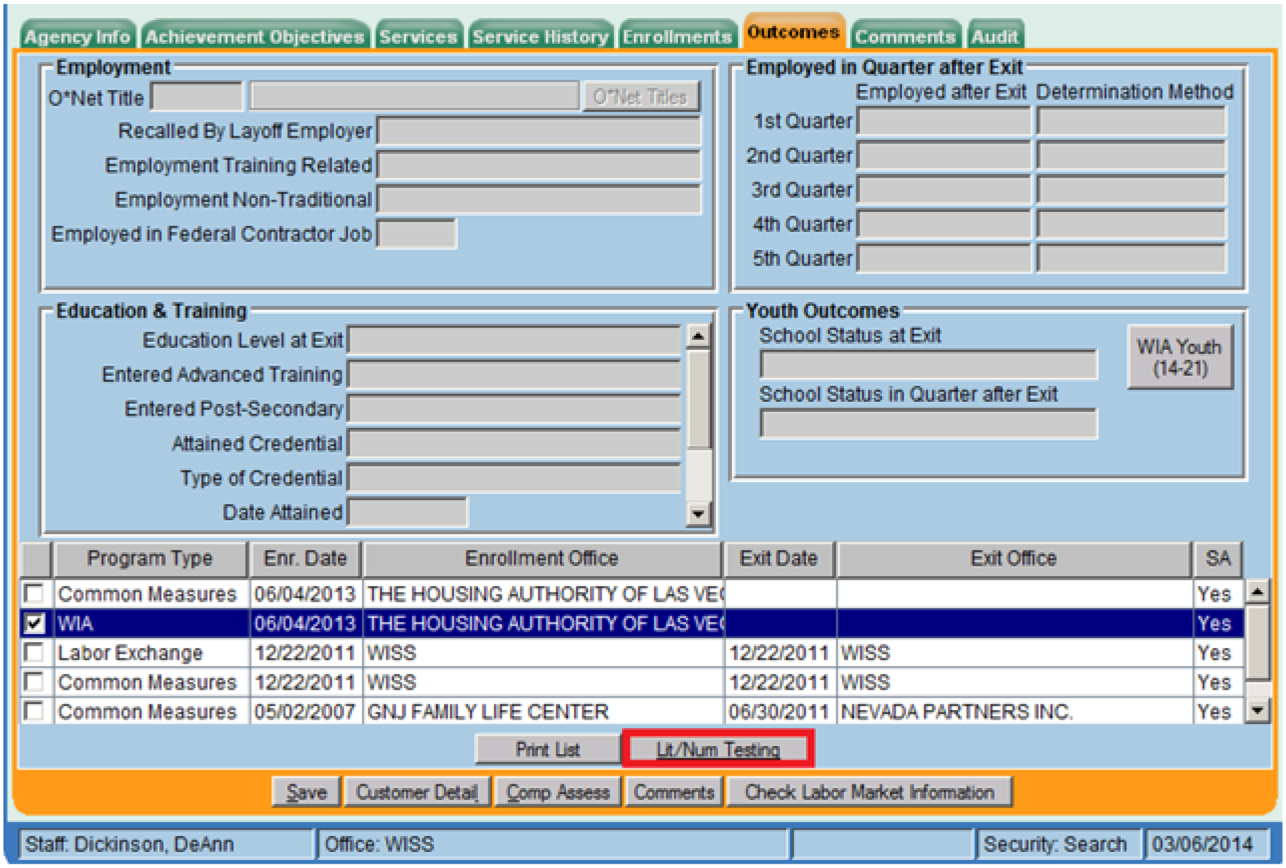
Literacy/Numeracy Decision Path

(Third and Subsequent Years After State Implements the Measure)



Accessing the Lit/Num pre-test and post-test information:

The Literacy/Numeracy tab is accessed through the Services/Outcomes tab, highlighting the associated WIA Enrollment, followed by the use of the **Lit/Num Testing** button.



Lit/Num testing pop-up window features:

The Enrollment section displays the client's enrollments along with the corresponding Enrollment Dates, Enrollment Offices, and Exit Dates, if applicable.

The Lit/Num testing section displays the testing category and area. The pop-up window is where assessment tests and their results are recorded.

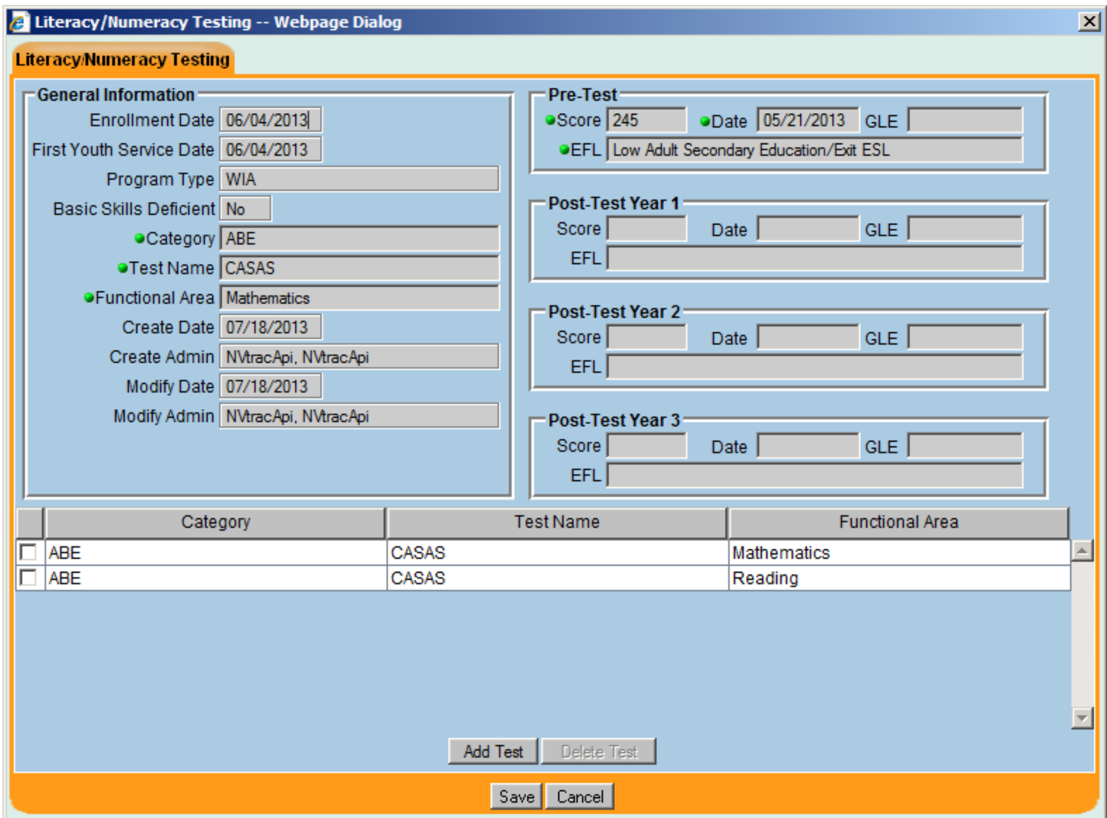
How to enter Literacy/Numeracy Testing Information:

Literacy / Numeracy tests should be associated with a *<u>WIA enrollment only</u>*. The First Youth Service Date is found in the General Information area of the Literacy/Numeracy Testing pop-up.

Highlight the applicable "**WIA" enrollment** from the Enrollment list at bottom of screen. Click the Lit/Num Testing button. This will open the pop-up window for data entry.

Click the **<u>Add Test</u>** button which is at the bottom of the Lit/Num testing pop-up window.

Select the Category based on test provided, ABE, ESL or ABE/ESL combined. Enter the Test Name and The Functional Area. ***<u>Both Math and Reading must be tested at minimum</u>*.**



Select the **<u>Test Name</u>** from the drop down list. Test values are:

- TABE 7-8, 9-10
- CASAS
- ABLE
- Work Keys
- SPL
- BEST
- BEST Plus
- TABE CLAS-E
- Wonderlic

- Other Approved Assessment Tool.

Note: The option above for "Other Approved Assessment Tool" is not to be used unless prior approval from the Workforce Investment Support Services Office has been received.

Other Test Name is not a required field and would only be used in conjunction with Type of Test to provide the name of an Other Approved Assessment Tool.

Select the **Functional Area** from the drop down list. Functional Area values are:

- Reading.
- Writing
- Language
- Mathematics
- Speaking
- Oral
- Other Literacy Functional Area, and
- Other Numeracy Functional Area.

The Enrollment Date is a read-only field displaying the WIA Enrollment Date.

The Pre-Test Information section is used to record Pre-Test results. The Pre-Test Information fields are as follows:

Score – This field is used to record the test score as a numeric value. The Test Score must be greater than or equal to 0 and less than or equal to 999.

Pre-Test Date - This field is used to record the pre-test date in (mm/dd/yyyy) format.

GLE – (Grade Level Equivalent) This field is used to record the grade level equivalent corresponding to the test score.

EFL - (Educational Functioning Level) select the EFL from the drop down list. EFL values ***must*** correspond to the Test Score. The eight EFL values are:

Basic Skill Deficient:

1) Beginning ESL (English as a Second Language) Literacy
2) Low Beginning ESL Literacy
3) Beginning ABE (Adult Basic Education) Literacy/High Beginning ESL Literacy
4) Beginning Basic Education/Low Intermediate ESL
5) Low Intermediate Basic Education/High Intermediate ESL
6) High Intermediate Basic Education/Advanced ESL

Not Basic Skill Deficient:

7) Low Adult Secondary Education/Exit ESL
8) High Adult Secondary Education

The Post Test Information section is used to record Post Test results for years 1 through 3.

Score – This field is used to record the post-test score as a numeric value. The Test Score must be greater than or equal to 0 and less than or equal to 999.

Date/Post Test Year 1 - This is a required field. This field is used to record post-test date in mm/dd/yyyy format. Values in the Post -Test Date filed must be greater than or equal to the Pre-Test Date. This field also has a cross-edit with the Post Test 1 Test Score field and the Post Test 1 EFL field. Date must not exceed one year after the first funded youth service date.

Date/Post Test Year 2- This is required if the Youth remain Basic Skill Deficient in one or more areas after the first year and has not exited.

Date/Post Test Year 3- This is required if the Youth remain Basic Skill Deficient in one or more areas after the second year and has not exited.

EFL (Educational Functioning Level) – Select the appropriate EFL from the drop down list.

Click the **Save** button at bottom of the screen when data entry is completed to save the assessment test record. The **"Record Saved"** message will appear in the screen's upper right corner when an assessment test entry is saved.

Editing assessment test information

To edit an assessment test, highlight the desired test record from the Lit/Num testing section on the customer's Lit/Num pop-up window. The entry fields in the top section of the window will be open. Correct the value by changing the desired field and Click the "Save" button.

Recording to the Comments tab

The Comments tab is where additional information about a pre-tests and post-tests is recorded.

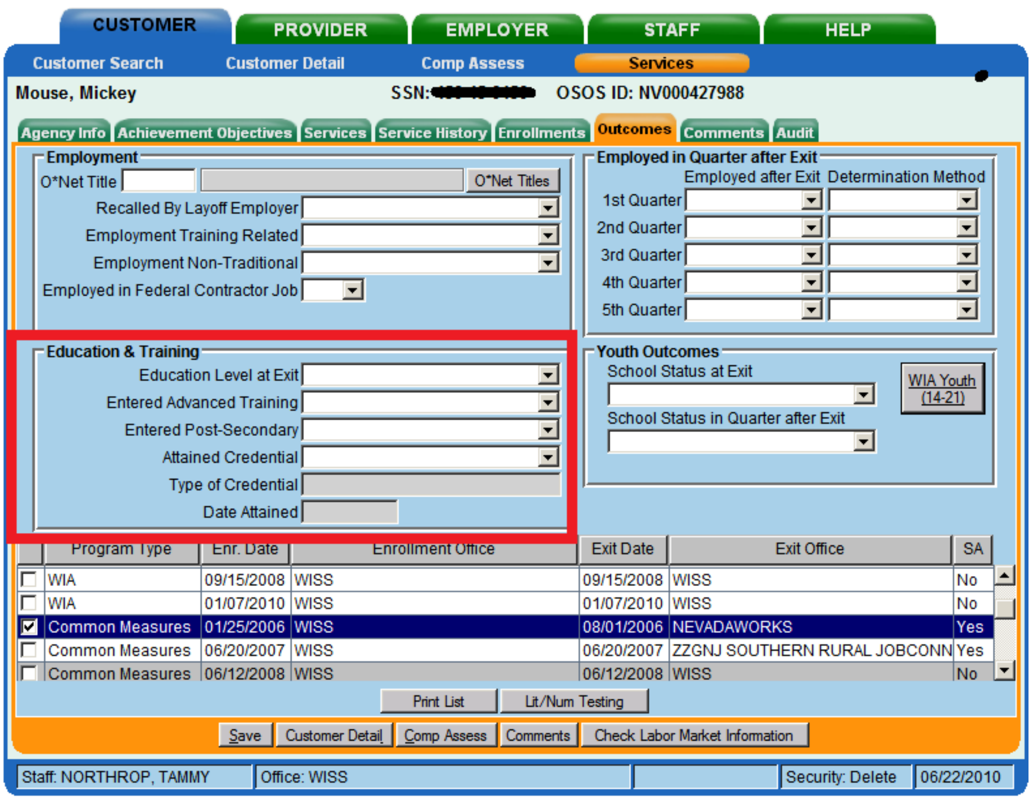
Entering Outcomes For Adult and Dislocated Worker Participants:

For Youth, co-enrolled with the Adult and Dislocated Worker program, complete the Youth (14-21) outcomes section. Also, complete the following, as appropriate:

- *Education Level at Exit*
- *Entered Advance Training - yes or no*
- *Entered Post-Secondary - yes or no*

Education & Training:

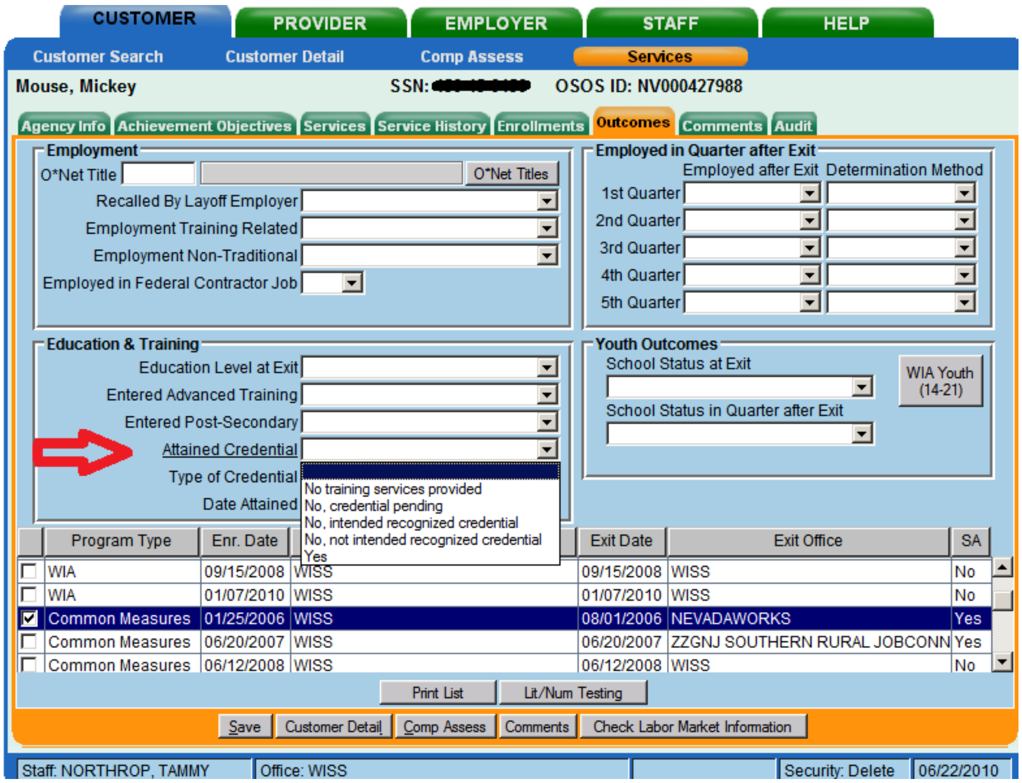
All credentials attained must be entered into the Attained Credential and Type of Credential fields.



<u>**Education Level at Exit**</u> – Select the correct Common Measure associated with the WIA enrollments. From the associated dropdown list in the Education & Training section, select the educational level of the participant at the time of exit.

Note: The educational level at exit must be an improvement or equal to the educational level at the time of participation. Also, the school status at exit cannot be less than the educational level at exit.

Credential information may be entered either during program enrollment Participation and/or after exit.



<u>Attained Credential (*Required for ALL WIA*):</u>
Click on Yes if a recognized credential is attained. If not, choose one of the others, as applies to the customer. The choices are:

- No training services provided
- No, credential pending
- No, intended recognized credential
- No, not intended recognized credential
- Yes

<u>Type of Credential:</u>
Clicking on Yes opens up additional fields, where the user can record what type of credential the customer attained. The choices are:

- High school diploma/equivalency/GED
- AA or AS diploma/degree
- BA or BS diploma/degree
- Occupational skills license
- Occupational skills cert. or credential
- Other Recog. Diploma. Degr. Or Cert.
- Post Graduate Degree

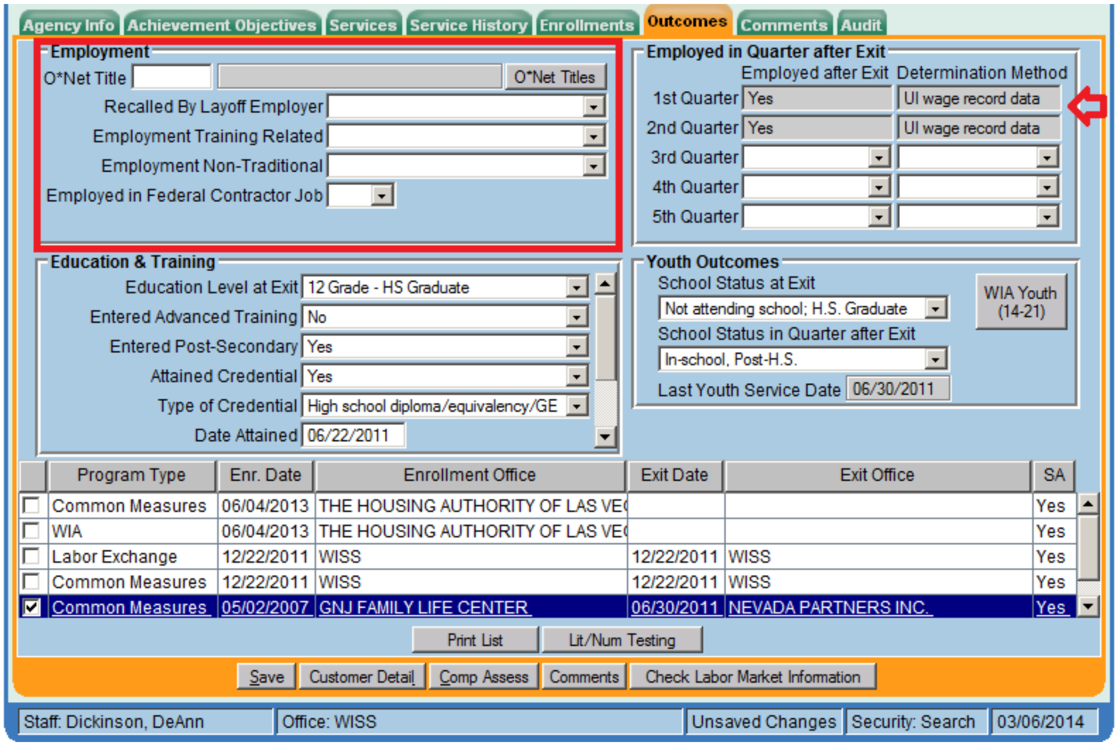
<u>Note: Type of Credential must be an improvement over the Education Level at the time of participation.</u>

<u>Date Attained:</u> Record the date on the /occupational certificate or credential. The date of credential is required for Data Element Validation. Record to file must match.

Note: The date must be after the WIA enrollment date, and must be before or equal to the current date. Place a copy of the credential in the participant case file (DEV). Be sure to capture active partnering credentials.

Employment Outcome Information *(Required for ALL WIA):*

Employment information **can only be entered after the customer has exited** from the enrollment. Before the employment information can be reported, positive information must be entered in at least one of the **Employed in Quarter after Exit** fields. ***If Supplemental Survey - Determination Method is used for quarters after exit, wage info in the Employment section can be entered prior to exit***.



O*Net Title: Record the O*Net code that best describes the individual's employment. This information can be based on any job held after exit from the program. If the individual had multiple jobs, use the occupational code for the most recent job held ***and is mandatory reporting requirement as of 2014***. ***Required for AD, DW, NEG, and Older Youth when receiving Training.***

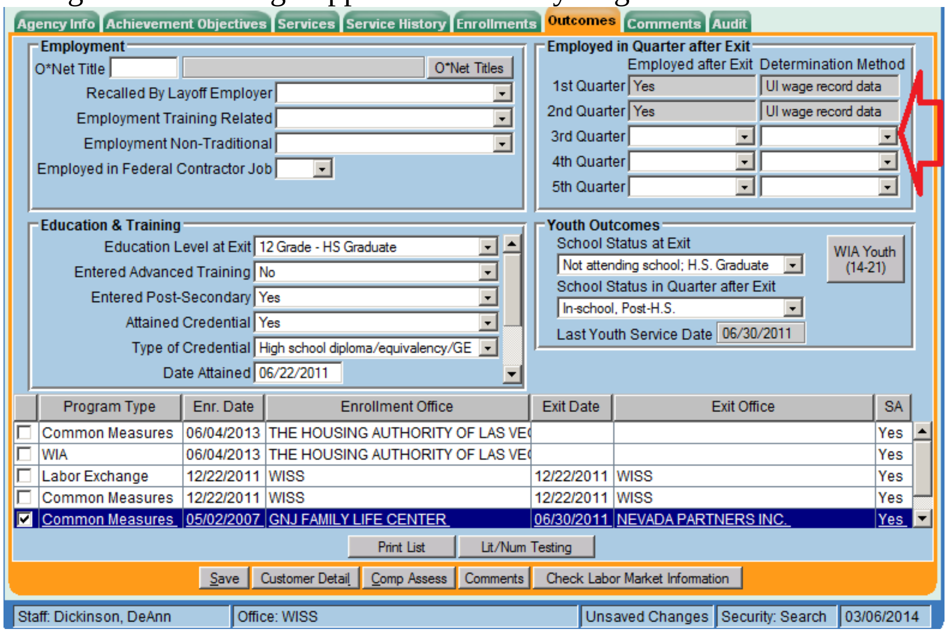
Recalled by with Layoff Employer: Record "Yes" if the participant is a Dislocated Worker and was reemployed with the layoff employer in any given quarter after exit.

Employment Training Related: Record "Yes" if the employment in which the individual entered uses a substantial portion of the skills taught in the training received by the individual. This information can be based on any job held after exit and only applies to adults, dislocated workers and older youth who entered employment in the quarter after the exit quarter; ***this is a mandatory reporting requirement, when applicable***. Leave blank if the individual did not receive training services. Record "No" if the individual does not meet the condition described above. Reference TEN 5-13 ***(Required for AD, DW, NEG and Older Youth, when applicable).***

Employment Non-Traditional: Record "Yes" if the participant's employment is in an occupation or field of work for which individuals of the participant's gender comprise less than 25% of the individuals employed in such occupation or field of work. Non-traditional employment can be based on either local or national data, and both males and females can be in non-traditional employment. This information can be based on any job held after exit and only applies to adults, dislocated workers and older youth who entered employment in the quarter after the exit quarter. Record “No” if the individual does not meet the condition described above. Leave blank if not known. ***(Required for AD, DW, NEG & Older Youth, when applicable)***

<u>Employed in Federal Contractors Job:</u> Select Yes or No from the drop-down.

<u>Employment in Quarter After Exit:</u> These fields are automatically populated by Wage Data Interface and are not completed by the case managers unless using Supplemental Survey wages.



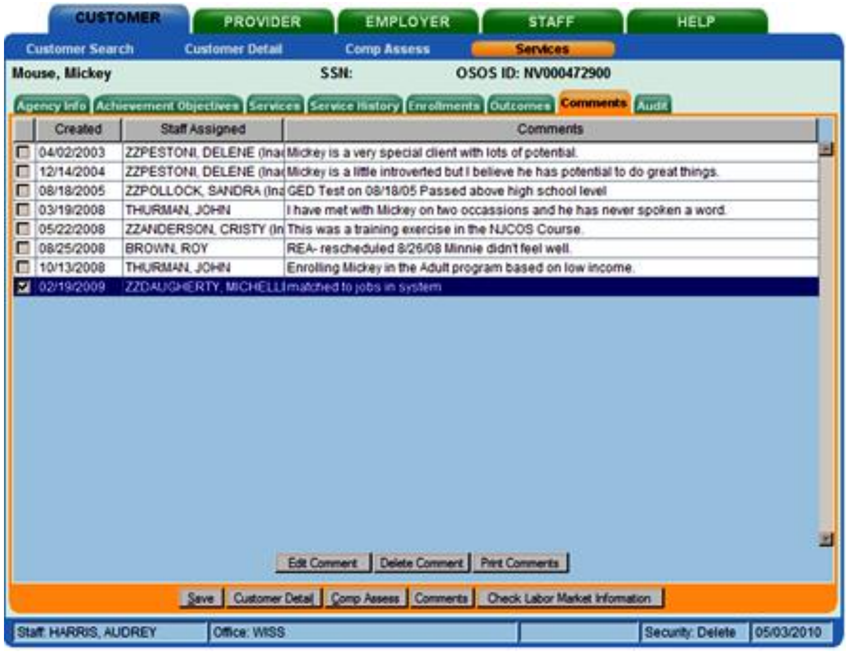
<u>1st Quarter, 2nd Quarter, 3rd Quarter, 4th and 5th Quarter – Employed After Exit</u>. These fields will be in read-only format when UI wage record data is found. The individual will be considered employed if wage records for the quarter after exit show earnings greater than zero. Wage records will be the primary data source for tracking employment in the quarter after exit.
Note: Supplemental Survey only counts positively for the Entered Employment measure; Retention and Average Earnings measures will not be achieved.

<u>Comments:</u>

The Services Comments tab is intended to be used to record detailed case notes about the services provided and future plans. These comments will appear in customer detail/comments as well.

This tab must be used to record “justification(s)” for services to be provided.

> ***For example, a justification must be provided to move a client from core to intensive and from intensive to training.***
>
> *Be sure to use discretion when entering comments. Information recorded here should be factual, observable data. Sensitive information about a service that is pertinent to the customer can be entered advising other staff to view the paper file. An appropriate note should then be entered into the customer’s hard file.*



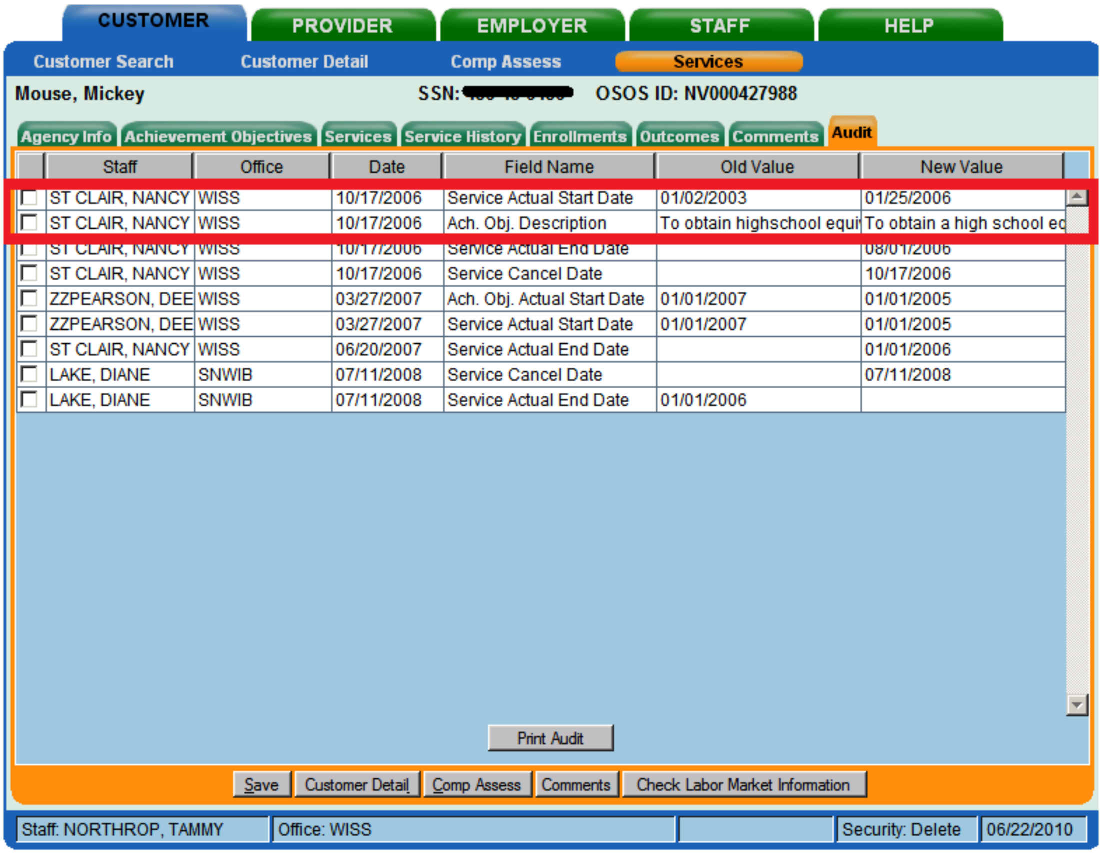
Prior to adding any **Comments** it is imperative to review the existing Comments to avoid duplication of services including partnering agencies by clicking on the **Comments Tab.** Comments can be sorted based on Created, Staff Assigned or Comment by clicking on the gray box for each category. To add a comment Click on the **Comments** button found on the menu bar at the bottom of the screen. A Comments box will appear to enter the information. Once the comment is entered, click on **Save**.

A close out case note must be entered in the comments section and include reason for participant exit for example:

WIA: Mr. WIA will exit the program as of (date here) as he successfully completed his training for (type) at (name of training provider) receiving a credential. Mr. WIA will be working full time for ($/hr.). Training credential new employment, and items in the Outcome button have been captured appropriately. All Services have been closed properly to initiate a system exit.

<u>Audit :</u>

The Audit tab allows users to review changes to a participant record made by staff.



	Staff	Office	Date	Field Name	Old Value	New Value
☐	ST CLAIR, NANCY	WISS	10/17/2006	Service Actual Start Date	01/02/2003	01/25/2006
☐	ST CLAIR, NANCY	WISS	10/17/2006	Ach. Obj. Description	To obtain highschool equi	To obtain a high school ec
☐	ST CLAIR, NANCY	WISS	10/17/2006	Service Actual End Date		08/01/2006
☐	ST CLAIR, NANCY	WISS	10/17/2006	Service Cancel Date		10/17/2006
☐	ZZPEARSON, DEE	WISS	03/27/2007	Ach. Obj. Actual Start Date	01/01/2007	01/01/2005
☐	ZZPEARSON, DEE	WISS	03/27/2007	Service Actual Start Date	01/01/2007	01/01/2005
☐	ST CLAIR, NANCY	WISS	06/20/2007	Service Actual End Date		01/01/2006
☐	LAKE, DIANE	SNWIB	07/11/2008	Service Cancel Date		07/11/2008
☐	LAKE, DIANE	SNWIB	07/11/2008	Service Actual End Date	01/01/2006	

The data is sorted by Staff (the user) the Office with which the user is associated, the Date (when the change took place), the Field Name that was changed, what the Old Value was and the New Value that was entered.

Note: Information on this tab will be used to identify any back-dating of client services, which affects exit dates, reporting and possibly levels of performance.

Glossary of WIA Title IB Adult, Dislocated Worker and Youth Terms

Act, Workforce Investment Act: Workforce Investment Act of 1998 (WIA) [or Public Law (PL) 105-220]. Title I authorizes the new Workforce Investment System. Title II reauthorizes Adult Education and Literacy Programs. Title III contains amendments to the Wagner-Peyser Act, provides for linkages with other programs, and authorizes the Twenty-First Century Workforce Commission. Title IV contains amendments to the Rehabilitation Act. Title V contains General Provisions relating to the Act; established programs to prepare youth and unskilled adults for entry into the labor force and to give job training to those economically disadvantaged individuals and other individuals including Dislocated Workers who face serious barriers to employment and who are in need of such training to obtain prospective employment.

Active service: Full-time Federal service in the armed Forces, National Guard or a Reserve component. This definition does *not* include full-time duty performed strictly for training purposes (i.e. "weekend" or "annual" training, *nor* does it include full-time active duty performed by National Guard personnel who are mobilized by State rather than Federal authorities.

Adult: An individual who is age 18 or older.

Adult Basic Education (ABE): Basic skills education for adults whose inability to read, write or speak English or to effectively use mathematics is a barrier to their ability to get or keep employment.

Advanced Training/Occupational Skills Training: To count as a placement for the Youth Common Measures, advanced training constitutes an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels. Such training should: (1) be outcome-oriented and focused on a long-term goal as specified in the Individual Service Strategy, (2) be long- term in nature and commence upon program exit rather than being short-term training that is part of services received while enrolled in ETA-funded youth programs, and (3) result in attainment of a certificate (as defined below under this attachment).

Advanced Training/Youth: This is an occupational skills employment/training program, not funded under Title I of the WIA, which does not duplicate training received under Title I. It includes only training outside of the One-Stop, WIA, and partner system (i.e., training following exit). (Please note: this term applies to the current WIA younger youth measures only, it does not apply to the common measures).

Average Earnings: *Of those adult participants who are employed in the first, second, and third quarters after the exit quarter:* Total earnings in the second plus the total earnings in the third quarters after the exit quarter divided by the number of adult participants who exit during the quarter.

Barriers to Employment: An individual who requires additional assistance to complete an educational program, or to secure and hold employment, Limited English (A, DW), Runaway (under 18), Deficient Basic Literacy Skills (Y,Y5%), Displaced Homemaker (A, DW), Pregnant or Parenting (Y,Y5%) School Dropout (Y, Y5%), Single Parent (A, DW), Requires Additional Assistance (Y), Foster Child (Y), Offender (A,DW,Y), Homeless (A,DW,Y).

Basic Literacy Skills: Reading, writing, and mathematics skills that enable adults to communicate in English, use math, and become employed.

Basic Literacy Skills Deficient: Computes or solves problems, reads, writes, or speaks English at or below the 8^{th} grade level necessary to function on the job, in the family or society. Reference 664.205.

Basic Skills Deficient: Basic Skill Deficient is 6 or below (1-6) 7 or above is not Basic Skills Deficient. Only youth who are basic skills deficient will be included in the literacy and numeracy gains measure. *See the Literacy/Numeracy Decision Path on page 86-89*

Basic Skills Goal: 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. (Please note: this term applies to the current WIA statutory youth measures only, it does not apply to the common measures).

Case Management: A client-centered approach in delivery of services, designed to:

- Prepare and coordinate comprehensive employment plans, identifying barriers to participation and employment; devise service strategies for participants to ensure access to workforce investment activities and supportive services, using, where feasible, computer-based technologies.

- Assist in the enrollment of participants into allowable activities designed to enhance employability (i.e. motivation, assessment, job preparation workshops, educational classes and/or training, and/or employment services), providing job development and placement services, and assisting individuals and families in accessing community services, addressing emergency assistance and crisis intervention and immediate needs (i.e. food, housing, clothing, and transportation).

- Provide job and career counseling during program participation and after job placement.

Certificate: A certificate is awarded in recognition of an individual's attainment of measurable technical or occupational skills necessary to gain employment or advance within an occupation. These technical or occupational skills are based on standards developed or endorsed by employers. Certificates awarded by workforce investment boards are not included in this definition. Work readiness certificates are also not included in this definition. Reference TEGL 15-10.

Co-enrolled: Participation in multiple programs for which a customer is eligible.

Core Services: Services available to all customers of the One-Stop Center or affiliate partner agency as described under Section 134(d)(2) of the Act. Core services include informational and self-service activities and staff-assisted services and activities. List is not all inclusive, reference SCP 1.8 for a complete list:

- **Self Service/ Informational Activities:** Those services that are made available and accessible to the general public, that are designed to inform and educate individuals about the labor market and their employment strengths, weaknesses, and the range of services appropriate to their situation, and that do not require significant staff involvement with the individual in terms of resources or time.
- **Staff Assisted:** Those services/ assistance provided by staff beyond the informational activities described above regardless of the length of time involved in providing such assistance; includes a staff member's assessment of a participant's skills, education, or career objectives.

    - **Initial Assessment:** Provides preliminary information about the individual's skill levels, aptitudes and interests to assist in identify supportive services needed.

    - **Job Search and Placement Assistance:** Helps the individual determine whether he or she is unable to obtain employment, and thus requires more services to obtain employment.

- **Counseling – Individual & Career Planning:** The process of assisting participants in realistically assessing their abilities, needs and providing guidance in the development of participants' vocational goals and the means to achieve them. Helping participants with the solutions of a variety of individual problems occurring during their participation in the program.
- **Counseling- Group Session:** The process whereby a trained counselor, using the principles of group dynamics in group discussion, assists selected applicants with similar employment problems (such as inability to find or hold a job), through peer interaction, group members are aided in achieving a better understanding of their problems and in clarifying or modifying feelings, attitudes, and behavior which are barriers to successful employment. Group counseling is an extension of the overall counseling process but does not replace the individual counseling interview.
- **Follow-Up Services:** see Follow-Up

Covered persons: see Veteran

Credential: A credential is a nationally recognized degree or certificate or state recognized credential. Credentials include, but are not limited to, a high school diploma, GED, or other recognized equivalents, post-secondary degrees/certificates, recognized skill standards, licensure or industry-recognized certificates. Reference TEGL 15-10

Customized Training: See Training.

Data Element Validation (DEV)/ Reporting: The accuracy and reliability of program reports submitted by states and grantees using Federal funds are fundamental elements of good public administration, and are necessary tools for maintaining and demonstrating system integrity.

Date of Exit: Represents the last day on which the individual received a service funded by the program or a partner program (see definition of "exit").

Date of Participation: Represents the first day, following a determination of eligibility (if required), that the individual begins receiving a service funded by the program (see definition of participant).

Demand Occupation: Employment opportunities in the local area or area the participant is willing to relocate and within the Industry Sectors the GWIB has approved. Reference SCP 1.11.

DETR: Department of Employment, Training and Rehabilitation.

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

Dislocated Worker: The term "dislocated worker" means an individual who: (1) 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; or has been employed for a duration sufficient to demonstrate, to the appropriate entity at a one-stop center referred to in section 134(c), attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under a State unemployment compensation law; *and* is unlikely to return to a previous industry or occupation; (2) 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 described in section 134(d)(4), intensive services described in section 134(d)(3), or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close; (3) 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; or (4) is a displaced homemaker. Reference SCP 1.6. **Special Note:** Separating military service members (non-retiree) and military spouses may be enrolled for services as dislocated workers if they meet the definitions set forth in TEGL 22-04 Section 4. Recently separated veterans and transitioning service members are considered to have received a notice of termination or layoff from their employer (DD-214) per part (A)(i) of this definition:

- To determine a laid-off customer's eligibility for dislocated worker-funded services, the participant's last date of employment is used and reported to the WIASRD as the Date of Actual Qualifying Dislocation. This aligns with the timeframe described in the WIA definition of a "Recently Separated Veteran."

Dislocation Date: See Qualifying Dislocation Date

Displaced Homemaker: For Dislocated Worker Purposes, 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; and is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

Educational Gain: At post-test, participant completes or advances one or more educational functioning levels from the starting level measured on entry into the program (pre-test).

Eligible Covered Persons: See Veteran

Eligible Training Provider List (ETPL): A statewide collection of education and training providers that are approved for Occupational Training services. For a current list, go to:
http://detr.state.nv.us/worforce_investment_pages/wia_providers.htm

Eligibility, Basic; Requirements, Adult and Dislocated Workers: Refers to the specific criteria an Applicant must meet. Reference SCP 1.6 for Basic and Program Eligibility criteria:

- At least 18 years old
- Right to Work requirements
- A male must be in compliance with the registration provisions of the Military Selective Service

Eligibility, Basic; Requirements, Youth: Refers to the specific criteria an Applicant must meet. Reference SCP 2.1 for Basic and Program Eligibility:

- Be 14 through 21 years of age
- Right to Work requirements
- A male must be in compliance with the registration provisions of the Military Selective Service

Employed at the Date of Participation: An individual employed at the date of participation is one who:

- Did any work at all as a paid employee on the date participation occurs (except the individual is not considered employed if: a) he/she has received a notice of termination of employment or the employer has issued a Worker Adjustment and Retraining Notification (WARN) or other notice that the facility or enterprise will close, or b) he/she is a transitioning service member.

- Did any work at all in his/her own business, profession, or farm;

- Worked 15 hours or more as un-unpaid worker in an enterprise operated by a member of the family.

- Was not working, but has a job or business from which he/she was temporarily absent because of illness, bad weather, vacation, labor-management dispute, or personal reasons, regardless of whether paid by the employer for time off, and regardless of whether seeking another job.

Employed in the Quarter After the Exit Quarter: The individual is considered employed in a quarter after the exit quarter if wage records for that quarter show earnings greater than zero. When supplemental data sources are used, individuals should be counted as employed if, in the calendar quarter of measurement after the exit quarter, they did any work at all as paid employees (i.e., received at least some earnings), worked in their own business, profession, or worked on their own farm.

Employed in the Second or Third Quarter After the Exit Quarter: The individual is considered employed if wage records for the second or third quarter after exit show earnings greater than zero. Wage records will be the primary data source for tracking employment in the quarter after exit. When supplemental data sources are used, individuals should be counted as employed if, in the second or third calendar quarter after exit, they did any work at all as paid employees, worked in their own business, profession, or worked on their own farm.

Employment Retention, WIA: Based on those employed in the second and third quarters after program exit divided by the number of participants who exit during the quarter.

Employment Service programs: Labor exchange and other services to employers, job seekers, and special populations as defined by the Wagner-Peyser Act and federal regulations.

Enrollment: The period of participation in a specific program from receipt of first program-funded service through exit.

Enrollment Date: Date of the receipt of first program-funded service.

Entered Employment: (Employed in the quarter after exit) The individual is considered employed in a quarter after the exit quarter if wage records for that quarter show earnings greater than zero. When supplemental data sources are used, individuals should be counted as employed if, in the calendar quarter of measurement after the exit quarter, they did any work at all as paid employees (i.e., received at least some earnings), worked in their own business, profession, or worked on their own farm.

Exclusions From Common Measures and follow-up services: When the status of the Youth and/or Adult is not applicable to the rules and/or guidelines and therefore make the individual and/or data excluded from the measure.

Exit: The point at which a participant stopped receiving services funded by a specific program or grant: DEV point requirement.

- **Exit:** occurs when a participant does not receive a service funded by the program or funded by a partner program for **ninety (90)** consecutive calendar days and is not scheduled for future services; applies to all programs and funding streams concurrently. (aka "Soft Exit")

- **Exit Date:** The date of the program (or partner program) service received by a participant that results in a Common Exit.

- **Program Exit:** occurs when a participant does not receive a service funded by a program or grant for (90) consecutive calendar days and is not scheduled for future services; applies to a single program or funding stream.

Family Income: All income received by all members of the family during the six-month period prior to application/registration, annualized by multiplying the six-month income by two (6 month income x 2). The composition of the family is determined as of the date of the application/registration.

Family Size: Number of dependent children plus number of parents or guardians who reside together. Use definitions in Family to arrive at the correct number. Note: An "individual with a disability" must, for purposes of income eligibility determination, be considered to be an unrelated individual who is a family unit of one consistent with the definition of Low Income Individual at WIA Section 101 (25)(f).

Follow-Up Services: The goal of follow-up services is to ensure job retention, wage gains and career progress for participants who have been referred to unsubsidized employment. While follow-up services must be made available, not all of the adults and dislocated workers who are placed into unsubsidized employment will need or want such services. Follow-up services could include, but are not limited to: additional career planning and counseling; contact with the participant's employer, including assistance with work-related problems that may arise; peer support groups; information about additional educational opportunities, and referral to supportive services available in the community. 20 CFR 662.240(11)

Follow-Up Services/Youth: All youth participants must receive some form of follow-up services for a minimum duration of twelve (12) months. These services can be provided beyond twelve months at the state or LWIB discretion. The types of services provided and the duration of services must be determined based on needs of the individual. Reference SCP 2.2.Follow-Up Services may include:

- The leadership development and supportive service activities listed in §§664.420 and 664.440;
- Regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise;
- Assistance in securing better paying jobs, career development, and further education;
- Work-related peer support groups;
- Adult mentoring; and
- Tracking the progress of youth placed in employment after training.

GED Credential (GED): General Equivalency Diploma**,** see High School Equivalency**.**

Governors Workforce Investment Board (GWIB): The Governors Workforce Investment Board established under section 111 of the Act. The GWIB serves as an advisory to the Governor and develops the State plan and oversees how it is carried out.

Health/Medical or Family Care: Used when the participant is receiving medical treatment or providing care for a family member that precludes entry into unsubsidized employment or continued participation in the program, and is expected to last for more than 90 days.
Institutionalized - The participant is residing in an institution or facility providing 24-hour support such as a prison or hospital and is expected to remain in that institution for at least 90 days.

High School Equivalency: In order to receive, the participant can pass any one of the following test; GED, High School Equivalency Test (HiSET), Test Assessing Secondary Completion (TASC). Tests that measures skills and knowledge generally associated with four years of traditional high school instruction.

Job Search and Placement Assistance: Helps the individual determine whether he or she is unable to obtain employment, and thus requires more services to obtain employment.

Income Eligibility Guideline: Issued through DOL yearly; lower Living Standard Income Level (LLSIL) Guidelines includes income charts that are used by state and local workforce investment areas to determine income eligibility for WIA programs for youth and certain adult services, in addition to the Work Opportunity Tax Credit.

Incumbent Worker: Assisting in skill development of existing employees, increasing productivity and the growth of the industry. Reference SCP 1.19.

Initial Assessment: See Core Services

Individual Service Plan (ISP): See Individual Employment Plan.

Individual Training Account (ITA): Defines services and associated costs to secure training from eligible training providers. (Currently waived in Nevada)

Individual with a Disability:

- In general. An individual with any disability (as defined in section 3 of the Americans with Disabilities Act of 1990 (42 U.S.C. 12`02).

Individuals with Disabilities: More than one individual with a disability.

Industry Sectors: See Sectors

Intake: The process by which a potential participant provides basic demographic and eligibility information.

Intensive Services: Services or activities that are designed to determine appropriate/ additional training or skill development needs, or require that a payment is made on behalf of the customer. Intensive services are available to adults and dislocated workers who have received (or completed) one or more Core Services and are still unable to gain employment OR who are employed and have been determined in need of additional services to get a better job in order to obtain or retain employment. List not all inclusive, reference SCP 1.8 for a complete list:

- **Assessment – Comprehensive and Specialized Skill:** A specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include, (I) diagnostic testing and use of other assessment tools; and (II) in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.

- **Basic Skills/Life Skills:** Essential skills necessary for successful living. They fall into five main areas: self, family, job, community and leisure. Basic/Life Skills include learning to set realistic and attainable goals and problem-solving strategies.
- **Case Management:** The provision of a client-centered approach in the delivery of services, designed to: Prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services. To provide job and career counseling during program participation and after job placement.
- **Counseling – Group Session:** The process whereby a trained counselor, using the principles of group dynamics in group discussion, assists selected applicants with similar employment problems (such as inability to find or hold a job), through peer interaction, group members are aided in achieving a better understanding of their problems and in clarifying or modifying feelings, attitudes, and behavior which are barriers to successful employment. Group counseling is an extension of the overall counseling process but does not replace the individual counseling interview. Examples would include: JOB CLUBS.
- **Counseling – Individual & Career Planning:** The process of assisting participants in realistically assessing their abilities, needs and providing guidance in the development of participants' vocational goals and the means to achieve them. Helping participants with the solutions of a variety of individual problems occurring during their participation in the program.
- **English as a Second Language:** Classes designed to assist individuals whose first language is not English to become proficient in English as their second language.
- **Individual Employment Plan (IEP):** The individual employment plan is an ongoing strategy jointly developed by the participant and the case manager that identifies the participant's employment goals, the appropriate achievement objectives, and the appropriate combination of services for the participant to achieve the employment goals assessment is to help individuals and program staff make decisions about appropriate employment goals. (CFR 663.245)
- **Literacy Training:** Classes designed to improve an individual's reading and writing to a level adequate for communication in a literate society. Individuals do not have a secondary school diploma or its recognized equivalent, and have not achieved an equivalent level of education.
- **Short-term Pre-Vocational Skills to Prepare for Employment:** The development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training. Examples would include: Employment Preparation Workshops, Adult math upgrade.
- **Work Experience (WEX):** Planned, structured, work-based learning experience with documented goals for a limited period of time. Paid or un-paid. Reference SCP 1.8.

Integrated Service Delivery: Nevada's approach to providing services, whereby staff from various partner programs come together to serve mutual participants.

Initial Assessment: Provides preliminary information about the individual's skill levels, aptitudes and interests to assist in identifying supportive services needed.

Job Search and Placement Assistance: See Core Services

Local Workforce Investment Area (LWIA): A local area designated by a Governor for delivery of WIA services.

Local Workforce Investment Board (LWIB): The local board established in each LWIA of a State and certified by the Governor.

Low Income: Is a person who; A)receives, or a member of a family which receives , cash payment under Federal, State or local income-based programs; B)received an income, or is a member of a family that received a total family income, for the past six- month period prior to program participation (exclusive of unemployment compensation, child support payments, payments described above, old-age and survivors insurance benefits under section 202 of the Social Security Act (42 U.S.C. 402), Strike benefits, Foster care payments, assets draw down, sale of home, property or car, Non cash employer paid fringe benefits, Capital gains, Income earned while on active military duty and certain other veterans benefits, Tax refunds, list may not be all inclusive, consult LWIB) in relation to family size does not exceed the higher of (i) the poverty line, for an equivalent period, or (ii) 70 percent of the lower living standard income level, for an equivalent period; or C) is a member of a household that receives (or has been determined within the last 6-month period prior to program participation) Food Stamps under the Food Stamp Act of 1977 (7 U.S.C. 2011et seq.) or D) qualifies as a homeless individual, as defined in subsections (a) and (c) of section 103 of the Stewart B. McKinney Homeless Assistance Act (42U.S.C. 11302); or E0 is a foster child on behalf of whom the State or local government payments are made; or F0 is a person with a disability whose own income meets the income criteria established in WIA section 101(25)(A) pr (B), but is a member of a family whose income does not meet the established criteria.

Lower Living Standard Income Level (LLSIL): The 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. Distributed by WISS annually to the LWIB's.

Migrant and Seasonal Farm Worker (MSFW): A migrant farmworker, a migrant processing worker, or a seasonal worker.

North American Free Trade Agreement (NAFTA): A regulation implemented January 1, 1994 in Mexico, Canada and the United States to eliminate most tariffs on trade between these nations. The three countries phased out numerous tariffs, (with a particular focus on those related to agriculture, textiles and automobiles), between the agreement's implementation and January 1, 2008. NAFTA's purpose is to encourage economic activity between the Unites States, Mexico and Canada.

National Emergency Grant (NEG): Awarded to provide employment and training assistance to workers affected by major economic dislocations; (2) to provide assistance to the Governor of any state within the boundaries of which is an area that has suffered an emergency or major disaster; and (3) to provide additional assistance to a state or local board for eligible dislocated workers in a case in which the State or local board has expended the funds provided for National Emergency Grants and can demonstrate the need for additional funds to provide appropriate services for such workers.

Needing Additional Assistance: Is an individual (including youth with disability) who requires additional assistance to complete an educational program, or to secure and hold employment. [WIA Sec. 101 (13)] www.wia.doleta.gov

Needs Related Payments: Provide financial assistance to participants for the purpose of enabling individuals to participate in training activities. Reference SCP1.15 and 1.6.

Not Employed at the Date of Participation: An individual is also considered not employed at the date of participation when he/she (a) did no work at all as a paid employee on the date participation occurs, (b) has received a notice of termination of employment or the employer has issued a WARN or other notice that the facility or enterprise will close, or (c) is a transitioning service member.

Objective Assessment: Objective (comprehensive) assessment is a client-centered diagnostic approach to evaluating the needs of a participant without regard to services or training programs already available. It is an independent, comprehensive evaluation of an individual designed to identify information vital to the design of an individual service strategy or Individual Employment Plan. Objective assessment is an ongoing process and should not be viewed as a onetime event. It should be a multi-faceted approach that includes a full array of options including items such as structured interviews, paper and pencil tests, performance test, behavioral observation, interest inventories career guidance instruments, aptitude tests, and basic skill tests. As an ongoing process, it must be revisited regularly and amended, as appropriate, when additional needs are identified or goals achieved.

Occupational Skills Goal: A measurable increase in primary occupational skills encompassing the proficiency to perform actual tasks and technical functions required by certain occupational fields at entry, intermediate or advanced levels. Secondary occupational skills entail familiarity with and use of set-up procedures, safety measures, work-related terminology, record keeping and paperwork formats, tools, equipment and materials, and breakdown and clean-up routines. (Please note: this term applies to the current WIA statutory youth measures only, it does not apply to the common measures).

Occupational Skills Training/ Advanced Training: see Training.

Offender: Any adult or youth who has been involved, at any stage, in the criminal justice process that may benefit from services under WIA Title IB programs and requires assistance in overcoming artificial barriers to employment from an arrest or conviction. WIA Section 101 (27)

Older Individual: An individual age 55 or older.

O*NET: The Occupational Information Network for use matching the title of an occupation with its 5 or 6-digit occupational code (http://online.onetcenter.org/).

On-the-job Training: See Training

Out of School: A youth who is not attending school (even if the youth has a H.S. diploma or its equivalent) ***or*** is attending post-secondary school and is basic skills deficient. *See the Literacy/Numeracy Decision Path on page 86-89*

Participant: An individual who has been determined eligible to participate in and who has received at least one service funded by a WIA program in either a physical location or remotely.

Participation Quarter: Represents the calendar quarter in which the date of participation is recorded for the individual.

Partner Agency: An entity that contributes to the delivery of services to a WIA participant.

Performance, WIA: Current performance measures, methods of calculation, and information on determining participation, exceptions, etc. are detailed in DOL/ETA Training and Employment Guidance Letter (TEGL) 17-05.

Performance Exclusion: Located on the NJCOS Enrollment Tab and allows for other reasons for exit.

Poor work history: Is tied to the 6th Barrier and is to include youth who: 1) Are working less than full-time; 2) Have been fired from a job; 3) Have a sporadic work history (history of job hopping); 4) Are working in jobs that are unskilled or dead-end; 5) Have no past work history.

Post-Secondary Education: A program at an accredited degree-granting institution that leads to an academic degree (e.g., A.A., A.S., B.A., B.S.). Programs offered by degree-granting institutions that do not lead to an academic degree (e.g., certificate programs) do not count as a placement in post-secondary education, but may count as a placement in "advanced training/occupational skills training."

Post-test: A test administered to a participant at regular intervals during the program.

Poverty Line: The poverty line (as defined by the Office of Management and Budget, and revised annually in accordance with section 673(2) of the Community Services Block Grant Act (42 U. S. C. 9902 (2)) applicable to a family of the size involved.

Pregnant or Parenting Youth: An individual who is under 22 years of age and pregnant, or a youth (male or female) who is providing custodial care for one or more dependents who are under 18 years of age. Individuals do not qualify as a parent until the child is born.

Pre-test: A test used to assess a participant's basic literacy skills, which is administered to a participant up to six months prior to the date of participation, if such pre-test scores are available, or within 60 days following the date of participation.

Priority of Service: The order, or sequence, in which participants may receive intensive services and training services in the event that funds allocated to a local area for adult employment and training activities are limited.

Priority of Service: Veterans: See Veterans

Program Elements; Youth: See Youth

Program Eligibility; Reference SCP's 2.1, 1.6 and Income Guidelines Lower Living Standard Income Level (LLSIL) Memo.

Qualified Apprenticeship: A program approved and recorded by the ETA Bureau of Apprenticeship and Training or by a recognized state apprenticeship agency or council. Approval is by certified registration or other appropriate written credential.

Qualifying Dislocation Date: A term to describe an eligible Dislocated Worker last day of employment and is captured in the State MIS system under the Work History Tab; Reason for Leaving; Category 1-4 DW, and reported to the WIASRD.

Rapid Response Activity: Early intervention services provided by the state or by an agency chosen by the state in case of a factory closing, a natural or other disaster that causes job loss for large numbers of workers, in order to assist dislocated workers in obtaining reemployment as soon as possible.

Registration (Intake): The process by which a potential participant provides basic demographic and eligibility information.

Relocated to a Mandated Residential Program: For youth participants only, the participant is in the foster care system or any other mandated residential program and has moved from the area as part of such a program.

Reporting, WIA: In and part of WIA Performance as reported to DOL through WIASRD reports using WIA Provider data entry.

School Dropout: An individual who is no longer attending any school and who has not received a secondary school diploma or a General Equivalency Diploma (GED).

Sectors: Sectors of Industry the GWIB has determined that are directly linked to employment opportunities. Reference SCP 1.11, Governors Executive Order 2012-18.
http://detr.state.nv.us/GWIB_SectorCouncils/gwib_index.htm

Self-Attestation: An individual's (physically or electronically) signed attestation that the information he/ she submits to demonstrate eligibility for a program under Title I of WIA is true and accurate. Synonymous to "self-certification". The information being attested to, including dates when applicable, must be included on the signed form.

Self-Sufficiency: The term "self-sufficiency" for WIA programs refers to the level of income a person or family must be below in order to be eligible for certain WIA services. *"Employment itself is not a guarantee of self-sufficiency.*

Support Services for Adult/Dislocated Workers: Supportive services for Adult/Dislocated Workers may only be provided to individuals who are: Participating in core, intensive or training services; and Unable to obtain supportive services through other programs providing such services. Services provided and duration must be determined based on the needs of the individual, per LWIB policy, and documented in case notes. Support Services can include; Child Care, Transportation, Dependent Care, Housing, Needs Related Payments per LWIB policy. Reference SCP 1.15 and 1.6.

Support Services; Needs Related Payments: Provide financial assistance to participants for purposes of enabling individuals to participate in training activities. Such payments must be one of the supportive services detailed above as indicated in SCP 1.15 and 1.6.

Support Services/Youth: As defined in WIA Section 101(46) may include the following; Linkage to community services, Assistance with transportation costs, childcare and dependent care costs, housing costs, referrals to medical services and assistance with uniform or other appropriate work attire and work related tool costs, including such items as eyeglasses and protective eye gear per SCP 2.2.

TEGL: The United States Department of Labor (DOL), Employment & Training Administration (ETA) Training & Employment Guidance Letters are used to transmit policy and operational guidance to the Workforce Investment Act state and local workforce systems. Issued by Program Year (July 1 - June 30).

TEN: ETA Training & Employment Notice are used to communicate announcements of meetings, publications, or general information. Issued by Program Year (July 1 - June 30).

Trade Adjustment Assistance (TAA): Program designed to assist U.S. workers who have lost their job or may lose their jobs as a result of foreign trade. [optional: Assistance includes employment and case management services, re-training benefits, job search and relocation monetary allowances, additional wage subsidies in the form of Unemployment Insurance Workers over the age of 50 may receive additional assistance in their transition as well.

Trade Readjustment Allowance (TRA): Weekly allowance payable to an adversely affected worker with respect to such worker's unemployment.

Training Related Employment: A requirement field in NJCOS on the Outcomes Tab for participant program exiters that received training and entered employment. Reference TEN 5-13, NV TAG 13-1.

Training Services: These services include WIA-funded and non-WIA funded partner training services. Training services may be made available to employed and unemployed adults and dislocated workers who: Have received at least one intensive service and have been determined to be unable to obtain or retain employment through such services. After an interview, evaluation, or assessment, and case management, have been determined to be in need of training services and to have the skills and qualifications to successfully complete the selected training program. Select a program of training services that is directly linked to the employment opportunities either in the local area or in another area to which the individual is willing to relocate. And unable to obtain grant assistance from other sources to pay the costs of such training, including such sources as State-funded training funds, Trade Adjustment Assistance and Federal Pell Grants.

- **Training Services include *(all training services <u>must</u> result in a credential)*:**
    - **Combined Workplace Learning with Related Instruction;** Programs that combine workplace training including: Skills upgrade and retraining. Entrepreneurial training or job readiness training with related instruction, which may include cooperative education programs such as adult education or literacy activities.
    - **Customized Training;** Training that meets the following criteria: Training that is designed to meet the special requirements of an employer (including a group of employers).

      Training that is conducted with a commitment by the employer to employ an individual on successful completion of the training. Training for which the employer pays for not less than 50 percent of the cost of the training.
    - **Entrepreneurial Training;** Classroom training designed to prepare and assist participants in starting their own business and to provide them with the on-going management skills necessary to operate their own business. Participants may be taught how to develop business plans for marketing**.**
    - **Occupational Skills Training;** Training designed to prepare an individual with the skill and knowledge to enter employment in a specific occupation or group of occupations. Providers of Occupations Skills and the specific class to be taken must appear on the Nevada Eligible Training Provider List (ETPL).
    - **On-The Job Training (OJT):** Training by an employer that is provided to a paid participant, in contract, while engaged in productive work in a job that: Provides knowledge or skills essential to the full and adequate performance of the job; Provides reimbursement to the employer of up to 50 percent of the wage rate of the participant (check with your LWIB as to current waiver with DOL as the allowable % may be different), for the extraordinary costs of providing the training

and additional supervision related to the training; and 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. Reference SCP 1.14

  - **Skills Upgrading and Retraining:** Employee skills upgrading as demonstrated in incumbent worker training including employer loan programs for employee skills upgrading.
  - **Training Programs Operated by the Private Sector:** Training programs operated by the private sector that are not considered post-secondary.

Transitioning Service Member: A service member in active duty status (including separation leave) who participates in employment services and is within 24 months of retirement or 12 months of separation.

Unsubsidized Employment: A job for which wages are paid directly by the employer and that is not subsidized through any government program.

Veteran: A person 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.

- **Eligible spouse:** means the spouse of any of the following:
  - a veteran who died of a service-connected disability;
  - a 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 and has been listed for a total of more than 90 days: missing in action; captured in the line of duty by a hostile force; or forcibly detained or interned in the line of duty by a foreign government or power;
  - a veteran who has a total disability resulting from a service-connected disability, or
  - a veteran who died while a disability was in existence.
- **Note:** A spouse whose eligibility is derived from a living veteran or service member would lose his or her eligibility of the veteran or service member were to lose the status that is the basis for the eligibility (e.g. if a veteran with a total service-connected disability were to receive a revised disability rating at a lower level). Similarly, for a spouse whose eligibility is derived from a living veteran or service member, that eligibility would be lost upon divorce from the veteran or service member.

Veteran Priority of Service: The "Jobs for Veterans Act"(JVA) (Public Law 107-288 section 2(a) of Title 38 USC 4215(a) created a priority of services for veterans and some spouses, who otherwise meet the eligibility requirements for participation in Workforce Investment Act programs. The JVA calls for priority of service to be implemented by all "qualified job training programs," defined as "any workforce preparation, development or delivery program or service that is directly funded, in whole or in part, by the Department of Labor." Reference SCP 1.18

Veteran (Recently separated): (WIA Law Section 101 (49)(B)) – means any veteran who applies for participation under this title within 48 months after the discharge or release from active military, naval, or air service.

Wagner-Peyser Act (W-P): The Wagner-Peyser Act of 1933 established a nationwide system of public employment offices known as the Employment Service. The Wagner-Peyser Act was amended in 1998 to make the Employment Service part of the One-Stop services delivery system. (See **Employment Service programs** above)

Waiver: The bill provides authority for the Secretary (DOL) (currently contained in appropriations law) to waive statutory or regulatory requirements of the adult and youth training provisions of the Act and the Wagner-Peyser Act, with exceptions for labor standards, nondiscrimination and related provisions. It clarifies that waivers previously granted to states may continue to be in effect under this Act for the duration of the waiver.

WARN (Worker Adjustment and Retraining Notification): Offers protection to workers, their families and communities by requiring employers to provided notice 60 days in advance of covered plant closings and covered mass layoffs.

Workforce Investment Support Services (WISS): The supporting department within the Nevada Employment Security Division, Nevada Department of Employment, Training and Rehabilitation (DETR) that implements and oversees the following programs: Automated Systems, Career Enhancement Program, Complaint System, Displaced Homemaker Program, Employment Services, Foreign Labor Certification, Migrant and Seasonal Farmworkers, Trade Act, Rapid Response, Silver State Works, Veteran's Employment and Training Services, Workforce Opportunity Tax Credit, Reemployment & Eligibility Assessments, Reemployment Services, Worker Profiling & Reemployment Services, Wagner-Peyser and Workforce Investment Act

Work Experience (WEX): see definition under Intensive Services.

Work Readiness Skills Goal: A measurable increase in work readiness skills including world-of-work awareness, labor market knowledge, occupational information, values clarification and personal understanding, career planning and decision making, and job search techniques (resumes, interviews, applications, and follow-up letters). They also encompass survival/daily living skills such as using the phone, telling time, shopping, renting an apartment, opening a bank account, and using public transportation. They also include positive work habits, attitudes, and behaviors such as punctuality, regular attendance, presenting a neat appearance, getting along and working well with others, exhibiting good conduct, following instructions and completing tasks, accepting constructive criticism from supervisors and co-workers, showing initiative and reliability, and assuming the responsibilities involved in maintaining a job. This category also entails developing motivation and adaptability, obtaining effective coping and problem-solving skills, and acquiring an improved self-image. (Please note: this term applies to the current WIA statutory youth measures only, it does not apply to the common measures).

Workforce Investment Act (WIA) of 1998: see Act

Workforce Investment Act Standardized Record Data (WIASRD): Data collected from the State MIS system through data entry from the WIA provider and reported to DOL.

Youth, Advanced Training: This is an occupational skills employment/training program, not funded under Title I of the WIA, which does not duplicate training received under Title I. It includes only training outside of the One-Stop, WIA, and partner system (i.e., training following exit). (Please note: this term applies to the current WIA younger youth measures only, it does not apply to the common measures).

Youth at Risk or an at-risk youth: An individual between the ages of 14 - 21 (up to their 22nd birthday) who requires additional assistance to complete an educational program, or to secure and hold employment and includes one of the following: 1) Aged out of foster care; 2) Child of incarcerated parent; 3) migrant youth; 4) Chronic behavior problems in school; 5) Family illiteracy; 6) Victim/witness of domestic violence; 7) Substance abuse; 8) Limited English proficiency; 9) Lacks occupational goals/skills; 10) Chronic health problems including learning disabilities.

Youth; In School: Youth participants enrolled in school. Reference SCP 2.1 and 2.2

Youth; Out of School: An eligible Youth who is a school dropout or an eligible youth who has either graduated from High School or holds a GED, but is basic skills deficient, unemployed or underemployed. Reference SCP 2.1 and 2.2

Youth Who Need Additional Assistance: Requires additional assistance to complete an educational program or to secure and hold employment.

Youth, Requires Additional Assistance: A youth, 14-21 years of age, who requires additional assistance to complete an educational program, or to secure and hold employment and meets the SWIB definition of youth who requires additional assistance.

Youth Who Requires Additional Assistance To Complete And Educational Program: A youth who is at risk of dropping out of high school as documented by his/her school OR a youth who previously dropped out of an educational program OR a youth with poor attendance patterns in an educational program during the last twelve calendar months.

Youth Who Requires Additional Assistance To Secure and Hold Employment: A youth who is a high school graduate (or equivalent) and has not held a full-time job with the same employer for more than three consecutive months and lacks work readiness skills necessary to obtain and retain employment as documented by the youth objective assessment and described in case notes.

Youth With A Disability: means the youth has a physical (motion, vision, hearing) or mental (learning or developmental) impairment which substantially limits one or more of such person's major life activities and has a record of such an impairment, or is regarded as having such an impairment. Major life activities include: Self-care, Receptive and expressive language, Learning, Mobility, Self-direction, Capacity for independent living, and Economic self-sufficiency.

Youth; Younger: Ages 14-18.

Youth/Ten Youth Program Elements: The following Ten (10) Youth Program Elements <u>must</u> be made available to Youth participants. Reference SCP 2.2

- **Adult Mentoring:** A committed relationship between an adult and a youth focused on developing the character and capabilities of the youth. This relationship must be for duration of at least 12 months that may occur both during and after program participation.

- **Alternative Secondary School Services:** Services provided by an educational establishment with a curriculum and methods that are non-traditional to assist an individual in completing their high school education. This would include individuals attending GED preparedness courses in an approved test center.

- **Comprehensive Guidance and Counseling:** Guidance and counseling which may include drug and alcohol abuse counseling , as well as referrals to counseling as appropriate to meet the needs of the individual youth. **This would include youth attending an approved post-secondary education school.**

- **Follow-up Services:** see Core Services

- **Internship:** An activity to provide hands-on learning for a youth to gain practical experience in an occupation, which may be paid or unpaid.

- **Job Shadowing:** An opportunity for youth to connect with adults in career fields of their interest and experience the workplace first hand, which will demonstrate the connection between academics and careers.

- **Leadership Development Opportunities:** Activities that encourage responsibility, employability, and other positive social behaviors. For example, community and service learning projects, training in decision-making, team work training, etc.

- **Occupational Skills Training:** Courses or classes that, upon successful, leads to (1) a certificate, an associate degree or baccalaureate degree, or (2) a competency or skill recognized by employers, or (3) a training regimen that provides individuals with additional skills or competencies generally recognized by employers.

- **Summer - Related Employment Opportunities:** Employment opportunities during the summer, which are directly linked to academic and occupational learning as part of the year round service strategy.

- **Support Services:** Transportation, transportation assistance, work-related items, testing fees, training fees, etc. Reference SCP 1.15

- **Support Services/Youth:** Reference SCP 2.2.

- **Tutoring Study Skills Training, Drop Out Prevention:** Tutoring, study skills training leading to completion of secondary school, including dropout prevention strategies.

- **Work Experience:** Planned, structured, work-based learning experience with documented goals for a limited period of time. Paid or un-paid. Reference SCP 2.2.