

## **WIOA Title I Program Participant Services Policy**

The Workforce Innovation and Opportunity Act (WIOA) and other related legislation creates results-based adult, dislocated worker and youth employment and training programs. One of the keys to such a program is a consistent and comparable method for entering participant services and managing participant exits in the state system of record, Commonwealth Workforce Development System or CWDS, as well as participant files. The purpose of this policy is to establish policies in which WIOA Title I program service contractors deliver and document services to WIOA Title I participants under the Adult, Dislocated Worker, and Youth Programs.

Customers entering any PA CareerLink<sup>®</sup> location will be provided with information about all services available in the Clarion, Crawford, Erie, Forest, Venango and Warren County local workforce development area. This information may be provided in multiple formats, including orientations, printed handouts, and the internet. Customers will receive enough information about the services available so they may self-refer or be referred to the appropriate provider and request that the provider determine their eligibility for the services desired.

In a workforce development setting, significant WIOA Title I staff-assisted service is any assistance provided by WIOA Title I staff beyond the informational activities described above, regardless of the length of time involved in providing such assistance. Significant staff involvement includes a staff member's assessment of a participant's skills, education, and career objectives in order to achieve any of the following:

- Assist participants in deciding on appropriate next steps in the search for employment, training, and related services, including job referral;
- Assist participants in assessing their personal barriers to employment; and
- Assist participants in accessing other related services necessary to enhance their employability and individual employment related needs

WIOA Title I staff-assisted services are entered into CWDS, as well as documented in the participant file. Accurate and timely data entry of types of WIOA Title I services and dates of services are critical to implementation of the Common Measures system in CWDS. This includes the accurate and timely entry of Measurable Skills Gains and Credentials, as applicable.

### **Performance Participants**

Participants included in performance measures calculation include those who are:

- Determined to be eligible to participate in the WIOA Title I program; and

- Receiving a significant staff-assisted service funded by the WIOA Title I program at either a physical location or remotely through electronic technologies; and
- Exiting the program

Serving a customer in WIOA Title I programs includes an accurate but brief assessment of the customer's eligibility, needs and career goals. The WIOA Title I program services contractor will provide qualifying basic, individualized, and/or training services if:

- The customer's needs can be met with additional WIOA Title I services;
- WIOA Title I services will help the customer achieve his or her career goals; and
- The customer is eligible for the WIOA Title I services needed

For WIOA Title I, a performance participant is one who is enrolled in WIOA Title I, receives a WIOA Title I-funded qualifying service, and has been identified as an exiter. This participant is included in the WIOA Title I performance calculations.

### **Date of Participation**

Date of participation is the date of the initial program-funded qualifying service. As such, the date of participation may be different across programs. In this sense, it is unlike the exit date, which is common across all programs. Individuals participating in multiple programs will be counted as a participant in each of the programs.

WIOA Title I Adult, Dislocated Worker and Youth program services contractors will be required to document WIOA Title I program services and detailed case notes in the state system of record, the Commonwealth Workforce Development System (CWDS), as well as the participant case files. This includes, but is not limited to, ensuring that accurate, complete, and timely data entry of types of services and dates of services along with detailed case notes is completed.

### **Exit**

Exit is defined as a participant who has not received a qualifying service funded by the program or funded by a partner program for 90 consecutive calendar days and is not scheduled to receive future services.

### **Exit Date**

Exit date is determined after a participant has not received a qualifying service for 90 consecutive calendar days and is not scheduled to receive future services. The exit date is applied retroactively, after a 90- day period without qualifying services, to the last day on which the individual received a qualifying service provided by any program, i.e. the date the last qualifying service was completed in the system. Individuals who are participating in more than one program will have a single common exit date.

WIOA Title I Adult, Dislocated Worker and Youth Program service contractors must ensure that WIOA Title I participants are exited from the program after 90 days without a

service, using the last date of service as the exit date, to ensure that they comply with all federal, state and local requirements.

**Post Exit Follow Up**

WIOA Title I Adult and Dislocated Workers who are exited to employment are required to receive post-exit follow-up for one year after exit. NWPA Job Connect recommends all exited Title I Adult and Dislocated Workers receive post-exit follow-up for one year after exit. WIOA Title I Youth are required to receive twelve (12) months of post-exit follow-up after exit. Those who are exited to health/medical; incarceration; death; or request no post-exit follow-up are excluded from the post-exit follow-up requirement. Post-exit follow up services and detailed case notes (including the contact attempts) must be entered into CWDS.

**REFERENCE**

USDOL Training and Employment Guidance Letter (TEGL) No. 10-16 on 12/19/2016  
State Workforce System Policy No. 01-2015-PA’s Workforce System of Record  
USDOL Training and Employment Guidance Letter (TEGL) 19-16  
USDOL Training and Employment Guidance Letter (TEGL) 21-16

**HISTORY**

Name	Date	Rev Level	Description of change	Effective Date
Deb O’Neil	01/12/2015	A	New Policy per USDOL Recommendations	02/25/2015
Deb O’Neil	03/15/2017	B	Update language for WIOA	06/09/2017
Susan Richmond	1/4/2024	C	Addition of Post Exit Follow Up and MSG and Credentials	05/10/2024