Shaping the Future

Today's Preparation, Tomorrow's Success

Yes, WIOA Can!

ETA

americanjobcenter®

WORKFORCE CONNECTION

DEPARTMENT OF ECONOMIC DEVELOPMENT AND COMMERCE

Yes, WIOA Can!

- Campaign launched by Acting Secretary of Labor Julie Su to pursue bold and innovative actions to strengthen our workforce infrastructure, while centering equity in everything we do.
- Through this effort, we want to tout the flexibility of and dispel myths around perceived barriers of WIOA.
- Together, we can shift how we think about WIOA – and harness the full potential of WIOA at the local, state, and federal levels to strengthen the workforce infrastructure system.

Yes, WIOA Can!

Key Strategies:

1. Communications – Internal and External
2. Professional Development – Revisiting monitoring, guidance, and compliance assistance
3. Technical Assistance – on leveraging and expanding funding
4. Policy and Guidance – Broadening horizons by clarifying or sharing new guidance

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Technical Assistance Webinars

- **Effectively Leveraging or Braiding Multiple Funding Sources with WIOA**
  - This webinar serves as technical assistance for workforce grantees to understand how to leverage or "braid" multiple funding sources to achieve improved outcomes for our customers.
  - **Webinar Transcript available in Spanish**

- **Building Strong Business Partnerships**
  - This webinar will provide information on how the workforce system can engage businesses by providing recruitment and retention strategies that focus on methods which can be used to promote Diversity, Equity, Inclusion, and Accessibility (DEIA).
  - **Webinar Transcript available in Spanish**

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Technical Assistance Webinars (cont.)

- **Engage Businesses Through Registered Apprenticeships: Yes, WIOA Can!**
  - This webinar serves as Technical Assistance (TA) for national workforce entities to understand how to engage businesses through Registered Apprenticeships (RA) with a particular focus on businesses who employ and advance women and other marginalized groups.
  - **Webinar Transcript available in Spanish**

- **Promising Practices on Effectively Engaging Local Elected Officials: Yes, WIOA Can!**
  - This webinar serves as Technical Assistance (TA) for local workforce development (LWDB) board directors and staff, community partners and key stakeholders to learn how LWDBs and local elected officials can establish strong relationships and determine mutual goals.
  - **Webinar Transcript available in Spanish**

Policy and Guidance

- **TEGL 23-19, Changes 1 and 2 – Data Validation and Self-Attestation**
  - Guidance on **data validation**, including acceptable source documents to document participant eligibility, services, and outcomes.
  - The guidance clarifies that grantee policies and procedures include **the use of self-attestation** as an important option for populations with barriers to obtaining eligibility and reporting documents.
  - Encourages the use of self-attestation or case notes to meet customer needs and increase access to program services.
  - Multiple forms of source documents include:
    1) Case notes
    2) Cross-match
    3) Electronic records
    4) Self-attestation

Policy and Guidance

- **TEGL 07-22 – Increasing Employer and Workforce System Customer Access to Good Jobs (aka Job Quality TEGL)**
  - Clarifies the workforce system's role in identifying and promoting **good jobs** to make services more equitable and responsive to worker and business needs.
  - Job Quality expectations are directly related to WIOA since the purpose of WIOA is to help people attain economic self-sufficiency, while giving employers opportunities to train, hire, and retain workers.
  - Employers benefit from investing in good jobs as it increases employee retention and labor force participation.
  - A hallmark of good jobs is competitive wages.

Good Jobs Principles:
https://www.dol.gov/sites/dolgov/files/goodjobs/Good-Jobs-Summit-Principles-Factsheet.pdf

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Policy and Guidance

- **TEGL 07-22 – Job Quality TEGL**

Job Quality Continuum

All three are necessary for a high-quality job.

Job Necessities

- Pay
- Job Security and Working Conditions
- DEIA
- Benefits

Career Supports

- Recruitment & Hiring
- Skills & Career Advancement
- Benefits

Worker Voice

- Empowerment and Representation
- Organizational Culture

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Policy and Guidance

- **TEGL 09-22 – WIOA Youth Programs**
  - Outlines ETA's youth vision and priorities and includes policy clarifications that provide additional **flexibilities and allowable activities for WIOA Youth programs**, such as: use of self-attestation, mental health assessments and professional development training, food as a supportive service, digital literacy and access, and more.
- **Priorities:**
  - **Advancing Equity** - ensure youth have equal access to and outcomes in high quality education and training - must be integrated into everything we do
    - Outreach and recruitment
    - Partnership development
    - Service delivery strategies
    - Using data to inform decision making
  - Equity means that youth have equitable access to services and supports, but also that youth are achieving equitable outcomes.

Policy and Guidance

- **TEGL 09-22 – WIOA Youth Programs**
- **Priorities (cont):**
  - Job Quality
    - Family-sustaining benefits for full- and part-time workers;
    - Diversity, equity, inclusion, and accessibility (DEIA) in the workplace;
    - Empowerment and representation;
    - Job security and working conditions that include a safe and healthy workplace;
    - Pay that is stable and a living wage; and
    - Skills and career advancement opportunities to progress to good jobs.
  - Quality Work Experience
    - Paid Work Experience
    - Career-Focused Work Experience
    - Apprenticeship and Pre-Apprenticeship

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Policy and Guidance

- **TEGL 09-22 – WIOA Youth Programs**
- **Priorities (cont):**
  - Mental Health
    - Youth Mental Health Crisis
    - Trauma Informed Care – Healing Centered Approaches
    - Youth Mental Health Resource Guide
  - Youth Voice

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Policy and Guidance

- **TEGL 09-22 – WIOA Youth Programs**
- **Documenting WIOA Youth Eligibility**
  - Only 3 instances where low income applies for OSY eligibility (Basic Skills Deficient, English Language Learner, and requires additional assistance)
  - Options for documenting low income: receive free/reduced lunch, foster youth, homeless youth, youth living in high poverty all automatically = low income
  - Self-attestation acceptable data source for all eligibility elements except basic skills deficient
  - Use of self-attestation when youth do not have documents (such as drivers license, birth certificates, etc.) is critical to ensuring equitable access to the program
  - If youth don't have such documentation, programs should help them obtain it once they are enrolled.

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Policy and Guidance

- **TEGL 09-22 – WIOA Youth Programs**
- **Youth Mental Health**
  - Mental Health assessments are an allowable and encouraged part of the WIOA Youth program and can be incorporated into the objective assessment process
  - Professional development, such as staff training on trauma-informed care, is an allowable WIOA Youth cost
  - WIOA Youth program service of comprehensive guidance and counseling includes mental health counseling and is an allowable WIOA Youth cost.
- **Virtual Work Experiences**
- **Digital Literacy and Access: WIOA Youth funds can pay for devices and broadband service**
- **Additional Flexibility for Using Previous Assessments: can use an assessment older than six months if deemed appropriate**

Policy and Guidance

- **TEGL 09-22 – WIOA Youth Programs**
- **Supportive Services**
  - Supportive services that enable youth to participate in work experience can now count toward the 20 percent work experience expenditure requirement (i.e., transportation to get to the work experience, tools, uniform, boots, etc.)
  - Food may be provided as a supportive service: on a limited basis and in certain situations, food at a reasonable cost may be provided to youth-serving program participants as a supportive service
  - Food may be provided to eligible youth when it will assist or enable the participant to participate in allowable youth program activities and to reach his/her employment and training goals

Policy and Guidance (cont.)

- **TEGL 21-22 – Training Services**
  - This guidance clarifies and compares the variety of **training and other services** available to states and local workforce areas under WIOA with the goal of improving training outcomes across all populations served, particularly those with barriers to employment and underserved populations.
  - Analysis of WIOA Adult/Dislocated Worker performance data show equity gaps.
  - Analysis of WIOA financial expenditures data suggests poor reporting or underutilization of training

https://ywc.workforcegps.org/resources/2024/03/08/20/55/Yes-WIOA-Can-An-Overview-of-ETA-Guidance

Policy and Guidance (cont.)

- **TEGL 21-22 – Training Services**
- **Allowable Training:**
  - Classroom or Online Training for Individuals – academic or technical education individuals receive through structured instructions.
  - On-the-Job Training (OJT) for Individuals – training by an employer to a participant the employer hired that provides knowledge/skills essential to the job.
  - Cohort Training – financed through a contract instead of an individual ITA.
  - Registered Apprenticeship Programs (RAP) – employer-driven, work-based training that combines on-the-job learning and work experience.

Policy and Guidance (cont.)

- **TEGL 21-22 – Training Services**
- **Allowable Training:**
  - Incumbent Worker Training (IWT) – an employer selects a training provider to increase skills for current employees.
  - Customized Training – contracted group training based on a commitment by an employer or employer group to hire participants upon completion of training.
  - Transitional Jobs (WEX) – subsidized-time limited Work Experience Training Program that prepares job seekers with minimal experience for new careers.

WIOA prioritizes ITAs over the use of contracts for training providers?

TRUE

FALSE

CIERTO

FALSO

Policy and Guidance (cont.)

- **TEGL 03-23 – Outreach Activities**
  - This guidance encourages grantees to conduct **outreach activities** to meet the needs of its customers and to fulfill grant objectives. It also defines advertising and public relations; provides general rules of thumb on outreach; provides ways to conduct outreach; and reinforces accessibility requirements.
  - WIOA's Section 188 nondiscrimination and equal opportunity implementing regulations at 29 CFR 38.40 specifically address the affirmative outreach obligations of WIOA recipients.
  - Advertising programs and/or activities in the media (newspapers or radio programs) or sending notices about openings in programs and/or activities to schools or community service groups.
  - Communicate with potential participants and engage businesses.

Policy and Guidance (cont.)

- **TEGL 03-23 – Outreach Activities**
- **Advertising in an allowable cost.**
  - Appropriate for outreach for grant activities, services and programs
  - Allowable media strategies: print, electronic, digital, radio, social media, billboards/signage, text apps, and Quick Response (QR) code.
  - Media strategy may be personnel or non-personnel costs

- **Public Relations are allowable personnel costs.**
  - Public Relations promote grant activities, services and programs.
  - Activities include attendance at, facilitation of, collaboration with or participation in job, career, community fairs, rapid response events, one-stop satellite centers, mobile one-stops, high school/college career day, podcasts and other interview.
  - Staff typically interact directly with the community, public or press during the public relations activity.

Policy and Guidance (cont.)

- **TEGL 03-23 – Outreach Activities**
- **Ways to Conduct Outreach**
  - In-person – attend local fair with advertising materials to promote the program, meet participants where they are at, display program posters with local businesses and partners to spread the word.
  - Print – advertising and written articles, info postcards, brochures, pamphlets, billboards, QR code, vehicle wraps, etc.
  - Radio and TV – local stations are a great way to advertise program services.
  - Websites, email communication, text messaging, QR codes
  - Social Media (Instagram, Facebook, LinkedIn accounts) virtually connect with customers.
  - Influencers may assist with outreach activities.

[illegible] Relations are allowable personnel costs.

Policy and Guidance (cont.)

- **TEGL 03-23 – Outreach Activities**
- **Ways to Conduct Outreach (cont.)**
  - Social Media (Instagram, Facebook, LinkedIn accounts) virtually connect with customers.
  - Influencers may assist with outreach activities.
  - Blog and Podcast Interviews are interactive content that can be posted/shared.
  - Mobile American Job Centers to reach people where they live, shot, and gather. Grantees may purchase a vehicle to conduct outreach as well as provide employment and training services.

Policy and Guidance (cont.)

- **TEGL 03-23 – Outreach Activities**
- **Ways to Conduct Outreach (cont.)**
  - Outreach in Multiple Languages
  - Accessibility

Policy and Guidance (cont.)

- **TEGL 04-23 – FY 2024 WIOA State Plans**
  - This guidance provides information on submission expectations for the PY 2024 WIOA State Plans. The guidance encourages states to pursue cross-program planning and envisions the state planning process as a valuable opportunity for states to consider the full flexibility of WIOA in serving the education and workforce needs of states, particularly related to leveraging historic infrastructure investment

Policy and Guidance (cont.)

- **TEGL 10-23 – Reducing Administrative Barriers**
  - This guidance provides direction in developing policies, procedures, and practices that reduce unnecessary administrative barriers to serving customers seeking employment and training services. The guidance clarifies administrative requirements to assist grantees in refining their intake and service delivery processes, such as social security numbers, data validation and reporting, and work authorization.

Policy and Guidance (cont.)

- **TEGL 10-23 – Reducing Administrative Barriers**
- **Background**
  - Executive Order on Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government

  - Solutions based on human-centered design:
    - Design intake and eligibility processes to meet urgent participant needs quickly

    - Emphasize a customer experience that get people what they need for relief

    - Establish a model of the federal delivery system working together to create solutions based on listening to people's needs and is driven by human-centered design research

Policy and Guidance (cont.)

- **TEGL 10-23 – Reducing Administrative Barriers**
- **Removing Barriers**
  - Social Security Numbers – participants are not required to provide SSNs for eligibility or provision of services. (Grantees cannot deny services if participants choose not to disclose their SSN.)
  - Required vs. acceptable documentation for eligibility and data validation – self-attestation is a viable option for documentation for most eligibility requirements.
  - Leverage partnerships to reduce the quantity and duplicative collection of information from customers.

Policy and Guidance (cont.)

- **TEGL 10-23 – Reducing Administrative Barriers**
- **Removing Barriers**
  - Work authorization documentation and allowable services – work authorization is not required to be verified for many services until a participant is receiving a service that requires work authorization such as a supportive services that represents a direct financial benefit (voucher or reimbursement, relocation expenses, or needs-related payments), training, work experience and job placement.
  - Services Allowed without Verifying Work Authorization include:
    - Labor exchange services (LMI, career exploration, job search assistance, etc.)
    - Info on worker rights and where to find legal assistance
    - Referral to community resources such as transportation, childcare support, assistance for food, housing, medical
    - Individualized services (career assessments, IEP, group counseling, 1:1 case management, career planning, info on obtaining credit for prior or foreign learning
    - Basic skills educations (English language instruction, and HS equivalency)

WORKFORCE CONNECTION

Yes, WIOA Can!

Welcome to Yes, WIOA Can!

YES WIOA CAN

Yes, WIOA Can! is an initiative to pursue bold and innovative actions to strengthen our workforce infrastructure, while centering equity in everything we do. Through this initiative, we want to tout the flexibility of and dispel myths around perceived barriers of WIOA (Workforce Innovation and Opportunity Act), and we want to elevate innovative uses of WIOA funds. Join us as we learn from state and local leaders and practitioners, and adjust practices at every level – federal, state, and local – to prepare all workers for good jobs.

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THANK YOU!

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