

**Bayamón-Comerío Local
Workforce Development Area
Workforce Innovation and
Opportunity Act (WIOA)**

**General Procedures for Services to
Youth, Adults, and Dislocated
Workers Under Title I of the Workforce
Innovation and Opportunity Act
(WIOA)**

**GENERAL PROCEDURES FOR SERVICES TO YOUTH, ADULTS, AND DISLOCATED WORKERS
UNDER TITLE I OF THE WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)**

REVISED 05/2025

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GENERAL PROCEDURES FOR SERVICES TO YOUTH, ADULTS, AND DISLOCATED WORKERS UNDER TITLE I OF THE WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)

REVISED 05/2025

I. INTRODUCTION

This procedure is intended to integrate the provisions necessary for the implementation and operation of the Workforce Innovation and Opportunity Act (WIOA) with respect to the delivery of Basic Career Services, Individualized Career Services, and Training Services for Adults and Dislocated Workers. In addition, it establishes the framework for the provision of Case Management Services and the overall service strategy for all Youth, Adults, and Dislocated Workers eligible under Title I of WIOA.

II. PURPOSE AND OBJECTIVES

This Procedure is intended to serve as a General Guide for the delivery of services to any individual who seeks and receives services through the One-Stop Career Center of the Local Area. It establishes uniform standards for the design and organization of Basic Career Services, Individualized Career Services, and Training Services, as well as guidelines for the overall service delivery strategy, case management, eligibility determination, and all types of services provided to Youth, Adults, and Dislocated Workers.

III. LEGAL BASIS

This General Procedure is established based on the following authorities:

- Workforce Innovation and Opportunity Act (WIOA), Public Law 113-128, enacted July 22, 2014.
- 20 CFR Parts 603, 651, 652 et al., Workforce Innovation and Opportunity Act (WIOA) Final Rule.

IV. APPLICABLE DEFINITIONS

Adult:

An individual who is eighteen (18) years of age or older and who may be eligible for services under Title I of WIOA.

Youth:

Pursuant to Section 129(a) of WIOA, an individual who is between fourteen (14) and twenty-one (21) years of age and attending school, or an individual between sixteen (16) and twenty-four (24) years of age who is out of school, economically disadvantaged,

and has one (1) or more barriers as described in Sections 681.200 through 681.220 of the WIOA regulations.

Dislocated Worker:

An individual who meets the requirements described in Sections 3(15) and 3(16) of WIOA, including a displaced homemaker and the spouse of an active-duty member of the Armed Forces of the United States.

Career Planners (Case Managers):

Under WIOA, "Case Managers" are referred to as Career Planners. This change was introduced as part of WIOA to emphasize the customization of career services and the individual needs of each participant through the workforce development system.

Individual Employment Plan (IEP): *Final Rule, Section 680.170*

The Individual Employment Plan (IEP) is an Individualized Career Service jointly developed by the participant and the Career Planner. It identifies the participant's employment goals and determines the combination of services necessary for the participant to achieve those employment objectives.

One-Stop Career Center:

Refers to the entity or facilities developed and established in accordance with Section 121(e) of WIOA, which provides the basic career services described in that section.

Participant:

A person who has been determined eligible and has been enrolled in, is participating in, or is receiving services under a WIOA Title I Program. Participation begins on the first day following the eligibility determination when the individual starts receiving Basic Career Services, Training Services, or other services provided under Title I.

Enrollment:

Refers to the process of collecting information to determine an individual's eligibility under Title I. Individuals may be enrolled in various ways, as described in Section 680.110 of the Final Rule for adults and dislocated workers.

Out-of-School Youth: *WIOA Section 129(a)(1)(B)*

Refers to a youth between the ages of sixteen (16) and twenty-four (24) who is a school dropout, or an eligible youth who has graduated from high school or obtained a recognized equivalent credential, but who is basic skills deficient, unemployed, or underemployed, as described in Section 681.270.

In School Youth: WIOA Section 129(a)(1)(C)

Those youth between the ages of fourteen (14) and twenty-one (21) who do not meet the criteria for Out-of-School Youth, as described in Section 681.220.

School Dropout:

An individual who is not attending any school and who has not received a high school diploma or its recognized equivalent.

V. SERVICE DELIVERY SYSTEM AND PROCEDURES APPLICABLE TO THE BAYAMÓN-COMERÍO LOCAL AREA

The service delivery system consists of different levels through which an applicant will be served.

A. One-Stop Career Center (OSC) of the Bayamón-Comerío Local Workforce Development Area

In accordance with the provisions of Section 121(e)(1) and (2) of WIOA and the Federal Register, Vol. 80, No. 73, Thursday, April 16, 2015, Proposed Rules, the Local Area has established its One-Stop Career Center (OSC) as a comprehensive and accessible center for all individuals seeking services within the Local Area.

The One-Stop Career Center, which serves as the entry point for all applicants, shall initially provide self-directed, non-enrollment Basic Career Services. To support these services, the center makes available, among other resources:

- Job vacancy listings
- Labor market information and guidance
- Computers, Internet access, and telephones, all intended to support job search activities.

As established by the public policy of the Local Workforce Development Board, the One-Stop Career Center of the Local Area is operated by the administrative entity of the Bayamón-Comerío Consortium, located in the Bayamón service area, with a local office in the Municipality of Comerío.

The service delivery model is based on two (2) primary service modalities:

1. Virtual One-Stop Career Center

The One-Stop Career Center maintains technological connectivity with all partners required under Section 121 of WIOA.

- Each One-Stop Partner is equipped with information technology systems and equipment that virtually connect its service center to the One-Stop Career Center through technology acquired for this purpose.
- Through the referral process to one of the One-Stop Partners, immediate communication shall be established with the staff designated by the Partner Program so that the individual may receive initial basic services, including:
 - Orientation regarding Program services and requirements.
 - Orientation and/or initial eligibility determination for the Partner Program.
 - Scheduling of an appointment to continue receiving the Program's basic services.

B. Organization of Basic Career Services at the One-Stop Career Center (Section 678.430)**Basic Career Services shall include the following:**

- a. Information contained in brochures, manuals, charts, tables, and other audiovisual resources that may be developed by each of the One-Stop Partners.
- b. Computer-assisted guidance services that may be operated directly by the customer, providing general information regarding services available throughout the workforce system and labor market information.
- c. General information services on labor market employment statistics, program and service providers, program performance of various service providers, and the availability of supportive services in the area, such as childcare and transportation.
- d. Orientations regarding available information and services, as well as outreach and promotional activities being conducted within the One-Stop Career Center. These orientations shall also include information on the skills, knowledge, and abilities needed to search for and obtain employment, along with other related topics.

Individualized Career Services: Services that may be provided include:

- **Labor Exchange Services**

JOB BANK

- Includes job search assistance, placement assistance, career counseling, information on industries, in-demand occupations, and non-traditional employment opportunities.
- **Employer Recruitment Services**
 - Group Counseling
 - Individual Counseling / Career Development Planning

- **Short-Term Pre-Vocational Services**

- Include the development of learning skills, communication skills, interviewing skills, punctuality, personal grooming, and professional workplace behavior to prepare individuals for training or unsubsidized employment.
- These services are intended to develop participants' soft skills, which are personal qualities and interpersonal abilities.
- They do not include occupational skills training.
- Examples may include:

Learning Skills

- Communication Skills
- Interviewing Skills
- Punctuality Skills
- Personal Grooming Skills
- Professional Workplace Conduct
- Personal qualities such as responsibility, sociability, integrity, and honesty, and how these contribute to employment retention.

- **Workforce Preparation Activities**

These are activities that help individuals acquire a combination of academic and employability skills.

- Short preparatory courses for occupations, including topics such as:
 - Critical Thinking Skills
 - Digital Literacy Skills
 - Personal Management Skills (Resource Utilization)
 - Information Management, Working with Others, and Understanding Systems
 - Acquiring the skills necessary to pursue Postsecondary Education
 - Training or Employment

- **Financial Literacy Services**

- Acquiring financial knowledge and basic economic concepts.
- Developing a broad understanding of economic and financial systems, and the ability to plan and manage one's personal affairs.
- Gaining the ability to effectively manage financial products and services.
- Identifying the functions and value of money.
- Recognizing different methods of payment.
- Distinguishing between saving and debt and understanding how to plan for both.

- **Out-of-Area Job Search and Relocation Assistance**

- **English Language Acquisition Programs**, which shall be integrated with other workforce development and training programs, as appropriate.

- **Training and Educational Services**

These services require participant enrollment for Initial Assessment Services, including evaluations of skills, aptitudes, abilities, and supportive service needs; job search activities; placement assistance; career counseling; and eligibility determination activities for training and educational services or other financial assistance programs not funded through WIOA.

These are more intensive and time-consuming services provided to certain participants after they have received Basic Career Services and who either:

- Have not obtained unsubsidized employment; or
- Have obtained employment but need additional skills development to advance or retain their employment.

- **Follow-Up Services**

These services must be provided to participants who obtain unsubsidized employment for a period of up to twelve (12) months following their first day of work. Workplace counseling is an appropriate follow-up service. The provision of follow-up services does not extend the participant's exit date for performance reporting purposes.

C. Training Services for Adults, Youth, and Dislocated Workers

1. Training services available under the Annual Plan of this Local Area shall be offered to customers who have already received Basic Career Services and who meet the eligibility and participation requirements established under WIOA and this Procedure.
2. In accordance with Sections 680.410(a) and 680.420 of the WIOA Final Rule, training services may include the following activities:
 - a. **Occupational Skills Training**, including training for nontraditional employment, programs that combine On-the-Job Training (OJT) with related instruction, which may include a cooperative education program.
 - b. **Private Sector Training Programs**.
 - c. **Skills Upgrading and Retraining**.
 - d. **Entrepreneurial Training**.
 - e. **On-the-Job Training (OJT)**.

f. Education Leading to the Attainment of a High School Diploma or Its Recognized Equivalent.

VI. GENERAL PROCEDURES

A. General Strategy for Basic Career Services to Youth, Adults, and Dislocated Workers

The Workforce Innovation and Opportunity Act (WIOA) streamlines workforce programs and improves services provided to job seekers by enhancing access to employment, education, training, and support services designed to help individuals succeed in the labor market.

The Act streamlines workforce programs and improves services for job seekers and employers in several ways, including the establishment of a single strategic plan and a common performance accountability system for core programs, with all partners participating through the One-Stop Career Center (OSC). It also applies common performance measures to other programs authorized under the Act. Local Workforce Development Boards are streamlined through a reduction in size while expanding their responsibilities to include the alignment of workforce development programs to maximize the effective use of resources. The Act further streamlines service delivery by implementing the concepts of Basic Career Services and Individualized Career Services, reducing the number of requirements, and eliminating unnecessary service sequencing prior to enrollment in training programs, thereby making services more accessible and comprehensive.

1. At the One-Stop Career Center, Basic Career Services have been structured and classified into Self-Service Basic Career Services, Group Basic Services, and Individualized Career Services, as previously discussed.
2. All information required for Self-Service Basic Career Services and Group Basic Services shall be organized and made available. This effort shall not be limited to programs offered by the required One-Stop Partners, but shall also include all activities, services, and resources available through programs serving potential customers, as well as the identification of alternatives that may include institutional private-sector organizations and private employers within the Local Area.
 - o Relevant information shall be gathered to create a comprehensive inventory of program availability among all WIOA partners, as required by the Act. These programs include: Programs authorized under the Wagner-Peyser Act (Employment Service), Adult Education and Literacy Programs administered by the Department of Education, Vocational Rehabilitation Programs administered by the Vocational Rehabilitation Administration, Older Worker Programs funded under Title V of the Older Americans Act, including programs such as Green Thumb, and programs developed in

coordination with the Office of the Advocate for Older Adults, Postsecondary Career and Technical Education Programs operated under the Carl D. Perkins Act by the Department of Education, Trade Adjustment Assistance (TAA/NAFTA-related) Programs, Veterans' Programs administered through the Department of Labor and Human Resources, Programs funded under the Community Services Block Grant (CSBG), Employment and training activities funded by the U.S. Department of Housing and Urban Development (HUD) and administered by the Puerto Rico Department of Housing and public housing authorities through contractual agreements.

4. Based on the information obtained through various coordination efforts, an information and resource bank should be established so that the One-Stop Career Center (OSC) can build and develop its self-service resources and activities.
5. Basic group services available to customers visiting the One-Stop Career Center shall be identified and organized. To accomplish this, all available resources within and outside the Local Area may be utilized. Group services offered by the OSC may include, but are not limited to, the following:
 - o Job Clubs
 - o Workshops and orientations on: Job Search Techniques, Resume Preparation, Job Interview Skills, Internet Use for Employment Purposes.
 - o Labor Market Information Orientations
 - o Workshops on writing employment-related letters and documents, among others
6. Customers who visit the One-Stop Career Center shall have their information recorded using the Daily Customer Registration Log.
7. Customers shall be provided with a Customer Profile Form and oriented regarding the services available through the One-Stop Career Center. Once the form has been completed, the customer shall be referred to the staff responsible for self-service and/or group basic services so that appropriate services may be provided based on the customer's needs and the services available.
8. After self-service and group basic career services have been provided, if these services do not adequately address the customer's needs for effective integration into the labor market, the customer shall be informed of the documentation required for eligibility determination prior to receiving individualized career services.

9. The computerized Universal Application shall be completed before services are provided, and the customer shall be requested to submit the documents required to determine eligibility for the applicable program (Adults, Youth, or Dislocated Workers). As an initial step, it shall be verified whether the customer qualifies under the Dislocated Worker Program requirements.
10. Upon providing the list of required documents, an eligibility determination shall be conducted for the program for which the customer has been pre-qualified, in accordance with the requirements established in the Eligibility Determination Procedure, which forms part of this Procedure.
11. When the applicant submits the required documentation, a Document Verification Checklist shall be completed to certify the applicant's compliance with the applicable eligibility requirements.
12. Prior to making an eligibility determination, a review of the applicant's prior participation history shall be conducted to determine which services the applicant has previously received through Local Areas or Required One-Stop Partners, Whether the applicant has exceeded any established participation limits and whether a complete participant file can be prepared. The file shall include the following documents:
 - Prior Participation Form
 - Service Application
 - Documentation verifying all eligibility requirements applicable to the program (Adult, Youth, or Dislocated Worker)
 - Any additional documents required on a case-by-case basis, such as Selective Service Registration documentation for male applicants.
13. If the participant has exceeded the participation limits for any activity or title, typically a participation period of two (2) years, he or she may not be enrolled in those activities or programs even if otherwise determined eligible. The participant shall also be provided with a copy of the provisions of the Equal Employment Opportunity Law.
14. Once this process has been completed, the case shall be referred to the Management Information System (MIS) Unit for review of the eligibility determination. For this purpose, an additional Eligibility Review Checklist Form shall be used, on which the reviewing official shall certify, by signature and date, whether the eligibility determination originally made was correct or incorrect. If the determination is certified as incorrect, the reviewing official shall return the case file, identifying the basis for considering the eligibility determination incorrect.

The determination shall then be re-examined and, if no dispute remains, the case shall be referred to the Supervisor responsible for One-Stop Career Center Services, who, after consultation with the Operations Director, shall make the final determination. Such determination shall be documented in the participant's case file.

15. If the customer is found ineligible for WIOA programs, the customer shall be referred for assessment and service orientation to the programs operated by the Required One-Stop Partners. Eligibility for those programs shall be determined by the respective Partner. The Service Technician shall provide follow-up regarding the Partner's service determination.
16. If the participant is determined eligible for one of the Agency's programs, the participant's profile or individual information shall be completed through the Participant Record Information System (PRIS), the Workforce Development Program's information system, after which the corresponding assessments shall begin, as explained in the Eligibility Determination Procedure.
17. Once the customer has been determined to be eligible, the Career Planner, together with the participant, shall proceed to develop:
 - a. The Initial Assessment to determine the appropriate registrable services to be provided.
18. At this stage, it shall be ensured that, prior to the provision of any additional services, individuals have been determined eligible in accordance with the program under which the services will be funded. It shall also be verified that participants meet any applicable service transfer requirements in accordance with WIOA.

B. General Procedure for Individualized Career Services

Once Basic Career Services have been provided, documented in the participant's case file, and the need for Individualized Career Services has been justified, services shall be provided through a Career Planner assigned by the Local Area, who will work with the participant through program completion.

The Career Planner is the professional responsible for serving customers across all programs and is also responsible for recording the time spent collaborating with participants from each program in the Time Distribution System (RETIS).

During the Individualized Career Services phase, compliance with the applicable participation requirements shall be verified, including:

- a. Development of the Individual Employment Plan (IEP) in accordance with Section 680.180 of the regulations.

- b. Verification that the participant has made an affirmative effort to seek employment.
- c. To continue progressing toward the participant's service goals, a determination shall be made as to whether the participant should proceed to Training Services. The Case Manager shall ensure that the following elements are documented in the case file:
- i. The participant must have an Individual Employment Plan (IEP), a comprehensive assessment, and any other required services documented. In addition, the participant must comply with the requirements of Section 134(c)(2)(A)(xii)(II) of WIOA, including:
 - Meeting the eligibility criteria for services, Having received at least one (1) career service being determined unable to obtain or retain employment through such services alone.
 - Following an interview, assessment, and case management process, it must be determined that:
 1. The participants need Training Services; and
 2. The participant possesses the skills and qualifications necessary to successfully complete a training program.
- d. Administration of the determination of the corresponding services. Intensive services and training will be taken for the participants most in need according to their characteristics and the recipients of public assistance.

General Service Process

1. Based on the results of the assessment, an Individual Employment Plan (IEP) should be developed for Adults and Dislocated Workers, or an Individual Service Strategy (ISS) in the case of Youth. The plan shall identify the participant's employment goal, define achievable objectives, and specify the services needed by the participant. The Individual Employment Plan and the Individual Service Strategy shall also provide for the periodic review of each participant's progress in achieving employment goals and service strategy objectives.
2. Adult and Dislocated Worker Cases

The participant shall be provided with the necessary information regarding the performance of eligible Service Providers so that he or she may determine and select the eligible provider for the training program or other applicable service.
3. The Case Manager shall refer the participant to the selected eligible Service Provider for orientation regarding the chosen service. Documentation of such orientation shall be maintained in the participant's case file.

Likewise, the Case Manager shall ensure that, when applicable, WIOA-funded benefits are coordinated with other available federal and state assistance programs.

4. Once the training activity and Service Provider have been selected, an official Enrollment/Assignment shall be completed to ensure that the participant is properly enrolled in the corresponding program activity, as required by the Participant Record Information System (PRIS). Upon completion, the enrollment documentation shall be filed together with the participant's case records.

C. General Procedure for Training Services

(Sections 680.200 and 680.300)

1. During the Training phase, the Case Manager shall monitor the goals, objectives, and combination of services established in the Individual Employment Plan (IEP) or, in the case of Youth participants, the Individual Service Strategy (ISS).

2. Among other actions, the following strategies shall be developed to ensure, or modify as appropriate, the Individual Employment Plans or Individual Service Strategies established for each participant. These strategies shall include the following:

a. Require written reports from Service Providers regarding participant progress. This shall include, but not be limited to, the following: Contacting participants and service providers to verify attendance, performance, and satisfactory progress in training activities, Reviewing grades, attendance records, evaluations, and progress reports, Identifying barriers that may affect the successful completion of training, Recommending modifications to the Individual Employment Plan (IEP) or the Individual Service Strategy (ISS), as appropriate, Coordinating supportive services necessary to ensure successful participation and completion of the training program. Require written reports from Service Providers regarding participant progress. This shall include, but not be limited to, the following: Contacting participants and Service Providers immediately after referrals are made and at the time participants are enrolled, Following up with the Service Provider to verify academic progress and course attendance.

b. Maintain a regular schedule of appointments with participants.

c. Conduct meetings with Service Providers whenever a specific situation requires attention.

d. Coordinate joint conferences or consultation sessions among the Service Provider and the participant whenever circumstances require.

D. General Guidelines and Considerations for Determining the Most Appropriate Services for Participants

Youth Services

WIOA Section 129(c)(2)

Youth participants shall also be served through the One-Stop Career Center (OSC) for eligibility determination, service assessment, and identification of the program elements and services to be provided.

1. The design of the Youth Service Strategy is based on the general requirement that youth, like Adults and Dislocated Workers, must go through the entire Basic Career Services and Case Management process described in this procedure. In other words, youth shall be served by the Program in accordance with all applicable requirements related to Basic Career Services and Training Services previously described.
2. To achieve greater efficiency in serving youth participants, the Program shall first determine whether the youth is an In-School Youth (ISY) or an Out-of-School Youth (OSY) according to the criteria established under WIOA.
3. Once it has been determined whether the youth fall into the In-School Youth or Out-of-School Youth category, an appropriate Individual Service Strategy (ISS) shall be developed on a case-by-case basis following these guidelines:
 - a) Determine whether the individual is an Out-of-School Youth (OSY) and, if so, document the School Dropout characteristics in accordance with WIOA requirements.
4. If the youth is determined to be a School Dropout, the general service strategy shall include the following:
 - a) Determining whether the youth is deficient in Basic Skills, Academic Skills, and Occupational Skills, and identifying any supportive service needs.
 - b) Identifying the Service Goals to be included in the Individual Service Strategy (ISS) that are most compatible with the results of the participant's assessment. Objective Assessment.
5. The services provided to this segment of youth shall follow the following general guidelines:
 - a) Coordinate services to address and remediate any Basic Skills Deficiencies that have been identified.

b) Identify educational opportunities that will enable the youth to complete a High School Diploma, when appropriate, or identify an Occupational Training Program that links academic learning, preferably while addressing basic skills deficiencies, with practical experience and preparation for employment.

c) Establish a Service Program that takes the foregoing into consideration and that also provides a Training and Employment Framework with effective connections to both the educational system and the world of work.

6. In the case of Out-of-School Youth who are not School Dropouts, these are youth who have graduated from high school or obtained a recognized high school equivalency diploma, but who may be basic skills deficient, unemployed, or underemployed.

In such cases, the Program should first identify the extent of the participant's Basic Skills Deficiencies, if any, and determine the need for Occupational Skills Training. The need for occupational training shall be identified through appropriate assessments designed to determine or identify the participant's aptitudes for occupations that are most suitable for the individual.

The Program shall be responsible for ensuring that training is provided in occupations that are in demand within the local labor market area.

7. It shall also be the responsibility of the Program to determine whether the youth should pursue Postsecondary Education, when necessary to achieve his or her occupational goal.

Based on this determination, an appropriate overall service strategy shall be developed, identifying, among other things, the program that is most suitable for this population.

The selected program shall provide activities designed to address basic skills deficiencies and deliver occupational training. If the youth lack prior work experience, an Employability Competency Program should also be provided in conjunction with the services offered.

8. In the case of In-School Youth, that is, youth who do not fall within the Out-of-School Youth category, a Service Program shall be developed that identifies:

a) Which youth within this group are considered high-risk youth, and which youth are not included among the high-risk categories. Those considered high-risk youth and those who are not. High-risk youth shall be defined as youth whose academic performance indicates that they require additional assistance to successfully complete their academic program, since their current performance places them at risk of dropping out of school. The second group consists of youth whose academic performance indicates that they are not at risk of dropping out.

b) The first group, those at risk of dropping out, shall be given priority for services under the Program. These youth shall receive an Objective Assessment that first identifies their academic deficiencies so that the Individual Service Strategy (ISS) may include an appropriate program, preferably offered during extended hours, which enables them to overcome academic deficiencies while simultaneously providing learning opportunities in both academic and occupational areas.

c) For the second group, consisting of youth who are not at risk of dropping out, the Objective Assessment shall identify their occupational interests to enhance existing skills or provide the skills necessary for successful entry into or continuation of post-secondary education. The objective is to improve their opportunities to achieve their long-term occupational goals. To accomplish this, the Individual Service Strategy shall also provide extended-hour programs and courses that prepare youth for postsecondary education opportunities in their previously identified areas of occupational interest. The strategy should also effectively connect young people with organizations and resources that can assist them in identifying future education and employment opportunities within the occupational fields in which they wish to develop.

9. The range of services that may be provided is based on fourteen (14) program elements:

a. Tutoring, Study Skills Training, Instruction, and Dropout Prevention/Recovery Strategies

These services focus on providing academic support to help youth: Identify areas of academic interest, Overcome learning barriers, Receive tools and resources to develop effective learning strategies. These activities are intended to improve academic achievement in the core subjects of Spanish, English, and Mathematics.

b. Alternative Secondary School Services (Combined with Other Program Elements)

Designed to assist youth in completing secondary education requirements by providing instruction in the core academic subjects of Spanish, English, and Mathematics.

c. Paid or Unpaid Work Experiences

These services may include:

1. Internships
2. Job Shadowing/Work Exposure Activities
3. Apprenticeship Programs
4. Summer Employment
5. On-the-Job Training (OJT)

Services related to the development and implementation of work experiences shall include pre-employment workshops for both participants and employees prior to the start of the work experience activity.

d. Occupational Skills Training

Training activities must be based on occupations that are in demand within the labor market. (The In-Demand Occupations List shall be provided.)

e. Education Offered Concurrently with Workforce Preparation Activities and Training for a Specific Occupation

f. Leadership Development Opportunities

1. Exposure to postsecondary educational opportunities.
2. Community service and service-learning projects.
3. Peer-centered activities, including peer mentoring and tutoring.
4. Organizational and teamwork training, including leadership training.
5. Decision-making training, including priority setting and critical thinking skills.
6. Citizenship skills training, including life skills instruction such as parenting skills and workplace behavior.
7. Civic engagement activities that promote quality of life within the community.
8. Other leadership development activities.

g. Supportive Services

h. Adult Mentoring Services

Mentoring services that must be provided for a period of at least twelve (12) months. These services may be combined with Leadership workshops, Pre-employment workshops, Personal maturity and life-skills development activities.

i. Follow-Up Services

These may include:

- Supportive services
- Adult mentoring
- Financial literacy services

- Services that provide information on the labor market, employment opportunities, in-demand industry sectors, and occupations
- Activities designed to help young people successfully transition to employment, post-secondary education, or advanced training opportunities.

j. Comprehensive Guidance and Counseling

k. Financial Literacy Education

l. Entrepreneurial Skills Training

m. Services Providing Labor Market Information, Information on In-Demand Occupations, Career Counseling, and Career Exploration

n. Activities That Help Youth Prepare for the Transition to Postsecondary Education and Training

Services for Adults

Section 134(c)(2)(A) of WIOA

1. For the strategic design of services for adults, the priority shall be to identify which individuals have completed high school and which have not. Initial and comprehensive assessments shall also determine whether the individual has any Basic Skills Deficiencies, so that a program may be established to address and correct those deficiencies.
2. The remainder of the adult population, like the group described above, may be served through the traditional service methods outlined in this Procedure.
3. It shall be mandatory for this population, as well as for all other participant groups referred to training services, to receive job search preparation assistance, while also receiving services to address basic skills deficiencies and occupational skills training, as appropriate.
4. Every eligible adult shall participate in organized job-search activities through the Basic Career Services available at the One-Stop Career Center (OSC) before receiving training services.

Services to Dislocated Workers
Section 134(c)(2)(A) of WIOA

1. The One-Stop Career Center (OSC) shall ensure that Dislocated Workers meet the requirements established in the operational guidelines, as provided in the section referenced above.
2. As a first step, it shall be determined under which of the seven categories of Dislocated Workers the individual qualifies. Specifically, the participant shall be identified exclusively within one of the seven categories described in the Eligibility Determination Procedure for Dislocated Workers. Based on these categories, the following service design shall be developed:
 - a. The service design should be developed with emphasis on those categories that encompass the largest number of dislocated workers.
 - b. If the individual qualifies under Category I of Dislocated Workers, the initial and comprehensive assessments shall be used to identify the individual's existing skills and aptitudes. Based on the assessment results, an Individual Employment Plan (IEP) shall be developed in an occupation that is in demand and compatible with the participant's identified abilities and interests. If necessary, assessments may be administered directly or coordinated through other programs available among the required One-Stop partners.
 - c. A training program shall be provided in occupations that are in demand, and the participant shall also be provided with any supportive services for which the dislocated worker is eligible.
 - d. It shall also be determined whether the Dislocated Worker qualifies for Needs-Related Payments (NRP) in accordance with the NRP procedures. Staff shall ensure that the dislocated worker enrolls in a training program before the thirteenth (13th) week of eligibility for unemployment compensation, or, at the latest, by the end of the eighth (8th) week after being informed that the temporary layoff will exceed six (6) months. This requirement applies specifically to eligibility for NRP. These are the general eligibility requirements for NRP in accordance with Section 680.930 of WIOA.
 - e. Participants in the Dislocated Worker Program shall receive retraining services through the award of Individual Training Accounts (ITAs) and in accordance with the procedures established by this Local Area for such services.
 - f. Individuals who qualify under Category II of Dislocated Workers shall be served in accordance with the general guidelines applicable to dislocated workers and under the service design previously described.

g. For Dislocated Workers in this category, it shall be mandatory that employment-related services be provided and that an intensive job search program be developed before any decision is made regarding retraining.

The One-Stop Career Center (OSC) shall have the sole responsibility for ensuring that the job search program is developed in accordance with the guidelines established under WIOA.

It shall be mandatory for the dislocated worker to actively participate in the job search program for a period of not less than six (6) weeks before being referred to a retraining program once the layoff becomes effective.

If the individual does not obtain employment during the six-week period, he or she may be considered for retraining. In such cases, a comprehensive assessment of the participant's skills, abilities, and aptitudes shall be conducted, and the Individual Employment Plan (IEP) shall be developed and/or revised as appropriate to support the retraining of the dislocated worker.

h. Dislocated Workers under Category VII

In the case of Category VII Dislocated Workers, the general service procedures applicable to all dislocated workers shall be followed. For individuals in Category VII, it shall first be determined whether the person possesses formal occupational training and whether he or she has significant work experience.

If the individual does not possess formal occupational training and lacks significant work experience, the Category VII Dislocated Worker shall receive priority services under the Program. As a result, an Individual Employment Plan (IEP) shall be developed that takes the participants' needs into consideration and provides the appropriate activities and services to First, identify and address any basic skills deficiencies, academic deficiencies, or, Alternatively, assist the individual in completing high school if he or she has not already done so.

A structured occupational training program shall be developed, together with a job-search and job-placement preparation program to be provided upon completion of training, to ensure the effective integration of these dislocated workers into the labor market.

All other Dislocated Workers under Category VII may be served through program activities following the general service delivery model.

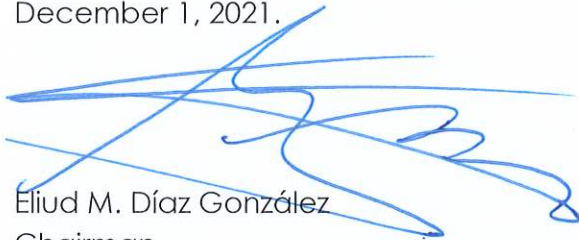
Concurrent Participation Services

WIOA Section 129(c)(2)(E)

1. Concurrent participation between the Youth Program and the Adult Program under Title I of WIOA may occur only in cases involving youth between the ages of eighteen (18) and twenty-four (24), inclusive. In other words, all youths whose ages fall within the range of 18 to 24 years may be considered for concurrent participation. In such cases, it shall be the responsibility of the One-Stop Career Center (OSC) to verify that the youth meet the requirements established under the youth and/or adult service strategy design. An initial eligibility determination may be conducted for both programs.
2. When utilizing the flexibility available through Individual Training Accounts (ITAs) for training services, youth within the 18-to-24-year-old age group may be served concurrently as both Youth and Adult participants if they require an ITA to obtain training services in accordance with the established procedures.
3. In such cases, youth may be served concurrently under both programs. Corresponding enrollments shall be issued under both programs, that is, under the Adult Program and the Youth Program, whether as an In-School Youth (ISY) or an Out-of-School Youth (OSY), as applicable. Appropriate measures shall be taken to identify and track the resources used to fund the costs of services provided to youth participating concurrently as both Adult and Youth participants, to ensure that services are not duplicated, as provided in Section 681.640.
4. All necessary documentation shall be identified and maintained, including both Management Information System (MIS) statistical records and budget documents, to properly identify which services are being charged to the Adult Program and which are being charged to the Youth Program.
5. Documents generated in these cases shall be maintained in a single participant case file, properly identified in accordance with applicable Management Information System and Financial Management reporting requirements. Youth enrolled under the concurrent participation model shall actively participate in the selection of service providers for the applicable training and educational activities.
6. Consideration shall be given to the implications and potential impact that concurrent participation may have on the achievement of Adult and Youth performance measures before authorizing participation under this model. Such determinations shall be made on a case-by-case basis.

VII. APPROVAL AND EFFECTIVE DATE

This Procedure was approved by the Local Workforce Development Board on December 1, 2021.



Eliud M. Díaz González
Chairman
Local Workforce Development Board
Bayamón-Comerío

APPENDIX

Procedure for Determining Eligibility for Adults, Youth, and Dislocated Workers