

**Career Services Policy for the  
Northeast Ohio Consortium Council of Governments  
Workforce Innovation and Opportunity Act Policy No. A-02.**

**I. Purpose and General Outline.**

The Area Workforce shall utilize its adult and dislocated worker funds to:

- A. establish an OhioMeansJobs delivery system;
- B. provide career services to adults and dislocated workers (this Policy);
- C. provide training services to adults and dislocated workers (**Area Workforce Policy A-03**);
- D. establish and develop relationships with large and small employers and their intermediaries; and
- E. develop, convene, or implement industry and sector partnerships.

This policy governs the terms and conditions associated with the provision of career services. The Area Workforce, in procuring and contracting with its OhioMeansJobs operators, partners, and providers shall determine which career services it will and will not offer, and pursuant to what terms and conditions the same will be made available to individuals.

**II. Effective Date.**

August 2, 2017.

**III. Background to Career Services.**

Career and training services, tailored to the individual needs of job seekers, form the backbone of the OhioMeansJobs delivery system. While some job seekers may only need self-service or other basic career services, others will need services that are more comprehensive and tailored to their individual career needs. WIOA provides an individual receiving services in the American Job Centers (in Ohio, called the OhioMeansJobs centers) the opportunity to receive the services needed to help him or her meet his or her employment and career goals.

The WIOA Adult and Dislocated Worker programs are designed to provide services, employment, and training opportunities to those who can benefit from, and who are in need, of such services. A wide range of activities and services must be available to assist individuals in obtaining the skills and credentials necessary to secure and advance in employment.

Career services must be made through the OhioMeansJobs delivery system and performed by OhioMeansJobs center operators, partners, and/or providers.

Career services are broken into one of the following three sets of services:

- A. Basic Career Services,
- B. Individualized Career Services,
- C. Follow-up Services.

The category in which a career service falls determines the terms and conditions relating to the provision of that service. Pursuant to WIOA, there is no order in which services are provided. Service delivery is based on the individual needs to the participant.

#### **IV. Requirements Regarding the Provision of Any of the Three Types of Career Services.**

Basic career services are available to the universal customer, which is anyone that enters an OhioMeansJobs center seeking assistance. Generally, these services involve less staff time and involvement. These services may be provided by both the WIOA Adult and Dislocated Worker programs and the Wagner-Peyser Employment Service program.

Basic career services are divided into two groups:

- A. Those that are non-triggering with respect to registration/enrollment; and
- B. Those that are triggering with respect to registration/enrollment.

Basic career services that are non-triggering, do not require, and do not permit on their own, the registration/enrollment of the individuals that receive the same into ODJFS' mandated case management systems (OWCMS and CFIS). As a result, those individuals receiving these services will not be captured as part of performance measures.

Basic career services that are triggering, require registration/enrollment of the individuals that receive the same into the into ODJFS' mandated case management systems (OWCMS and CFIS). As a result, those individuals receiving these services will be captured as part of performance measures.

#### **V. Non-Triggering Basic Career Services.**

Provision of non-triggering basic career services does not require a determination of eligibility or any other determination by WIOA staff in order to provide the same. Whatever non-triggering basic career services the OhioMeansJobs center operators, partners, and providers elect to provide within a center, shall be provided to all individuals who seek the same without discrimination.

The provision of non-triggering basic career services alone, without the provision of triggering basic career services, and/or the provision of individualized career services, do

not require, and will not permit the Workforce Area to register/enroll the individual as a participant for performance measure consideration.

Some basic career services are informational services and require limited to no assistance from OhioMeansJobs center staff. Job seekers engaged in self-service and informational activities do not require registration and receipt of the service does not trigger participation into the WIOA adult or dislocated worker programs or the Wagner-Peyser Employment Service program. These basic career services include the following:

- A. Determination of whether the individual is eligible to receive WIOA adult, dislocated worker, or youth services, including co-enrollment among these programs.
- B. Outreach, intake (including identification through the state's Worker Profiling and Reemployment Services system of Unemployment Insurance (UI) claimants likely to exhaust benefits), and orientation to the information and other services available through the workforce development delivery system.
- C. Self-directed or self-service job search assistance.
- D. Workforce and labor market information, which may be found on OhioMeansJobs.com. This service includes the provision of statistical information relating to local, regional, and national labor market areas, including:
  - 1. Job vacancy listings in such labor market areas;
  - 2. Information on job skills necessary to obtain the vacant jobs; and/or
  - 3. Information relating to state and local in-demand occupations and the earnings, skill requirements, and opportunities for advancement in such occupations.
- E. Provision of information on in-demand industry sectors and occupations.
- F. Provision of information on nontraditional employment.
- G. Provision of performance information and program cost information on the eligible providers of training services by program and type of providers.
- H. Referrals to and coordination of activities with other programs and services, including programs and services within the OhioMeansJobs delivery system and, in appropriate cases, other workforce development programs.
- I. Provision of information, in usable and understandable formats and languages, regarding how the local area is performing on the local performance accountability measures and any additional performance information with respect to the OhioMeansJobs delivery system in the local area.

- J. Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including:
1. Child Care;
  2. Child Support;
  3. Transportation available in the local area;
  4. Medical or child health assistance available through the State's Medicaid program and Children's Health Insurance Program (CHIP);
  5. SNAP;
  6. Assistance through the earned income tax credit;
  7. TANF; and
  8. Other supportive services.
- K. Group workshops (e.g., interviewing, job search, financial management, and resume writing).

## **VI. Triggering Basic Career Services.**

Other basic career services require a more significant amount of staff assistance from OhioMeansJobs center staff, and receipt of these services triggers the requirement that an individual become a participant and be included in WIOA performance as part of the Adult and Dislocated Worker program. Therefore, the eligibility must be determined for the individual pursuant to WIOAPL No. 15-02, Adult and Dislocated Worker Eligibility. Per Section 6301.18 of the Ohio Revised Code, each participant in the WIOA adult and dislocated worker program must create an account in OhioMeansJobs.com at the time of participation in the program.

If these services are provided by Employment Service staff as part of the Wagner-Peyser program, WIOA eligibility does not have to be conducted and these individuals will be included in Wagner-Peyser performance.

These basic career services include the following:

- A. Initial assessment of skill levels, including literacy, numeracy, and English language proficiency, as well as aptitudes and abilities (including skills gaps). This includes tests such as WorkKeys and TABE.
- B. Supportive service needs assessment.
- C. Staff-assisted job search assistance, which requires more than the provision of information regarding job openings.
- D. Placement assistance (including job matching, job referrals resulting from a matching effort, and job development).

- E. Career counseling, including staff-assisted career guidance and provision of information on in-demand industry sectors and occupations, on nontraditional employment, and from career profiles and interest inventories.
- F. Provision of information and assistance regarding filing claims for unemployment compensation, beyond providing access to resource room assets.
- G. Assistance in establishing eligibility for programs of financial aid.

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- H. Provision of job club activities.

## **VII. Individualized Career Services.**

Per section 134 (c)(2)(A)(xii) of WIOA, certain individualized career services may be made available to adults and dislocated workers if it is determined that the provision of the individual career service is appropriate in order to assist the adult and/or dislocated worker obtain or retain employment. Generally, these services involve significant staff time and customization to each individual's need. These services generally will be provided by the WIOA Adult and Dislocated Worker programs, although it may be appropriate for the Wagner-Peyser Employment Service to provide some of these services.

Receipt of WIOA individualized career services triggers enrollment/registration into the OWCMS and WIOA, and the participant will be included within WIOA performance measures.

Therefore, the eligibility must be determined for the individual pursuant to WIOAPL No. 15-02 AND **Area Policies A-1, and C-1 through C-9**. AND all participants who receive an individualized career service or a training service pursuant to WIOAPL No. 15-09, Training Services for Adults and Dislocated Workers, must receive an IEP.

If these services are provided by Employment Service staff as part of the Wagner-Peyser program, WIOA eligibility does not have to be conducted and these individuals will be included in Wagner-Peyser performance.

Individualized career services include short-term pre-vocational services and must be provided to participants after staff determine that such services are required to retain or obtain employment.

Individualized career services include:

- A. Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include:

1. Diagnostic testing and use of other assessment tools;
2. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals; and

- B. Work Readiness Certification (“WRC”). See ODJFS Policy 16-02.1, Appendix A).

This type of certificate is a triggering, individualized career service. Prior to the certification being conveyed, an assessment is performed, and the results determine an individual’s possession of characteristics and soft skills known to lead to success. The credential verifies employability, soft skills, or basic academic learning. Training or instruction are not needed by most individuals to obtain the credential. However, either as part of the WRC career service, or separately as part of other career services, education and/or training leading to the earning of the WRC can be provided. Holding the credential may offer the job seeker an advantage in employer hiring decisions.

Examples include but are not limited to the National Career Readiness Certificate (“NCRC”), and the OhioMeansJobs-Readiness Seal.

- C. Development of an individual employment plan (IEP) to identify all of the following:

1. Employment goals;
2. Appropriate achievement objectives; and
3. Appropriate combination of services for the participant to achieve the employment goals, including providing information on eligible training providers and career pathways to attain career objectives.

IEPs are one of the most effective ways to serve individuals with barriers to employment and to coordinate the various services, including training services they may need to overcome these barriers. Therefore, all participants who receive an individualized career service or a training service pursuant to WIOAPL No. 15-09, Training Services for Adults and Dislocated Workers, must receive an IEP. IEPs must be reviewed with the participant to ensure the IEP is effectively addressing the needs of the participant.

- D. Group counseling.
- E. Individual counseling.
- F. Career planning.
- G. Short-term prevocational services to prepare individuals for unsubsidized employment or training. These services may be conveyed either informally in a one-on-one or group workshop setting, or more formally as part of a provided

Basic Skills Certification (“BSC”) career service training (see below and ODJFS Policy 16-02.1, Appendix A). Short-term prevocational services can include but are not limited to the following skills:

1. Development of learning skills;
2. Communication skills;
3. Interviewing skills;
4. Punctuality;
5. Personal maintenance skills; and
6. Professional conduct.

H. Basic Skills Certification (“BSC”)

This type of certificate is a triggering, individualized career service. The career service can involve the provision of training, and receipt of the same serves as an assessment and stand-alone verification that general, work-related basic skills or entry-level job skills have been conveyed and are possessed by the certificate holder. Securing the credential is viewed as the equivalent of the certificate holder obtaining work skills and/or experience.

Examples include but are not limited to: First Aid, C.P.R., forklift operation, computer aptitude, OSHA, ServSafe, aptitude using software, etc.

I. Internships and work experiences (including transitional jobs) that are linked to careers.

J. Workforce preparation activities, which include:

1. Financial literacy services;
2. Out-of-area job search assistance and relocation assistance; and
3. English language acquisition and integrated education and training programs.

## **VIII. Follow-Up Services**

Follow-up services must be provided when appropriate to a participant placed in unsubsidized employment for a minimum of twelve (12) months following the participant's first date of employment. Thereafter, follow-up services may be provided when appropriate to a participant after the provision of all other career services that resulted in registration and enrollment of an individual.

These services allow the WIOA staff to assist with other services the participant may need once he or she obtains employment in order to help the individual maintain employment. Additionally, follow-up services provide the continuing link between the participant and workforce system.

The provision of follow-up services may include workplace information and tips for success in the workplace environment by WIOA staff. Examples include assistance with employer benefits, health insurance, and financial literacy and budgeting assistance.

Follow-up services do not extend the date of exit in performance reporting.

## **IX. Miscellaneous Requirements Associated with the Provision of Career Services.**

### **A. Registration in OhioMeansJobs.com.**

Per section 6301.18 of the Revised Code, each participant in the WIOA adult and dislocated worker program must create an account in OhioMeansJobs.com at the time of participation in the program.

This requirement does not apply in any of the following circumstances, where the individual:

1. Is legally prohibited from using a computer.
2. Has a physical or visual impairment that makes the individual unable to use a computer; and/or
3. Has a limited ability to read, write, speak, or understand a language in which OhioMeansJobs.com is available.

### **B. Supportive Services.**

The terms and conditions pursuant to which supportive services are available are set forth within **Area Workforce WIOA Policy A-04**.

Pursuant to **Area Workforce WIOA Policy A-04**, supportive services may only be provided to participants who:

1. are in registered/enrolled career (triggering) or training services,
2. are unable to obtain supportive services through other programs providing supportive services, and
3. are reasonable and necessary to enable individuals to be able to successfully participate in career and/or training services.

Supportive services are designed to provide a participant with the resources necessary to enable their participation in career services. Supportive services may include the following as set forth within other state and local policies, but are not limited to:

1. Assistance with transportation;
2. Assistance with child care and dependent care;
3. Linkages to community services;
4. Assistance with housing;



5. Needs-related payments;
6. Assistance with educational testing;
7. Reasonable accommodations for individuals with disabilities;
8. Referrals to health care;
9. Assistance with uniforms or other appropriate work attire and work-related tools;
10. Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes;
11. Payments and fees for employment and training-related applications, tests, and certifications; and
12. Legal aid services.

Referrals to supportive services are career services that may be available to adults and dislocated workers through the workforce development system.

Supportive services may only be provided to participants who are in career or training services, to participants who are unable to obtain supportive services through other programs providing supportive services, and in a manner necessary to enable individuals to participate in career and/or training services

C. Use of Previous Assessments.

When determining the services needed for an individual to obtain or retain employment, the local area or OhioMeansJobs center partner shall not be required to complete a new interview, evaluation, or assessment of a participant if the local area or OhioMeansJobs center partner determines it is appropriate to use a recent (meaning within the preceding 6 months) interview, evaluation, or assessment of the participant, that was conducted by another education or training program. This may include evaluations or assessments completed by a secondary school, Vocational Rehabilitation, ABLE, Veteran program, or other education or training provider.

D. Priority for the Adult Program.

Priority for career services funded by and provided through the adult program shall be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient for receipt of those career services determined appropriate to obtain or retain employment. See **Area Workforce WIOA Policy C-08**.

E. Priority for Veterans and Eligible Spouses.

Additionally, the Jobs for Veterans Act, Public Law 107-288 establishes priority of service for veterans and eligible spouses. Veterans and eligible spouses must first meet any and all of the statutory eligibility criteria in order to be considered for: a) enrollment in the program; b) receipt of priority for enrollment in the

program; and c) priority of receipt of services. Priority means that veterans and eligible spouses take precedence, with all other qualifying eligibility requirements being equal, over non-veteran and eligible spouses in obtaining services and program enrollment. See **Area Workforce WIOA Policy C-07**.

## **X. Reporting Requirements.**

As recipients of WIOA funds, the Area Workforce, the OhioMeansJobs operators, partners, and providers will be required to maintain and report accurate program and financial information. Pursuant to rule 5101:9-30-04 of the Ohio Administrative Code, information regarding WIOA participants and their activities and performance must be entered into Ohio Workforce Case Management System (OWCMS) accurately and timely. OWCMS may be used to assist in the determination of eligibility. However, OWCMS cannot be used as verification of adult or dislocated worker eligibility. **Area Workforce WIOA Policy C-09**, regarding Source Documentation for WIOA Eligibility, lists the type of acceptable documentation to verify eligibility for the WIOA adult and dislocated worker programs.

## **XI. Definitions.**

Affiliate OhioMeansJobs center: An access point in addition to the comprehensive OhioMeansJobs center in each local area, which makes available to job seeker and employer customers one or more of the OhioMeansJobs center partners' programs, services, and activities.

Appropriateness: The possession of qualities that are right, needed, or suitable for career services.

Basic skills deficient: An individual who is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual's family, or in society.

Career counseling: Facilitated exploration of occupational and industry information that will lead to a first, new, or better job for the job seeker.

Career pathway: a combination of rigorous and high-quality education, training, and other services that:

1. Aligns with the skill needs of industries in the economy of the State or regional economy involved;
2. Prepares an individual to be successful in any of a full range of secondary or postsecondary education options, including registered apprenticeships;
3. Includes counseling to support an individual in achieving the individual's education and career goals;

4. Includes, as appropriate, education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster;
5. Organizes education, training, and other services to meet the particular needs of an individual in a manner that accelerates the educational and career advancement of the individual to the extent practicable.
6. Enables an individual to attain a secondary school diploma or its recognized equivalent, and at least 1 recognized postsecondary credential; and
7. Helps an individual enter or advance within a specific occupation or occupational cluster.

Career planning: Per 3(8) of WIOA, the provision of a client-centered approach in the delivery of services designed to:

1. Prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and
2. Provide job, education, and career counseling, as appropriate during program participation and after job placement.

Comprehensive OhioMeansJobs center: A physical location where job seeker and employer customers can access the programs, services, and activities of all required partners. A comprehensive OhioMeansJobs center must provide career services, training services, access to any employment and training activities carried out by WIOA or any of the OhioMeansJobs center partners, and workforce and labor market information.

Eligible spouse: Per United States Department of Labor, Training and Employment Guidance Letter (TEGL) No.10-09, the spouse of any of the following:

1. Any veteran who died of a service-connected disability;
2. Any 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 so 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;

3. Any veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veteran Affairs; or
4. Any veteran who died while a disability was in existence. A spouse whose eligibility is derived from a living veteran or service member (i.e., categories 2 and 3 above) would lose his or her eligibility if 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 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.

English language acquisition program: A program of instruction that:

1. Is designed to help eligible individuals who are English language learners achieve competence in reading, writing, speaking, and comprehension of the English language; and
2. Leads to:
  - Attainment of a secondary school diploma or its recognized equivalent and transition to postsecondary education and training; or
  - Employment.

Financial literacy services: Activities provided to gain an understanding of basic financial information which is necessary to become self-sufficient, and includes the following:

1. Supporting the ability of participants to create household budgets, initiate savings plans, and make informed financial decisions about education, retirement, home ownership, wealth building, or other savings goals;
2. Supporting the ability to manage spending, credit, and debt, including credit card debt, effectively;
3. Increasing awareness of the availability and significance of credit reports and credit scores in obtaining credit, including determining their accuracy (and how to correct current inaccuracies in the reports and scores) and their effect on credit terms;
4. Supporting the ability to understand, evaluate, and compare financial products, services, and opportunities; and
5. Supporting activities that address the particular financial literacy needs of non-English speakers, including providing support through the development and distribution of multilingual financial literacy and education materials.

Follow-up services: Activities to monitor adults or dislocated workers' success during their transition to employment and further education and to provide assistance as needed for a successful transition.

Group counseling: Activity which involves two or more participants addressing certain issues, problems, or situations that may be shared by group members.

In-demand occupation: An occupation that currently has or is projected to have a number of positions (including positions that lead to economic self-sufficiency and opportunities for advancement) in an industry sector so as to have a significant impact on the State, regional, or local economy as listed on the State In-Demand Occupations list or as defined by the local area per the Workforce Innovation and Opportunity Act Policy Letter (WIOAPL) No. 15-11, Use of Individual Training Accounts (ITA).

In-demand industry sector: An industry sector that has a substantial current or potential impact (including through jobs that lead to economic self-sufficiency and opportunities for advancement) on the State, regional, and local economy, as appropriate, and that contributes to the growth or stability of other supporting businesses, or the growth of other industry sectors as listed on the State In-Demand Occupations list or as defined by the local area per the WIOAPL No. 15-11.

Individual counseling: One-on-one session that may go into greater detail for a participant regarding certain issues, problems, or situations.

Individual with a barrier to employment: Per section 3(24) of WIOA, an individual who is a:

1. Displaced homemaker;
2. Low-income individual;
3. Indian, Alaskan native, and Native Hawaiian;
4. Individual with disabilities;
5. Older individual (age 55 and older);
6. Ex-offender;
7. Homeless individual or homeless child and youth;
8. Youth who is in or has aged out of the foster care system;
9. English language learner, has low levels of literacy, and is facing substantial cultural barriers;
10. Eligible migrant and seasonal farmworker;
11. Individual within two years of exhausting lifetime temporary assistance to needy families (TANF) eligibility;
12. Single parent (including single pregnant woman);
13. Long-term unemployed individual (unemployed for 27 or more consecutive weeks); and
14. Other groups of individuals as the State determines to have barriers to employment.

Individual employment plan (IEP): An individualized career service in which a plan is jointly developed and reviewed by the participant and staff that includes an ongoing strategy to identify employment goals, achievement objectives, and an appropriate combination of services for the participant to obtain these goals and objectives.

Integrated education and training: A service approach that provides adult education and literacy activities concurrently and contextually with workforce preparation activities and workforce training for a specific occupation or occupational cluster for the purpose of educational and career advancement.

Internship: A system of gaining on-the-job experience by placement in a work environment for a period of time with the goal to build technical and job awareness skills. Internships may be paid or unpaid.

Job club: A structured job search program designed to prepare individuals for a successful job search by obtaining basic job-seeking skills and individualized assistance. The program includes, at a minimum, instruction on resume writing, application preparation, interviewing skills, job lead development, development of a job search plan, and mock interviews.

Long term unemployed individual: A person who has been unemployed for 27 or more consecutive weeks.

Lower living standard income level (LLSIL): As defined in section 3 (36)(B) of WIOA, the income level (adjusted for regional, metropolitan, urban, and rural differences and family size) determined annually by the Department of Labor based on the most recent lower living family budget issued by the Secretary.

Low-income individual: As defined in section 3(36)(A) of WIOA, an individual who:

1. Receives, or in the past 6 months has received, or is a member of a family that is receiving or in the past 6 months has received, assistance through the Supplemental Nutrition Assistance Program (SNAP), TANF, or the Supplemental Security income (SSI) program, or local income-based public assistance;
2. Is in a family with total family income that does not exceed the higher of:
  - a) The poverty line; or
  - b) 70% of the lower living standard income level.
3. Is a homeless individual;
4. Receives or is eligible to receive a free or reduced price lunch;
5. Is a foster child on behalf of whom State or local government payments are made;  
or

6. Is an individual with a disability whose own income meets the income requirement of clause (2), but who is a member of a family whose income does not meet this requirement.

Meaningful assistance: Providing assistance on-site using staff who are well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants or providing assistance by phone or other technology, as long as the assistance is provided by trained and available staff and within a reasonable time. WIOAPL No. 16-09 provides further guidance to the role of the Unemployment Insurance Program in the OhioMeansJobs centers and provision of meaningful assistance.

Non-Recognized Post-Secondary Credentials (“Non-RPC): Credentials that do not qualify as an Industry Recognized Credential (IRC) or Recognized Post-Secondary Credential (RPC). The following qualify as a Non-RPCs: Embedded Stackable Certificate (ERC) (is a partial IRC) and Basic Skills Certification and Work Readiness Certification are both triggering, individualized career services.

Participant: A reportable individual who received services other than self-service, after satisfying all applicable programmatic requirements for the provision of services, such as having an eligibility determination completed by local WIOA staff.

Participation: The point at which the individual has been determined eligible for program services and has received or is receiving a career or training service, other than basic career services and is the point at which an individual is to be included in calculations for performance measures.

Public assistance: As defined in section (3)(50) of WIOA, federal, state, or local government cash payments for which eligibility is determined by a needs or income test. This includes TANF, SNAP, or SSI.

Registration: The process of collecting information to support a determination of eligibility for the WIOA adult and dislocated worker programs. This information may be collected through methods that include electronic data transfer, personal interview, or an individual's application.

Reportable individual: An individual who has taken action that demonstrates an intent to use the program services and who meets specific reporting criteria of the program, including:

1. Individuals who have provided identifying information;
2. Individuals who only use the self-service system; or
3. Individuals who only receive information-only services or activities.

Self-service: When individuals independently (with little to no staff assistance) access any workforce development system program's information and activities in either a physical location, such as an OhioMeansJobs center resource room or partner agency, or

remotely via the use of electronic technologies (e.g., OhioMeansJobs.com). Self-service does not uniformly apply to all virtually accessed services (e.g., virtually accessed services that provide a level of support beyond independent job or information seeking on the part of an individual would not qualify as self-service).

Supportive services: Services that are necessary to enable an individual to participate in activities authorized under WIOA.

Transitional job: A time-limited work experience that is wage-paid and subsidized, and is in the public, private or non-profit sectors for those individuals with barriers to employment who are chronically unemployed or have inconsistent work history, as determined by the local board. These jobs are designed to enable an individual to establish a work history, demonstrate work success in an employee-employer relationship, and develop the skills that lead to unsubsidized employment.

Triggering vs. Non-triggering Basic Career Services: Basic career services that are non-triggering, do not require, and do not permit on their own, the registration/enrollment of the individuals that receive the same into ODJFS' mandated case management systems (OWCMS and CFIS). As a result, those individuals receiving these services will not be captured as part of performance measures.

Basic career services that are triggering, require registration/enrollment of the individuals that receive the same into the into ODJFS' mandated case management systems (OWCMS and CFIS). As a result, those individuals receiving these services will be captured as part of performance measures.

Underemployed individual: An individual who is one of the following:

- Employed less than full-time who is seeking full-time employment;
- Employed in a position that is inadequate with respect to their skills and training;
- Employed and meets the definition of a low-income individual; or
- Employed, but whose current wages are not sufficient compared to wages from previous employment per local policy.

Veteran: An individual who served in the active military, naval, or air service, and who was discharged or released from such service under conditions other than dishonorable, which may include National Guard or Reserve personnel.

Work experience: A planned, structured learning activity that takes place in a workplace setting for a limited period of time (refer to WIOAPL No. 15-12, Work Experience for Adults and Dislocated Workers). See **Area Workforce WIOA Policy A-06**.



Workforce preparation activities: Activities, programs, or services designed to help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in:

- Utilizing resources;
- Using information;
- Working with others;
- Understanding systems;
- Skills necessary for successful transition into and completion of postsecondary education or training, or employment; and
- Other employability skills that increase an individual's preparation for the workforce.

## **XII. Monitoring.**

The area will conduct oversight and monitoring of the implementation of all WIOA programming by all OhioMeansJobs Center operators, partners, and/or providers pursuant to **Area Workforce Policy D-03**. Any issues discovered will be handled through the area's monitoring resolution process.

## **XIII. Technical Assistance.**

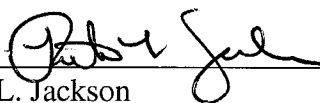
To get questions answered and technical assistance regarding this policy or issues regarding administration of WIOA, you are urged to contact the Executive Director of the NOC COG at [craigsernik@neohio.twcbc.com](mailto:craigsernik@neohio.twcbc.com).

The question/issue will be researched, analyzed, and a formal written response will be provided. If a second opinion is required, the director is not available, or there is no clear answer to the question/issue, either the Executive Director or any OHIOMEANSJOBS Center or provider staff may seek additional guidance by submitting the same to the Office of Workforce Development: [WIAQNA@jfs.ohio.gov](mailto:WIAQNA@jfs.ohio.gov).; and by copying your request to the Executive Director of the NOC COG.

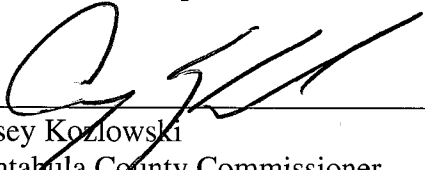
## **XIV. References.**

- Workforce Innovation and Opportunity Act, Pub. L. 113-128
- 20 CFR Parts 603 et al.
- 29 U.S.C. 3101 et seq.
- Ohio Administrative Code rule 5101:9-30-04, Mandated Use of Ohio Workforce Case Management System (OWCMS).
- Workforce Innovation and Opportunity Act Policy Letter (WIOAPL) No. 14-XX, Work Experience for Adults and Dislocated Workers.
- Workforce Innovation and Opportunity Act Policy Letter (WIOAPL) No. 14-XX, Use of Individual Training Accounts (ITAs).

**XV. Signatures.**

  
\_\_\_\_\_  
Richard L. Jackson  
Area WDB Chairperson

9/24/20  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Casey Kozlowski  
Ashtabula County Commissioner  
Northeast Ohio Consortium Council of Governments,  
Chief Elected Official

9-18-20  
\_\_\_\_\_  
Date

Original Version Approved:            July 1, 2015

Subsequent Revisions:                August 5, 2015  
    August 2, 2017  
    March 4, 2020