

**Appropriateness for Receiving Services Policy for the
Northeast Ohio Consortium Council of Governments
Workforce Innovation and Opportunity Act Policy C-04.**

I. Purpose.

This policy governs the terms and conditions associated with the appropriateness of providing career and training services to otherwise eligible customers. The Area Workforce, in procuring and contracting with its OMJ operators, partners, and providers shall determine which training 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 5, 2015.

III. Background.

The Workforce Innovation and Opportunity Act (WIOA) program is designed to provide employment and training opportunities to those who can benefit from, and who are in need of such opportunities. However, WIOA is not an entitlement program, and WIOA is a funding source of last resort. This requires the Area Workforce to ensure that eligible individuals are determined to be appropriate for program enrollment based upon a consistent equitable assessment that is relevant to the level of services for which the individuals are applying.

WIOA services for Adults and Dislocated Workers are grouped into two categories: career services and training services. **See Area Policy A-02 for the Area's policies regarding career services. See Area Policy A-03 for the Area's policies regarding training services. WIOA services for Youth are provided for within Area Policy B-02.**

IV. Requirements.

A. When is Appropriateness for Services Required to be Determined?

A number of conditions precedent, including appropriateness must be determined for:

- all trainings,
- all supportive services,
- all of the 14 youth element services,
- individualized career services,

In order to receive and of the above identified services, adult workers, dislocated workers, and youth must first be deemed to be:

1. Eligible as defined by statute. **See Area Policy A-01 for Adult and D.W. eligibility in general. See Area Policy A-02 for eligibility for certain Adult and D.W. Career Services. See Area Policy A-03 for eligibility for certain**

Adult and D.W. Trainings. See Area Policy B-01 for Youth Eligibility in general. See Area Policies B-02 through B-05 for Youth Services in General.

2. If 18 or older and male meet the Selective Service requirements. **See Area Policy C-02.**
3. In some cases are not already receiving an income or family has income that allows the individual to be determined self-sufficient or have the family determined to be self-sufficient. **See Area Policy C-03.**
4. Not involve a conflict of interest. **See Area Policy C-05.**
5. In some circumstances have their dependency status determined. **See Area Policy C-06.**
6. Where funding is limited be in a priority status entitled to receive the service. **See Area Policies C-07, and C-08.**
7. Have source documentation in place supporting all criteria. **See Area Policy C-09. –and–**
8. Meet other certain specific types of training eligibility requirements. **See Area Policies C-10, C-11, et al.**

These criteria are all conditions precedent prior to allowing the provision of WIOA services. In other words, all of these criteria must first be satisfied in order for it to be possible for the services being contemplated to be deemed available for provision.

In addition to all of the conditions precedent criteria that must be satisfied, the criteria of appropriateness must be determined, either as part of all of the other criteria, or in addition to the same. In the end, an individual could be deemed to meet all of the other conditions precedent, but still not be permitted to receive services if WIOA staff determine the services not “appropriate” to be provided to the individual.

Note that appropriateness in relation to the provision of service(s) is at the specific time services are being sought. All appropriateness determinations are based upon all information known and collectively considered by WIOA staff at the time services are being requested. Circumstances can and do change, and just because a contemplated service is not appropriate at one particular time, does not mean that these same services will not be appropriate when sought at a later time.

B. How is Appropriateness to be Determined?

Determination of appropriateness for services should be done by completion of assessments, which may include, among other things, a combination of subjective and objective standardized tests, interviews, inventory of participants’ interests, skills assessment, career exploration, available labor market information, as well as other data which may have been collected through the provision of a career service.

Once a customer has completed all of the required steps/action, WIOA staff must gather information and assess appropriateness in a timely manner.

The process and timing of the determination of appropriateness is solely reserved to the provider who has the authority to provide the service. While the following section of this,

the Appropriateness Policy, sets forth multiple reasons pursuant to which services may be deemed not appropriate, all determinations ultimately come down to one over-riding appropriateness determination question which is:

“Is the cost of the provision of the services being contemplated a good investment of WIOA limited funds? This is to be measured by considering whether the cost of the service(s) being contemplated are a better investment than other service(s) that are under consideration for provision to the customer being considered, as well as a better investment than the services that the funds could be spent on future customers. Otherwise referred to as the opportunity cost of investing the funds.”

If the answer is either that the cost of the provision of services is not a good investment, or that the opportunity cost of spending the money now is outweighed by other investments that could be made in the future, then it is not appropriate to provide the services being contemplated at that time.

C. Reasons for Which Services May Be Determined Not Appropriate or Inappropriate for Provision to an Individual.

All of the following are reasons for which services may be determined not appropriate for inappropriate to be provided to an individual. WIOA staff should take notice that it is the service that is being deemed not appropriate or inappropriate, and not the individual. WIOA staff are to never tell or advise customers that they are not appropriate or inappropriate to receive services. All references to appropriateness should be made to the provision of the service, and provision of the service at the specific time it is being sought. The decision to deem a service sought inappropriate is also always time specific. Changing circumstances can make services deemed inappropriate suddenly entirely appropriate.

Furthermore, the existence of one or more of the following expressly listed reasons, or other similar reasons not listed, when considering the totality of all of the factors being considered are justification for a determination that the provision of contemplated services are not appropriate at any particular time:

1. Cost benefit analysis. The anticipated outcomes of the services are not justified by the costs to be incurred in attempting to achieve the same. For example:
 - The overall costs of the services are not worth the anticipated results.
 - The same anticipated results could be achieved for less cost.
2. Likelihood of success analysis. The anticipated chances of success compared to the anticipated chances of failure. For example:
 - The individual does not possess basic pre-requisite(s) for the desired services sought.

- The individual's ultimate outcomes are more likely to result in a negative than a positive performance measure outcome.
- The services provided will not likely move the individual into a status of no longer being low income, and/or not self-sufficient.
- The individual is not pursuing an education that will lead to an occupation or an occupation that is defined by the State of Ohio, or by the Workforce Area as in-demand.
- The individual has a poor or uncooperative attitude, and/or is generally does not appear to be motivated to succeed.
- The individual has previously enrolled in education programs and/or exhausted financial assistance without receiving a credential or positive outcome.
- Individual has barriers that cannot be overcome that will prevent the sought education and/or employment goals including but not limited to:
 - Medical or cognitive issues.
 - Conviction and/or criminal background/arrest record.
 - Active intoxicating substance addiction.
 - Driving record/suspensions, etc.
 - Lack of stable home.
 - Lack of stable family life.
 - No access to family/day care issues.
 - Lack of unemployment or other income benefits while receiving services.
 - Lack of medical and/or other benefits while receiving services.
 - Lack of access to transportation.
 - Lack of motivation and/or other soft skills required such as attendance and/or tardiness issues.

3. Lack of need of the individual customer. Even though the customer is otherwise eligible, there is a lack of need for the services for one or more of the following example reasons:

- The individual has adequate resources (income and/or assets) to provide for services on his/her own.
- The individual has adequate in demand skills to obtain employment without the provision of the services being contemplated.

4. Training services have already been rendered.
 - The individual has previously been provided with training assistance to completion, and they still have skills still sought by employers from that previous training or other past educational and/or work experiences.
 - The individual has previously been provided with training assistance, and failed to successfully follow through with their customer training agreement, and/or individual employment plan and did not have good cause to do so.
5. Services are being sought where there are other public or private resources available. For example:
 - WIOA is a funding source of last resource, which means that funding is limited to participants who:
 - a. are unable to obtain grant assistance from other sources to pay the costs of their services; or
 - b. require assistance beyond that available under grant assistance from other sources to pay the costs of such training. Training providers must coordinate funds available to pay for training as described herein.
 - All other avenues of financial assistance have not been pursued or applied. Financial assistance has not been sought, and/or grants received have not been applied.
6. Services sought are not a good fit for the individual service strategy (“ISS”) or individual employment plan (“IEP”) established. For example:
 - The services sought do not otherwise promote the ISS or IEP of the customer.
 - The ISS or IEP is unrealistic or out-of-date, and the individual needs to be reassessed and the ISS and/or IEP needs to be rewritten or amended.
7. Timeliness Issues. The time for the provision of the services is not ripe. For example:
 - The individual has not attempted to secure education or employment without resorting to the use of WIOA staff assisted services, and should attempt to secure results using self-assisted services first.
 - More time and or efforts of self-assisted services or other previously provided services should occur before the services being contemplated are provided.

- Customer has not undertaken actions or provided documentation requested.
8. Any and all other reasons that would cause the following over-riding appropriateness determination question to be determined in a negative manner:

Is the cost of the provision of the services being contemplated a good investment of WIOA limited funds? This is to be measured by considering whether the cost of the service(s) being contemplated are a better investment than other service(s) that are under consideration for provision to the customer being considered, as well as a better investment than the services that the funds could be spent on future customers. Otherwise referred to as the opportunity cost of investing the funds.”

If the answer is either that the cost of the provision of services is not a good investment, or that the opportunity cost of spending the money now is outweighed by other investments that could be made in the future, then it is not appropriate to provide the services being contemplated at that time.

V. Reporting Requirements.

Program participation begins when the participant is determined eligible, receives the staff-assisted basic career service, individualized career service, or training service which is funded by the adult or dislocated worker program. Pursuant to rule 5101:9-30-04 of the Administrative Code, the local board shall ensure the timely and accurate reporting of WIOA participants, activities, and performance information by using the Ohio Workforce Case Management System (OWCMS).

VI. Definitions.

Appropriateness: the possession of qualities which are necessary or desired by WIOA staff in order to justify the investment of WIOA monies for any and all of the following services:

- all trainings,
- all supportive services,
- all of the 14 youth element services,
- individualized career services,
- and/or staff-assisted basic career services that involve more than minimal staff assistance.

VII. Monitoring.

The Area will conduct oversight and monitoring of the implementation of all Area Workforce programming by all OMJ 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.

VIII. 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 Area Workforce at craigsernik@neohio.twebc.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 OMJ Center or provider staff may seek additional guidance by submitting the same to the Office of Workforce Development: WIAQNA@ifs.ohio.gov.; and by copying your request to the Executive Director of the NOC COG.

IX. References.

- Workforce Innovation and Opportunity Act, Public Law 113-128.
- Section 134 (b)(3)(A)(i)(I) of WIOA

X. Signatures.



Joseph Misinec
Area WIB Chair

9/16/15

Date



Dan Claypool
Ashtabula County Commissioner
Northeast Ohio Consortium Council of Governments,
Chief Elected Official

9-1-2015

Date

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Subsequent Revisions: