

**Indiana Department of Workforce Development - Regulatory Oversight and Compliance (ROC) Division  
Program Monitoring Tool**

<b>LWDA:</b>		<b>DWD Monitor(s):</b>
<b>Monitoring Location:</b>	<b>On-Site Review Date/Time:</b>	<b>Local Attendees Participating:</b>

<b>PRIORITY OF SERVICE &amp; CUSTOMER CHOICE</b>	
<ul style="list-style-type: none"> <li>• Priority of Service categories, including but not limited to persons of low income, Veterans, eligible spouses of Veterans, etc.</li> <li>• In the event that funds allocated to the local area for Adult and Dislocated Worker employment and training activities are limited, priority shall be given to recipients of public assistance and other low-income individuals for career and training services.</li> <li>• Training services shall be provided in a manner that maximizes customer choice in the selection of an eligible provider of such services.</li> <li>• The One-Stop provider shall offer clients the state’s eligible training providers list (ETPL) including a description of such programs, including On-the-Job Training (OJT) as well as performance and cost information.</li> <li>• Persons determined eligible for training may select a provider after consultation with a case manager.</li> <li>• Unless training funds for a program year have been exhausted, the One-Stop operator must refer the person to the selected provider and establish an Individual Training Account (ITA) to pay for the training from the applicable Adult or Dislocated Worker program funding.</li> <li>• A referral may be conducted by providing a voucher or certificate to the person to obtain training.</li> </ul>	<p><b>Authority:</b> WIOA Sec. 134(c)(3)(E), (F) WIOA Memo: Interim Guide on WIOA Title I Adult Priority of Service, 07-02-2015 DWD Policy 2015-09 DWD Policy 2015-08</p> <p><b>Verification Questions:</b></p> <ol style="list-style-type: none"> <li>1. Obtain a copy of the written Priority of Service policy.</li> <li>2. Obtain a copy of the written Customer Service policy.</li> <li>3. Describe the Customer Choice policy, if any, in effect at the WDB</li> </ol>
<b>PRIORITY &amp; SPECIAL POPULATIONS</b>	
<ul style="list-style-type: none"> <li>• If the family of a person with a disability does not meet income eligibility criteria, the disabled individual is considered “low-income” if the disabled person’s own income meets EITHER:             <ol style="list-style-type: none"> <li>1. Income criteria                 <ol style="list-style-type: none"> <li>a. Total family income for the six (6) month period prior to WIOA application, exclusive of:                     <ol style="list-style-type: none"> <li>I. Unemployment Compensation.</li> <li>II. Child Support payments.</li> <li>III. Cash payments under a federal/state/local income-based public assistance program.</li> <li>IV. Old-age and survivor’s insurance benefits under the Social Security Act.</li> </ol> </li> <li>b. That does NOT exceed the HIGHER of:                     <ol style="list-style-type: none"> <li>I. The Federal Poverty Level (FPL)</li> </ol> </li> </ol> </li> </ol> </li> </ul>	<p><b>Authority:</b> 20 CFR 680.600 WIOA Sec. 3(25) WIOA Sec. 101(25)(F)</p> <p><b>Verification Questions:</b></p> <ol style="list-style-type: none"> <li>1. What is the WDB’s local policy to give priority to disabled individuals whose family does not meet “low-income” criteria?</li> </ol>

<p>II. 70% of the Lower Living Standard Income Level (LLSIL) which is in effect for that period of six (6) months prior to application.</p> <p>2. Income eligibility criteria for cash payments under any federal, state or local public assistance program. A person with a disability whose own income meets the low-income criteria but who is a member of a family whose income does not meet such criteria.</p>	
<p><b>ELIGIBILITY</b></p>	
<p><b>Authority:</b>  20 CFR 680.110  DWD Policy 2016-01</p>	<p><b>Verification Questions:</b></p> <ol style="list-style-type: none"> <li>1. What is the WDB’s process for registering Adults and Dislocated Workers?</li>   <li>2. Review all forms (and corresponding instructions) used by the WDB to collect applicant’s information in order to determine WIOA eligibility, including but not limited to: <ol style="list-style-type: none"> <li>a. Step-by-step process for collecting information, if given to applicants.</li> <li>b. Checklists to document collection of documentation.</li> <li>c. Forms to calculate low income.</li> <li>d. Releases to provide permission to obtain PII (personally-identifiable information).</li> <li>e. Information regarding a WDB’s grievance process.</li> <li>f. Forms that document literacy/numeracy testing results.</li> </ol> </li> </ol>
<p><b>CAREER SERVICES</b></p>	
<p><b>Authority:</b>  20 CFR 680.150  20 CFR 680.200  WIOA Sec. 134(a)(3)(A)  20 CFR 678.430  WIOA Sec. 134(c)(2)(A)  TEGL No. 19-13</p> <ul style="list-style-type: none"> <li>• Identify the Career Services made available and provided by the WDB to eligible Adult and Dislocated Workers: <ol style="list-style-type: none"> <li>1. Comprehensive and specialized assessments of skill levels and service needs, including: <ol style="list-style-type: none"> <li>a. Diagnostic testing and other assessment tools.</li> </ol> </li> </ol> </li> </ul>	<p><b>Verification Questions:</b></p> <ol style="list-style-type: none"> <li>1. How is eligibility determined to receive assistance under WIOA?</li>   <li>2. Describe the process for outreach, intake, and orientation to information and services available through the One-Stop delivery system.</li> </ol>

- b. In-depth interviewing and evaluation to identify barriers to employment and employment goals.
- 2. Development of an Individual Employment Plan (IEP) to identify employment goals, achievement objectives, and the appropriate combination of services for the participant to achieve employment goals.
- 3. Group counseling
- 4. Individual counseling and career planning
- 5. Case management for participants seeking training services
- 6. Short-term pre-vocational services, including development of:
  - a. Learning skills
  - b. Communication skills
  - c. Interviewing skills
  - d. Punctuality, personal maintenance and professional conduct to prepare them for unsubsidized employment or training

- 3. Describe the process for initial assessment of skill levels, aptitudes, abilities, and supportive service needs.
- 4. Describe the process for job search aid, placement assistance, and career counseling.
- 5. Describe the provision of employment statistics and information about local, regional, and national labor market areas, including:
  - a. Job vacancy listings
  - b. Information on job skills necessary to obtain jobs on such listings
  - c. Information related to local occupations in demand and the earnings and skill requirements for such occupations
- 6. Describe the provision of performance information and program cost information on:
  - a. Eligible providers of training services
  - b. Eligible providers of youth services
  - c. Providers of adult education
  - d. Providers of post-secondary vocational education activities
  - e. Vocational education activities available to school drop-outs
  - f. Providers of Vocational Rehabilitation program activities
- 7. Describe the provision of information regarding how the local area is performing on local performance measures including local area One-Stop delivery system performance.
- 8. Describe the provision of information regarding the availability of supportive services, including child care and transportation available in the local area and referral to such services as needed.
- 9. Describe the provision of information regarding filing claims for unemployment compensation, in accordance with DWD policy.
- 10. Describe the provision of assistance in establishing eligibility for programs of financial aid assistance for training and education programs not funded under WIOA, but which are available in the local area.

	<ol style="list-style-type: none"> <li>11. Describe the provision of follow-up services, including counseling regarding the workplace, for twelve (12) months after any WIOA participant is placed into unsubsidized employment.</li> <li>12. What entity provides Career Services to Adults and Dislocated Workers in the local area?</li> <li>13. Describe any issues or areas of concern regarding Career Services provided by the WDB.</li> </ol>
<b>TRAINING SERVICES</b>	
<ul style="list-style-type: none"> <li>• State Boards or Local Boards must set the criteria for determining whether an employed worker needs Career Services to obtain or retain employment leading to “self-sufficiency.” At a minimum, such criteria must provide that self-sufficiency means employment that pays at least the Lower Living Standard Income Level (LLSIL). Self-sufficiency for a Dislocated Worker may be defined in relation to a percentage of the layoff wage. The special needs of individuals with disabilities or other barriers to employment should be taken into account when setting criteria to determine self-sufficiency.</li> </ul>	<p><b>Authority:</b>  20 CFR 680.120  WIOA Sec. 134(c)(3)(A)(I)(aa), (bb)  20 CFR 680.220(a), (b)  20 CFR 680.210(b), (d)  20 CFR 680.230(a), (c)  WIOA Sec. 3(36)(B)</p> <p><b>Verification Questions:</b></p> <ol style="list-style-type: none"> <li>1. What is the LWDA’s criteria for determining whether an employed worker needs Career Services to obtain or retain employment leading to self-sufficiency?</li> </ol>
<b>TRAINING SERVICES (ITA)</b>	
<p><b>Authority:</b>  20 CFR 680.220  WIOA Sec. 134(d)(4)(D), (F)  WIOA Sec. 134(d)(1)(A)  DWD Policy 2017-17  20 CFR 679.430  20 CFR 679.410  WIOA Sec. 116(b)(3)(i)  20 CFR 680.320  DWD Policy 2017-09  WIOA Sec. 134(c)(3)(D)  20 CFR 680.420  20 CFR 680.310  20 CFR 680.430(c)(3)  TEGL No. 19-13  20 CFR 680.430  DWD Policy 2017-01</p>	<p><b>Verification Questions:</b></p> <ol style="list-style-type: none"> <li>1. Does the WDB provide any training opportunities not listed?</li> <li>2. Does the local WDB directly provide training services? Y/N</li> <li>3. If yes, how does the local WDB manage Youth Services?</li> <li>4. Does the WDB utilize any of the following services in lieu of an Individual Training Account (ITA): <ol style="list-style-type: none"> <li>a. Such training services are On-the-Job (OJT) provided by an employer.</li> <li>b. The local Board determined there is a training program of demonstrated effectiveness offered in the local area by a community-based organization (CBO) or another private entity, to serve special participant populations who face multiple barriers to employment as a population of low-income individuals included in one or more of the following categories:</li> </ol> </li> </ol>

- Identify the Training Services provided by the WDB to eligible Adult and Dislocated Workers:
  1. Occupational skills training, including training for non-traditional employment.
  2. On-the-Job Training (OJT).
  3. Programs combining workplace training with related instruction, which may involve cooperative education programs.
  4. Training programs operated by the private sector.
  5. Skill upgrading and retraining.
  6. Entrepreneurial training.
  7. Job Readiness training.
  8. Adult education and literacy activities combined with services described above.
  9. Customized-Job-Training (CJT) conducted with a commitment by an employer or group of employers to employ the participant upon successful completion of the training.

- i. Substantial language or cultural barrier.
- ii. Offenders.
- iii. Homeless.
- iv. Other hard-to-serve populations as defined by the Governor.

5. What are the local area's limitations on the duration and/or amount of ITAs?
  - a. Explain limitations on dollar amount.
  - b. Explain limitations on duration.
  - c. Explain limitations based on needs identified in the IEP.
  - d. Explain local policy to establish a range of amounts or a maximum amount applicable to all ITAs.
  - e. Explain such limitations included in the State and/or Local plan.
  - f. Explain exception(s) allowed to the limitations on ITAs.
  - g. Explain how a participant is allowed to select training that costs more than the maximum ITA amount when other sources (e.g. Pell Grants, scholarships, severance pay, etc.) are available to supplement the ITA.
6. With whom does the local area/One-Stop operator share the Eligible Training Provider List, and why?
7. Does the local area/One-Stop operator supplement the information available from the state's ETPL?
  - a. Information on programs of training services linked to in-demand occupations.
  - b. Performance and cost information including program-specific performance and cost for the local outlet(s) or multi-site eligible providers.
8. What is the Region's policy on screening potential training clients for drugs?
  - a. How was this policy developed?

**TRAINING SERVICES (OJT) & REGISTERED APPRENTICESHIPS**

**Authority:**  
 20 CFR 680.700  
 20 CFR 680.710  
 WIOA Sec. 3(44)  
 TEGL No. 13-15  
 TEGL No. 13-16  
 WIOA Sec. 134(c)(3)(H)

- On-the-Job Training
  1. Provides knowledge or skills essential to the full and adequate performance of the job;

**Verification Questions:**

1. What is the current status of OJTs in the LWDA?

<ol style="list-style-type: none"> <li>2. Is made available through a program that provides reimbursement to the employer of up to 50 percent of the wage rate of the participant, except for the extraordinary costs of providing the training and additional supervision related to the training; and</li> <li>3. Is limited in duration as appropriate to the occupation for which the participant is being trained, taking into account the content of the training, the prior work experience of the participant, and the service strategy of the participant, as appropriate.</li> </ol>	<ol style="list-style-type: none"> <li>2. What is the current status of Registered Apprenticeships in the LWDA?</li> </ol>
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<b>SUPPORTIVE SERVICE &amp; NEEDS-RELATED PAYMENTS</b>	
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<ul style="list-style-type: none"> <li>• Using WIOA funds allocated to Adult and Dislocated Worker programs:       <ol style="list-style-type: none"> <li>1. Supportive Services           <ol style="list-style-type: none"> <li>a. Includes services such as:               <ol style="list-style-type: none"> <li>I. Transportation,</li> <li>II. Child care,</li> <li>III. Dependent care,</li> <li>IV. Housing, and</li> <li>V. Needs-related payments;</li> </ol> </li> <li>b. May only be provided to persons who are:               <ol style="list-style-type: none"> <li>I. Participating in Career or Training Services, and</li> <li>II. Are unable to obtain such Supportive Services through other programs providing such services;</li> </ol> </li> <li>c. May only be provided when they are necessary to enable participation in WIOA Title I activities; and</li> <li>d. May be limited as to amount and/or duration by local WDB policy, and</li> <li>e. The WDB or One-Stop operator may establish procedures to grant exceptions to such limits.</li> </ol> </li> <li>2. Needs-Related Payments:           <ol style="list-style-type: none"> <li>a. Are one of the Supportive Services authorized by WIOA;</li> <li>b. Provide financial assistance to participants for the purpose of enabling them to participate in training programs operated by the private sector;</li> <li>c. Are made to Adults who meet the following eligibility criteria:               <ol style="list-style-type: none"> <li>I. Are unemployed, and</li> <li>II. Do not (or have ceased to) qualify for unemployment compensation, and</li> <li>III. Are enrolled in a program of WIOA-funded training services;</li> </ol> </li> <li>d. Are made to Dislocated Workers who meet the following eligibility criteria:               <ol style="list-style-type: none"> <li>I. Are unemployed, and</li> <li>II. Have ceased to qualify for unemployment compensation or Trade Adjustment Allowance (TAA or NAFTA-TAA), and</li> <li>III. Are enrolled in a program of WIOA-funded training services:</li> </ol> </li> </ol> </li> </ol> </li> </ul>	<p><b>Authority:</b>          20 CFR 680.330          20 CFR 680.900          20 CFR 680.910 (defined @ WIOA Sec. 101(46))          WIOA Sec. 134(d)(2) (See Sec. 681.570 for Supportive Services for Youth)          20 CFR 680.930          20 CFR 680.940          WIOA Sec. 134(d)(3)          20 CFR 681.510</p> <p><b>Verification Questions:</b></p> <ol style="list-style-type: none"> <li>1. Is the Local plan in adherence with State and Federal Regulations concerning supportive services? Y/N</li> </ol>
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<ul style="list-style-type: none"> <li>A. By the end of the 13<sup>th</sup> week after the most recent layoff that resulted in the determination of the worker’s eligibility as a dislocated worker, or</li> <li>B. If later, by the end of the 8<sup>th</sup> week after the worker is informed that a short-term layoff will exceed six (6) months, or</li> </ul> <p>IV. Be unemployed and did not qualify for unemployment compensation or Trade Adjustment Assistance (TAA or NAFTA-TAA);</p> <p>e. May be provided while a participant is awaiting the start of a training program if the participant has been accepted in a training program that will begin within 30 calendar days;</p> <p>f. Regarding the level of needs-related payments:</p> <ul style="list-style-type: none"> <li>I. For Adults, the level is established by DWD;</li> <li>II. For Dislocated Workers, payments must not exceed the greater of EITHER: <ul style="list-style-type: none"> <li>A. If eligible for unemployment compensation as a result of the qualifying dislocation; OR</li> <li>B. If not qualifying for unemployment compensation as a result of the qualifying layoff, the weekly payment cannot exceed the Poverty Level for an equivalent period and the weekly payment level must be adjusted to reflect changes in total family income as determined by DWD policies.</li> </ul> </li> </ul> <ul style="list-style-type: none"> <li>• WDBs are required to develop local policy in consultation with One Stop operators and other community service providers, regarding resource and service coordination in the local area, specifically addressing: <ol style="list-style-type: none"> <li>1. Procedures for referral to such services.</li> <li>2. How such services will be funded when they are not otherwise available from other sources.</li> </ol> </li> </ul>	<p>2. Does the Region provide Needs-Related Payments? Y/N</p>
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**YOUTH ACTIVITIES**

<p><b>Authority:</b>  WIOA Sec. 129(c)(1)(C)(i-v)  DWD Policy 2018-01  20 CFR 681.420(a)(1), (2)  WIOA Sec. 129(c)(2)(A)  DWD Policy 2017-03  WIOA Sec. 107(d)(10)(B)  DWD Memo: Publication of 2018 Economically Disadvantaged Criteria  DWD Memo: Publication of 2018 Economically Disadvantaged Criteria  WIOA Sec. 123  WIOA Sec. 129(c)(1)(A)  20 CFR 681.290</p>	<p><b>Verification Questions:</b></p> <ol style="list-style-type: none"> <li>1. Review copy of WDB’s local policy for delivery of services to Youth</li> <li>2. What is the WDB’s policy in determining “recent” as it pertains to objective assessment?</li> <li>3. Does the local policy address all of the following WIOA Youth Program purposes: <ol style="list-style-type: none"> <li>a. A variety of options for improving educational and skill competencies.</li> <li>b. Effective connections to employers.</li> <li>c. On-going mentoring opportunities, with adults committed to providing mentoring.</li> </ol> </li> </ol>
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20 CFR 681.310  
 20 CFR 681.300  
 DWD Policy 2017-10  
 WIOA Sec. 129(a)(3)(B)  
 20 CFR 681.250  
 20 CFR 681.280  
 WIOA Sec. 101(25)(F)  
 20 CFR 681.520  
 20 CFR 681.530  
 WIOA Sec. 129(c)(2)(F), (G)  
 20 CFR 681.570  
 20 CFR 681.580  
 TEGE No. 21-16  
 WIOA Sec. 129(c)(2)(I)  
 20 CFR 681.460  
 20 CFR 681.600  
 WIOA Sec. 129(c)(2)(D)  
 WIOA Sec. 121(b)(1)(B)(i)  
 DWD Policy 2017-13  
 WIOA Sec. 101(25)(B)  
 20 CFR 664.430  
 WIOA Sec. 101(46)  
 20 CFR 664.420  
 20 CFR 664.440  
 20 CFR 664.470  
 WIOA Sec. 101(25)  
 WIOA Sec. 3(5)

- Develop appropriate individual service strategies for each participant, including:
  1. Employment goals (including, as appropriate, non-traditional employment).
  2. Achievement objectives.
  3. Services, as indicated by the Assessment.
- Provide:
  1. Preparation for post-secondary educational opportunities.
  2. Strong linkages between academic and occupational learning.
  3. Preparation for unsubsidized employment opportunities.
  4. Effective connections to intermediaries with strong links to both the job market and local/regional employers.
- For each applicant or participant who meets the minimum income criteria to be considered an eligible Youth, provide:
  1. Information on the full array of applicable or appropriate services available through the LWDB or other eligible providers or One-Stop partners, including WIOA-funded entities.
  2. Referral to appropriate training and education programs that have the capacity to serve the applicant or participant either on a concurrent or sequential basis.

- d. Training opportunities.
- e. Supportive Services.
- f. Incentives for recognition and achievement.
- g. Opportunities related to leadership, development, decision-making, citizenship, and community service.

4. Does the local WIOA Youth Program design include all of the following:
  - a. Provide an objective assessment of the:
    - i. Academic levels,
    - ii. Skill levels, and
    - iii. Service needs of each participant.
  - b. Assessment must include a review of:
    - i. Basic skills,
    - ii. Occupational skills,
    - iii. Prior work experience,
    - iv. Employability,
    - v. Interests and aptitudes (including interests and aptitudes for non-traditional jobs),
    - vi. Supportive service needs, and
    - vii. Developmental needs.
5. What is the WDB's policy in determining "recent" as it pertains to service strategy?
6. Does the WIOA Youth Program design include all the following 14 required elements, pursuant to local area discretion in determining what specific program services are appropriate for the participant:
  - a. Tutoring, study skills training, and instruction, leading to completion of secondary school, including strategies to prevent dropping out of school.
  - b. Alternative secondary school services.
  - c. Paid or unpaid work experiences (May include Registered Apprenticeships).
  - d. Occupational skill training.
  - e. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.
  - f. Leadership Development.
  - g. Supportive Services.
  - h. Adult mentoring during the period of participation and a subsequent period, for a total of not less than twelve (12) months.
  - i. Follow-up services for no less than twelve (12) months after the completion of participation, as appropriate.
  - j. Comprehensive guidance and counseling and referral, which may include drug and alcohol abuse counseling and referrals as appropriate. Does not refer to general case management.
  - k. Financial literacy education.



- For each applicant or participant who does not meet the enrollment requirements of the program or who cannot be served, shall be referred:
  1. For further assessment, as necessary, and
  2. To appropriate programs to meet the basic skills and training needs of the applicant.
- Parents, participants, and other members of the community with experience relating to programs for youth must be involved in the design and implementation of the local WIOA Youth Program.
- Up to 5% of Youth participants served by Youth programs in a local area can be persons who do not meet income criterion for eligible youth who are in one (1) or more of the following exceptions.
- Even if the family of a disabled youth does not meet the income eligibility criteria, the disabled youth may be considered a low-income individual if the youth's own income:
  1. Meets income criteria
  2. Meets the income eligibility criteria for cash payments under any federal, state or local public assistance program.
- Opportunities that encourage responsibility, employability and other “positive social behaviors” such as:
  1. Exposure to post-secondary educational opportunities;
  2. Community and service learning projects;
  3. Peer-centered activities, including peer mentoring and tutoring;
  4. Organizational and team work training, including team leadership training;
  5. Training in decision-making, including determining priorities; and
  6. Citizenship training, including life skills training such as parenting, work behavior training, and budgeting of resources.
- Positive social behaviors are outcomes of leadership opportunities, often referred to as soft skills, which are incorporated by many local programs as part of their menu of services. Positive social behaviors focus on areas that may include the following:
  1. Positive attitudinal development;
  2. Self-esteem building;
  3. Openness to working with individuals from diverse racial and ethnic backgrounds;
  4. Maintaining healthy lifestyles, including being alcohol and drug free;
  5. Maintaining positive relationships with responsible adults and peers, and contributing to the well-being of one's community, including voting;
  6. Maintaining a commitment to learning and academic success;
  7. Avoiding delinquency;
  8. Postponed and responsible parenting; and
  9. Positive job attitudes and work skills.
- Supportive Services for Youth may include the following:
  1. Linkages to community services;
  2. Assistance with transportation;
  3. Assistance with child care and dependent care;
  4. Assistance with housing;
  5. Referrals to medical services; and

- l. Entrepreneurial skills training.
  - m. Services that provide labor market and employment, information about in demand industry sectors or occupations available in the local area, such as career exploration services.
  - n. Activities that help youth prepare for and transition to post-secondary education and training.
    - i. What strategy has the local area identified to ensure Youth program activities lead to a High School diploma or its equivalent or a recognized post-secondary credential?
    - ii. Describe the local strategy that prepares youth for post-secondary education and training opportunities.
    - iii. How does the local youth program's youth service delivery strategy create strong linkages between academic instruction and occupational education that lead to attainment of recognized post-secondary credentials?
7. How does the local youth program prepare youth for unsubsidized employment opportunities?
  8. How does the local area ensure each of the 14 youth program elements is made available to Youth participants?
  9. What process has the local area used to select eligible youth service providers? Has the local board awarded grants or contracts to youth service providers, or is local board providing some or all youth services directly? If the local area has competitively selected youth service providers, please provide a copy of the Request for Proposal (RFP).
  10. Are local area staff, including case managers, provided ongoing training on Labor Market Information (LMI) to ensure youth participants are receiving the required in-demand industry/occupation information within the local and/or regional labor market area?
  11. Does the LWDB include the WIOA definition of Youth in its local policies?
    - a. An eligible youth is a person who:
      - i. Is not less than age 14 and not more than age 21, and
      - ii. Is a low-income individual, and
      - iii. Is within one or more of the following categories:
        - A. Deficient in basic literacy skills.
        - B. School drop-out.
        - C. Homeless, runaway or foster child.
        - D. Pregnant or parenting.

- 6. Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eye glasses and protective eye gear.
- Follow-up services may include:
  1. The leadership development and supportive service activities
  2. Regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise;
  3. Assistance in securing better paying jobs, career development and further education;
  4. Work-related peer support groups;
  5. Adult mentoring; and
  6. Tracking the progress of Youth in employment after training.
- All Youth participants must receive some form of follow-up services for a minimum duration of twelve (12) months. Follow-up services may be provided beyond twelve (12) months at the State or Local Board's discretion. The types of services provided and the duration of services must be determined based on the needs of the individual. The scope of these follow-up services may be less intensive for Youth who have only participated in summer Youth employment opportunities.
- Work experiences are planned, structured learning experiences that take place in a workplace for a limited period of time. Work experiences may be paid or unpaid.
- Work experience workplaces may be in the private, for-profit sector; the non-profit sector; or the public sector.
- Work experiences are designed to enable youth to gain exposure to the working world and its requirements. Work experiences are appropriate and desirable activities for many youth participants throughout the year. Work experiences should help youth acquire the personal attributes, knowledge, and skills needed to obtain a job and advance in employment. The purpose is to provide the youth participant with opportunities for career exploration and skill development, not to benefit the employer. Although the employer may, in fact, benefit from the activities performed by the youth. Work experiences may be subsidized or unsubsidized and may include the following elements:
  1. Instruction in employability skills or generic workplace skills such as those identified by the Secretary's Commission on Achieving Necessary Skills (SCANS);
  2. Exposure to various aspects of an industry;
  3. Progressively more complex tasks;
  4. Internships and job shadowing;
  5. The integration of basic academic skills into work activities;
  6. Supported work, work adjustment, and other transition activities;
  7. Entrepreneurship;
  8. Service learning;
  9. Paid and unpaid community service; and
  10. Other elements designed to achieve the goals of work experiences.
- In most cases, On-the-Job Training (OJT) is not an appropriate work experiences activity for youth participants under age 18. Local program operators may choose, however, to use this Service Strategy for eligible youth when it is appropriate based on the needs identified by the objective assessment of an individual youth participant.

- E. Offender.
- F. Requires Additional Assistance to complete an education program or secure and hold employment (includes youth with disability).

12. How does the WDB document "deficient in basic literacy skills"?
13. Does the WDB determination of "deficient in basic literacy skills" include the following considerations?
  - a. Computes or solves problems, reads, writes, or speaks English at or below the 8th grade level on a generally-accepted standardized test or a comparable score on a criterion-referenced test.
  - b. Is unable to compute or solve problems, read, write, or speak English at a level necessary to function on the job, in the individual's family, or in society.
  - c. In cases and for criterion as may be indicated in the State's policy.
14. How does the WDB define and document "requires additional assistance" in participant's file?
15. Does the WDB utilize the 5% window for Youth? If yes, how is the 5% window utilized?
  - a. School drop-outs.
  - b. Basic-skills deficient
  - c. Educational attainment that is one or more grade levels below the grade level appropriate to the person's age.
  - d. Pregnant or parenting.
  - e. One or more disabilities, including learning disabilities.
  - f. Homeless or runaway youth.
  - g. Offender.
  - h. Serious barrier/s to employment as determined by the LWDB
16. What is the WDB's local policy regarding serious barrier(s) to employment, as it pertains to the youth that qualify under the 5% window?
17. Obtain and review a copy of the LWDB's local policy regarding serious barriers to employment.
18. Is the WDB using eligibility for free lunches under the National School Lunch Program as a substitute for the income eligibility criteria under Title I of WIOA?
19. Does the LWDB's local policy have a provision to allow disabled Youth to be considered low-income to meet these WIOA criteria? Y/N

<ul style="list-style-type: none"> <li>WIOA funds may be used to pay wages and related benefits for work experiences in the public; private, for-profit or non-profit sectors where the objective assessment and individual service strategy indicate that work experiences are appropriate.</li> </ul>	<ol style="list-style-type: none"> <li>Do leadership development opportunities provided to Youth meet WIOA regulation criteria, including positive social behaviors? Y/N</li> <li>Are supportive services provided to Youth? Y/N</li> <li>Obtain and review a copy of the LWDB's Supportive Services policy for Youth.</li> <li>Are follow-up services provided to Youth? Y/N</li> <li>How does the WDB track the required twelve (12) month follow-up services for Youth?</li> <li>Are work experiences provided to Youth, paid or unpaid?</li> <li>What policies and processes has the local area put in place to ensure there are connections between youth programs and One-Stops?</li> </ol>
<b>YOUTH ACTIVITIES: OUT-OF-SCHOOL YOUTH</b>	
<p><b>Authority:</b>  20 CFR 681.210  WIOA Sec. 101(39)  20 CFR 681.410  WIOA Sec. 129(c)(4)</p>	<p><b>Verification Questions:</b></p> <ol style="list-style-type: none"> <li>How does the WDB define "Out-of-School Youth" in regards to serving Out-of-School Youth?</li> <li>How does the WDB define "school drop-out" in regards to serving out-of-school Youth?</li> <li>Does the WDB budget 75% (or 50% per USDOL Youth Waiver approved 7/1/18-6/30/20) of allocated WIOA Youth funds to provide activities to Out-of-School Youth?</li> <li>How does the WDB track the 75% (or 50% per USDOL Youth Waiver approved 7/1/18-6/30/20) expenditures for Out-of-School Youth?</li> </ol>

<b>YOUTH ACTIVITIES: CONCURRENT ENROLLMENT YOUTH &amp; ADULT/DISLOCATED WORKER</b>	
<b>Authority:</b> 20 CFR 681.580	<b>Verification Questions:</b> <ol style="list-style-type: none"> <li>1. Does the WDB concurrently enroll Youth as Adults or Dislocated Workers? Y/N</li> <li>2. If yes, how does the WDB: <ol style="list-style-type: none"> <li>a. Track funding and the provision of services to concurrently enrolled Youth + Adults/Dislocated Workers.</li> <li>b. Determine appropriate levels of Youth, Adult, and Dislocated Worker services for the concurrently enrolled.</li> </ol> </li> </ol>
<b>YOUTH ACTIVITIES: TRAINING SERVICES FOR YOUTH</b>	
<b>Authority:</b> 20 CFR 681.540	<b>Verification Questions:</b> <ol style="list-style-type: none"> <li>1. What is the process by which Training Services are provided to Youth?</li> </ol>
<b>PERFORMANCE &amp; ENROLLMENT</b>	
<b>Comments:</b>	<b>Verification Questions:</b> <ol style="list-style-type: none"> <li>1. For program segments that maintained or grew enrollment levels last year, what factors contributed to that result?</li> <li>2. For program segments that did not meet or grow enrollment levels last year, what factors contributed to that result?</li> <li>3. What steps are being taken this year to maintain or grow enrollment levels?</li> <li>4. What enrollment strategies (if any) are in place to maximize performance?</li> <li>5. Describe the area's approach to performance management.</li> <li>6. For areas that met all (or most) of the performance standards (per rolling four quarter results), to what do you attribute your success?</li> <li>7. For areas that did not meet performance standards, what factors contributed to that result?</li> <li>8. What changes are being implemented to improve future performance?</li> </ol>
<b>OUTREACH</b>	
<b>Comments:</b>	<b>Verification Questions:</b> <ol style="list-style-type: none"> <li>1. Would any WIOA-eligible client ever be turned down for services? If yes, under what circumstance(s)?</li> <li>2. What efforts are made to make the underemployed (those below the Region's definition of self-sufficiency) aware of the WIOA services available to them?</li> <li>3. What efforts are made for outreach and enrollment of displaced homemakers?</li> </ol>

	<ol style="list-style-type: none"> <li>4. What efforts are made to meet the special employment needs of ex-offenders?</li> <li>5. What type of outreach is being done to assist Youth who are aging out of the foster care system?</li> <li>6. What strategies are in place to ensure retention of participants?</li> </ol>
<p><b>REGIONAL GOVERNANCE &amp; CONCERNS</b></p>	
<p><b>Authority:</b>  WIOA Sec. 134(c)(2)(A)(viii)  TEGL No. 16-16</p>	<p><b>Verification Questions:</b></p> <ol style="list-style-type: none"> <li>1. How is information about the Region’s performance made available to the public?  <hr/><hr/><hr/><hr/></li> <li>2. What progress has been made on achieving the objectives stated in the Region’s Local Plan of Service?  <hr/><hr/><hr/><hr/></li> <li>3. Which offices have been opened, added, closed, relocated, etc. since the last monitoring visit?  <hr/><hr/><hr/><hr/></li> <li>4. Have there been any recent changes in board membership? If so, have these changes been reported to DWD?  <hr/><hr/><hr/><hr/></li> </ol>

5. Describe what role the One-Stop Operator plays in the Region.

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6. Describe what role the Board staff plays in the Region.

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7. Describe what role the Regional Chief Elected Official (RCEO) plays in the Region. What is the RCEO's involvement with the WDB?

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8. Describe the orientation process for new Board members. (Obtain electronic or paper copies)

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9. Review the Region's website for availability of Board minutes, meeting times, and updated information.

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10. Are there any best practices or promising practices this year?

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11. What technical assistance (if any) could DWD provide to the Region?

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