



## POLICIES AND PROCEDURES

POLICY TYPE: WIOA Youth Services
EFFECTIVE: July 1, 2024
REVISED: July 1, 2025

### PURPOSE/BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) provides for the provision of high-quality services for youth beginning with career exploration all the way through entering un-subsidized employment or post-secondary education. This policy outlines the required services to be provided by Lane Workforce Partnership's funded youth services.

### REFERENCES:

- [WIOA Final Rule](#) Part 681.200 – 681.710
- [Training and Employment Guidance Letter #09-22](#)
- [Training and Employment Guidance Letter #21-16](#)
- [State of Oregon Policies](#)

### OVERVIEW OF WIOA SERVICES

The goal of WIOA Youth services is to help individuals obtain quality employment in in-demand industries and occupations and/or transition to post-secondary education or a Registered Apprenticeship Training Program. WIOA requires a certain set of services for both in-school and out-of-school youth programs.

#### Assessment and Development of an Individual Service Plan:

The youth service provider must provide an objective assessment of each youth participant that meets the requirements of WIOA sec. 129(c)(1)(A) and includes a review of the academic and occupational skill levels, as well as the service needs and strengths, of each youth for the purpose of identifying appropriate services and career pathways to inform the Individual Service Plan. LWP does not prescribe what assessment tool the contracted service provider must use, just that it must be a standardized assessment.

Each participant shall have an Individual Service Plan (ISP) jointly developed with the career advisor and the youth participant. The ISP is based on the needs of each youth participant and is directly linked to one or more indicators of performance described in WIOA sec. 116(b)(2)(A)(ii), that identifies career pathways to include education and employment goals, considers career planning and the results of the objective assessment, and describes the achievement objectives for the participant.

It is the policy of Lane Workforce Partnership that all enrolled youth participants who are not able to produce documentation verifying their work authorization status, shall have as a goal on the ISP attainment of such documents.

The ISP shall be updated regularly, LWP recommends no less than once every quarter. Youth shall be provided with a copy of their ISP and the progress toward the youths' achievement of their goals shall be documented in iTrac. The updated ISP shall be uploaded to eBridge annually. LWP does not require that each update be uploaded to eBridge, only that each update is documented in iTrac either within the goals tab or in an iTrac case note.

#### Required Elements of Youth Services:

The Youth Service Provider shall make each of the following 14 services available to youth participants. These services may be funded by WIOA and/or other community-based partners. The Youth Service Provider has the discretion to determine what specific program services a youth participant receives based on each participant's objective assessment and ISP.

- 1) Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential.
- 2) Alternative secondary school services, or dropout recovery services, as appropriate.
- 3) Paid and unpaid work experiences that have academic and occupational education as a component of the work experience, which may include the following types of work experiences:
  - a. Summer employment opportunities and other employment opportunities available throughout the school year
  - b. Pre-apprenticeship programs
  - c. Internships and job shadowing; and
  - d. On-the-job training opportunities.
- 4) Occupational skills training, which includes priority consideration for training programs that lead to recognized postsecondary credentials that align with in-demand industry sectors or occupations in the local area involved, if the Local WDB determines that the programs meet the quality criteria described in WOA sec. 123.
- 5) Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.
- 6) Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors.
- 7) Supportive services, including the services listed in §681.570.
- 8) Adult mentoring for a duration of at least 12 months, that may occur both during and after program participation.
- 9) Follow-up services for not less than 12 months after the completion of participation, as provided in §681.580.
- 10) Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth.

- 11) Financial literacy education.
- 12) Entrepreneurial skills training.
- 13) Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and
- 14) Activities that help youth prepare for and transition to postsecondary education and training.

**PROCEDURE**

This policy is for the provision of information as to the types of WIOA funded services available to youth seeking services through the local workforce service delivery system. Staff shall ensure that participants meet the eligibility requirements for enrollment prior to the provision of such services.

**ISSUED:**

**Date: July 1, 2025**

**LWP Director of Workforce Programs**

**SERVICE DEFINITIONS****Basic and Staff Assisted Basic Career Services:**

<b>Service</b>	<b>Definition</b>
Intake and Eligibility Determination	Application for program services and eligibility determination. Also includes outreach, intake, and orientation.
Job Search	Customer engages in self-directed job search activities. No staff assistance.
General Information	Providing readily available information that does not require an assessment by a staff member of the individual's skills, education, or career objectives. This includes providing general program, training provider, performance, or support services information.
Workforce Information	Providing labor market, in-demand occupation, and general job vacancy information.
Job Search Assistance	<p>Providing job search activities with significant staff involvement, and which are designed to help the participant plan and carry out a successful job-hunting strategy. This includes:</p> <p><b>Resume Assistance.</b> Providing instructions on the content and format of resumes and cover letters and providing assistance in the development and production of the same.</p> <p><b>Job Search Workshops.</b> An organized activity that provides instructions on resume writing, application preparation, interviewing skills, and/or job lead development.</p> <p><b>Job Finding Clubs.</b> Have all the elements of a Job Search Workshop, plus a period of structured application where participants attempt to obtain jobs.</p> <p><b>Job Search Planning.</b> Development of a plan (not necessarily a written plan) that includes the necessary steps and timetables to achieve employment in specific occupational, industry, or geographic area.</p>

	Examples of WSO Workshop types that fit into this category: Career assessment, career planning, career exploration, job searching, social media & networking, resume writing, interview preparation.
Career Guidance	Providing career guidance services with significant staff involvement. Career guidance services include the initial assessment of skill levels and supportive service needs, and provision of information (Including information on local performance and eligible training providers), materials, suggestions, or advice intended to assist the job seeker in making occupation or career decisions.
Referral to Employment	Providing a referral to employment which includes significant staff involvement. A referral to employment is (a) the act of bringing to the attention of an employer a job seeker or group of registered job seekers who are available for a job and (b) the record of such a referral.
Referral to Other Federal/State Assistance	Participant referred to Other Federal/State Assistance. This may include Supplemental Nutrition Assistance Program (SNAP) benefits, Temporary Assistance for Needy Families (TANF), health insurance assistance, child support assistance, tax preparation support, and any other Federal or State assistance programs.
Other Basic Career Services	Participant received basic career services requiring a significant expenditure of staff involvement and not reported through PIRL elements 1102-1115. These additional basic career services may include but are not limited to: (a) reemployment services; (b) federal bonding program; (c) job development contacts; (d) referrals to educational services; and (e) tax credit eligibility determination.  <b>When this service is used, it must be defined by the Local Area and align or include appropriate and specific definition of the activity.</b>
Placed into Federal Training	Participant entered any training program supported by the Federal Government, such as WIOA-funded projects, TAA, Adult Education, Vocational Rehabilitation and Job Corps.

Placed into Federal Contractor Job	Participant who is a disabled veteran, campaign veteran, or recently separated veteran was referred to a job opening listed by an employer identified as a federal contractor.
Referred to Federal Job	Participant referred to a job opening filed with a placement office by a department or agency of the Federal Government or other entity under the jurisdiction of the U.S. Office of Personnel Management. For example, a job posting with USAJOBS.
Referred to Training	Providing a referral to a training program supported by the Federal Government, such as WIOA-funded projects, TAA, Adult Education, Vocational Rehabilitation and Job Corps.
Unemployment Insurance (UI) Claim Assistance	Participant was provided <b>meaningful</b> assistance in filing a UI claim.

**Individualized Career Services:**

<b>Services</b>	<b>Definition</b>
Individualized Employment Training Plan Also referred to as Individual Service Strategy (ISS) or Individual Service Plan (ISP)	Individual Employment Plan (IEP) was created or otherwise established to identify the participant's employment goals, and development of program goals to complete the appropriate combination of services for the participant to achieve the employment goals.
Work Experience/Internships/Work-Based Learning	Planned, structured learning experience that takes place in a workplace for a limited period of time, may be paid or unpaid, and is consistent with other laws such as fair labor. The Work Experience may be with a public, private or non-profit employer. Also referred to as internship.
English as a Second Language	Participant received any English as a second language service or training. ESL services are those services provided to participants whose primary language is not English. These services are designed to increase the English language proficiency of the participant so they can attain training and/or employment success. Service delivery is through either 1:1 with staff or in group counseling

	setting/workshop where the curriculum addresses individual needs.
Job Shadow	A structured activity where the customer spends one-on-one time at a worksite with an employee where they observe daily job functions and learn about the job and industry.
Pre-Apprenticeship Programs	A program or set of strategies designed to prepare individuals to enter and succeed in a registered apprenticeship program and has a documented partnership with at least one, if not more, registered apprenticeship program(s) that assist in placing individuals who complete the pre-apprenticeship program in a registered apprenticeship program.
Transitional Jobs	Time limited work experience that is wage-paid, subsidized and with a public, private or non-profit employer. Reserved for participants with barriers to employment, who are chronically unemployed or have an inconsistent work history. Combined with comprehensive employment and support services, designed to assist the participant to establish a work history, demonstrate success in the workplace and develop the skills that lead to entry and retention in unsubsidized employment.
Other Work Experience	When this service is used, it must be defined by the Local Area and align or include appropriate and specific definition of the activity.
Short-term Pre-Vocational	Participant received short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training. Service delivery is through either 1:1 with staff or in group counseling setting/workshop where the curriculum addresses individual needs.
Financial Literacy	Participant received financial literacy services. They may include services that help with creating budgets, initiate checking and savings accounts at banks, applying for and managing loans and credit cards, learning about credit reports and credit scores, and identifying identity theft. Service delivery is through

	<p>either 1:1 with staff or in group counseling setting/workshop where the curriculum addresses individual needs.</p>
<p>Other Individualized Career Services</p>	<p><b>Workforce Preparation.</b> Service(s) designed to help participants acquire a combination of basic academic skills, critical thinking skills, digital (computer) literacy skills and self-management skills, including competencies in: (a) utilizing resources; (b) using information; (c) working with others; (d) understanding systems; (e) skills necessary for successful transition into and completion of postsecondary education or training or employment; and (f) other employability skills that increase an individual's preparation for the workforce. This also includes activities such as flagger/forklift certification, OSHA health and safety certifications, food handlers permits and other occupational skills education leading to non-credentialed certifications that are required for entry level and/or health and safety employment requirements.</p> <p><b>Adult education and literacy.</b> GED and ABE leading to secondary education diploma or equivalent.</p> <p><b>Comprehensive Skills and Career Assessment.</b> Specialized assessments of the skill levels and services needs which may include: (a) diagnostic testing and use of other assessment tools, and (b) in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.</p> <p><b>Out of area job search and relocation assistance.</b> Individualize assistance with job search and related relocation outside of the local area.</p> <p>As appropriate, service delivery is through either 1:1 with staff or in group counseling setting/workshop where the curriculum addresses individual needs.</p>

**Training Services:**

Service	Definition
---------	------------

<p>ABE or ESL in Conjunction with Training</p>	<p>ABE and ESL incorporated into the Training curriculum. Training must be on Oregon Eligible Training Provider List (ETPL).</p>
<p>On-the-Job Training</p>	<p>Hire first training, provided to a participant by an employer that is defined by a contract and all of the following applies:</p> <ol style="list-style-type: none"> <li>1. Provides knowledge or skills essential to the full and adequate performance of the job.</li> <li>2. Provides reimbursement to the employer of up to a certain percent – typically 50 percent but may be more based on certain circumstances and Local Workforce Development Board policy – of the wage-rate of the participant, for the extraordinary costs of providing the training and the additional supervision related to the training.</li> <li>3. It 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> <p>The reimbursement rate must be established by Local Workforce Development Board policy.</p>
<p>Occupational Skills Training</p>	<p>An organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels. Training must be on Oregon ETPL.</p>
<p>Entrepreneurial Training</p>	<p>Education and training that develops the knowledge and skills around the basics of starting and operating a small business.</p>
<p>Customized Training</p>	<p>Training designed to meet the special requirements of an employer (including a group of employers) which is defined by a contract, is conducted with a commitment by the employer to employ an individual(s) upon successful completion of the training, and for which the employer pays a significant share of the cost of the training as</p>

	determined by the Local Workforce Development Board.
Skills Upgrade Training	Training designed to provide a participant with new skills necessary to obtain, retain or advance in employment, upgrade skills for operation of new equipment or technological changes, enhance job productivity, or improve job performance. Training must be on Oregon ETPL.
Prerequisite Training	Any class or training that is required by the training provider before enrolling into a training program represented on the Eligible Training Provider List. This excludes activities defined under Workforce Preparation. Training must be on Oregon ETPL.
Registered Apprenticeship Training	A work-based training program registered through the US DOL and Oregon BOLI that connects job seekers looking to learn new skills with employers looking for qualified workers. Employers, employer associations, and joint labor-management organizations, known collectively as "sponsors", provide apprentices with paid on-the-job learning and academic instruction that reflects industry needs. The goal of the instruction is to provide workers with advanced skillsets that meet the specific needs of their employers. Apprenticeship program must be on Oregon ETPL.
Other non-occupational skills training	When this service is used, it must be defined by the Local Area and align or include appropriate and specific definition of the activity. Training must be on Oregon ETPL.
Incumbent Worker Training	Training designed to meet the special requirements of an employer (including a group of employers) to increase the competitiveness of the employees or the employer. Training must be designed to retain a skilled workforce or avert the need to lay off employees by assisting the workers in obtaining the skills necessary to retain employment and be conducted with a commitment by the employer(s) to retain or avert the layoffs of the incumbent workers trained.