



Policies and Procedures

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TITLE: WIOA Adult and Dislocated Workers Eligibility and Services	EFFECTIVE DATE: 12.26.2024	
SUPERCEDES: OPS#16 WIOA AD/DW Eligibility and Services	Dated: 03.18.2021	

DISTRIBUTION: CareerSource North Central Florida (CSNCFL) Staff and Service Providers

PURPOSE:

To provide policy guidance and interpretation of Federal and State workforce laws. Local procedural guidance is also provided to assure consistency. The policy is intended for use in conjunction with Federal and State laws and regulations.

POLICY:

It is the purpose of the Workforce Innovation and Opportunity Act (WIOA) to provide and increase access to workforce services to eligible citizens of the United States. WIOA is designed to assist those with barriers to the workforce services needed to succeed in the job market as well as to align workforce investment with education and economic development systems.

Under Title I of the WIOA, the workforce development system provides the framework for delivery of workforce services at the State and local levels to individuals (i.e. dislocated workers, Adults with barriers, youth, and veterans) and employers in need of those services. CareerSource North Central Florida (CSNCFL) is committed to utilizing a holistic approach to promote career development in tandem with workforce development. Our integrated workforce system ensures that self-service Career Services are available for the universal population and staff assisted Career Services and Training Services are provided to eligible and sufficiently prepared customers. The following information provides guidance for the services provided through the Workforce Innovation and Opportunity Act.

ELIGIBILITY AND SERVICE REQUIREMENTS

Adults and Dislocated Workers

Most workforce services for adults and dislocated workers are provided through the One-Stop system and most customers will use their individual training accounts to determine which training program and training providers fit their needs.

The Act authorizes Basic Career Services (available to all customers *with no eligibility requirements*), Individualized Career Services (available to those who meet eligibility requirements) and Training Services for Adults and Dislocated Workers.

While the services for adults and dislocated workers may be the same, there are dedicated funding streams.

Basic Career Services

- information about available services
- labor market information (which identifies job vacancies; skills needed for in-demand jobs; and local, regional and national employment trends);
- access to provided technologies such as internet access, fax, phone, etc.

Individualized Career Services:

- initial assessment of skills and needs;
- additional comprehensive assessments;
- development of individual employment plans;
- group and individual counseling;
- case management;
- short-term pre-vocational services;
- Internship and Work Experience services.

WIOA establishes that there is no required 'tier' for receiving services. Customers may be assessed for their needs and immediately moved to either Career Services (self or staff assisted or Training as needed).

Training Services may include:

- occupational skills training;
- on-the-job training;
- entrepreneurial training;
- skill upgrading;
- job readiness training, and;
- adult education and literacy activities in conjunction with other training.

Under WIOA, the 'limited funding for priority' provision is removed. Priority of Service is given to those individuals that exhibit 'multiple barriers' or special priority categories

as specified in the ADULT section of this policy. This priority applies to adult funds for training services only. **Funds allocated for dislocated workers are not subject to this requirement.**

Priority of service will be given for traditional adult training funds; will consider all areas represented in our priority of service; and will not be driven only by income. Customers facing multiple barriers shall be given priority when seeking services.

The Act also re-authorizes the provision of supportive services (e.g., transportation) to assist participants receiving the other services and the provision of temporary income support to enable participants to remain in training. Supportive services may be authorized for participants depending on availability of funding and as determined by CSNCFL Chief Executive Officer (CEO).

ADULT

Eligibility categories/characteristics shall be defined as:

1. Meeting WIOA eligibility under Title I for the Adult Program as defined in the WIOA section 3(2) as a person of or over the age of 18 years old.
2. A resident residing within the geographic borders of Alachua, Bradford, Columbia, Dixie, Gilchrist or Union counties;
and

Priority of service is applied for individuals with barriers to employment

3. Exhibiting at least one of the following characteristics (Priority of Service):
 - a. Is a low-income individual as defined in the WIOA Section 3(36) (A) or meets the local definition of low income as specified in the CareerSource NCFL Self Sufficiency Policy.
 - b. Military Veteran
 - c. Belonging to a group designated by the Governor as a special needs group (individuals with disabilities, over 55 years of age)
 - d. Recipients of public assistance
 - a. Receives, or in the past six (6) months has received, or is a member of a family that is receiving or in the Past six (6) months has received, assistance through the supplemental nutrition assistance program, cash assistance through Temporary Assistance for Needy Families (TANF), or is eligible for supplemental security income or any other State or local income based public assistance.
 - e. An individual who is basic skills deficient (For adults, the term “basic skills deficient” is defined in WIOA sec. 3(5)(B) and applies when an

individual 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. Priority must be given regardless of funding levels.)

- f. Is a homeless individual
- g. Is an individual with a disability whose own income meets the income requirements of bullet number two (2) listed above, but who is a member of a family whose income does not meet this requirement.

DISLOCATED WORKER

Dislocated Workers are defined as:

1. An individual who:
 - i. has been terminated or laid off, or who has received a notice of termination or layoff from employment;
 - ii. is eligible for or has exhausted entitlement to unemployment compensation; or
 - i. has been employed for a duration sufficient to demonstrate to the appropriate entity at a One Stop center attachment to the workforce but is not eligible for unemployment compensation due to insufficient earning or having performed services for an employer that was not covered under a State unemployment compensation law; and
 - ii. is unlikely to return to a previous industry or occupation;
2. An individual who:
 - i. has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise;
 - ii. is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; or
 - i. For purposes of eligibility to receive services other than training services, career services or support services, is employed at a facility at which the employer has made a general announcement that such facility will close.
3. Was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic condition in the community in which the individual resides or because of natural disasters;
4. Is a displaced homemaker WIOA Section 3(16)?
5. Is the spouse of a member of the Armed Forces on active duty (as defined in section 101(d)(1) of title 10, United States Code), **and:**

- i. who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; or
- ii. is the spouse of a member of the Armed Forces on active duty and who meets the criteria described in paragraph WIOA Section 3(16)(B)

DISPLACED HOMEMAKER. —the term “displaced homemaker” means an individual who has been providing unpaid services to family members in the home and who—

- (A)(i) has been dependent on the income of another family member but is no longer supported by that income; or
- (ii) is the dependent spouse of a member of the Armed Forces on active duty (as defined in section 101(d)(1) of title 10, United States Code) **and** whose family income is significantly reduced because of a deployment (as defined in section 991(b) of title 10, United States Code, or pursuant to paragraph (4) of such section), a call or order to active duty pursuant to a provision of law referred to in section 101(a)(13)(B) of title 10, United States Code, a permanent change of station, or the service-connected (as defined in section 101(16) of title 38, United States Code) death or disability of the member; **and**
- (B) is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

OFFICIAL SIGNATURE

Phyllis Marty
Chief Executive Officer