

IWDS - SERVICES

The following WIOA program activities/services are available in IWDS.

Same-day Service = You can receive the service multiple days, but each day must be documented individually.

Services for Youth Apprenticeship Program

Program Activity TRAINING SERVICES	Program	Definition
Short Term Pre- Vocational Skills Training (Work Habits/Skills Training)	WIOA	A classroom activity which provides adults and dislocated workers who have had little or no employment experience with a set of work habits and skills which are a prerequisite for participation in the work force. Training may include survival/daily living skills, positive work habits, attitudes and behavior, developing motivation and adaptability, learning coping and problem-solving skills and acquiring an improved self-image.
Leadership Development	Youth	Activity which provides youth with opportunities that encourage responsibility, employability and other positive social behaviors such as: <ul style="list-style-type: none"> a) Exposure to post-secondary educational opportunities; b) Community and service learning projects; c) Peer-centered activities including peer mentoring and tutoring; d) Organizational and teamwork training including team leadership training; e) Training in decision making; or f) Citizenship training including parenting and work behavior training and budgeting of resources.
Mentoring	Youth	Activity that provides on-going one-to-one counseling and assistance to a youth for the purpose of encouraging the youth to remain in school, remain drug and alcohol free, and gain the academic and social skills necessary to successfully enter the labor force. This activity must begin during the youth's participation in the program and should continue for a minimum of 12 months.
Tutoring	Youth	Activity which is oriented to providing youth with assistance in learning to be successful in school. May include study skills training, dropout prevention and other forms of assistance that contribute to attainment of a secondary school diploma.

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Paid Work Experience	Youth	This is an activity designed to promote the development of good work habits and basic work skills for youth who have never worked or who have been out of the labor force for an extended period of time. It is a planned, structured learning experience that takes place in a workplace for a limited period and for which the participant is paid. Work experience sites may be in the private for-profit, non-profit or public sectors. Labor standards apply in any work experience where the employee/employer relationship, as defined by the Fair Labor Standards Act, exists. Types of work experiences are Summer Youth Employment, Pre-Apprenticeship, Internships and Job Shadowing, and On-the-Job Training.
Program Activity YOUTH SERVICES	Program	Definition
Apprenticeship	Youth	A program combining on-the-job training with related instruction that enables workers to master a practical and technical skill required for a skilled occupation.
Internship	Youth	Activity designed to provide youth with the opportunity to gain work experience and an understanding of the requirements for successful job retention by working as an intern in a public, private not-for-profit or private for-profit entity. Internships may be paid or unpaid.
Private Sector OJT	Youth	Training activity in which a participant is trained by a private sector employer, but unlike a Public Sector OJT, they are not hired by the employer nor do they get paid wages during the training activity.
Program Activity YOUTH SERVICES	Program	Definition
Occupational Skills Training	Youth	This is defined as structured, competency-based activities, usually with a set curriculum or learning plan that teaches the learner job specific skills needed to perform actual tasks and functions required by particular jobs or occupational clusters.

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Personal Counseling	Youth	<p>Personal counseling services provided to customers to assist them in their participation in a WIOA- funded program or to retain employment that was gained through WIOA participation. Services may include, but are not limited to:</p> <ul style="list-style-type: none"> a) Assisting participants in realistically assessing their abilities, needs and potential, b) Providing assistance in the development of a customer's vocational goals and the attainment of those goals, c) Assisting customers with any personal problems which arise during the course of program participation or on the job after employment has been achieved, d) Parental/spousal involvement services, and e) Referral to other agencies which provides different or more comprehensive counseling services
Pre-Apprenticeship Training	Youth	Classroom training activity which provides a client with the skills necessary to enter an apprenticeship program.
Basic Academic Training	Youth	Classroom training intended to increase basic reading and math skills above deficiency levels.
Program Activity YOUTH SERVICES		
	Program	Definition
Short Term Pre-Vocational Skills Training	Youth	Short-term prevocational services, including development of learning skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training. Business Internships and work experiences that are linked to careers.
Vocational Exploration	Youth	Vocational Exploration is the process of learning about yourself and the world of work, identifying and exploring potentially satisfying occupations and developing an effective strategy to realize goals.
Program Activity YOUTH SERVICES		
	Program	Definition
Financial Literacy Education	Youth	<p>Financial literacy services provided to customers to assist them during their participation in WIOA program which include:</p> <ul style="list-style-type: none"> a) support to create household budgets, b) initiate savings plans, and c) make informed financial decisions about education, retirement, home ownership, or other savings goals.

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Program Activity YOUTH SERVICES	Program	Definition
Labor Market Information	Youth	Provision of workforce and labor market employment statistics information, including the provision of accurate information, relating to local, regional, and nation labor market areas, including job vacancy listings in labor market areas, information on job skills necessary to obtain the vacant jobs listed, and information relating to local occupation in demand and the earnings, skill requirement, and opportunities for advancement for those jobs
Job Search Skills Training	Youth	Job search skills services provide information for clients designed to assist them in successfully searching for employment. Services may include but are not limited to; classes in resume writing, applying for jobs, skills for interviewing with future employers, Computer Literacy skills, career awareness, labor market information and on demand job information that will assist clients in finding a job that is relevant to their skill set and experience level.

Program Activity SAME-DAY SERVICES/ YOUTH	Program	Definition
Career Planning (Vocational Counseling)	Youth	Provision of individualized counseling to clients to assist them in determining whether or not their existing skills are in demand in the local economy. If marketable skills are found to exist, the client should be directed to activities which assist him/her in obtaining job search skills or locating potential employment opportunities. If marketable skills do not exist, the client should receive information about skills which are in demand, the training needed to obtain employment in these occupations, and training assistance which can be provided by the WIOA program.
Case Management	Youth	Case management is a process for ensuring that a participant's training and service needs are met over the course of his/her participation in the WIOA Title 1B program. Case management involves periodic review of progress toward mutually agreed upon training and employment goals and, if necessary, referral to training and/or services available from non-WIOA sources or revisions in the training/services needed by the participant to achieve the desired program outcome.

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Job Referral and Placement Services	Youth	Individualized assistance by a counselor who matches a participant with existing job openings which are related to the customer's prior job experience or with the training program the individual has completed. Case managers also provide training in job search techniques, interview preparation and discuss the interview process after an interview has been completed.
Self-Directed Job Search	Youth	Activity in which the customer has primary responsibility for the job search process including locating relevant job openings and setting up interviews with potential employers. Individual counseling should be available to the customer on a periodic basis to provide feedback on and assistance for the customer's job search. The customer should also have access to job listings, telephones and clerical support to assist in his or her job search.
Program Activity SUPPORTIVE SERVICES	Program	Definition
Cash Incentives/ Stipends	A & DW Youth	Cash payments to youth who are enrolled in a training program for the purpose of providing an incentive to continue his or her participation. In order to qualify for such payments, a youth must be meeting or exceeding defined performance and attendance criteria. If a customer is enrolled in any other program which provides financial assistance such as paid work experience or on-the-job training, then cash incentives/stipends are not appropriate.
Child/ Dependent Care	A & DW Youth	Services provided to a customer to permit his/her participation in a WIOA-funded core, intensive or training program or their retention of a job gained through WIOA participation by ensuring that children or other dependents of the customer are properly cared for during the period of time a customer is in training or at work. Assistance may include child/adult day care or after school programs which are in-home or outside the home. Child care usually includes supervision and shelter and may include meals and transportation.
Program Activity SUPPORTIVE SERVICES	Program	Definition

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Program Activity SUPPORTIVE SERVICES	Program	Definition
Other Supportive Services	A & DW Youth	<p>Other supportive services that are made available to customers to enable their participation in a WIOA-funded core, intensive or training program or to assist them in retaining a job gained through WIOA participation. These may include, but are not limited to:</p> <ul style="list-style-type: none"> a) Meals; b) Temporary shelter; c) Tools, uniforms or equipment needed for training or employment; or d) Other reasonable expenses to permit a customer to participate in the WIOA program or keep his or her job.
Transportation	A & DW Youth	<p>Services provided to a customer to permit his/her participation in a WIOA-funded core, intensive or training program or retention of a job gained through WIOA participation by ensuring that he or she has the ability to make the trip from his or her residence to the training or employment site (and child care site, if necessary) and back. Assistance may include the cost of public transportation or mileage reimbursement if the customer is using his or her own automobile for transportation purposes.</p>

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Program Activity FOLLOW-UP SERVICES	Program	Definition
Follow-up Services	A & DW Youth	<p>Activity which is designed to provide continuing support to adults and dislocated workers who entered employment and to all youth who have exited the program.</p> <p>The goal of follow-up services for adults and dislocated workers who enter employment at exit is to ensure job retention, wage gains and career progress. Follow-up services must be made available for a minimum of 12 months following the first day of employment, but provision of such services are dependent on the needs of the customer as reflected in the individual's employment development plan. Follow-up services may include, but are not limited to additional career planning and counseling, contact with the customer's employer including assistance with work related problems, peer support groups, information about additional educational opportunities and referral to supportive services available in the community.</p> <p>Follow-up services must be provided to all youth participants for not less than 12 months after program completion. Services may exceed 12 months at the local board's discretion. The appropriate set of follow-up services is dependent on the needs of the individual participant. The scope of services may be less intensive for youth who only participated in the summer youth employment program.</p> <p>Services for youth may include:</p> <ul style="list-style-type: none"> a) Leadership development; b) Supportive services; c) Regular contact with the youth's employer including assistance in addressing work-related problems; d) Assistance in securing better paying jobs, career development and further education; e) Work-related peer support groups; f) Adult mentoring; and g) Tracking the progress of the youth in employment after training.