



WIOA

Professional Development

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WIOA SERVICES MATRIX: SUPPORTIVE SERVICES, FOLLOW UP, AND Q&A OPEN SESSION

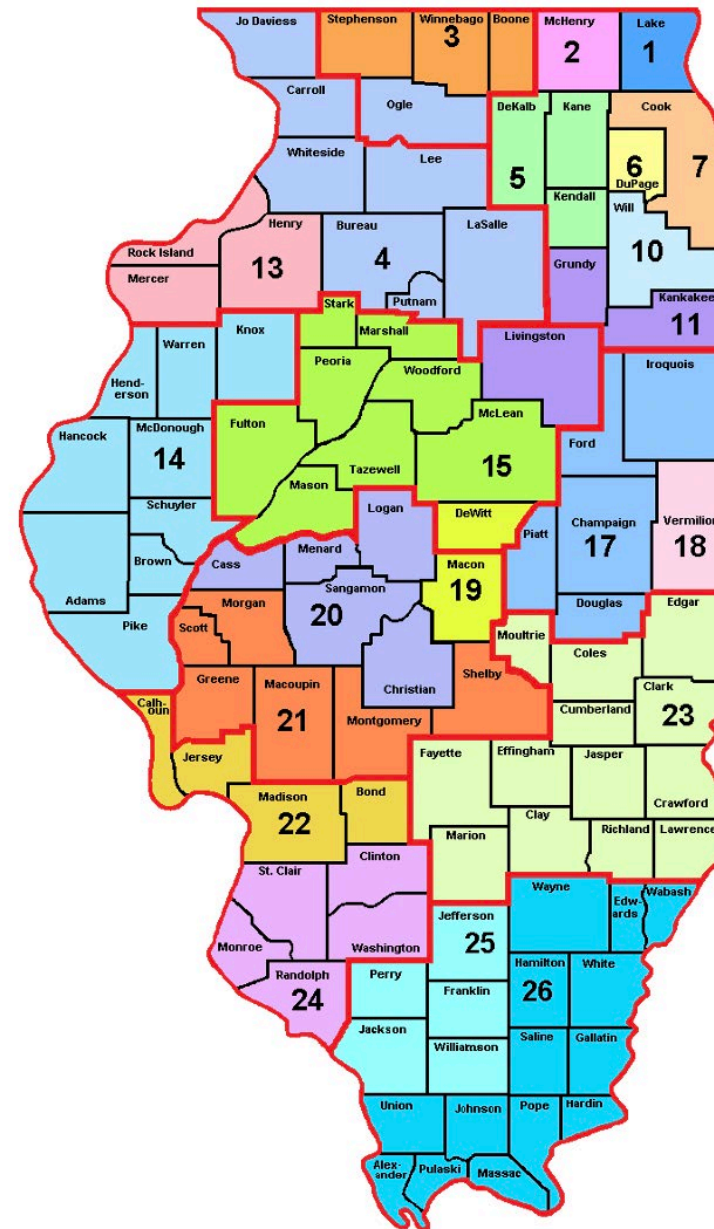
April 15, 2025



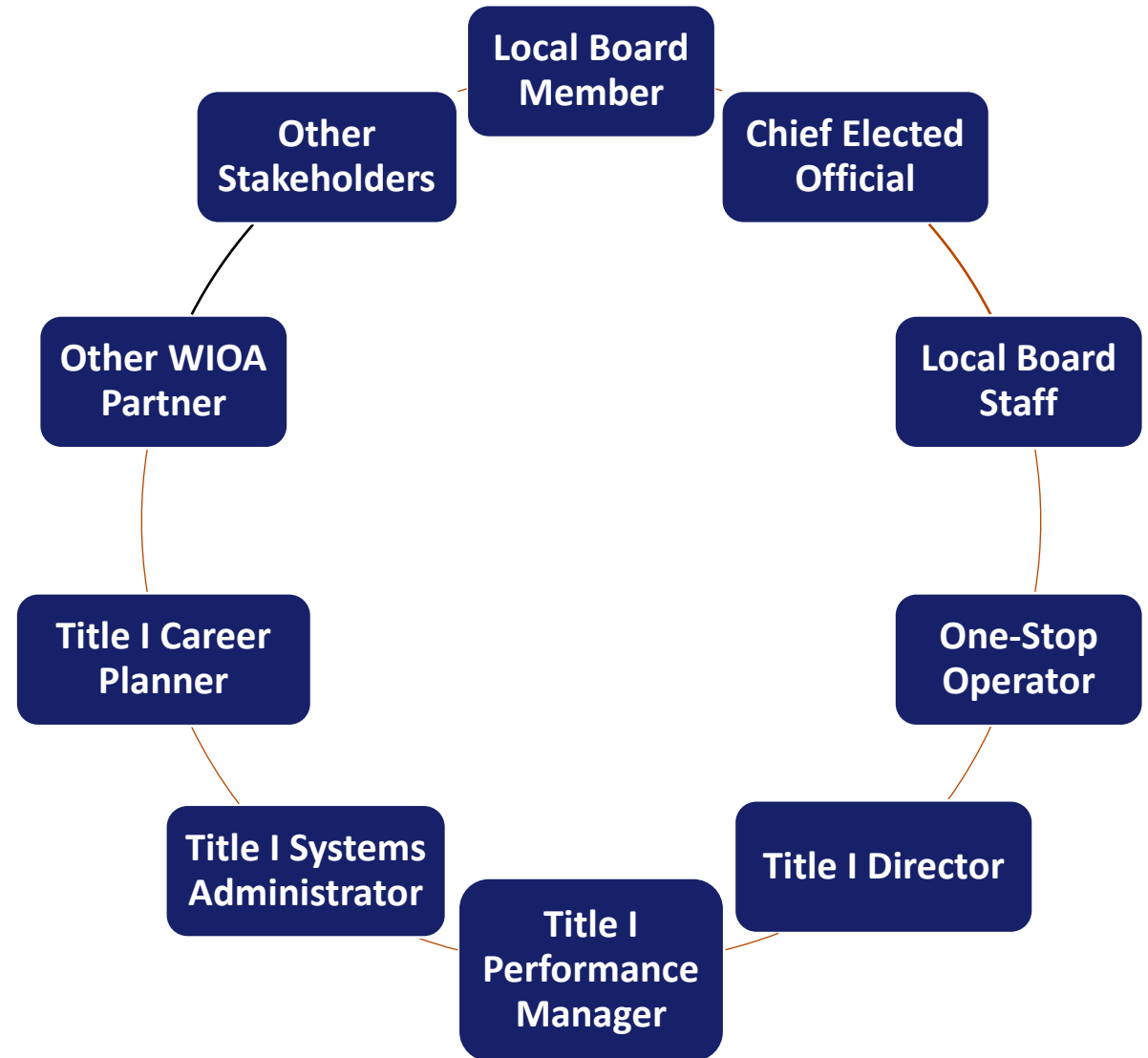
Antonio Gomez

- Workforce Development Coordinator
 - Illinois Center for Specialized Professional Support
- abgome2@ilstu.edu

Where is Your Local Area?



What is Your Role in the WIOA System?

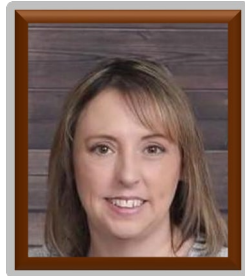


State Team



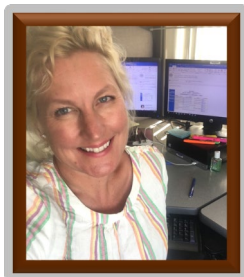
Mark Burgess

Performance Unit, Manager
Office of Employment and Training - OET
Illinois Department of Commerce and
Economic Opportunity



Lora Dhom

WIOA Policy Unit, Manager
Office of Employment and Training - OET
Illinois Department of Commerce and
Economic Opportunity

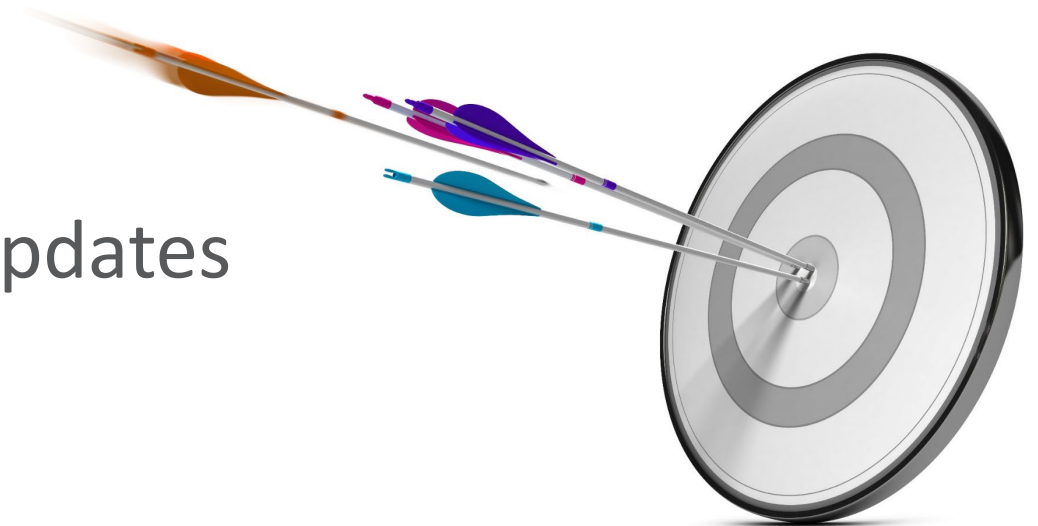


Paula Barry

Reporting and Performance
Office of Employment and Training - OET
Illinois Department of Commerce and
Economic Opportunity

Today's Objectives

- WIOA Adult, Dislocated Worker and Youth -
- Supportive Services
- Follow Up Services
- Services Matrix Version 2 (2025) Updates
 - Q & As
 - Chat Comments & Responses
- Open Mics for Questions



Services Matrix – Supportive Services

WIOA Title IB Supportive Services (SS):

- Are necessary to enable a participant to successfully participate in WIOA activities for Youth or career and training activities authorized under WIOA for Adults and Dislocated Workers.
- Must be allowable in local policies.
- Must be identified in the IEP or ISS.
- Should be provided after staff-assisted career service such as "Career Planning" or assessments to document the discussions that substantiate the need for supportive service(s).

Note

Supportive Services do not trigger enrollment, are not allowed to be provided as a first enrolling service and do not extend participation or program exit in WIOA programs.

. Data Element Nos. 1409 and 1500)

WIOA Title I Supportive Services

ices are necessary to enable a participant to successfully take part in WIOA activities for Youth or career and training activities authorized under WIOA for ry. In addition, Local Workforce Innovation Boards (LWIBs) must develop a supportive services policy that ensures resource and service coordination in the procedures for referral to such services, including how such services will be funded when they are not otherwise available from partners or other sources.

Service/Activity Label (IWDS)	IWDS Table Value	Definition	Same-Day Service?
<u>SS-Child/Dependent Care</u>	491	Services provided to a participant to permit participation in a WIOA-funded career service or training program or their retention of a job gained through WIOA participation by ensuring that children or other dependents of the participant are properly cared for during the period of time a participant 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. Childcare usually includes supervision and shelter and may include meals and transportation.	Yes
<u>SS-Transportation</u>	492	Services provided to a participant to permit participation in a WIOA-funded career service 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 childcare site, if necessary) and back. Assistance may include the cost of public transportation or mileage reimbursement if the participant is using his or her vehicle for transportation purposes.	Yes
<u>SS-Healthcare</u>	493	Services provided to a participant to permit participation in a WIOA-funded career service or training program or retain employment that was gained through WIOA participation by ensuring that needed health services are made available. Health care services may include,	

1A/1D Supportive Services

1A/1D Supportive Services:

- Can only be provided to WIOA *participants*.
- WIOA is the funder of last resort if no other funding for support is available.
- Referrals are to be made where applicable.
- See TEGL 10-16, Change 3 and state Supportive Services policy.

(Data Element Nos. 1409 and 1500)

WIOA Title I Supportive Services

Services are necessary to enable a participant to successfully take part in WIOA activities for Youth or career and training activities authorized under WIOA for Title I. In addition, Local Workforce Innovation Boards (LWIBs) must develop a supportive services policy that ensures resource and service coordination in the procedures for referral to such services, including how such services will be funded when they are not otherwise available from partners or other sources.

Service/Activity Label (IWDS)	IWDS Table Value	Definition	Same-Day Service?
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<u>SS-Transportation</u>	492	Services provided to a participant to permit participation in a WIOA-funded career service 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 childcare site, if necessary) and back. Assistance may include the cost of public transportation or mileage reimbursement if the participant is using his or her vehicle for transportation purposes.	Yes
<u>SS-Healthcare</u>	493	Services provided to a participant to permit participation in a WIOA-funded career service or training program or retain employment that was gained through WIOA participation by ensuring that needed health services are made available. Health care services may include,	

Youth Supportive Services

Youth Supportive Services:

- Youth Program Element #7.
- Can be provided as a Follow-Up service and, therefore, can occur after exit without delaying the exit date.

Data Element Nos. 1409 and 1500)

WIOA Title I Supportive Services

Services are necessary to enable a participant to successfully take part in WIOA activities for Youth or career and training activities authorized under WIOA for the participant. In addition, Local Workforce Innovation Boards (LWIBs) must develop a supportive services policy that ensures resource and service coordination in the procedures for referral to such services, including how such services will be funded when they are not otherwise available from partners or other sources.

Service/Activity Label (IWDS)	IWDS Table Value	Definition	Same-Day Service?
<u>SS - Child/Dependent Care</u>	491	Services provided to a participant to permit participation in a WIOA-funded career service or training program or their retention of a job gained through WIOA participation by ensuring that children or other dependents of the participant are properly cared for during the period of time a participant 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. Childcare usually includes supervision and shelter and may include meals and transportation.	Yes
<u>SS - Transportation</u>	492	Services provided to a participant to permit participation in a WIOA-funded career service 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 childcare site, if necessary) and back. Assistance may include the cost of public transportation or mileage reimbursement if the participant is using his or her vehicle for transportation purposes.	Yes
<u>SS - Healthcare</u>	493	Services provided to a participant to permit participation in a WIOA-funded career service or training program or retain employment that was gained through WIOA participation by ensuring that needed health services are made available. Health care services may include,	

Supportive Services – Q&A

Question:

What if there is a need to provide uniforms prior to their training start date, how would you document the Supportive Services?

Answer:

This would be recorded as a supportive service “SS - Uniforms”. This requirement should be documented in the IEP or ISS, and case notes should reflect the need to provide the uniforms before the training start date.



Note

This process should be used if there is a need for such items as tools, safety equipment, etc. and documented under “SS – Tools/Equipment”.

Supportive Services – Q&A

Question:

Is it OKAY to provide a Supportive Service for transportation to prepare for licensing exams after the related occupational skills training ended?

Answer:

Yes. The Supportive Service must be listed in the IEP or ISS. Case notes should provide information that indicates support is directly related to successfully completing the training licensure exam, for example, or obtaining and retaining employment. The related career service or youth element must be documented if provided by LWIA.

Note

For IA/ID “SS” are only allowed during participation. Likely there is a career service related to the provision of the support so must be documented.



IA/ID Supportive Services – Q&A

Question:

A discussion with my participant made me aware that a gas card is needed to attend practice sessions to pass a licensing exam related to their Occupational Skills Training that ended 3 weeks prior. This was not included in the IEP already. Am I allowed to provide this?

Answer:

Yes. The need for the gas card should be justified and directly related to a career or training service.

- SS must be documented.
- The IEP itself isn't the service but the mechanism to list the career or training service and plan for the support to achieve the goal.
- Not a change to their training or career plan/path.
- No episode is required.
- Case notes only.



IA/ID Follow-Up Services

IA/ID Follow-Up Services:

- Starts with employment (occupation goal).
- Up to 12 months.
- Reference items a.) – f.) from services matrix.
- OKAY to provide during participation if employment occurs prior to last service.
- Activities are related to their employment.
 - Used for employment retention and part of transition to case closure, exit.
- Document specific activities received in case notes.
- See Services Matrix tab & State Policy.

Follow-Up Services: WIOA Title I Adult, Dislocated Workers, and Youth

IRL DATA ELEMENT NO.	Service/Activity Label (IWDS)	IWDS Table Value	Definition	Same-Day Service?
1503	<u>Follow-Up Services</u>	490	<p>Adult and DW -</p> <p>Follow-up services must be provided, as appropriate, for participants in adult or dislocated worker workforce activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment per the Follow-Up Services policy. Follow-up services must meet the needs of the participant and may include, but is not limited to the following:</p> <ul style="list-style-type: none"> a) Counseling individuals about the workplace; b) Contacting individuals or employers to help secure better paying jobs, additional career planning, and counseling for the individual; c) Assisting individuals and employers in resolving work-related problems; d) Connecting individuals to peer support groups; e) Providing individuals with information about additional educational or employment opportunities; and f) Providing individuals with referrals to other community resources. 	No

Knowledge Check

POLL 1 – IA/ID Follow-Up Services

Which of the following is not a Follow-Up Service for the Adult and Dislocated Worker Programs

Answer:

- A. Counseling individuals about the workplace
- B. Contacting individuals or employers to verify employment
- C. Contacting individuals or employers to help secure better paying jobs
- D. Assisting individuals and employers in resolving work-related problems
- E. Connecting individuals to peer support groups



Knowledge Check

POLL 1 – IA/ID Follow-Up Services

Which of the following is not a Follow-Up Service for the Adult and Dislocated Worker Programs

Answer:

- A. Counseling individuals about the workplace
- B. **Contacting individuals or employers to verify employment**
- C. Contacting individuals or employers to help secure better paying jobs
- D. Assisting individuals and employers in resolving work-related problems
- E. Connecting individuals to peer support groups



IA/ID Follow-Up Services

IA/ID Follow-Up Services:

Follow-Up services must meet the needs of the participant and may include:

- Counseling individuals about the workplace
- Contacting individuals or employers to help secure better paying jobs
- Assisting individuals and employers in resolving work-related problems
- Connecting individuals to peer support groups
- Providing individuals with information about additional educational or employment opportunities
- Providing individuals with referrals to other community resources

Follow-Up Services: WIOA Title I Adult, Dislocated Workers, and Youth

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IA/ID Follow-Up Services

Follow-Up Service Highlight

Workplace Counseling:

- “Soft skills” such as professionalism or work ethic, oral and written communication, or collaboration skills once a participant has entered unsubsidized employment.
- Assist individuals in succeeding in the job/employment gained due to participation in the program.
- Advice or help understanding the demands of working, following management direction, knowing appropriate attire, including personal safety equipment and clothing, or being timely in starting and ending their work shift.



IA/ID Follow-Up Services - Application

“Active” Enrolled Career Service – During Participation

“Referred to Employment/Placement Assistance (STAFF ASSISTED)”

“Career Counseling/Guidance Services (STAFF ASSISTED)”

- Career Planner who matches a current WIOA *participant* with employers and existing job openings
- Advise to assist the job seeker in making occupation or career decisions
- Placement and activities occur during program participation

Follow-Up Service – After Last Planned Service

Counseling individuals about the Workplace

“Workplace Counseling”

Contact to Help Secure Better Paying Job –

“Upward Mobility Opportunities”

- Assistance with *maintaining* the job/employment a *former* WIOA “participant” gained as a result of participation in the program
- Occur after last active service and date of exit is determined

IA/ID Follow-Up Services - Application

“Active” Enrolled Career Service – During Participation

“Referred to Employment/Placement Assistance (STAFF ASSISTED)”

“Career Counseling/Guidance Services (STAFF ASSISTED)”

Examples:

- Staff research and analysis of participant’s prior job experience, career goals, and occupational interests for job placement
- Employment research may be focused on the training program the individual has completed
- Staff may provide supportive services to assist in acquiring employment or starting work

Follow-Up Service – After Last Planned Service

Counseling individuals about the Workplace

“Workplace Counseling”

Contact to Help Secure Better Paying Job –

“Upward Mobility Opportunities”

Examples:

- Career Planner working with both the employer and participant;
- Assistance with work-related problems
- Contact to secure better-paying jobs
- Additional career planning and counseling

Youth Follow-Up Services

Follow-Up Services: WIOA Title I Adult, Dislocated Workers, and Youth

IRL DATA ELEMENT NO.	Service/Activity Label (IWDS)	IWDS Table Value	Definition
			<p>elements:</p> <ul style="list-style-type: none"> a) Supportive services; b) Adult mentoring; c) Financial literacy education; d) 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; e) Activities that help youth prepare for and transition to postsecondary education and training; and f) Other services necessary to ensure the success of the youth in employment and/or postsecondary education.

Youth Follow-Up Services

Youth Follow-Up Services:

- **Must** be made available to all WIOA Youth for a minimum of twelve (12) months from the exit per the Follow-Up Policy.
- Are “critical services provided following a youth’s exit from the program to help ensure the youth is successful in employment and/or postsecondary education and training.
- May include regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise.”
- May begin immediately following the last expected date of service in the Youth program.
- "Look like" some Youth program elements.

Note

- See Youth Follow-Up Policy for more information.
- Follow-Up Services do not change the program exit date or trigger re-enrollment in the program.

es - (PIRL Data Element NOS. 1412 and 1503)

Follow-Up Services: WIOA Title I Adult, Dislocated Workers, and Youth



PIRL DATA ELEMENT NO.	Service/Activity Label (IWDS)	IWDS Table Value	Definition	Same-Day Service?
1412			<p>Youth - Follow-up services must be made available to <u>all</u> WIOA Youth for a minimum of twelve (12) months from the exit per the Follow-up Policy. 20 CFR § 681.580 describes follow-up services as “critical services provided following a youth’s exit from the program to help ensure the youth is successful in employment and/or postsecondary education and training. Follow-up services may include regular contact with a youth participant’s employer, including assistance in addressing work-related problems that arise.” Follow-up services may begin immediately following the last expected date of service in the Youth program (and any other DOL program in which the participant is co-enrolled if the state is using a common exit policy as discussed in TEGL No. 10-16, Change 2) when no future services are scheduled. Follow-up services do not cause the exit date to change and do not trigger re-enrollment in the program. The final rule also states that follow-up services for youth also may include the following program elements:</p> <ul style="list-style-type: none"> a) Supportive services; b) Adult mentoring; c) Financial literacy education; d) 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; e) Activities that help youth prepare for and transition to postsecondary education and training; and 	No

Youth Follow-Up Services

Question:

- What are Youth Follow-Up Supportive Services?

Answer:

- Follow-Up Supportive Services only apply to WIOA Title I Youth.
- See Follow-Up tab and policy.
- All supportive services that are allowed for Youth during participation are allowed during follow up.
- Must "support" another Youth Program Element (including the element of Follow-Up.)
- Rules apply! Local policy, ISS



General Follow-Up Services Guidance

- It is the responsibility of the Career Planner to determine, in conjunction with the Participant, which locally allowable Follow-Up Services would best suit the individual's circumstances.
- An evaluation should be conducted to determine the appropriate Follow-Up Services a participant requires to be successful.
- Follow-Up Services should be provided as often as necessary throughout the required twelve (12) months.
 - At a **minimum**, it should occur at least every thirty (30) days for the first three (3) months and then **must** occur at least once a quarter for the remainder of the **twelve (12) month period**.
 - This aligns with quarterly Post-Exit reporting requirements to capture certain performance outcomes.

General Follow-Up Services Guidance



- Local Workforce Innovation Boards (LWIBs) must establish policies that define what activities are appropriate for Follow-Up Services, as well as identify when to provide Follow-Up Services to participants.
- With the issuance of the new State Policy, each LWIB must examine its own local policy and make appropriate updates to align with federal and state guidance.
- Career Planners must be aware of the Local Policy on Follow-Up Services as they evaluate the needs of each participant and determine appropriate services to be provided.
- Post-exit quarterly reporting of participant earnings (if applicable) is not always consistent or reported.

Q&A

Question:

- Would you use “Referral to Employment and Placement” activities to record the time spent doing paperwork for a work experience of OJT?

Answer:

- No, paperwork is an administrative function, not a service provided/benefit to customer.
- Defined: Assistance by a career planner **in a one-on-one setting** who matches a participant with existing job openings that are related to the participant's prior job experience, career goals, and occupational interests or with the training program the individual has completed. This includes **setting up interviews with potential employers.**
- **If no prior experience, merely exploration occurred then Career Information Services (STAFF ASSISTED) could be another option.**

Q&A

Question:

- Employment 101 in Illinois workNet encompasses several service lines. I feel like it could go under Short Term Pre-Vocational Service (Job Readiness) or Workforce Preparation Skills. In your opinion, what is the correct service line?

Answer:

- No. Employment 101 is not one-on-one staff assisted service provided by Staff. It is a self-service tool for an individual (participant or not).
- However, IF a Career coach/planner works on a one-on-one basis with a participant to understand results of the Employment 101 assessment, update career plan, provide services, etc., that would be reported appropriately. Example might include an assessment or career information services based on results.
- Add to IEP/ISS and MIS.
- The steps for completing 101 are not an IA/ID career service or Youth element.



Q&A

Question:

- Please re-explain adding service Episodes versus General Case Notes. There was a slide in the IA/ID session that explained this. For example, someone earlier gave a good reminder in the chat of which slides to utilize as resources for episodes vs. general case notes, and a good example to support it.

Answer:

- Episodes are direct service, or benefit received by customer. This requires participation so the episodes keeps participation open and will not prompt 90 day exit rule/clock if no service.
- General/Standard Case Notes: notes taken for tracking administrative, case management activities that need to occur as part of assisting a customer but provide no real service or benefit to the customer. One way check ins, asking to send in pay stubs or certificates. Performance tracking. Important but not service the customers directly.



Q&A

Question:

- For healthcare programs, if an individual isn't accepted into the healthcare program but is taking general education classes such as English & Biology to apply for the healthcare program, then do career planners open an Occupational Skills Training (OST) line & not a Prerequisite Training line?

Answer:

- Yes, correct. Open an OST if provided in the training program.
- **If the training meets the additional criteria in the enrollment element, the enrollment date will be the same as the training entry date.**



Q&A

OST Reporting Continued:

Comment:

We were previously told to only open the occupational training line when they were officially accepted into the program.

Response:

While waiting to be accepted into a program of study, a participant takes classes or courses that are part of a program of study listed in the program of study curriculum; they are included in the occupational skills training service.

- See TEN 19-22 Change 1: Defines enrollment in training as “the first day that a participant attends the training (either virtually or in person) ...as applicable.”



Q&A

Question:

- How long of a pause can an individual be in Future Scheduled Service?

Answer:

- Between 91 and 180 Days.

Example Support in case notes.

- *A participant may be scheduled for future service(s) when a situation arises that will temporarily prevent program participation for greater than ninety (90) consecutive calendar days with a specific date on which the participant will return for planned services. Future services must be scheduled for more than ninety (90) days but no more than one hundred and eighty (180) days.*



Q&A

Question:

- When our Title II adult education provider is doing the GED classes for our Out-of-School Youth (OSY) participants shall we enroll them in the Alternative School Dropout Recovery (Element #2) even if Title I Youth funds are not paying for the education or any component of the element?

Answer:

- Yes. Programs should report the Alternative School/Dropout Recovery for OSY who are in Non –WIOA Title I funded secondary education such as Adult Education/HiSET (High School Equivalency Test).
- The key to element 2 is that you are doing and funding the list of acceptable activities listed. i.e.; counseling/coaching, educational plan development, assisting with placements, etc.)
- Note that TEGL 10-16, Change 3 discusses the co-enrollment.
- Out of School Youth only.
- Triggers Youth "Training" measures, YCAR and YMSG.



Knowledge Check

POLL 2 – Services Matrix Update – “Go Live”

- Fact: One of the Services Matrix V2 (2025) changes is to the “Youth Career Planning” service (LMI Element 13). The new service label (code) for this became available for the first time upon deployment Friday, April 11th.
- True or False:
- For all current and new Youth, I must add this new Youth Career Planning service code since it has never existed in the dropdown prior to “Go-Live”. If provided as first element it will trigger enrollment. Service episodes for youth career planning activities will be added and extend participation.

Answer:

- A. True
- B. False

Knowledge Check

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- Fact: One of the Services Matrix V2 (2025) changes is to the “Youth Career Planning” service (LMI Element 13). The new service label (code) for this became available for the first time upon deployment Friday, April 11th.
- True or False:
- For all current and new Youth, I must add this new Youth Career Planning service code since it has never existed in the dropdown prior to “Go-Live”. If provided as first element it will trigger enrollment. Service episodes for youth career planning activities will be added and extend participation.

Answer:

- A. True
- B. False

Q&A

Question:

- Education Offered Concurrently with Workforce Prep program: If a youth is in a ICAPS program, would we open an occupation training line & this line? For example, a youth in cna ICAPS. Do both lines get opened?

Answer:

- No
- ICAPS programs must be recorded in the “Education Offered Concurrently with Workforce Preparation” element and not the individual elements that make up the entire program.
- If the Occupational Skills Training (OST) is provided under the ICAPS, do not report a separate OST.
- The ICAPS will trigger the “training” performance measures.
- See the Adult Education and Integrated Career & Academic Preparation System (ICAPS) policy.



Q&A

Question:

- If a customer is trying to become an LPN and needs to take prerequisite classes before they are accepted into the program, then is that not considered prerequisite?

Answer:

- No.
- Courses or classes that are stand alone and not a part of the Occupational Skills Training program should not be reported as a “Prerequisite Training”.
- Courses/classes alone do not provide a recognized certification/credential.
- Prerequisite training courses, alone, do result in a credential.



Q&A

Question:

What date should be used to report when a training service, such as “Occupational Skills Training” has ended?

Answer:

- Last date participant attended service provided as part of the training program.
- This includes exams IF it is provided as part of the program paid for by the provider/school.
- Reference training program description.
- If ITA covered the exam as part of the program, the training program end date will be the date of the exam.
- If exam not paid for by ITA, but funded by "Other Supportive Services", it is allowable to document after training end date (last day of class).
- Support end date, exam funding and/or SS in ISS or IEP.
- Reference **TEN 19-22 Change 1!**



Q&A

TEN 19-22 Change 1

iv. End of Training

The date on which a training program ends is the last date the participant attended any service provided as part of that training, including the dates of examinations if they were provided as part of the service. This date should be reflected in *Date Completed*, or *Withdrew from, Training #1* (PIRL 1308), *Date Completed*, or *Withdrew from, Training #2* (PIRL 1313), *Date Completed*, or *Withdrew from, Training #3* (PIRL 1318). *Date Completed, During Program Participation, an Education or Training Program Leading to a Recognized Postsecondary Credential or Employment* (PIRL 1813), if applicable, should be populated on completion of the last planned training that meets the requirement in the participation.



Q&A



Question:

- If we align Academic (School or Training Provider classes or programs) with the work-based learning occupation components, does that address the academic piece you want aligned with the WBL?
- Meaning we identify programs that would align with the WBL, but they are not enrolled in training, but we have identified academic/industry classes that do align. Does that work?

Answer:

NEXT Slide

Q&A



Answer:

- No. Work experiences for Youth must include academic and occupational education components that include the information necessary to understand and work in specific industries and/or occupations.
- For Example, if a youth is doing a work experience in a hospital, the *occupational education* could be learning about the duties of different types of hospital occupations, such as phlebotomist, radiology tech, or physical therapist. The *academic education* could be learning some of the information individuals in those occupations need to know, such as why blood type matters, the name of a specific bone in the body, or the function of a specific ligament.

Q&A

Question:

- Does the non-WIOA partner-funded training need to be an occupation on the Demand Occupation Training List (DOTL) and in-demand to provide supportive services?

Answer:

- The non-WIOA partner-funded training does not need to be an occupation on the DOTL and in-demand to provide supportive services; however, for the individual to obtain employment after training, it would ideally be an in-demand occupation on the DOTL.



Q&A

Question:

With the changes in the services matrix, are we going to have a deadline to update files for participants who are now showing as over the 90-day active services limit due to their last enrolling service being “Group Workshops/Job Clubs”?

Answer:

- Yes. Please review the one-on-one services provided for each participant whose last service is “Group Workshops Research/Job Clubs” ASAP, no later than **Thursday, May 1, 2025**.
- Career planners must exit and/or update the records.
- Additional considerations should include:
 - Proper reporting, compliance.
 - Less OET exit requests if addressed immediately.
 - Use *Days Since Last Active Service* report.



Q&A

Question:

- Where can I find copies of the service matrix?

Answer:

- The updated WIOA Title IB Services Matrix is attached to **ePolicy Chapter 4.2, Career Planning** and located at www.illinoisworknet.com/ePolicy
- This is where you should always look for the most current version of the Matrix.
- The redlined version shows what has changed from the original 2023 version and are provided in excel and Adobe .pdf formats for reference.
- Lora Dhom e-mail: Friday 4/11/2025 2:41. pm.
- Four versions attached: (PDF, Excel, Clean and “Red Lined”)





What's Next for WIOA Services Matrix Technical Assistance?

The following Listing of Topics and Dates is for ALL Users of the Illinois Workforce Development System (IWDS) or Illinois workNet[®]. If located in LWIA 7 and use the Career Connect reporting system, please check with your Administrator for dates of Technical Assistance. You do not need to attend our webinars on the 8th, 11th, or 15th.

- **April 4th, 2025: 10:00 am - 11:30 am**
WIOA Title I Services Matrix Overview – Session 1
- **April 8th, 2025: 10:00 am – 11:30 am**
Adult and Dislocated Worker Services Matrix– Session 2
- **April 11th, 2025: 10:00 am – 11:30 am**
Youth Services Matrix - Session 3
NOTE: Go Live Date in IWDS 04/11/25 Overnight
- **April 15th, 2025: 10:00 am – 11:30 am**
WIOA Supportive Services, Follow-Up and Open Question and Answer – Session 4



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OET Contacts



Illinois
Department of Commerce
& Economic Opportunity
OFFICE OF EMPLOYMENT & TRAINING

WIOA Policy Questions

Lora Dhom

WIOA Policy Manager

✉ lora.dhom@Illinois.gov

WIOA Performance Questions

Paula Barry

*Performance, Technology and
Reporting*

✉ paula.barry@Illinois.gov

✉ Cc: mark.a.burgess@illinois.gov

WIOA IWDS/Systems Questions

Jim Potts

Reporting Unit

✉ james.potts@Illinois.gov

thank you