

WIOA

Professional Development

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WIOA SERVICES MATRIX: TITLE IB YOUTH PROGRAM ELEMENTS

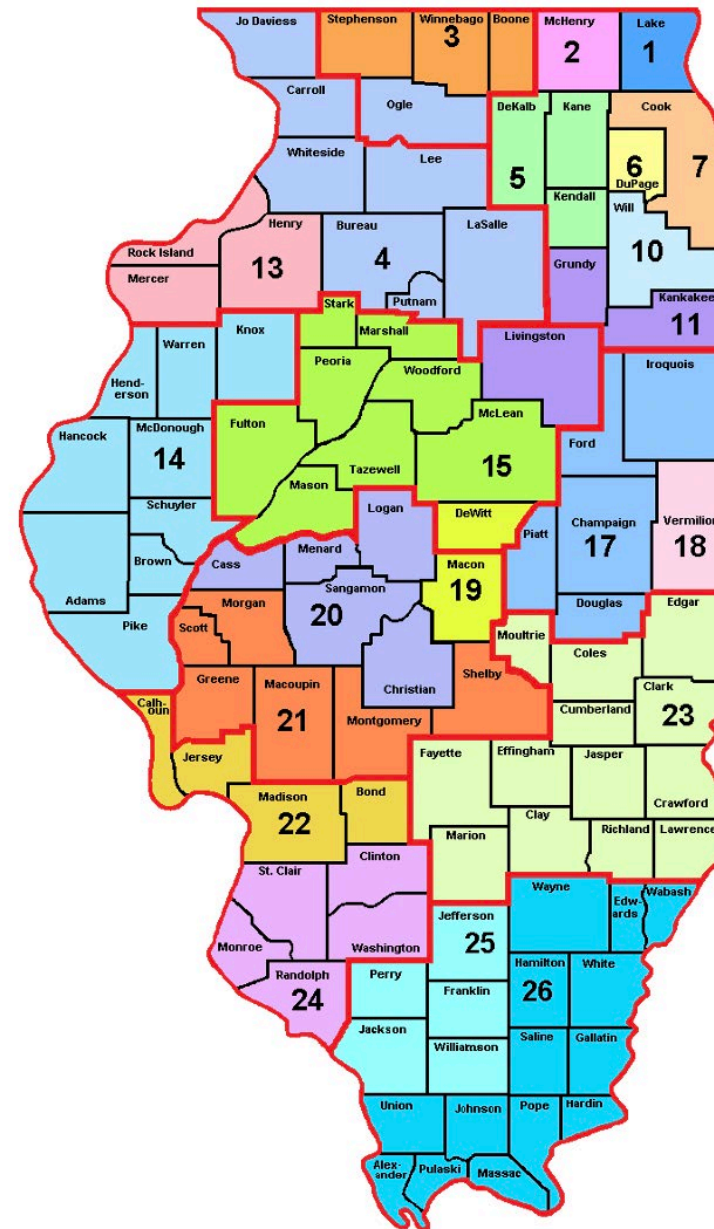
April 11th, 2025



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Where is Your Local Area?



What is Your Role in the WIOA System?

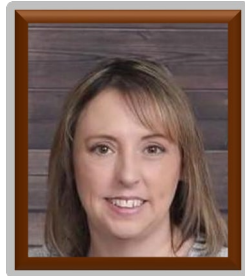


State Team



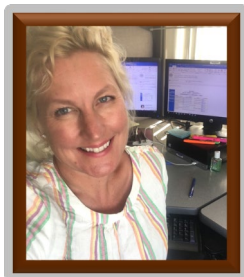
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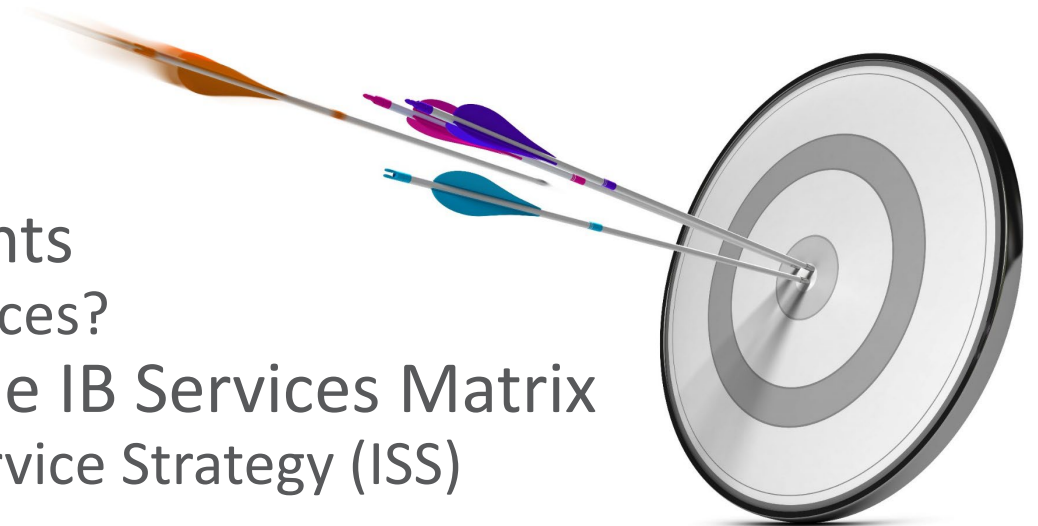


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Today's Objectives

- WIOA Title IB Youth
- Services Matrix Version 2 (2025) Updates
 - **Three Youth “Pre-Enrollment Requirements”**
 - **Youth Career Planning**
 - **Group Workforce Research/Job Clubs**
 - Phases of Participant Reporting
- Rundown the 14 Youth Program Elements
 - What are the Available Title IB Youth Services?
- Outline How You Can Use the WIOA Title IB Services Matrix
 - Tool for the Development of Individual Service Strategy (ISS)
 - Performance Reporting Guide
- Interactive, Check-in Polls



Understanding the Common Language

WIOA Services - PIRL OMB Control Number 1205-0521																																										
WIOA Disaster Recovery - (PIRL Data Element No. 1409 and 2004)																																										
WIOA Services - PIRL OMB Control Number 1205-0521																																										
WIOA Work-Based Learning (WBL) Experiences - (PIRL Data Element No. 1205, 1-7)																																										
WIOA Title I Adult, Youth, and Dislocated Workers WBL																																										
WIOA Services - PIRL OMB Control Number 1205-0521																																										
WIOA Follow-Up Services - (PIRL Data Element Nos. 1412 and 1503)																																										
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WIOA Supportive Services - (PIRL Data Element Nos. 1409 and 1500)																																										
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WIOA TRAINING Services - (PIRL Data Element No. 1300, 1-12)																																										
Training Services: WIOA Title I Adult and Dislocated Workers																																										
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WIOA BASIC AND INDIVIDUALIZED CAREER Services - (PIRL Data Element Nos. 1000, 1002-1004, 1007, 1100-1113, 1115-1116, 1200-1203, 1205-1207, 1210-1211)																																										
Staff-Assisted Basic and Individualized Career Services: WIOA Title I Adult and Dislocated Worker																																										
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WIOA YOUTH Services - (PIRL Data Element No. 1205, 1206, 1303-2-11, 1402-1403, 1405, 1407-1415)																																										
YOUTH Program Elements: Education/Career/Training																																										
<table><tr><th>Youth Program Element</th><th>Type of Service</th><th>WIOA Youth Program Elements 1-14: Attachment VII (Section 129C(2))</th><th>Youth Program Element Label (WDS)</th><th>Definition (All definitions are found in TEGL 21-16 Pages 14-23)</th><th>*WIOA Performance Measure(s)</th><th>WEX - 20%: Service Contributes to Youth Work Experience Expenditure Requirement</th><th>Same-Day Service?</th><th>Triggers Participation/Event ends 90 Day Exit Window (Enroll Service)</th></tr><tr><td>1</td><td>Career</td><td>Tutoring, Study Skills Training, Dropout Prevention</td><td>Tutoring/Study Skills Instruction/Dropout Prevention</td><td>Educational Achievement Services: Dropout prevention and recovery strategies that lead to completion of the requirements for a high school diploma or its recognized equivalent. Tutoring, study skills training and instruction that lead to a high school diploma are reported under this program element. 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Follow-Up Services																																										
Work-Based Learning (WBL)																																										
Disaster Recovery																																										

Four Tabs in the Services Matrix Apply to the WIOA Title I Youth Program:

- Youth Program Elements: Education/Career/Training
- Supportive Services
- Work-Based Learning
- Follow-Up

Understanding the Common Language

What are the four general **types** of services for WIOA Title IB Youth?

1. Youth Pre-Enrollment Activities

- Three required activities that support initial enrollment into WIOA Youth program.
- **Services Matrix Version 2 (2025) Revised**
- Do not trigger or extend participation.
- Bottom of Youth tab.

2. Enrollment Services

- Triggers participation
- **Services Matrix Version 2 (2025) Revised**
 - **YOUTH Career Planning**
- Enrollment makes an individual a WIOA participant (registrant).
- Service record or episode extends participation by resetting the clock on the “90-Day Rule” for exit.
- Extends 90-Day Exit Window
 - Each additional service (or episode) begins a new 90-day window to program exit date.
 - Extends participation period and exit.
 - Related to 90-Day Exit rule compliance.
 - Column on Matrix – “Triggers Participation/Extends 90-Day Exit Window (Enrolled Service)”



Understanding the Common Language

What are the four general **types** of services for WIOA Title IB Youth?

3. Same-Day Services

- Staff-assisted services and activities that are completed in one day.
- Same-day service can be provided on one or more days, but each occurrence is considered another episode.
- The service or activity start and end on the “same day”.
- Services cannot be left open.
- Episodes are added to one, original record.
- Case notes are required.
- See matrix column “Same Day Service?” – Yes or No.

4. Non-Enrollment Activities

- Activities that continue supporting the education or employment plan, but don’t trigger participation or extend the exit date.
- Includes the three “required” pre-enrollment activities for Youth.
- Bottom of Youth Tab.



Understanding the Common Language

Services have relationships to:

- **WIOA Performance Measures**

- Matrix - “Performance Measure(s)”
 - This column lists all WIOA performance measures that will apply to participants enrolled in each service.
 - Column indicates service will be counted in the measure (denominator) and outcomes are reported.
 - Career Services and Training Services relate to certain measures.

- **Youth Work Experience (WEX) – 20%**

Matrix – “WEX – 20%

PLEASE
NOTE

- Service may contribute to the 20% Youth Work Experience expenditure requirement.
- When a participant is enrolled in services indicating “Yes”, the costs associated with the service may count towards the LWIB’s 20% rate.

Note

Service “rules” may apply to definitions, documentation, and reporting.

Understanding the Common Language

The Rules that apply to services are found in:

- **Definitions:** Circumstances and expectations that are created by provision of the services and are tied to policy.
- **Documentation & Sources:** Provision of certain services must be validated and supported by appropriate recording of activities by data entry and uploading documents in Management Information System (MIS) i.e.; IWDS and Career Connect and Illinois workNet.
- **Reporting:** Timely data entry and reporting of appropriate activities and services as they occur to have complete data integrity, accurate tracking of participant services, and full accountability of the program.
- **Case Management Systems:** The system has edits that track the timing and follow through of the services.
- **Integrity:** Prompt, complete, and thorough case management service delivery actions from application all the way through exit and follow-up services is critical.
- **Accountability:** 10-day Rule for adding services in MIS.

WIOA Title IB Services Matrix - Demo

WIOA Services - PIRL OMB Control Number 1205-0521, TEGL 21-16, and TEGL 10-16, CH 3 Attachment VII Table B Participant Level Services Chart

WIOA YOUTH Services - (PIRL Data Element No. 1205, 1206, 1303-2-11, 1402-1403, 1405, 1407-1415)

YOUTH Program Elements: Education/Career/Training

Youth Program Element	Type of Service*	WIOA Youth Program Elements 1-14: Attachment VII (Section 129C(2))	PIRL DATA ELEMENT NO.	Career Service/Activity Label (IWDS)	IWDS Table Value	Definition (All definitions are found in TEGL 21-16 Pages 14-23)	**WIOA Performance Measure(s)	WEX - 20%: Service Contributes to Youth Work Experience Expenditure Requirement	Same-Day Service?	Triggers Participation/ Extends 90 Day Exit Window (Enrolled Service)
1	Career	Tutoring, Study Skills Training, Dropout Prevention	1402 ("Educational Achievement Services")	<u>Tutoring/Study Skills Instruction/Dropout Prevention</u>	439	<p>Educational Achievement Services: Dropout prevention and recovery strategies that lead to completion of the requirements for a high school diploma or its recognized equivalent. Tutoring, study skills training and instruction that lead to a high school diploma are reported under this program element. Such services focus on providing academic support, helping youth identify areas of academic concern, assist with overcoming learning obstacles, and providing tools and resources to develop learning strategies. Methods of instruction may be one-on-one, in a group setting or through resources and workshops.</p> <p>NOTE: Strategies designed to keep youth IN SCHOOL should be reported here. These may include, but are not limited to tutoring, literacy development, active learning experiences, after-school opportunities, and individualized instruction and credit recovery services.</p> <p>Services getting a youth who has dropped out of school back in school are not reported here and should be reported in Youth Program Element #2 Alternative School/Dropout Recovery Services.</p> <p>ALL In-School Youth will be included in the MSG/Credential performance indicators. It is their In-School status at application that triggers the measures not this element, alone.</p>	<p>Employment Measures YEER2 YEER4 YMER</p> <p>Training Measures YCAR YMSG</p>	No	No	Yes
2	Career	Alternative Secondary School Services	1403 ("Alternative Secondary School Services") 1401, 1811 and 1813	<u>Alternative School/Dropout Recovery Services</u>	806	<p>Alternative secondary school services, such as Adult Education and Literacy Activities (Developmental Education) basic education skills training, individualized academic instruction, and English as a Second Language Training (English Language Education), are those that assist youth who have struggled in traditional secondary education. An alternative education program means a comprehensive educational program delivered in a nontraditional learning environment that is distinct and separate from the existing general or special education program. Dropout recovery services, such as credit recovery, counseling, and educational plan development, are those that assist youth who have dropped out-of-school.</p> <p>Services are aimed at reengaging youth, so they pursue education that leads to the completion of a high</p>				

< > ... IA ID Staff-Assist & Ind Career IA ID Training Services **YOUTH Program Elements** Supportive Services (SS) Follow-Up Services Disaster Recovery DRE Work-Based Learning (WBL) +

Basic Skills Screening Tool (BSST)

Policy and Reporting Rules

Basic Skills Screening Tool (BSST)

- Used to determine basic skills deficiency for eligibility and priority of service.
- Must be given before conducting any assessments.
- It is not given as part of a career service for Adults and Dislocated Workers or the Objective assessment for Youth.
- If any question is answered as no, the individual is considered basic skills deficient.
- Referrals are to be made as appropriate.
- Career planners must use the tool's results during the initial assessment to determine if the individual needs specific accommodations or services.

Pre-Enrollment Activities – New Activities

What's new for WIOA Youth Services Matrix Version 2 (2025)?

Three Youth Pre-enrollment Activities

- Three Activities are required prior to “registering” WIOA Youth:
 - ~~Youth Career Planning (Case Management)~~
 - Now an Enrolling Service
 - Youth Eligibility Determination/Intake
 - Youth Objective ~~Comprehensive and Specialized~~ Assessment
 - Development of an Individual Service Strategy (ISS)

PLEASE
NOTE

These Youth activities differ from IA/ID and have different rules and definitions.

Pre-Enrollment Activities - Definition

YOUTH Eligibility Determination/Intake New

- **Type:** Pre-Enrollment Activity
- Activities involve eligibility determination.
- Document during application process.
- Collection of sources and documentation.
- Determine Youth eligibility status.
- In-School or Out-of-School.
- SAME-DAY Service, Case Notes are required.

Defined: Determination of eligibility in the WIOA Youth program. Staff collect an application and documentation to determine if the individual is eligible for the in-school or out-of-school program.

See the Youth Eligibility Policy.

Pre-Enrollment Activities - Definition

Youth Objective ~~Comprehensive~~ ~~and Specialized~~ Assessment

New label and definition

- **Type:** Pre-Enrollment Activity
- Starting point – build rapport between Career Planner/Coach and Customer.
- Ask open-ended questions and discussion.
- Determine Challenges.
- In-Depth Assessment and Analysis.
- Diagnostic Tests.
- Testing, Learning details about Abilities and Skills.
- On-going throughout participation.
- SAME-DAY Service, Case Notes are required.
- See Career Planning and Basic Skills Deficiency Assessment Requirement policies.

This activity is provided to determine participants' skill levels and service needs. It is used to record various allowable assessments, including in-depth interviews and evaluations, of a youth's barriers to employment, occupational goal(s) and career pathway, occupational knowledge, skills, and abilities associated with that goal and pathway, and service needs. This activity may include interpreting the results of assessment tools and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals. Assessments must also consider a youth's strengths rather than just focusing on areas that need improvement.

See Career Planning and Basic Skills Deficiency Screening and Assessment Requirements policies.

Career Planners providing objective assessments as part of the eligibility process is not reported as one of the 14 youth program elements in the PIRL. This is not a service tied to a program element, but a documentation mechanism for the objective assessment, which is one of the three pre-enrollment requirements.

Pre-Enrollment Activities - Definition

Youth Objective ~~Comprehensive~~ ~~and Specialized~~ Assessment

New label and definition

- Each WIOA Youth client is legislatively mandated to have a completed assessment, and then the assessment results are used to develop the initial Individual Service Strategy (ISS).
- The completed assessment and ISS are used to support the individual's placement in the WIOA Youth Program.

This activity is provided to determine participants' skill levels and service needs. It is used to record various allowable assessments, including in-depth interviews and evaluations, of a youth's barriers to employment, occupational goal(s) and career pathway, occupational knowledge, skills, and abilities associated with that goal and pathway, and service needs. This activity may include interpreting the results of assessment tools and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals. Assessments must also consider a youth's strengths rather than just focusing on areas that need improvement.

See Career Planning and Basic Skills Deficiency Screening and Assessment Requirements policies.

Career Planners providing objective assessments as part of the eligibility process is not reported as one of the 14 youth program elements in the PIRL. This is not a service tied to a program element, but a documentation mechanism for the objective assessment, which is one of the three pre-enrollment requirements.

Pre-Enrollment Activities - Definition

Development of an Individualized Service Strategy (ISS) (No change)

- **Type:** Pre-Enrollment Activity
- Jointly developed by the youth and career planner.
- An ongoing strategy to identify the youth's educational and employment goals, considering the information documented in the Objective Assessment (Comprehensive and Specialized Assessments).
- Document the appropriateness of the decisions made about the combination of services for the youth, including referrals to other programs for specified activities.
- SAME-DAY Service. Case Notes are required.

Defined: The Individual Service Strategy (ISS) is an administrative document jointly developed by the participant and career planner. WIOA requires that all youth participants have an ISS which is an ongoing strategy to identify the participant's educational goals, employment goals including information on career pathways to attain career objectives, suitable achievement targets, needs assessment for supportive service and the appropriate mix of services, taking into account the information documented in the Objective Assessment. The ISS is the basic instrument to document the appropriateness of the decisions made about the combination of services for the participant, including referrals to other programs for specified activities and assists the career planner in ensuring they address everything fully that was identified in the assessment.

Note that the development of an ISS is not a program element and is not reported as one of the 14 youth program elements in the PIRL. This is not a service tied to a program element, but a documentation mechanism to establish the ISS, which is one of the three pre-enrollment requirements, has been created.

See Career Planning policy.

Pre-Enrollment Activities – Rules

Recap

- Occur after certification (ISY or OSY) in IWDS.
- These activities provide a documentation mechanism to enter case notes to support enrollment in the Youth program.
- NON-Enrollment Activities
 - DO NOT trigger participation for youth.
 - Are not included in one of the 14 youth program elements.
 - Do NOT trigger:
 - Federal reporting in the PIRL.
 - Performance measures.
 - Date of exit.



Youth Enrollment Activities

Application

- MIS Statuses for Phases of Enrollment
- Applicant/Application Date
 - Youth is provided only the (3) required “Pre-Enrollment Activities”.
- Participant Status/WIOA Registration
 - Enrollment and Participation are triggered once the youth has received the first Youth program element.

Youth Enrollment Activities

Need to Know

- Timeline for Youth enrollment, services, and data entry
 - Certification Date
 - 45-Day Enrollment Clock Starts
 - ALL three required pre-enrollment activities must be done/documented
 - At least ONE Youth Program Enrolling Element must be provided/documented.
 - NOTE: The first Youth element cannot occur (be dated) before the last or most recent required "pre-enrolling activity".
 - Example: Not allowable to provide/add a Youth Leadership element on 4/7/2025 before the Development of the ISS occurred on 4/10/2025.
 - IF the above do NOT occur within 45 Days:
 - Youth application is locked in the MIS; and
 - MIS will not allow Youth Program Element to be added for registration.

Youth Enrollment Activities

Need to Know

- Timeline for Youth enrollment, services, and data entry
 - What if a Youth application is locked past 45 Days?
 - If *it is deemed appropriate* to register Youth after the application has been locked, system admin must remove the certification in the MIS:
 - Youth becomes “Inquirant” and must be re-certified
 - Updated/New application would be required

Youth Enrollment Activities

- **YOUTH Career Planning**
- **Go Live – Now “active” (90-Day Exit clock reset) rules will apply.**
- **New Definition**

The provision of a client-centered approach in the delivery of services, designed to prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies, and to provide job, education, and career counseling, as appropriate during program participation and after job placement.

Career planners are to provide one-on-one staff-assisted career counseling. These activities are to assess the areas in which WIOA participants have the greatest needs and assist them in determining whether or not their existing skills are in demand in the local economy. This includes providing materials, recommendations, suggestions, or advice intended to assist the participant in making occupation or career decisions.

Note: This service should not be used to record general interactions (case management) with participants. Speaking with a participant about day-to-day issues is not career planning and should not be recorded as such. Those types of interactions should be recorded as case notes.

See Career Planning policy.

Service Update

Update: Services Matrix V2 (2025)

Group Workforce Research/Workshops/Job Clubs

Policy and Reporting Rules

- Not one of the 14 Youth Elements.
 - It is not done in a one-on-one setting.
 - Moved to the bottom of the tab in the non-enrolling section of the matrix.
- It will not extend participation or reset the 90-day exit clock.
- It remains in the IWDS/Career Connect dropdown for tracking purposes.

- Workshops- Facilitator-led, organized workshop intended to provide participants with knowledge of labor market information, skills assessments, applications/ resume preparation, interviewing techniques, and job search techniques to enhance their search for employment.
- Job Clubs- Provide resource materials on job openings and job search skills as well as descriptive materials about vocations and the skills sets that are required to successfully gain employment. They may also provide group activities which support participants in conducting an independent job search.

Knowledge Check

POLL 1 – Youth Enrollment Rules

Fill in the blank: (Pick one.)

If I provide a WIOA Youth applicant with a _____ (blank) will trigger their participation/enrollment in the Youth program.

Answer:

- A. Youth Objective Assessment
- B. Youth Career Planning
- C. Individualized Service Strategy (ISS)
- D. Group Workforce Research/Job Clubs
- E. Supportive Service – Transportation
- F. Training Paid by Other NON WIOA Title I Funds



Knowledge Check

POLL 1 – Youth Enrollment Rules

Fill in the blank: (Pick one.)

If I provide a WIOA Youth applicant with a _____ (blank) will trigger their participation/enrollment in the Youth program.

Answer:

- A. Youth Objective Assessment
- B. Youth Career Planning
- C. Individualized Service Strategy (ISS)
- D. Group Workforce Research/Job Clubs
- E. Supportive Service – Transportation
- F. Training Paid by Other NON WIOA Title I Funds



Service Changes – Go Live

When will the new rules apply?

Friday, April 11th, 2025, overnight – Look for Monday morning, April 14th, 2025.

“GO-LIVE” or “System Deployment”

- Youth Eligibility Determination/Intake – Now available - pre-enrollment requirement.
- Youth Objective Assessment – Label change (from Comprehensive/Specialized)
- YOUTH Career Planning – Now an “active” service (90-Day Exit clock reset) rules will apply.
- Workforce Research/Job Clubs – Not part of an element; does not extend participation.
- LWIAs will be accountable for applying rules for customer records in MIS.

Service Changes – Go Live

How do I handle changes at Go-Live?

For my current Youth Customers who:

- Have all three “old” pre-enrolling activities and at least one Youth Element?
 - Pre-enrolling activities require **NO Updates**.
- **UPDATES Required**
 - Must add a NEW “Youth Career Planning” element when it occurs between coach and customer.
 - Add episodes as appropriate.

Service Changes – Go Live

How do I handle changes at Go-Live?

For my current Youth Customers:

- **REVIEW Existing Group Workforce Research/Job Clubs services.**
 - Determine if an active one-on-one youth service was provided under the “old” Group Workforce Research/Job Clubs service. Case notes/episodes should assist. Add the correct service from the Services Matrix if a benefit was provided.
 - IF Group Workforce Research/Job Clubs was the last “service” provided, and no other one-on-one service has been provided and recorded in the last 90 days, review for transition to exit and follow-up.

Service Changes – Go Live

How do I handle changes at Go-Live?

For “NEW” certified Youth on/after Go-Live.

- Provide/enter the “new” combination of three required pre-enrollment activities.
 - Not Career Planning anymore... its Eligibility Determination/Intake!
 - Look for Youth Objective Assessment!
 - Youth Comprehensive & Specialized Assessment will no longer be found in dropdown.
 - As always, the Development of an Individualized Service Strategy (ISS)

Service Changes – Go Live

What Does this Mean for WIOA Staff?

Expectations & Accountability

- Programs should ensure staff learn the rules that pertain to enrolling WIOA Youth.
- Apply Youth enrollment requirements by reporting all activities in MIS during customer engagement.
- Facilitate familiarity with the Services Matrix, 14 Youth program elements, rules, and definitions.
- Ability to track Youth for compliance for enrollment, participation, follow-up and exit.
- Failure to document all elements offered and/or provided is non-compliant with WIOA Title IB.

14 Youth Program Elements

Understanding and Providing Youth Program Elements?

TEGL 21-16

Objective:

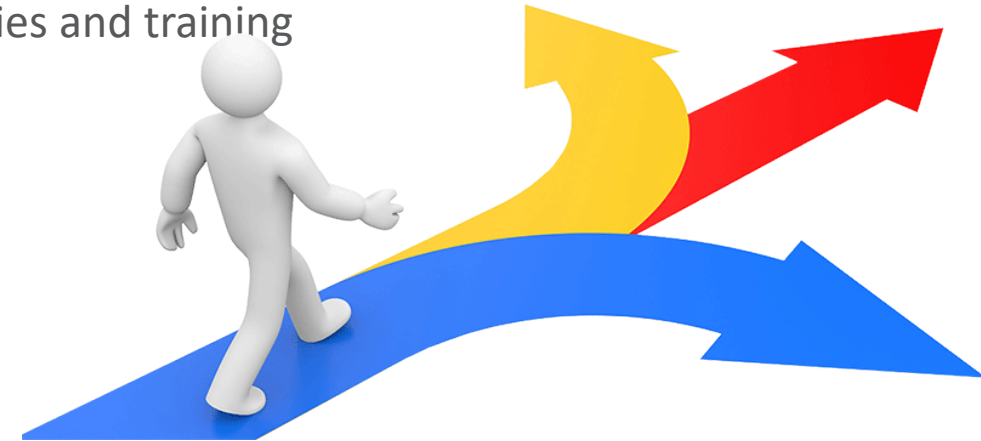
- Familiarity with 14 Youth Program Elements.
- Utilize the matrix as a tool, easy reference for finding applicable program elements.
- Consistent reporting of services across local areas
- Robust reporting off all benefits provided.
 - Help evaluate services and how they help Youth customers



14 Youth Program Elements

What are the Youth Program Elements?

1. Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies
2. Alternative secondary school services, or dropout recovery services
3. Paid and unpaid work experiences
4. Occupational skills training
5. Education offered concurrently with workforce preparation activities and training
6. Leadership development opportunities
7. Supportive services
8. Adult mentoring
9. Follow-up services
10. Comprehensive guidance and counseling
11. Financial literacy education
12. Entrepreneurial skills training
- 13. Services that provide labor market and employment information**
14. Postsecondary preparation and transition activities



Youth Program Elements - Application

Question:

- Does the Department require local programs to use Workforce Innovation and Opportunity Act funds for each of the 14 program elements?

Answer:

- Local WIOA youth programs must make all 14 program elements available to youth participants, but not all services must be funded with WIOA youth funds.
- Local programs should leverage partner resources to provide program elements that are available in the local area.
- If a local program does not fund an activity with WIOA Title I youth funds, the local area must have an agreement in place with the partner to offer the program element and ensure that the activity is connected and coordinated with the WIOA youth program if enrolled youth participate in the program element.



Youth Program Element 1 - Services

What are Tutoring, Study Skills Training, Instruction, and Dropout Prevention Services?

Services that lead to completing a high school diploma or recognized equivalent. Examples of services include:

- Tutoring,
- Literacy development,
- Active learning experiences,
- After-school opportunities, and
- Individualized instruction and credit recovery services.

PLEASE
NOTE

Note

Strategies designed to keep youth IN SCHOOL should be reported here

Youth Program Element 2 - Services

What are Alternative Secondary School Services or Dropout Recovery Services?

- Services are aimed at reengaging youth, so they pursue education that leads to the completion of a high school diploma or its recognized equivalent. Examples of services include
 - Basic education skills training;
 - Individualized academic instruction;
 - English language learning;
 - Counseling related to re-engaging youth in secondary education;
 - Educational plan development;
 - Credit recovery;
 - Preparation for high school equivalency attainment (for high school dropouts only); and
 - Educating youth about alternative secondary school programs within the school district and helping them through the process of connecting to an appropriate program.



PLEASE
NOTE

Note

Services getting a youth who has dropped out of school back into school should be reported here

Youth Program Element 3 - Services

What is Paid and Unpaid Work Experience?

- Services under this program element provide planned, structured learning experiences that take place in a workplace for a limited period.
 - WBL – Paid WEX/Internship (Youth Limited to Summer Months)
 - WBL – Unpaid WEX/Internship (Youth Limited to Summer Months)
 - WBL – Paid WEX/Internships (Not Limited to Summer Months)
 - WBL – Unpaid WEX/Internships (Not Limited to Summer Months)
 - WBL – Pre-Apprenticeship Program
 - WBL – Job Shadowing
 - WBL – OJT – Private Sector (Youth)
 - WBL – OJT – Public Sector (Youth)
 - WBL – Employability Skills/Job Readiness Training (Youth)
 - Cash Incentives (Youth) (*Activity Not Career Service*)

PLEASE
NOTE

Note

Local Boards must spend at least 20 percent of their WIOA Youth program funding on the work experience program element.

Youth Program Element 3 - Application

Service Highlight

WBL – Paid WEX/Internships (Not Limited to Summer Months)

Rules for Reporting Service:

- A work experience or internship is a planned, structured learning experience that takes place in a workplace or at a worksite for a limited period of time and not limited to the summer months.
- A work experience must include both academic **and** occupational education components.
- Do NOT record if provided as part of a Registered Apprenticeship Program or Pre-Apprenticeship Program.

Youth Program Element 3 - Application

Service Highlight

WBL – Employability Skills/Job Readiness Training (Youth)

Rules for Reporting Service:

- Services that follow the Employability Skills Framework, which advances a unifying set of skills that cuts across the workforce development and education sectors based on an inventory of existing employability skills standards and assessments.
- “Soft-Skills” are non-technical, intangible, and personality-specific skills.
- These services must provide youth with employability skills/job readiness training to prepare for **a work experience**.

Youth Program Element 3 - Application

Service Highlight

WBL – OJT – Private Sector (Youth)

WBL – OJT – Public Sector (Youth)

Rules for Reporting Service:

- Youth On-the-Job Training programs are not considered training and, if no other training is provided, they will not be counted in the Measurable Skills Gains (MSG) measure.
 - This is different from IA/ID, whereas OJTs are considered training and will trigger inclusion in the MSG.
- If an In-School-Youth is participating in an OJT, Training Milestones may be documented when applicable. If an OSY is included in the MSG due to enrollment in another secondary or post-secondary training, and is also participating in an OJT, MSGs are to be documented as well.

Youth Program Element 4 - Services

What are Occupational Skills Training Services?

- Services under this program element involve engaging youth in an occupational skills training program. Occupational skills training is 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.
 - Occupational Skills Training (Youth)
 - Registered Apprenticeship



Youth Program Element 4 - Rules

RULES for Documenting in MIS

- Career Planners must **fully inform** participants about the ETPL and how it can help maximize training provider selection. This includes career planners examining available information on providers and programs such as performance information.
- Career Planners should discuss and inform participants about the contents of the ETPL in accordance with local area policies and procedures and document the use of the ETPL appropriately. The in-depth interaction must be documented under a *Youth Career Planning* episode.

PLEASE
NOTE

Note

This has been a repeat finding across multiple local areas during federal monitoring.

Youth Program Element 4 - Application

Service Highlight

Registered Apprenticeship Program (RAP)

Rules for Reporting Service:

- Youth enrolled in a Registered Apprenticeship Program will be counted in all performance measures including Credential and MSG.
- The Registered Apprenticeship Program must be approved on the State ETPL.
- One Registered Apprenticeship Program recorded should be added for enrollment into an RAP; OJTs or Skill Upgrading provided as part of the RAP are not to be recorded separately.
- Programs should not end the RAP service until the Certificate of Registered Apprenticeship is earned or participant withdraws. Regardless of the model or program length, enrollment should remain open until completion of all required components.

Youth Program Element 5 - Services

What is Education Offered Concurrently with Workforce Preparation Services?

- Services within this program element reflect an integrated education and training model in which adult education and literacy activities/basic academic skills are included as part of alternative secondary school services and dropout recovery services (Youth Program Element 2) concurrently and contextually with workforce preparation activities (program element 3) and workforce training (program element 4) for a specific occupation or occupational cluster for the purpose of educational and career advancement.
 - Integrated Education and Training (IET)/ICAPS



Youth Program Element 5 - Application

Question:

- Can I provide each of the elements that make up an IET separately and report it here under this service?

Answer:

- No. By definition, each of the three components must be provided concurrently and contextually. The ICAPS/IET career pathway programs are developed to address this requirement.



Youth Program Element 6 - Services

What is Leadership Development Opportunity Services?

- The services under this program element are focused on encouraging responsibility, confidence, employability, self-determination, and other positive social and civic behaviors.
 - Activities Include:
 - Exposure to postsecondary educational possibilities
 - Community and service-learning projects
 - Peer-centered activities, including peer mentoring and tutoring
 - Organizational and teamwork training, including team leadership training



Knowledge Check

POLL 2 – Leadership Development Opportunity

Which of the following are positive social and civic behaviors?

Answer:

- A. Positive attitudinal development
- B. Self-esteem building
- C. Openness to work with individuals from diverse backgrounds
- D. Maintaining healthy lifestyles, including being alcohol- and drug-free
- E. Avoiding delinquency
- F. Positive job attitudes and work skills
- G. All of the Above



Knowledge Check

POLL 2 – Leadership Development Opportunity

Which of the following are positive social and civic behaviors?

Answer:

- A. Positive attitudinal development
- B. Self-esteem building
- C. Openness to work with individuals from diverse backgrounds
- D. Maintaining healthy lifestyles, including being alcohol- and drug-free
- E. Avoiding delinquency
- F. Positive job attitudes and work skills
- G. **All of the Above**

Additional examples may include:

- Maintaining positive social relationships with responsible adults and peers, and contributing to the well-being of one's community, including voting;
- Maintaining a commitment to learning and academic success;
- Postponing parenting and responsible parenting, including child support education;
- Maintaining a commitment to learning and academic success; and
- Keeping informed in community affairs and current events.

Youth Program Element 7 - Services

What are Supportive Services?

- The purpose of the services under this program element is to enable individuals to participate in WIOA activities.
- Supportive services should be provided to address needs or issues identified during the intake and assessment process.
- Supportive services should be provided to address any issue hindering the youth's ability to participate in WIOA youth services.
- The youth's Individual Service Strategy (ISS) must include a plan for what supportive services will be needed and how they will be provided.



Youth Program Element 7 - Services

Supportive Services may include:

- Linkages to community services (i.e., referrals);
- Assistance with transportation;
- Assistance with childcare and dependent care;
- Assistance with housing;
- Assistance with educational testing;
- Reasonable accommodations for youth with disabilities;
- Legal aid services;
- Referrals to health care;
- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in Postsecondary education classes; and
- Payments and fees for employment and training-related applications, tests, and certifications.



Youth Program Element 7 - Rules

Supportive Services

When can supportive services be provided to WIOA title I Youth?

Supportive services can be provided to WIOA title I Youth during program participation and during follow-up services. There are no specific requirements for when to provide supportive services. They may be provided based on the participant's needs identified in the youth's Individual Service Strategy (ISS).

How do support services relate to follow-up services?

Supportive services are one of the five WIOA title I Youth program elements that may be provided during follow-up, as discussed in 20 CFR 681.580. If supportive services are provided as a follow-up service, they do not extend the date of exit.

Youth Program Element 7 - Rules

RULES for Documenting in MIS

- Local Workforce Innovation Boards (LWIBs) must develop a supportive services policy that ensures resource and service coordination in the local area.
 - Board policies should ensure SS are WIOA-funded only when these services are not available through other agencies and that the services are necessary to participate in Title I activities.

PLEASE
NOTE

All local staff, especially career planners, must have copies of local policies and understand how to apply the local board's policies.



Note

This has been a repeat finding across multiple local areas during federal monitoring.

Knowledge Check



Question:

- Can (WIOA funded) support services occur during the follow-up period?

Answer:

- Yes. All allowable supportive services based on the local Supportive Service Policy can be provided for WIOA Youth during their post-exit follow-up.
- MIS Rule:
 - Current IWDS/MIS will not allow a “SS-Supportive Service” record to be added post-exit when a “Follow-Up” service record is open. So, any supportive service and activity must be documented via general case notes.

Youth Program Element 8 - Services

What is Adult Mentoring?

- This program element involves a formal relationship between a youth participant and an adult mentor that includes structured activities where the mentor offers guidance, support, and encouragement to help develop the youth's competence and character.
- The mentoring services must last at least 12 months and may occur both during participation and as a follow-up service after program exit.
- Local Workforce Innovation Boards (LWIBs) are responsible for having appropriate processes in place to adequately screen and select mentors.
- While DOL strongly prefers that career planners not serve as mentors, they may in areas where adult mentors are scarce.



Youth Program Element 8 - Services

What is Adult Mentoring?

- While group mentoring activities and mentoring through electronic means are allowable services under this element, the youth must be matched with an individual mentor who provides some face-to-face interaction.
- This element may include workplace mentoring where the youth is matched with an employer or employee of a company.
- Must be a formal relationship between a youth participant and an adult mentor that includes structured activities where the mentor offers guidance, support, and encouragement to develop the competence and character of the mentee.

Knowledge Check

POLL 3 – Adult Mentoring Rules

"Adult Mentoring" (Element 8) should be reported when a staff member of our service provider mentors youth during an entire summer while they take one class and participate in an internship. Should you add an additional episode to the IEP?

- A. True
- B. False



Knowledge Check

POLL 3 – Adult Mentoring Rules - Answer

"Adult Mentoring" (Element 8) should be reported when a staff member of our service provider mentors youth during an entire summer while they take one class and participate in an internship. Should you add an additional episode to the IEP?

- A. True
- B. **False**

The mentoring must last for 12 months. Additionally, the activities provided by the service providers must meet the definition of adult mentoring.



Youth Program Element 9 - Services

What are Follow-Up Services?

- Services under this program element are provided after program exit to help ensure the youth is successful in employment and/or postsecondary education and training.
- Some follow-up services may include other program elements
- To count as follow-up services, they must occur after the participant's exit date.
- Follow-up services may begin immediately following the last expected date of service in the Youth Program (and any other program in which the participant is co-enrolled if the state is using a common exit policy as discussed in TEGL No. 10-16) when no future services are scheduled.
- Follow-up services do not cause a participant's exit date to change or trigger re-enrollment in the WIOA Youth Program.

Youth Program Element 9 - Rules

Follow-Up Services

- Youth must be enrolled in follow-up services for a minimum of 12 months (2 exceptions = cannot locate or declining services).
- The 12-month follow-up requirement is completed upon one year from the date of exit.
- Follow-up services for youth may last longer than 12 months. See local policy on follow-up services.
- May include regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise.



Knowledge Check

Question:

- Can Follow-Up Services for Youth participants include other Youth Program Elements?

Answer:

- Yes. Follow-up services for youth also may include the following program elements:
 - Supportive services;
 - Adult mentoring;
 - Financial literacy education;
 - Services that provide labor market and employment information; and
 - Activities that help youth prepare for and transition to postsecondary education and training.

PLEASE
NOTE

Note

Provision of these program elements must occur after the exit date in order to count as follow-up services.



Youth Program Element 10 - Services

What are Comprehensive Guidance and Counseling Services?

- Comprehensive guidance and counseling provides individualized counseling to participants. This includes career and academic counseling, drug and alcohol abuse counseling, mental health counseling, and referral to partner programs, as appropriate.
- Comprehensive guidance and counseling provides individualized counseling to participants including:
 - Drug and alcohol abuse counseling,
 - Mental health counseling, and
 - Referral to partner programs, as appropriate.
- Programs should not record this youth element in place of Youth Career Planning activities.



Youth Program Element 10 - Rules

Comprehensive Guidance and Counseling Services



- When referring participants to necessary counseling that cannot be provided by the local youth program or its service providers, the local youth program must coordinate with the organization it refers to ensure continuity of service.
- When qualified resources exist within the local program or its service providers, it is allowable to provide counseling services directly to participants rather than refer youth to partner programs.

Knowledge Check



Question:

- One of our career planners has experience with addiction and would like to speak to our participants as an adult mentor. Can they do that?

Answer:

- No. Informal guidance and counseling from well-meaning but inexperienced individuals is not allowed.

Youth Program Element 11 - Services

What are Financial Literacy Education Services?

- Services under this program element are intended to help youth acquire the knowledge, skills, and confidence to make informed and effective decisions with their financial resources.
- The goal is to help youth attain greater financial health and stability by providing high-quality, age-appropriate, relevant, and, where possible, customized services.



Youth Program Element 11 - Application

What activities are considered Financial Literacy Education?

Financial Literacy Education and Services may assist the participant in the following:

- Information on budgeting, bank accounts and informed financial decisions;
- Effective management of spending, credit, and debt;
- Significance of credit reports and credit scores;
- Ability to understand, evaluate, and compare financial products, services, and opportunities;
- Educate about identity theft, ways to protect;
- Address the financial literacy needs of non-English speakers;
- Address the financial literacy needs of youth with disabilities;
- Provide financial education that is age appropriate and timely; and
- Implement other approaches to help participants attain greater financial health and stability.



Youth Program Element 12 - Services

What are Youth Entrepreneurial Skills Training Services?



- Provides the basics of starting and operating a small business.
- Such training must develop the skills associated with entrepreneurship.
- Such skills may include, but are not limited to:
 - The ability to take initiative;
 - Creatively seek out and identify business opportunities;
 - Develop budgets and forecast resource needs;
 - Understand various options for acquiring capital and the trade-offs associated with each option; and
 - Communicate effectively and market oneself and one's ideas.

Youth Program Element 12 - Application

What activities are considered Entrepreneurial Skills Training?

Entrepreneurial Skills Training examples include:

- Entrepreneurship education programs often guide youth through the development of a business plan and may also include simulations of business start-up and operation.
- Enterprise development programs go beyond entrepreneurship education by helping youth access small loans or grants that are needed to begin business operation and by providing more individualized attention to the development of viable business ideas.
- Experiential programs may involve the development of a youth-run business that young people participating in the program work in and manage, or they may facilitate placement in apprentice or internship positions with adult entrepreneurs in the community.



Youth Program Element 13 - Services

What are Services that Provide Labor Market and Employment Information?

- Services under this program element, found in Services Matrix, provide labor market and employment information about in-demand industry sectors or occupations available locally, such as career awareness, counseling, and exploration services.
 - Labor Market Information (LMI)
 - Youth Career Planning
 - Referred to Employment/Placement Assistance
 - Vocational Exploration
 - ~~Group Workforce Research/Workshops/Job Clubs~~



Youth Program Element 13 - Application

Examples of services include, but are not limited to:

- Providing labor market information (LMI) and employment information about in-demand industry sectors or occupations in the local area;
- Helping participants use different tools and applications to gather LMI and career information;
- Providing access to skill, ability, and/or interest inventories;
- Discussing state and local LMI with participants;
- Providing information about résumé preparation and/or assisting youth with résumé preparation;
- Assisting with interview skills;
- Discussing opportunities for work experience; and
- Discussing the long-term benefits of postsecondary education, such as increased earning power and career mobility.

Youth Program Element 13 - Application

Service Highlight

Vocational Exploration

Rules for Reporting Service:

- Career Awareness, Counseling, and Exploration
 - Career awareness begins the process of developing knowledge of the variety of careers and occupations available, their skill requirements, working conditions and training prerequisites, and job opportunities across a wide range of industry sectors.
 - Career counseling or guidance provides advice and support in making decisions about what career paths to take. Services may include providing information about resume preparation, interview skills, potential opportunities for job shadowing, and the long-term benefits of postsecondary education and training (e.g., increased earning power and career mobility).
 - Career exploration can be described as the process in which youth choose an educational path and training or a job that fits their interests, skills and abilities.

Youth Program Element 14 - Application

What are Postsecondary Prep & Transition Activities?

- Services under this program element prepare In-School Youth and Out-of-School Youth for advancement to postsecondary education and training after attaining a high school diploma or its recognized equivalent.
- Examples of services include helping youth:
 - Explore postsecondary education options
 - Prepare for SAT/ACT testing;
 - Connect to postsecondary education programs;
 - Navigate admissions processes;
 - Search and apply for scholarships and grants; and
 - Accurately complete the proper financial aid applications.



Knowledge Check



Question:

- Does utilizing the Scholarship Finder on the Career One-Stop website count as an activity that can be recorded under this youth element?

Answer:

- Yes. The use of websites and apps to assist in finding scholarships is acceptable. Others include Going Merry, Fastweb, and Peterson's.
- Local school districts often have “college rooms” in their high schools that can be a source of local scholarships that may be available.

Additional Non-Enrolling Activities

Update: Services Matrix V2 (2025)

Future Scheduled Service ~~(Planned Gap Holding)~~

Rules for Reporting Service:

- Participants who have a delay in WIOA Title IB services of greater than ninety (90) days must not be considered as exited if the delay in service is due to one of the following circumstances:
 - A delay before the beginning of training;
 - A health/medical condition or providing care for a family member with a health/medical condition; or
 - A temporary move from the area that prevents the individual from participating in services, including military
- The delay in WIOA Title IB services may not last more than one hundred eighty (180) consecutive calendar days from the date of the most recent service.
- All delays in service must be documented in the MIS and include the reason and the anticipated return date to complete program services.

PLEASE
NOTE

Per US DOL, this is used in extenuating circumstances for WIOA participants and used "rarely".

Additional Non-Enrolling Activities

Update: Services Matrix V2 (2025)

Training Paid by NON WIOA Title I Funds

Rules for Reporting Service:

- This non-enrollment activity should only be recorded in specific circumstances as a mechanism to indicate when a WIOA participant is in a training service NOT funded by WIOA Adult or Youth funds and is also receiving a WIOA IY program element.
- Must justify the need for wrap-around WIOA services.
- Must support participant's employment goals.
- Support Individual Service Strategy (ISS).

Additional Non-Enrolling Activities

Update: Services Matrix V2 (2025)

Training Paid by NON WIOA Title I Funds

Relationships to Performance:

- This “other” type of training documentation should be entered for Out-of-School (OSY) Youth who, during participation in the Title I Youth program, are:
 - In secondary education at or above 9th grade level,
 - In post-secondary education leading to a recognized credential,
 - Co-enrolled in Title II funded adult education at or above 9th grade level, or
 - Co-enrolled in the YouthBuild or Job Corp programs.
- Activity entry ALONE will not trigger WIOA Youth "training" performance measures, YCAR, or YMSG.

Additional Non-Enrolling Activities

Update: Services Matrix V2 (2025)

Training Paid by NON WIOA Title I Funds

Relationships to Performance:

- Status shall be updated on the Education Status In-Program Update Screen in IWDS.
- Should document on "Concurrent Programs" screen in IWDS.
- Youth Elements "Youth Occupational Skills Training" (4) and Education Offered Concurrently w/Workforce Prep (5) are entered and flag/trigger the Youth training measures (YCAR and YMSG).

Additional Non-Enrolling Activities

Question:

- If I am serving WIOA Title I Youth who are paying for their own post secondary training (leading to a recognized credential) or are in training funded by a partner program, (non-WIOA or WIOA Title I) and we are providing them with Adult Mentoring and Leadership services. Can I provide them with supportive services?

Answer:

- Yes, the Supportive Service should be tied to and support success in one of the elements being provided under the WIOA Title I Youth program.
- LWIAs should add the *Training Paid by NON WIOA Title I Funds* activity so that there is a clear record to indicate that another program is providing training.
 - The career planner must also indicate the program providing the training service in the Individual Service Strategy (ISS) in case notes and document the program on the Concurrent Programs screen.
 - When a participant is co-enrolled, the following must be coordinated across the programs: ISS and Services.
 - **Education Status In-Program Update Screen**

Knowledge Check

POLL 4 – Youth Program Elements

Which Youth Element should I report when I assist a youth with school and aim to keep them in school and achieving educational goals?

Examples include helping identify areas of academic concern, learning strategies, tutoring, overcoming obstacles in school. Goal is HS Diploma!



Answer:

- A. Training Paid by NON-WIOA Title I Funds
- B. Comprehensive Guidance and Counseling
- C. Tutoring/Study Skills Instruction/Dropout Prevention
- D. Leadership Development
- E. Adult Mentoring
- F. Supportive Services

Knowledge Check

POLL 4 – Youth Program Elements

Which Youth Element should I report when I assist a youth with school and aim to keep them in school and achieving educational goals?

Examples include helping identify areas of academic concern, learning strategies, tutoring, overcoming obstacles in school. Goal is HS Diploma!



Answer:

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- B. Comprehensive Guidance and Counseling
- C. Tutoring/Study Skills Instruction/Dropout Prevention
- D. Leadership Development
- E. Adult Mentoring
- F. Supportive Services



Questions or Comments

Submittal of Questions or Comments

- Each LWIA identify a point person in your office(s) to gather and submit Questions or Comments
- Submit each through the [WIOA Title IB Services Matrix FAQ](#) page
- Keep them general, brief, and applicable to twenty-two LWIA representatives
- Questions should not contain Participant names, addresses, or other PII

Responses to Questions or Comments

- [Open Q&A](#) session scheduled on the April 15th, 2025 (10:00) Webinar
- Be prepared to present the question during the Open Q&A session for OET to respond
- Posted to [WIOA Title IB Services Matrix FAQ](#) page





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



[Register to receive email notifications of Workforce Professional Development opportunities by joining the Email List Serve](#)

All Webinars are recorded and will be available on the [Illinois workNet Videos and Training Materials](#) and [WIOA Professional Development Workforce Webinars](#)

Resources

- [Workforce Innovation and Opportunity Act: Public Law; Final Rules, Joint Rule and Labor Only](#)
- [Workforce Innovation and Opportunity Act Section 116\(c\)](#)
- [U.S. DOL Training and Employment Guidance Letter \(TEGL\) 19-16, Guidance on Services provided through the Adult and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act \(WIOA\) and the Wagner-Peyser Act Employment Service \(ES\), as amended by title III of WIOA, and for Implementation of the WIOA Final Rules](#) (March 1, 2017)
- [TEGL 21-16, Third Workforce Innovation and Opportunity Act \(WIOA\) Title I Youth Formula Program Guidance](#) (March 2, 2017)
- [TEGL 21-16, Change 1, to Training and Employment Guidance Letter \(TEGL\) 21-16 Third Workforce Innovation and Opportunity Act \(WIOA\) Title I Youth Formula Program Guidance](#) (July 30, 2021)
- [TEN No. 19-22, Change 1, Reporting Training in US DOL's PIRL](#) (March 31, 2023)
- [TEGL 10-16, Change 3, Performance Accountability Guidance for Workforce Innovation and Opportunity Act \(WIOA\) Title I, Title II, Title III, and Title IV Core Programs](#) (June 11, 2024)



OET Contacts



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thank you