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WIOA Title IB Services Matrix: Overview for Title IB Programs and Grantees

April 4th, 2025

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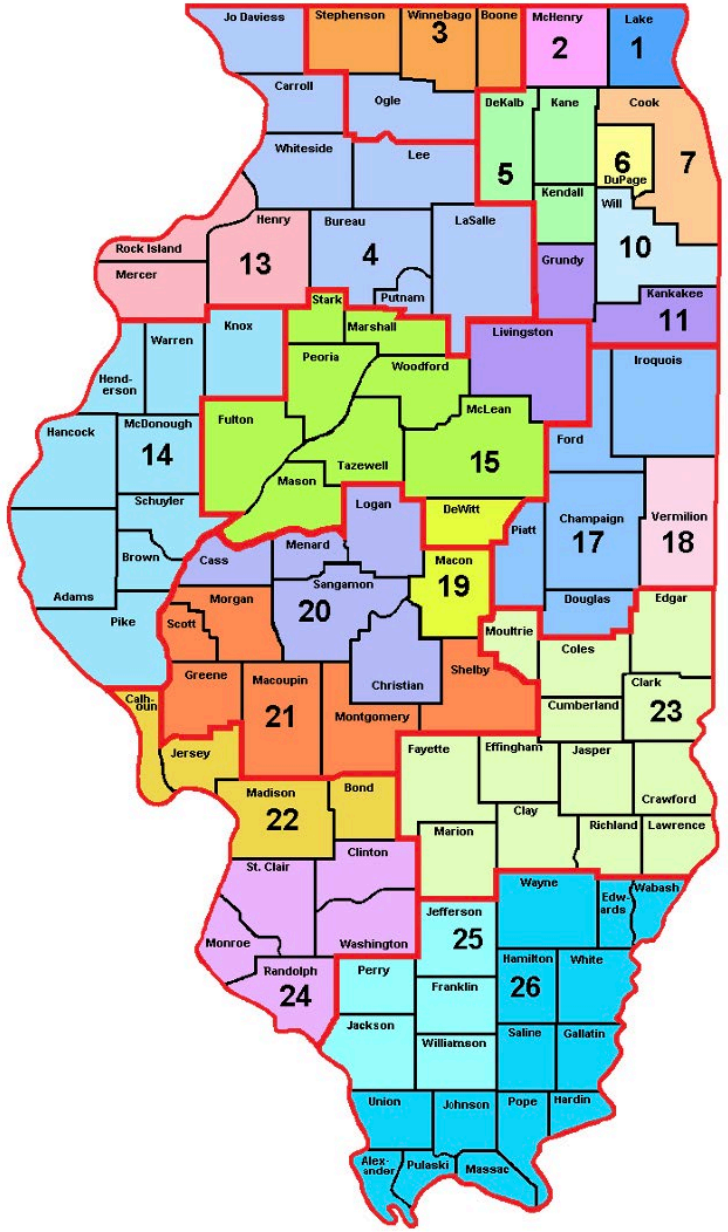
Where is Your Local Area?



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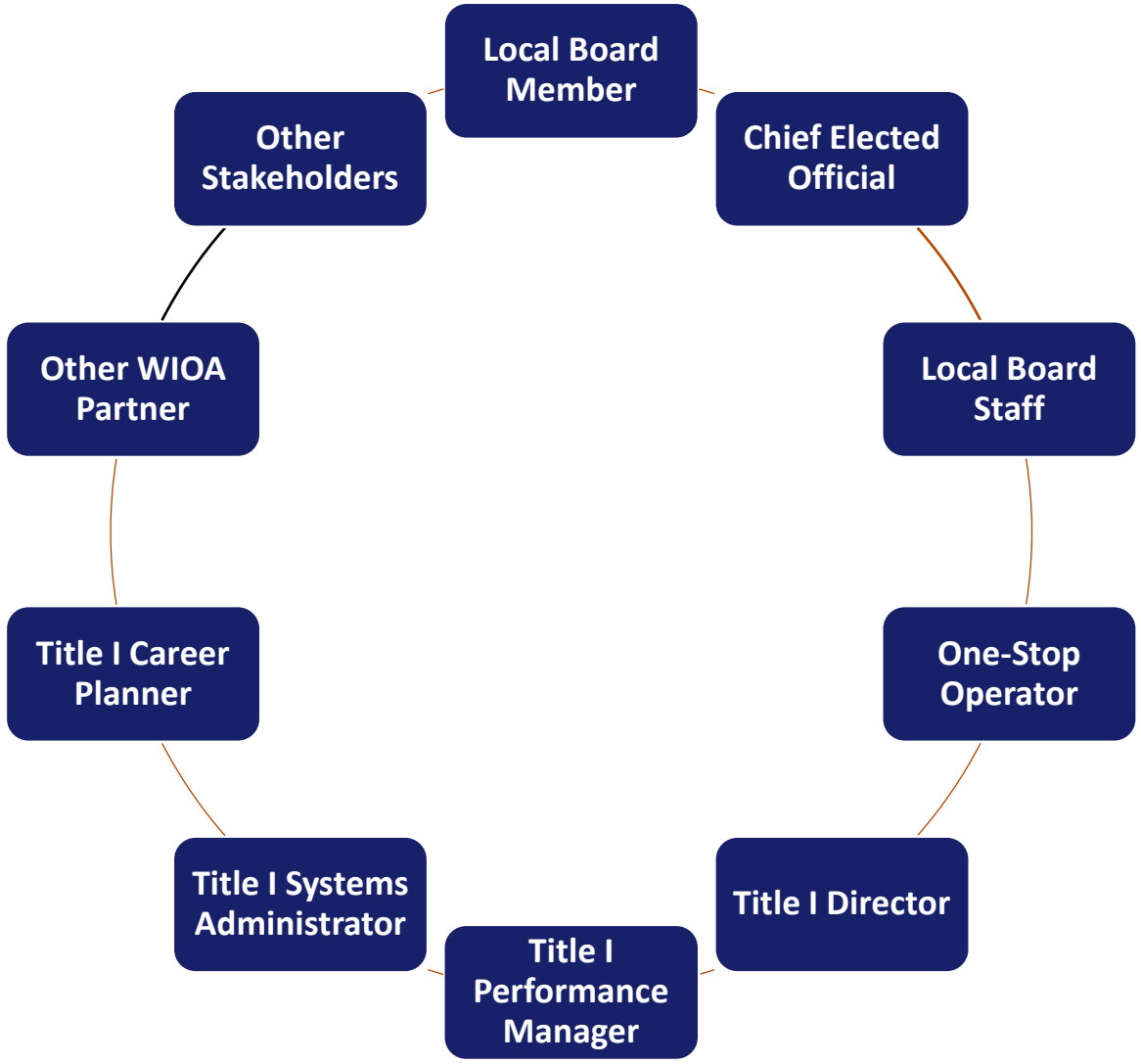
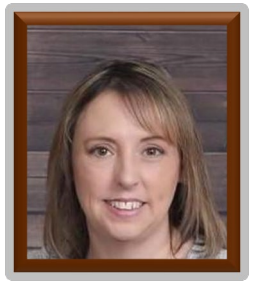
What is Your Role in the WIOA System?



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
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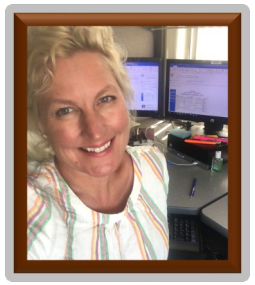


Paula Barry

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

POLL 1 - WIOA Services Matrix

I reference the WIOA Title I Services Matrix (select the option that best fits your utilization of the Services Matrix):

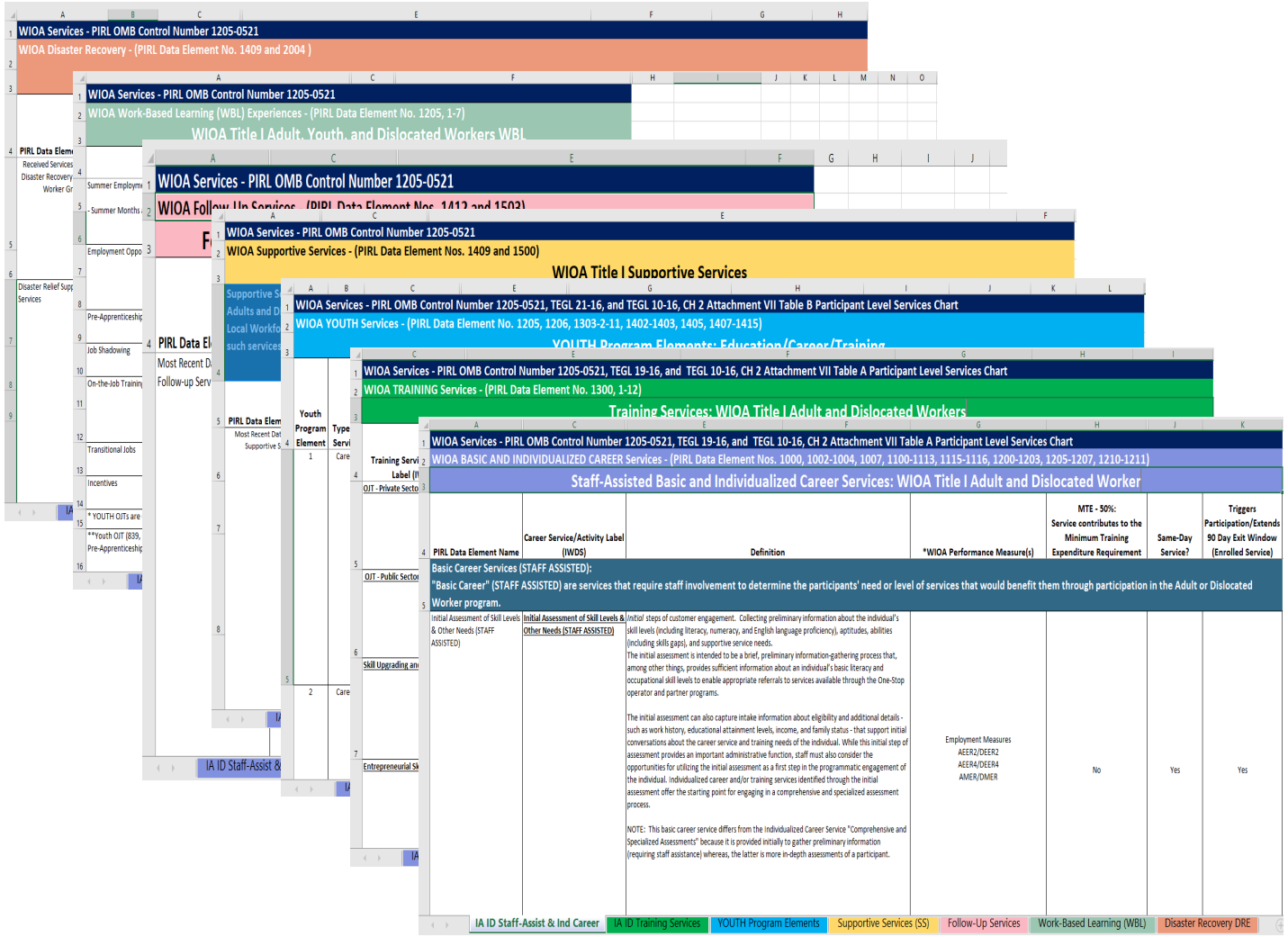
- Daily. Extremely familiar.
- Weekly. Very familiar.
- Monthly. Familiar but need refresher.
- Rarely. I have not used it in several months but remember hearing something about it.
- Never. I have not seen it. This is all new to me.

Today's Objectives

- Provide an Overview of the Title IB WIOA Services Matrix
  - Version 1: Released March 2023
  - Version 2: Release April 2025
- Polls: Gauge Familiarity and Knowledge
- Refresh Key Features of the Matrix
- Resupply Policy and Reporting Rules
- Recognize Services Matrix in Daily Activities
- Supportive Services, Follow Up and Work-Based-Learning (WBL) "Tabs"
- Introduce the Full Technical Assistance Plan

What is the Services Matrix?

- DCEO-OET Resource for Participant Services
  - Includes Service Types, Codes, and Definitions
  - Covers WIOA Title IB and non-formula grant services, i.e. - National Dislocated Worker Grant (NDWG)
- A Policy Driven Reference Tool that Organizes Services by:
  - Adult and Dislocated Worker Career and Training,
  - Youth Program Elements,
  - Supportive Services,
  - Follow-Up, and
  - Work Based Learning



POLL 2 - WIOA Services Matrix

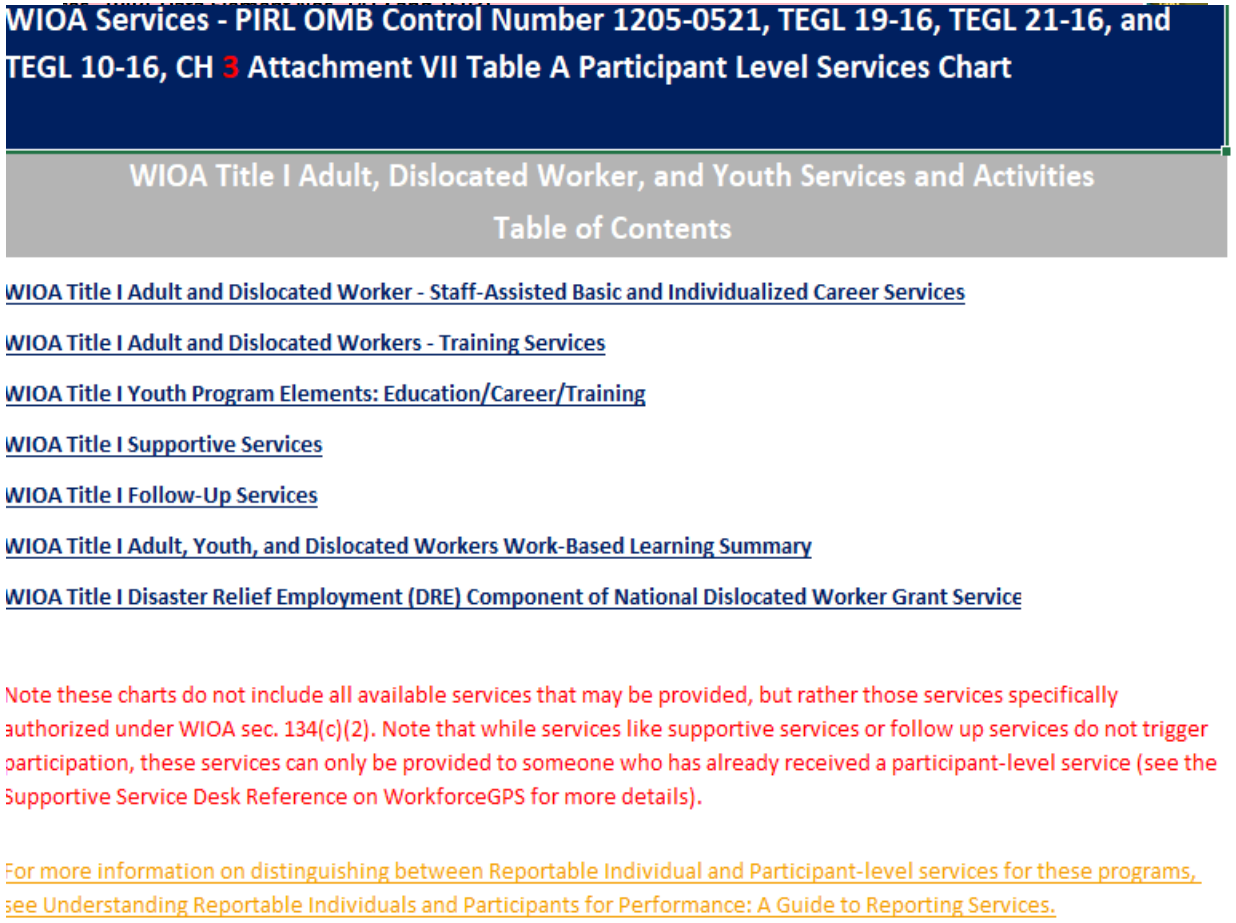
In terms of the value of the WIOA Title I Services Matrix as a tool for understanding and reporting WIOA participant services, the Matrix is:

- **Extremely Beneficial** - Easy to reference and provides abundant information that cannot be found elsewhere. Couldn't live without it.
- **Somewhat Useful** - Provides adequate WIOA IA/ID and Youth participant services information. Could take it or leave it in daily work.
- **Confusing** - Leaves much to be desired in helping me understand and report IA/ID or Youth services. Needs updates for me to use regularly.
- **Not at All Helpful** – Doesn’t provide valuable information to assist me in completing my work. I can do my work without it.

Services Matrix Features

The Matrix identifies multiple guidance criteria for each Title IB service

- Allowable Service Types and appropriate IWDS Service Labels
- Clear Definitions with examples
- WIOA Performance measures relationship
- Identification of Same-Day Services
- Services that Trigger Participation and Extend 90-Day Exit
- Associated Participant Individual Record Layout (PIRL) Data Element
- Relationship to Minimum Training Expenditure (MTE) – 50% (IA/ID) or Youth Work Experience (WEX) – 20%.



WIOA Services - PIRL OMB Control Number 1205-0521, TEGL 19-16, TEGL 21-16, and TEGL 10-16, CH 3 Attachment VII Table A Participant Level Services Chart

WIOA Title I Adult, Dislocated Worker, and Youth Services and Activities

Table of Contents

WIOA Title I Adult and Dislocated Worker - Staff-Assisted Basic and Individualized Career Services

WIOA Title I Adult and Dislocated Workers - Training Services

WIOA Title I Youth Program Elements: Education/Career/Training

WIOA Title I Supportive Services

WIOA Title I Follow-Up Services

WIOA Title I Adult, Youth, and Dislocated Workers Work-Based Learning Summary

WIOA Title I Disaster Relief Employment (DRE) Component of National Dislocated Worker Grant Service

Note these charts do not include all available services that may be provided, but rather those services specifically authorized under WIOA sec. 134(c)(2). Note that while services like supportive services or follow up services do not trigger participation, these services can only be provided to someone who has already received a participant-level service (see the Supportive Service Desk Reference on WorkforceGPS for more details).

For more information on distinguishing between Reportable Individual and Participant-level services for these programs, see Understanding Reportable Individuals and Participants for Performance: A Guide to Reporting Services.

Services Matrix is Policy Driven

- Services Matrix Version 2 (2025)- ePolicy Chapter 4.2 *Career Planning*
  - *Red-lined version tracks updates*
- Reviewed Federal and State Guidance
  - Resources include:
  - TEGL 19-16 Adult and Dislocated Worker Services, TEGL 21-16, Change 1 Youth Services, and TEGL 10-16, Change 3 Performance Accountability
  - TEN No. 19-22, Change 1 Reporting Training in US DOL's PIRL, March 31, 2023
  - PIRL OMB Control No. 1205-0521 Approved through March 31, 2027
  - Career Pathways Dictionary
  - ICAPS – Illinois Integrated Career and Academic Preparation System
  - WIOA Title I Services Matrix – Version 1 (2023)
- Compared Alignment Among DOL Services Guidance, the PIRL, Illinois Workforce Development System (IWDS), and the Services Matrix

Why a Services Matrix?

- Align Reporting and Definitions with United States Department of Labor (USDOL) and United States Department of Education (USDoED) Guidance
- Consistency Within and Among Grantees Across the State
- Create a Map to DOL Participant Individual Reporting Layout (PIRL) (ETA-9172)
  - Appropriate selection of services or activities
  - Coordination with USDOL quarterly reporting expectations
  - Accuracy and transparency in reporting services and outcomes

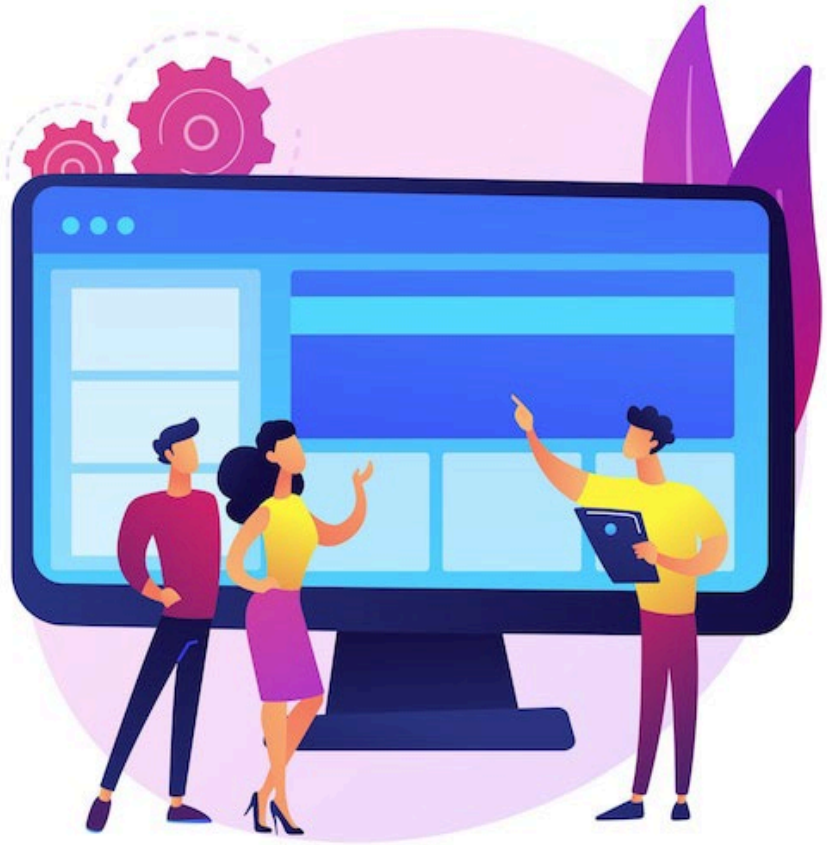
Local Program and Grantee Roles

- Administration of Program or Grant
  - The Services Matrix expands beyond Title IB formula grants to include additional non-formula grant services, such as the Disaster Recovery National Disaster Workforce Grants (NDWG) and may be used in other state-funded grants.
  - Coordinate consistent and appropriate monitoring and oversight
    - Internally and externally to sub-grantees and sub-recipients
- Operational Parameters for Staff
  - Clear expectations
  - Provide clear and appropriate technical assistance
  - Accountability of all staff in meeting expectations
- Performance Expectations
  - Assurance of accurate and robust reporting of services and activities

What Does this Mean for Each of You?

Unique Roles within the WIOA System

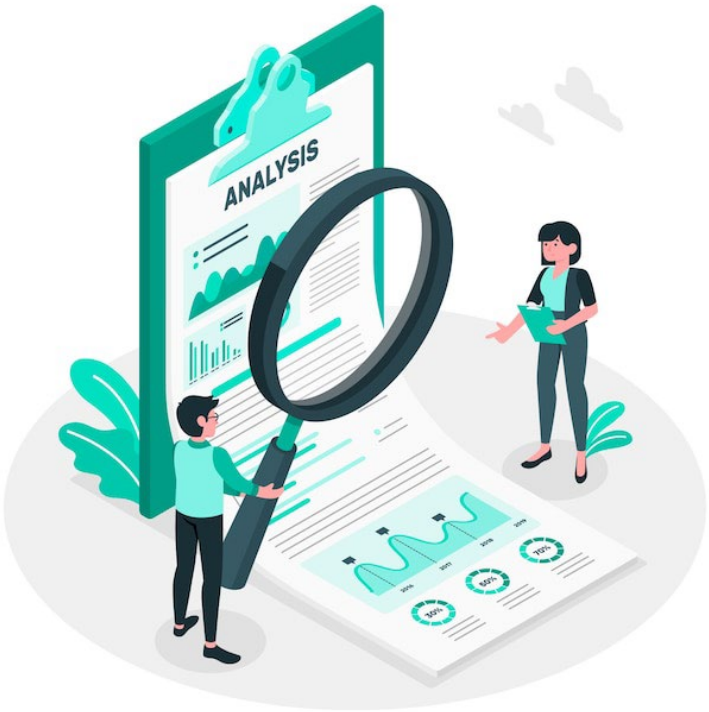
- Local Program or Grantees
  - Administration of Program or Grant
  - Operational Parameters for Staff
  - Performance Expectations
  - Local Oversight
- Career Planners/Career Coaches
  - Career Planning and Case Management Reference
- Participant Management Information Systems
  - Illinois Workforce Development System (IWDS)
  - Career Connect (CC)
  - Illinois workNet®



Career Planners and Coaches Roles

- The Services Matrix is One of the Most Important Tools
  - Identify and Account for All Services
- Defines How you Assist Participants
  - Strategize: Develop appropriate services and activities
    - Individual Employment Plan (IEP)
    - Individual Service Strategy (ISS)
  - Review and Revise IEP/ISS, as necessary
- Ensure accuracy and consistency in reporting services
  - Provide timely reporting per the Career Planning Policy (within ten (10) days of occurrence)
  - Get “credit” for all services being provided
- Understand your Participant Management Information System - Illinois Workforce Development System (IWDS), Career Connect (CC), Future – IWDS 2.0
- Includes Case Management Functions

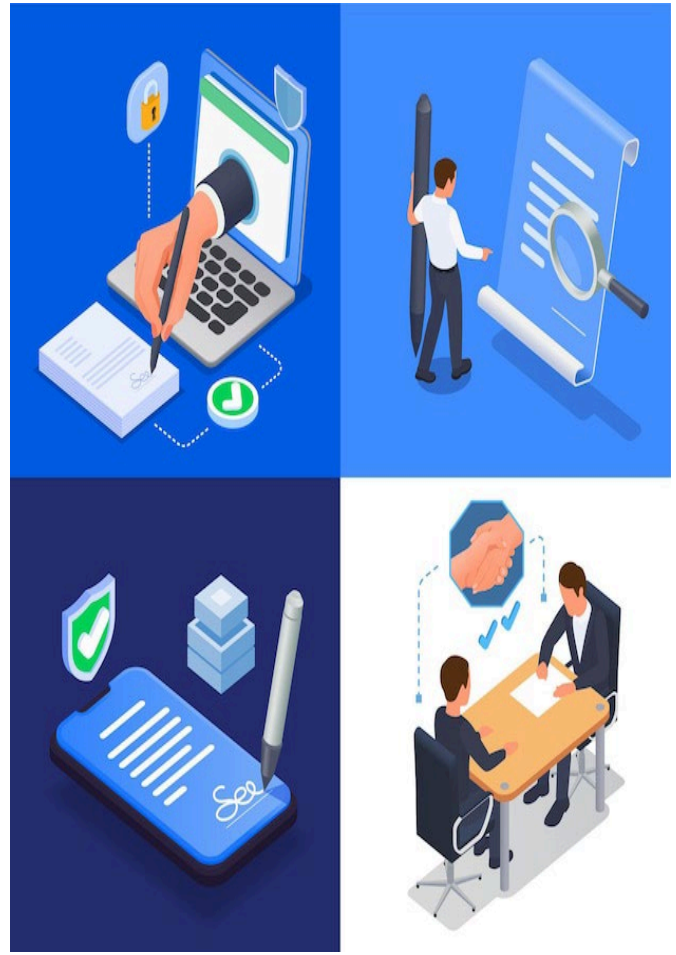
State Staff Roles



- The Services Matrix Provides Guidance to Effectively Administer Federal and State Programs and Grants
  - **Performance Unit** – *ensure accuracy, integrity and accountability*
    - Ensure state and local programs and grantees are meeting performance expectations
  - **Reporting Unit** – *support integration, transparency, and ease*
    - Assist in developing systems in accordance with Federal and State grants
    - Provide reports, resources and tools
    - Assist with the development of policy and technical assistance

State Staff Roles

- **Policy Unit** – *provide clarity, consistency and reliability*
  - Define expectations for programs and grantees
  - Offer technical assistance to better inform
- **Monitoring Unit** – *focus on surety, collaboration, and relevancy*
  - Confirm consistent compliance with Federal, State, and Local policies and guidance
  - Data Validation around accurate reporting in participant case files including source documentation, program exits, etc.
- **Trade Adjustment Assistance Unit** – *facilitate co-enrollment, alignment and management*
  - Provides the “Cadillac” of career and training services; additional payments
  - Requires co-enrollment in ID in Illinois; supportive services paid through ID



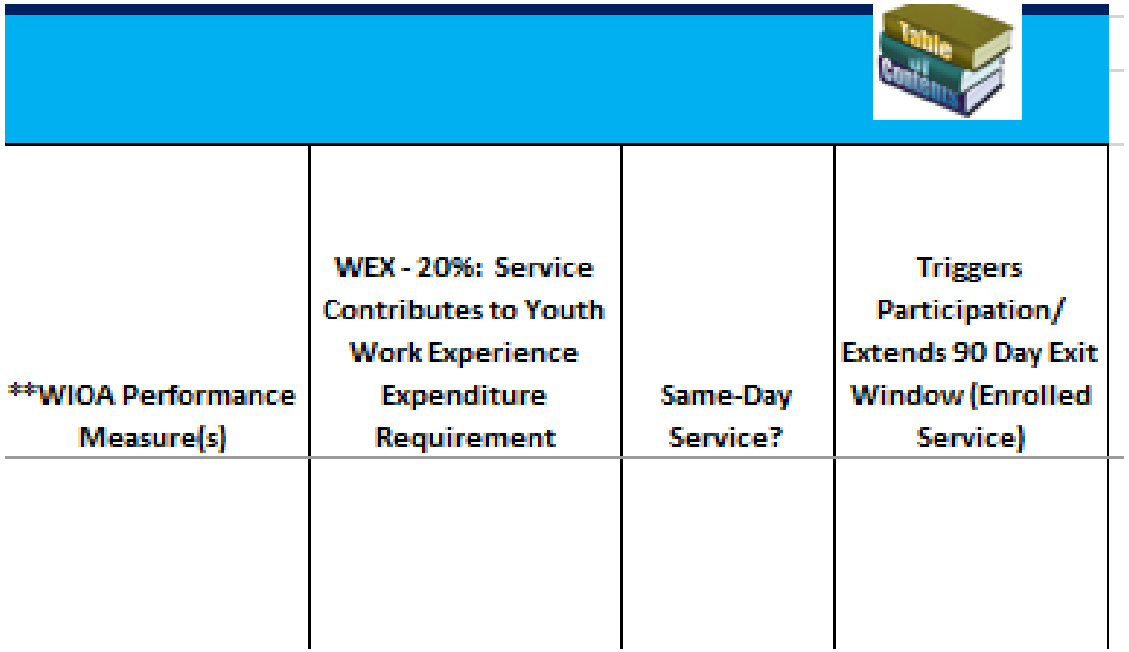
State Staff Roles

- Additional OET Units Responsible to Effectively Administer Federal and State Programs and Grants and Assist in Co-enrollment or Collaboration with WIOA
  - **Rapid Response Unit** – *promote economic recovery and vitality*
    - First Contact for Dislocated Workers during Workshops
    - Provide Introduction to WIOA career, training and supportive services
  - **Planning Unit** – *align with current and future workforce needs*
    - Oversight of State and Local Plans, including Service Integration
    - Incumbent Worker Training Projects
    - Interagency Technical Assistance
  - **Grant Management Unit** – *maximize and promote outcomes of federal/state funding*
    - Coordination between Other Grants and WIOA Services
    - JTED, CEJA/FEJA, YCP, NDWG Services

POLL 3 - WIOA Services Matrix

For those who are familiar with the matrix, on a Scale of 1-5, 5 being the strongest score, how much do you agree with this statement?

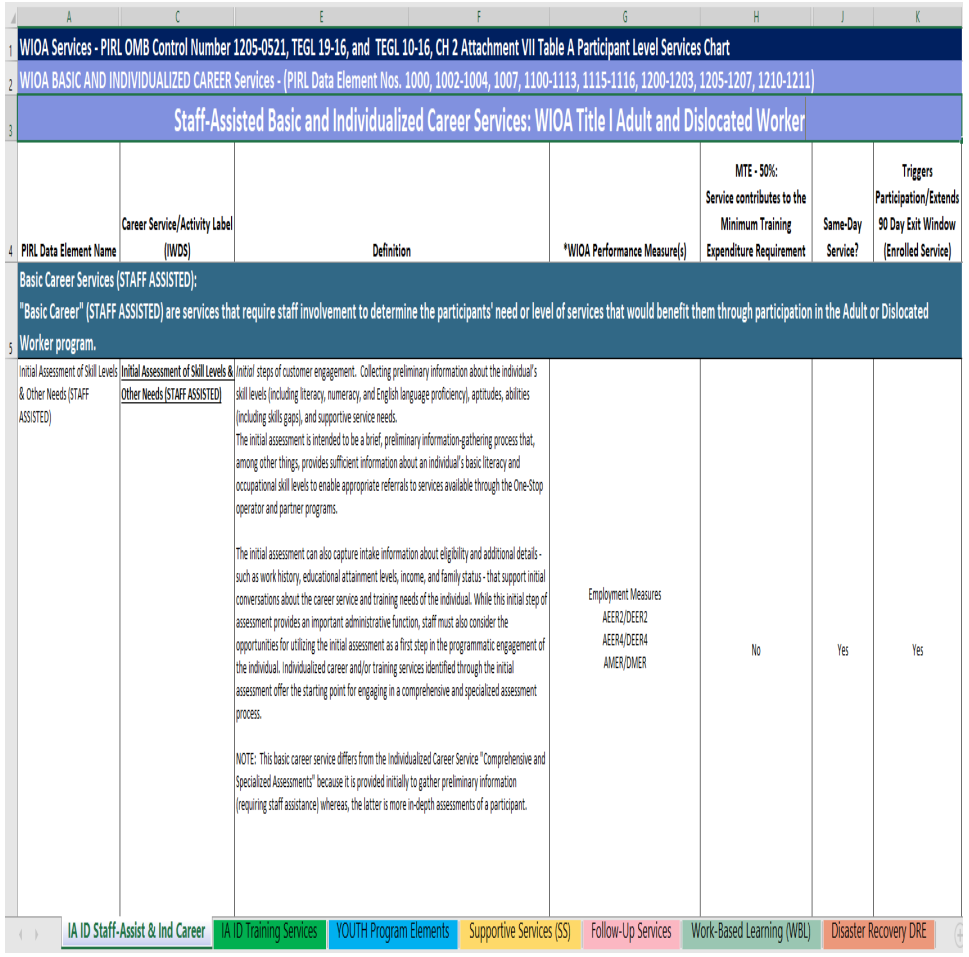
- I understand the difference between "active" or "enrolling" services that extend participation and those that are only for career planners to track activities that are not reported and do not extend exit.



**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)

Services Matrix – IA/ID Career Services

- Staff-Assisted Basic Career Services – 6 Defined
  - Prompt enrollment in WIOA; significant Title IB staff assistance; beyond information only.
  - ALL Basic Career Services are staff-assisted
- Individualized Career Services – 13 Defined
  - Including five (5) types of Work-Based Learning (WBLs)
  - Always staff-assisted and must be available for the individual to obtain or retain employment
  - Go hand in hand with meeting goals identified in the Individual Employment Plan (IEP)



	A	C	E	F	G	H	J	K
1	WIOA Services - PIRL OMB Control Number 1205-0521, TEGL 19-16, and TEGL 10-16, CH 2 Attachment VII Table A Participant Level Services Chart							
2	WIOA BASIC AND INDIVIDUALIZED CAREER Services - (PIRL Data Element Nos. 1000, 1002-1004, 1007, 1100-1113, 1115-1116, 1200-1203, 1205-1207, 1210-1211)							
3	Staff-Assisted Basic and Individualized Career Services: WIOA Title I Adult and Dislocated Worker							
4	PIRL Data Element Name	Career Service/Activity Label (IWDS)	Definition		*WIOA Performance Measure(s)	MTE - 50%: Service contributes to the Minimum Training Expenditure Requirement	Same-Day Service?	Triggers Participation/Extends 90 Day Exit Window (Enrolled Service)
5	Basic Career Services (STAFF ASSISTED): "Basic Career" (STAFF ASSISTED) are services that require staff involvement to determine the participants' need or level of services that would benefit them through participation in the Adult or Dislocated Worker program.							
	Initial Assessment of Skill Levels & Other Needs (STAFF ASSISTED)	Initial Assessment of Skill Levels & Other Needs (STAFF ASSISTED)	Initial steps of customer engagement. Collecting preliminary information about the individual's skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs. The initial assessment is intended to be a brief, preliminary information-gathering process that, among other things, provides sufficient information about an individual's basic literacy and occupational skill levels to enable appropriate referrals to services available through the One-Stop operator and partner programs. The initial assessment can also capture intake information about eligibility and additional details - such as work history, educational attainment levels, income, and family status - that support initial conversations about the career service and training needs of the individual. While this initial step of assessment provides an important administrative function, staff must also consider the opportunities for utilizing the initial assessment as a first step in the programmatic engagement of the individual. Individualized career and/or training services identified through the initial assessment offer the starting point for engaging in a comprehensive and specialized assessment process. NOTE: This basic career service differs from the Individualized Career Service "Comprehensive and Specialized Assessments" because it is provided initially to gather preliminary information (requiring staff assistance) whereas, the latter is more in-depth assessments of a participant.		Employment Measures AEER2/DEER2 AEER4/DEER4 AMER/DMER	No	Yes	Yes

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

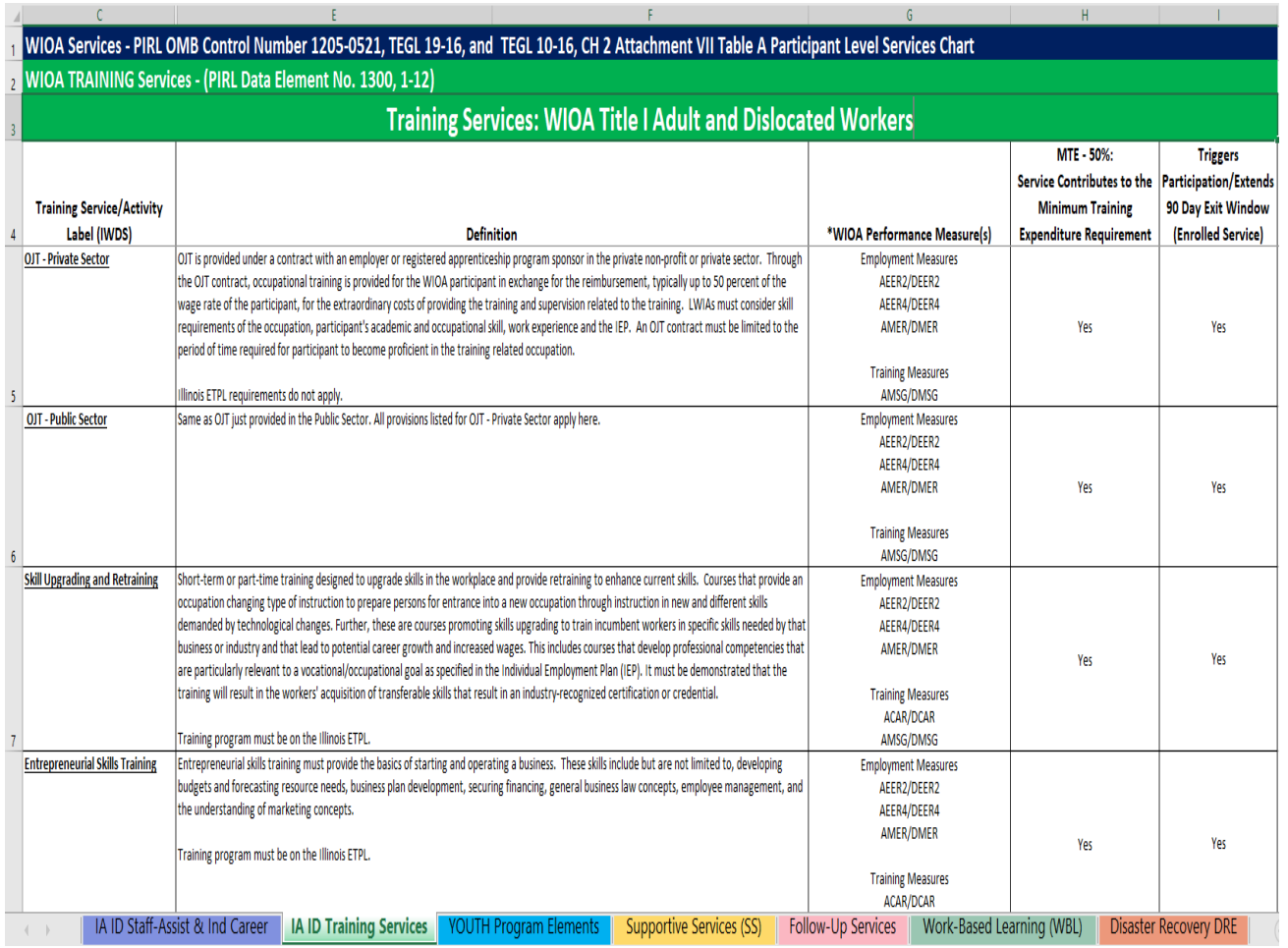
Services Matrix – IA/ID Training Services

IA/ID Training Services

- Programs that have the purpose of developing skills and qualifications to attain employment
- Trigger inclusion in the Credential Attainment Rate and/or Measurable Skill Gains (MSG) indicator performance calculation
- May be included in the Minimum Training Expenditure (MTE) calculation
- Indicate ETPL Requirement for ITA funded
- Identified in IEP.

Notes:

- Same-Day Service don't apply to training services
- TEN 19-22 Change 1 – Reporting Training



C	E	F	G	H	I
1	WIOA Services - PIRL OMB Control Number 1205-0521, TEGL 19-16, and TEGL 10-16, CH 2 Attachment VII Table A Participant Level Services Chart				
2	WIOA TRAINING Services - (PIRL Data Element No. 1300, 1-12)				
3	Training Services: WIOA Title I Adult and Dislocated Workers				
4	Training Service/Activity Label (IWDS)	Definition	*WIOA Performance Measure(s)	MTE - 50%: Service Contributes to the Minimum Training Expenditure Requirement	Triggers Participation/Extends 90 Day Exit Window (Enrolled Service)
5	OJT - Private Sector	OJT is provided under a contract with an employer or registered apprenticeship program sponsor in the private non-profit or private sector. Through the OJT contract, occupational training is provided for the WIOA participant in exchange for the reimbursement, typically up to 50 percent of the wage rate of the participant, for the extraordinary costs of providing the training and supervision related to the training. LWIAs must consider skill requirements of the occupation, participant's academic and occupational skill, work experience and the IEP. An OJT contract must be limited to the period of time required for participant to become proficient in the training related occupation. Illinois ETPL requirements do not apply.	Employment Measures AEER2/DEER2 AEER4/DEER4 AMER/DMER Training Measures AMSG/DMSG	Yes	Yes
6	OJT - Public Sector	Same as OJT just provided in the Public Sector. All provisions listed for OJT - Private Sector apply here.	Employment Measures AEER2/DEER2 AEER4/DEER4 AMER/DMER Training Measures AMSG/DMSG	Yes	Yes
7	Skill Upgrading and Retraining	Short-term or part-time training designed to upgrade skills in the workplace and provide retraining to enhance current skills. Courses that provide an occupation changing type of instruction to prepare persons for entrance into a new occupation through instruction in new and different skills demanded by technological changes. Further, these are courses promoting skills upgrading to train incumbent workers in specific skills needed by that business or industry and that lead to potential career growth and increased wages. This includes courses that develop professional competencies that are particularly relevant to a vocational/occupational goal as specified in the Individual Employment Plan (IEP). It must be demonstrated that the training will result in the workers' acquisition of transferable skills that result in an industry-recognized certification or credential. Training program must be on the Illinois ETPL.	Employment Measures AEER2/DEER2 AEER4/DEER4 AMER/DMER Training Measures ACAR/DCAR AMSG/DMSG	Yes	Yes
	Entrepreneurial Skills Training	Entrepreneurial skills training must provide the basics of starting and operating a business. These skills include but are not limited to, developing budgets and forecasting resource needs, business plan development, securing financing, general business law concepts, employee management, and the understanding of marketing concepts. Training program must be on the Illinois ETPL.	Employment Measures AEER2/DEER2 AEER4/DEER4 AMER/DMER Training Measures ACAR/DCAR	Yes	Yes

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

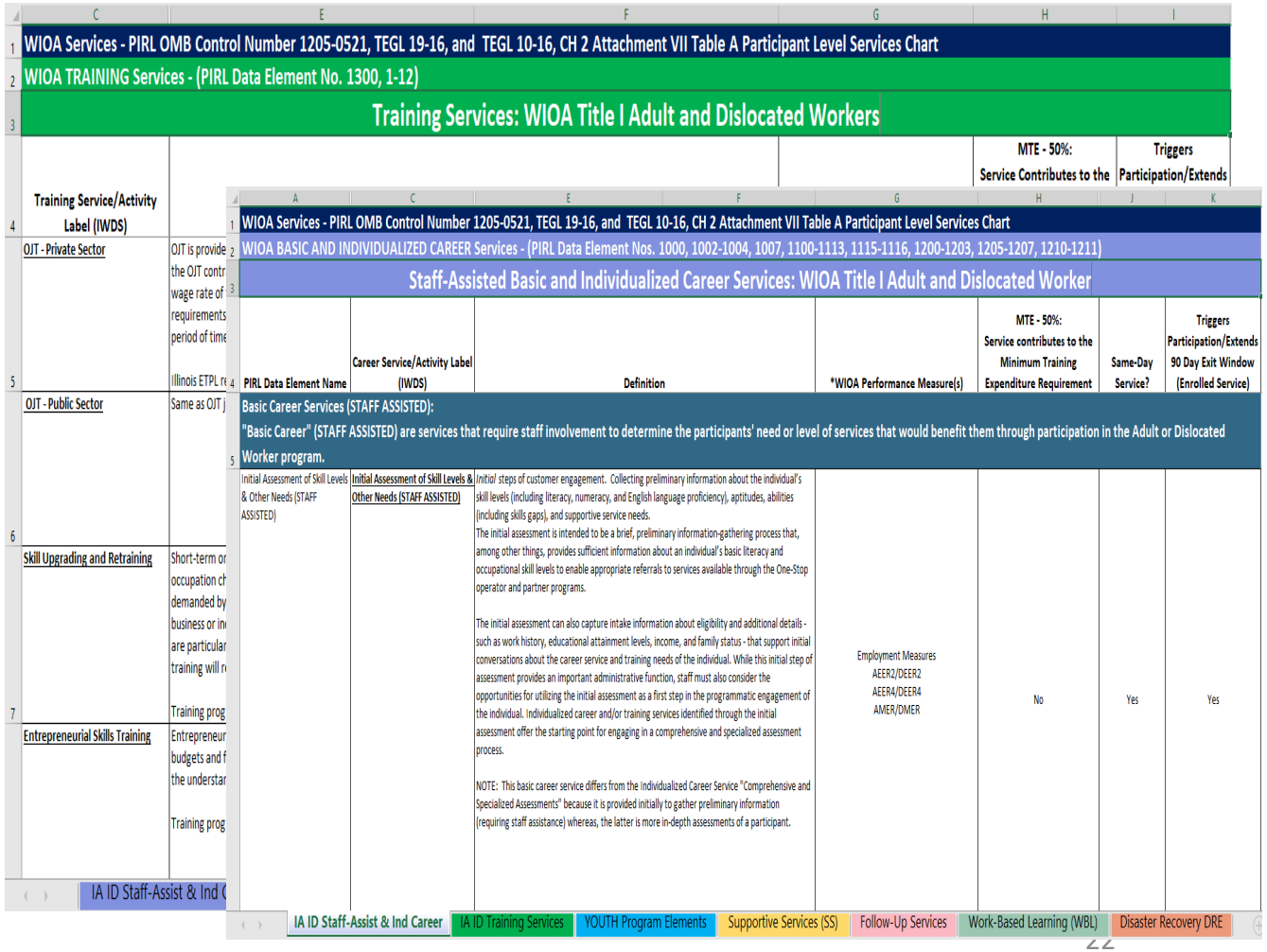
Services Matrix – Changes in Version 2

IA/ID Career Services and Training Services UPDATES in Version 2

- Stay Tuned!!
- In-Depth Session on **Tuesday, April 8th.**

Need to Know:

- Rules for documenting IEP.
- Required Assessments for enrollment.
- Group Workforce Research/Workshops & Job Clubs: removed from Staff-Assisted Career services.
- Pre-requisite Training: NEW clarified guidance.
- Future Scheduled Service – understand use.



WIOA Services - PIRL OMB Control Number 1205-0521, TEGL 19-16, and TEGL 10-16, CH 2 Attachment VII Table A Participant Level Services Chart

WIOA TRAINING Services - (PIRL Data Element No. 1300, 1-12)

Training Services: WIOA Title I Adult and Dislocated Workers

Training Service/Activity Label (IWDS)		MTE - 50%: Service Contributes to the	Triggers Participation/Extends
OJT - Private Sector	OJT is provide the OJT contr wage rate of requirements period of time Illinois ETPL re		
OJT - Public Sector	Same as OJT j		
Skill Upgrading and Retraining	Short-term or occupation ch demanded by business or in are particular training will re Training prog		
Entrepreneurial Skills Training	Entrepreneur budgets and f the understar Training prog		

IA ID Staff-Assist & Ind C

WIOA Services - PIRL OMB Control Number 1205-0521, TEGL 19-16, and TEGL 10-16, CH 2 Attachment VII Table A Participant Level Services Chart

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

PIRL Data Element Name	Career Service/Activity Label (IWDS)	Definition	*WIOA Performance Measure(s)	MTE - 50%: Service contributes to the Minimum Training Expenditure Requirement	Same-Day Service?	Triggers Participation/Extends 90 Day Exit Window (Enrolled Service)
Basic Career Services (STAFF ASSISTED): "Basic Career" (STAFF ASSISTED) are services that require staff involvement to determine the participants' need or level of services that would benefit them through participation in the Adult or Dislocated Worker program.						
Initial Assessment of Skill Levels & Other Needs (STAFF ASSISTED)	Initial Assessment of Skill Levels & Other Needs (STAFF ASSISTED)	*Initial* steps of customer engagement. Collecting preliminary information about the individual's skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs. The initial assessment is intended to be a brief, preliminary information-gathering process that, among other things, provides sufficient information about an individual's basic literacy and occupational skill levels to enable appropriate referrals to services available through the One-Stop operator and partner programs. The initial assessment can also capture intake information about eligibility and additional details - such as work history, educational attainment levels, income, and family status - that support initial conversations about the career service and training needs of the individual. While this initial step of assessment provides an important administrative function, staff must also consider the opportunities for utilizing the initial assessment as a first step in the programmatic engagement of the individual. Individualized career and/or training services identified through the initial assessment offer the starting point for engaging in a comprehensive and specialized assessment process. NOTE: This basic career service differs from the Individualized Career Service "Comprehensive and Specialized Assessments" because it is provided initially to gather preliminary information (requiring staff assistance) whereas, the latter is more in-depth assessments of a participant.	Employment Measures AEER2/DEER2 AEER4/DEER4 AMER/DMER	No	Yes	Yes

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

Services Matrix – Youth Service Elements

	A	B	C	E	G	H	I	J	K	L
1	WIOA Services - PIRL OMB Control Number 1205-0521, TEGL 21-16, and TEGL 10-16, CH 2 Attachment VII Table B Participant Level Services Chart									
2	WIOA YOUTH Services - (PIRL Data Element No. 1205, 1206, 1303-2-11, 1402-1403, 1405, 1407-1415)									
3	YOUTH Program Elements: Education/Career/Training									
4	Youth Program Element	Type of Service	WIOA Youth Program Elements 1-14: Attachment VII (Section 129C(2))	Youth Program Element Label (IWDS)	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)
5	1	Career	Tutoring, Study Skills Training, Dropout Prevention	Tutoring/Study Skills Instruction/Dropout Prevention	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. 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. 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. 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.		Employment Measures YEER2 YEER4 YMER Training Measures YCAR YMSG	No	No	Yes
	2	Career	Alternative Secondary School Services	Alternative School/Dropout Recovery Services	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					

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

Youth Program Elements

- Outlines all 14 Youth Program Elements
- Identifies:
  - Youth Work Experience (WEX) 20% calculation (Element 3)
  - Credential Attainment Rate and/or (MSG)
  - Trigger enrollment, extend participation and exits
- Supportive and Follow-Up Services are included

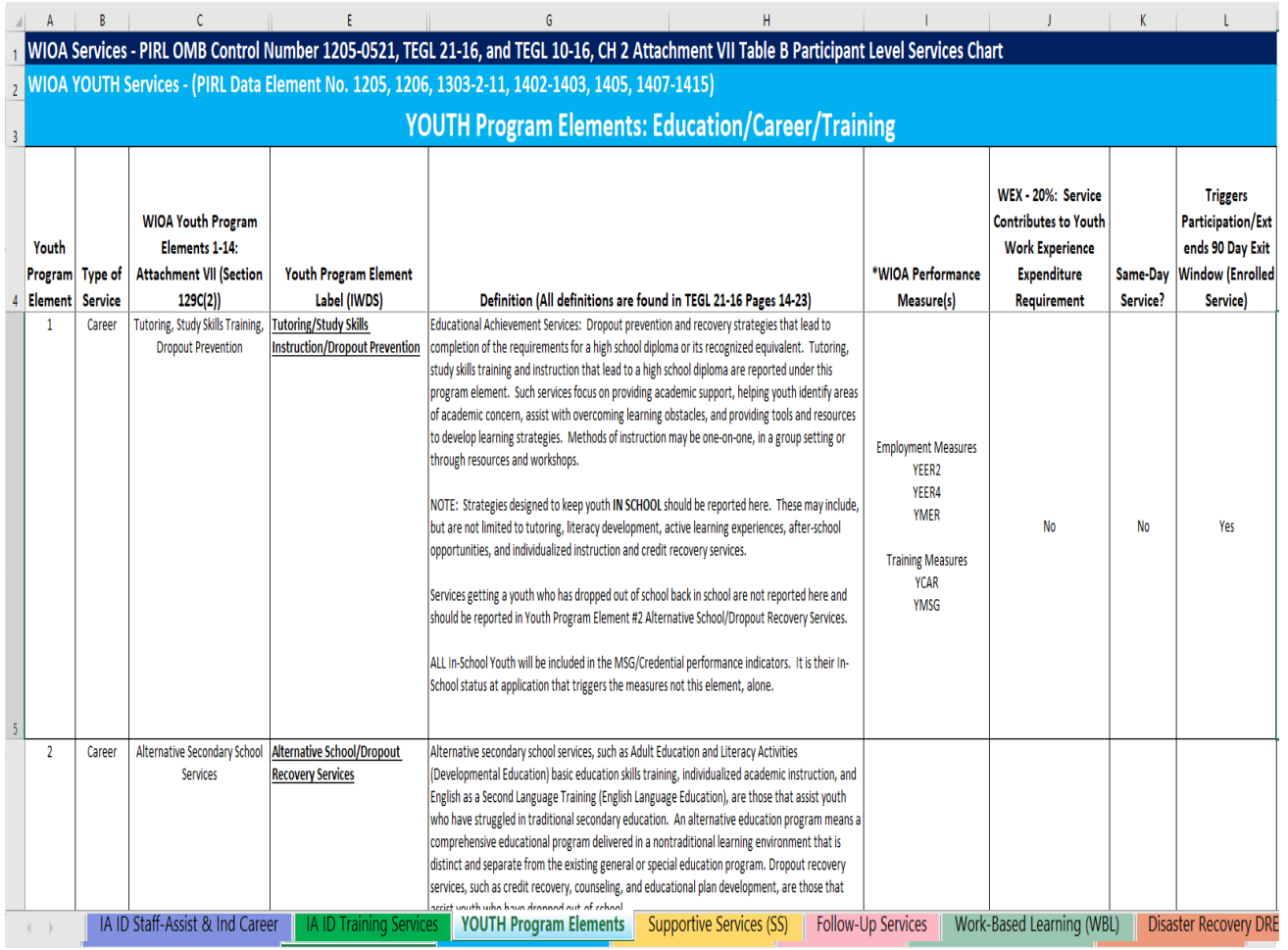
Services Matrix – Changes in Version 2

WIOA Title I YOUTH Service Elements

- Stay Tuned!!
- In-Depth Session on **Friday, April 11th**.

Need to Know:

- Change to the three (3) required "Non-Enrolling"
- Change to YOUTH Career Planning reporting rules.
- Group Workforce Research/Workshops & Job Clubs: removed from Staff-Assisted Career services.
- Youth Pre-requisite code not allowed.
- Guidance for providing and reporting.



	A	B	C	E	G	H	I	J	K	L
1	WIOA Services - PIRL OMB Control Number 1205-0521, TEGL 21-16, and TEGL 10-16, CH 2 Attachment VII Table B Participant Level Services Chart									
2	WIOA YOUTH Services - (PIRL Data Element No. 1205, 1206, 1303-2-11, 1402-1403, 1405, 1407-1415)									
3	YOUTH Program Elements: Education/Career/Training									
4	Youth Program Element	Type of Service	WIOA Youth Program Elements 1-14: Attachment VII (Section 129C(2))	Youth Program Element Label (IWDS)	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)
5	1	Career	Tutoring, Study Skills Training, Dropout Prevention	Tutoring/Study Skills Instruction/Dropout Prevention	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. 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. 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. 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.		Employment Measures YEER2 YEER4 YMER Training Measures YCAR YMSG	No	No	Yes
	2	Career	Alternative Secondary School Services	Alternative School/Dropout Recovery Services	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						

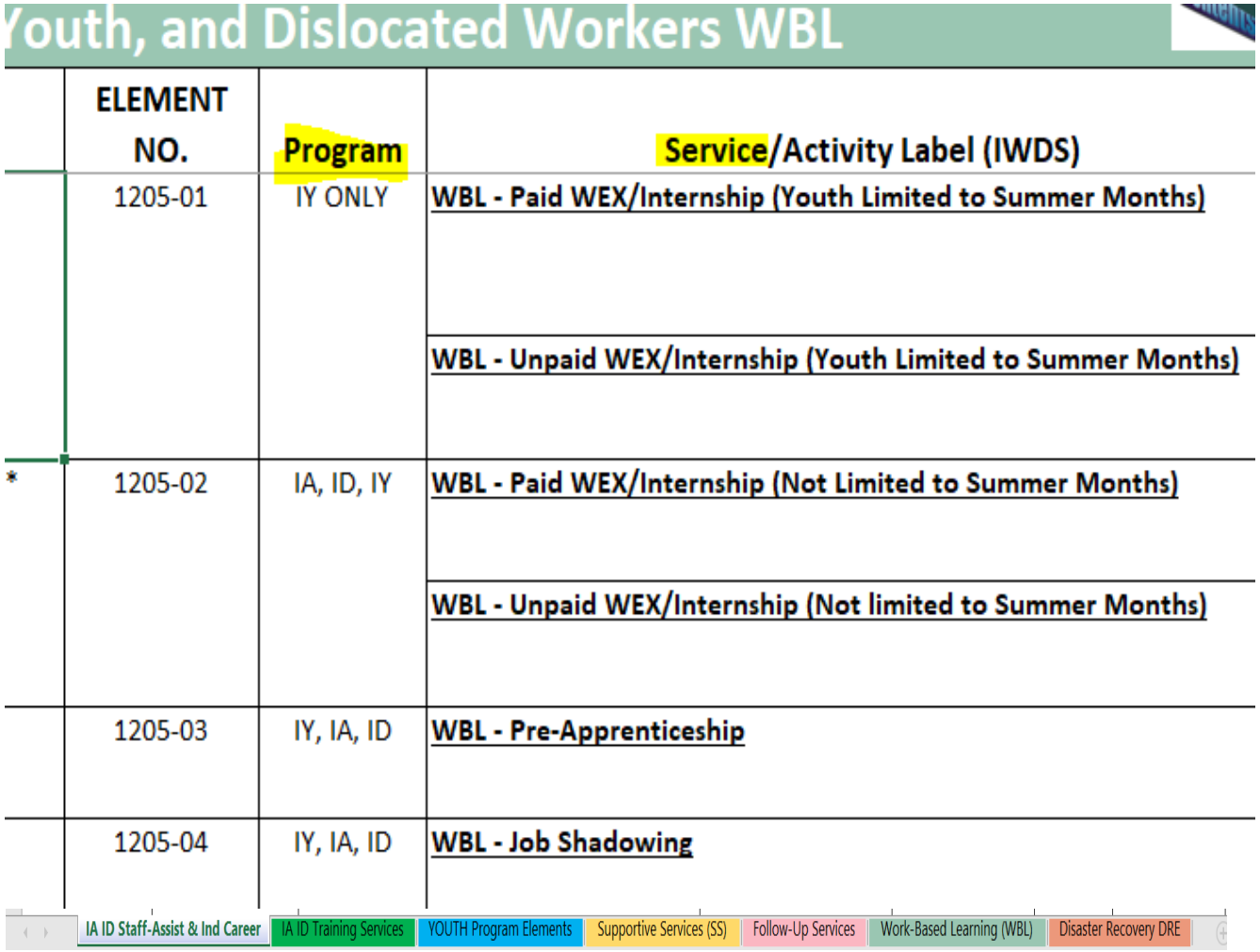
IA ID Staff-Assist & Ind Career | IA ID Training Services | YOUTH Program Elements | Supportive Services (SS) | Follow-Up Services | Work-Based Learning (WBL) | Disaster Recovery DRE

Services Matrix – Work-Based Learning

Work-Based Learning (WBL) Tab

- Summary of ALL Work-Based Learning Service types
- Covered during the in-depth IA/ID and YOUTH sessions
- Identify applicable programs for each
- Included also in IA/ID Career Services Tab
- Included in Youth Program Elements Tabs
  - Youth Element #3
  - Also known as "WEX" for Youth.

Note: If part of a Registered Apprenticeship Program (RAP) do not record separately.



Youth, and Dislocated Workers WBL

ELEMENT NO.	Program	Service/Activity Label (IWDS)
1205-01	IY ONLY	WBL - Paid WEX/Internship (Youth Limited to Summer Months)
		WBL - Unpaid WEX/Internship (Youth Limited to Summer Months)
1205-02	IA, ID, IY	WBL - Paid WEX/Internship (Not Limited to Summer Months)
		WBL - Unpaid WEX/Internship (Not limited to Summer Months)
1205-03	IY, IA, ID	WBL - Pre-Apprenticeship
1205-04	IY, IA, ID	WBL - Job Shadowing

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

Knowledge Check

What is the primary purpose of the WIOA Title I Services Matrix?

A. Guide local businesses in tax reporting

B. Provide a reference for available WIOA services and performance measures

C. Summarize state labor laws

D. Track workforce certifications

E. B. and D.

F. All of the above.

Knowledge Check

What is the primary purpose of the WIOA Title I Services Matrix?

A. To guide local businesses in tax reporting

B. **To provide a reference for available WIOA services and performance measures**

C. To summarize state labor laws

D. To track workforce certifications

E. B. and D.

F. All of the above.

Career Connect User Implications

CHICAGO COOK WORKFORCE PARTNERSHIP
A proud partner of the AmericanJobCenter network

For LWIA 7 Agencies:

- The Partnership is making equivalent updates in Career Connect on the same timeline as the IWDS changes - **Friday, April 11, 2025.**
- The Partnership will conduct their own webinar to cover these changes in Career Connect.

Career Connect Services Matrix Changes
Thursday, 4/10 from 1:30pm – 3pm

Please use the LINK below to register for this session
https://workforceboard.zendesk.com/hc/en-us/articles/34921893109133-

This only applies to LWIA 7 (The Partnership). The remaining DCEO webinars are optional for LWIA 7 (The Partnership) staff.

Implementation and State Monitoring

- How do I handle changes to services?
  - Webinars will provide details and good practices for review and compliance with updates
  - Examples of proper data entries will be provided
- Participation in webinars is essential for understanding updates and changes
- Any services or activities not yet documented must be in accordance with the new labels and definitions
- All new discussions with participants should be based on the new Services Matrix

Implementation and State Monitoring

When are the Services Matrix changes expected to be utilized?

- Immediately upon deployment of changes
- Go Live April 11th, 2025 (overnight)

- What happens when changes are made to services?
  - Matrix Definitions:
    - Programs must operate following updated definitions for provision of services and reporting
- Review:
  - Agencies and Grantees should review files per Services Matrix Version 2 (2025) Rules/Logic:
    - End dates trigger enrollment, extend 90-day exit
    - Non-enrolling will no longer be “active” extend exit/90-day clock.
    - Service label/name changes

Implementation and State Monitoring

How will OET Monitoring handle the implementation of a new Services Matrix?

- Phased-In Approach
  - Management Recommendations and Technical Assistance through June 2025.
  - Repeated observations of noncompliance may result in Areas of Concerns and/or Findings with Corrective Action guidance noted.
  - Monitoring Kick-Off in the fall will highlight Services Matrix
  - Monitoring instrument will be reviewed for any updates and identified at the Kick-Off webinar in preparation for the PY25 monitoring reviews.

Knowledge Check

How does the WIOA Services Matrix ensure consistency in services?

A. By conducting monthly audits of service providers

B. By aligning services with federal guidelines

C. By requiring client surveys after each service

D. By outsourcing service evaluations

E. A and B.

Knowledge Check

How does the WIOA Services Matrix ensure consistency in services?

A. By conducting monthly audits of service providers

B. By aligning services with federal guidelines (reference slide 12)

C. By requiring client surveys after each service

D. By outsourcing service evaluations

E. A and B.

Implementation

Roll-Out Steps:

- Changes in 05x in IWDS.
- WIOA Title I Services Matrix Version 2 (2025) Overview
- IA/ID Services Webinar
- Youth Services Webinar
- Q & A Webinar (Includes Supportive Services & Follow-Up)
- WIOA Title I Services Matrix Version 2 (2025) disseminated to Staff. "Redline" version shows updates/changes.

GO LIVE! April 11, 2025 - PM

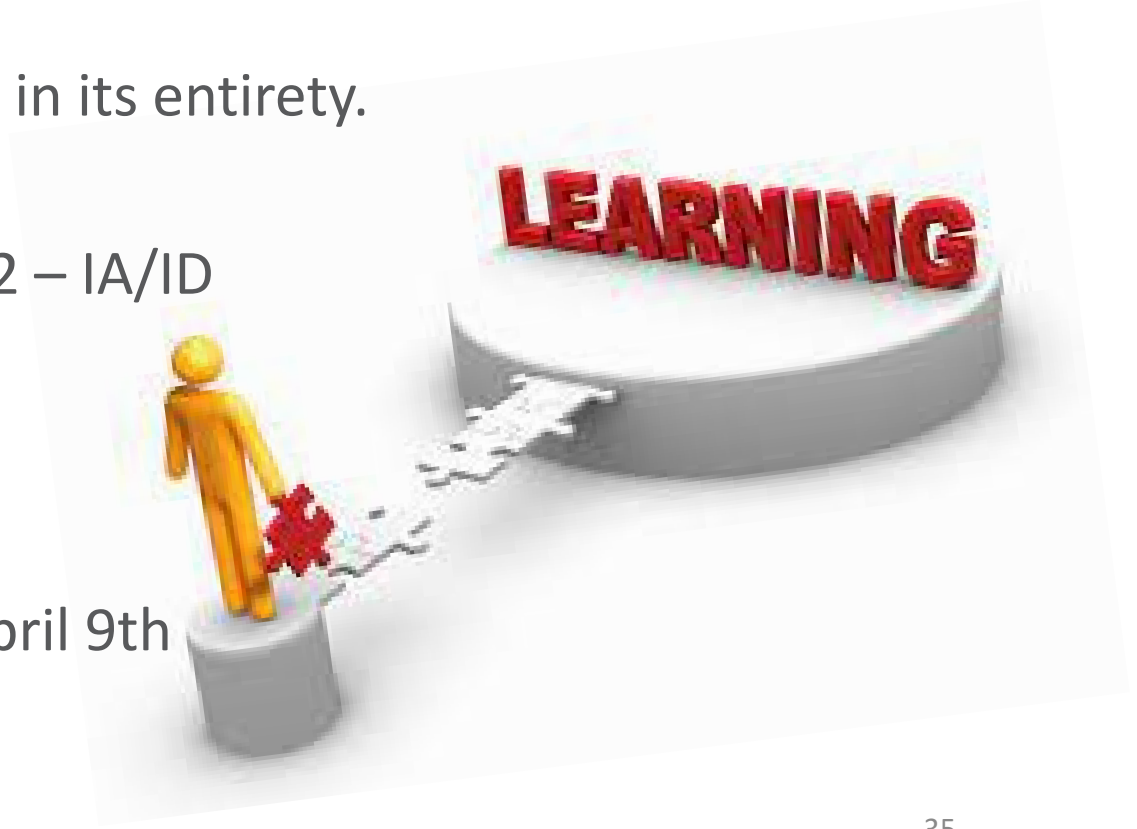
- Updates are deployed to production in IWDS and Career Connect.

IA/ID Training Services

Homework!

TEN 19-22 Change 1

- Please review DOL's TEN on Training Services in its entirety.
- Due Tuesday, April 8th, 2025
  - Services Matrix Version 2 (2025) Session 2 – IA/ID



- LWIAs, any questions?
  - Submit to OET via FAQ
    - Services Matrix Overview – by COB April 9th
    - Opportunity for FAQ 365 days a year

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