**WorkforceGPS**

**Transcript of Webinar**

**WIOA Partner Briefing - Adult and Dislocated Worker Programs**

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JONATHAN VEHLOW: So without further ado, I'd like to turn things over today to Charlotte Harris, workforce analyst, U.S. Department of Labor, Employment and Training Administration. Charlotte?

CHARLOTTE HARRIS: Thanks, John. Welcome, everyone. Good afternoon. Welcome to our second WIOA partner briefing. Today's briefing is on adult and dislocated worker programs, and as a reminder, these informal sessions provide us the opportunity to learn more about each other's program as they relate to WIOA.

Last month we had the HUD team on who presented on HUD employment and training programs. That presentation is available on WorkforceGPS for those who were not able to attend or those who want to review it again. Today we have Andy Ridgeway and team who will be presenting today's session on adult and dislocated worker programs. Andy?

ANDY RIDGEWAY: Thanks, Charlotte. Again, just to kind of iterate what Charlotte said, we anticipate today to be as informal as possible, given a formal webinar platform. So we'd like to encourage everyone today to – we're going to have a fairly brief presentation, and we'll also go over some of the recent technical assistance materials that Kellen will actually be going over.

And I'm joined today by my colleague Kellen Grode. We both are in the Office of Workforce Investment, Division of Adult Services, and we focus today primarily on the WIOA adult and dislocated worker formula programs, which I'll get into here in a little bit, and we'll also talk a little bit about one of the partner programs, which is the National Dislocated Worker Grants program or DWGs as we affectionately call them. And I will be talking about those here in a little bit.

So again, use the welcome chat to – have any questions, we can address then as we go, if we see them. If not, we will kind of open it up after the more formal part of the presentation to just kind of have a chat. So no bad questions. You may get bad answers from us, but we'll deal with that when it comes.

So anyways, as we dive in here, first, I wanted to focus real quick on just WIOA in general and its focus on serving individuals with barriers to employment. So it's a pretty diverse different populations there.

And I just kind of wanted to focus on it a little bit because I'm guessing most of our programs either serve a lot of these different groups or some of these groups, and it's just kind of a way for, when you see it from your perspective, to see the types of populations that our programs can all serve and kind of where there's an opportunity for us to potentially work together in serving these populations or provide referrals, if needed. So I'm not going to read the slide. You can kind of see it there, and hopefully, people are fairly familiar with these populations.

So going forward I'm going to talk a little bit about the WIOA adult and dislocated worker program. Just so everyone's aware, we're going to start very basic here. So there's three Title I core programs. There's the adult, dislocated worker, and youth formula programs. We're not going to really be talking about youth today. That will be a different presentation.

The Department of Labor also has one other "core program under WIOA." It's the Wagner-Peyser employment service. You will probably get to hear me talk about that sometime in the future in April, along with a couple of our other partner programs. And if you're unfamiliar with what core is, it's a term of art in the statute of WIOA to identify the six core programs, the other two programs being with the Department of Education, the adult education program and the vocational rehabilitation program.

So those six programs all are tied at the hip in unique ways, as I'm sure many are aware, whether it's across state planning, common performance, as well as other requirements as well. So just to provide context for those who maybe don't work on those programs or for those that do and want more context about it, just wanted to set that stage.

For those that aren't as familiar with how the adult and dislocated worker formula programs work, it is funded via formula to the states. It's a statutory formula bought for each program. In the past year the adult program was around $800 million, and the dislocated worker formula program was about $1 billion, just to give you context of what the money is for those programs.

So they get divided amongst the states via formula, and then within each state local workforce areas get the money via state formula. So basically, these programs are all delivered through the American job center system, and just want to provide that context because other grant programs may not work that way.

There may be a competition or things like that. These are not granted via competition. They are granted via formula, and really where the rubber meets the road is at the American job center where we all kind of have a common plugin there because that's where all of our services are either partnered or delivered through.

So anyways, those – that's kind of the overview of the architecture of how the programs work, and then the National Dislocated Worker Grant program, not to be confused with the dislocated worker formula program, is a required program. It's also housed with the Department of Labor with our team as well. We'll get into the details of it later, but it is a – not awarded via formula. It is awarded for a number of different criteria, and we'll get into the details about it a little bit later. But it does serve dislocated workers and other eligible populations. So with that, I'll advance us to get into a quick overview of the WIOA adult program.

So as you can see, the adult program funds – anyone 18 and over is, quote, eligible for the adult program. So if you're an adult, you are eligible to be served by the program. Now, with that being said, there are target populations that get priority for the adult program, and so those are, as you can see, low income individuals, basic skills deficient individuals, public assistance recipients, and Kellen will talk a little bit later about veterans. And I'll just talk really quickly about it.

So veterans get priority of service for all of our programs. So they're always a target population for every DOL funded training program. But really what these programs do – we'll get into the services in a little bit – they're really to target those – help those that are more needy or low income and to get them either off of public assistance and into the workforce or to help them move up within the workforce. There's a few little niches that Kellen will talk about later too with the different types of training that you can do, some of which include upskilling with current employers and things like that. So that's the focus of the adult program.

Again, if you have any questions about it while we're going, I'm happy to talk about them now, or we can kind of talk about them at the end as well. Again, we kind of want to make sure that this is a conversation because people come at it different places.

So we actually got a question here. "So you don't have to be unemployed to qualify?"

That is true with the adult programs. There is no requirement that you be unemployed. You could be low income and have a job and be qualifying for the adult program. You can also be underemployed, which is kind of what I just said as well. You can also maybe lack basic skills, but I will provide a little bit of context with that.

And because we give money to the states, the states do have a lot of policy authority over this. So they may refine our requirements a little bit more, but from a federal requirement, there is no requirement that an individual be unemployed to be eligible for the adult program. Now, there is a lot of correlation there between low income and some of these other things, but it's not directly a requirement. So thanks, Chris. Appreciate that question.

Now, we will actually get into one where unemployment is more focused, and that is the – there we go – the dislocated worker program, and this is, again, the formula program we'll be talking about right now. So the dislocated worker formula program serves dislocated workers, and there's really a lot of technical definitions about it.

But just to kind of cut through that, it's basically individuals who get laid off through no fault of their own. It's largely one of the populations that we look for. So generally, you have to qualify for unemployment or something similar or demonstrate an attachment to the workforce. You have to be unlikely to return to that industry or occupation that you were previously in when you were dislocated and things like that.

There was a few other populations that are basically automatically eligible. That includes separated service members, so individuals who are leaving the military. I know previously, during the downsizing, there was a lot of kind of forced separations from the military, and as long as you are separating under conditions that are not dishonorable, you could – those individuals could qualify for the dislocated worker program. So we made that very clear in the WIOA rulemaking those those populations are eligible for the dislocated worker program.

Displaced homemakers is another population that is eligible. So those are maybe people who – this is just one example, but somebody whose spouse was the primary income earner. Maybe something happened where they are no longer able to earn those funds, and the spouse has never worked formally before but did work at the house. That's a population that can be served with the dislocated worker. They haven't "been laid off" like the other dislocated workers, but they do meet eligibility requirements.

Another population WIOA identified was military spouses. So if a military spouse – say their spouse is an active duty military and they get moved to a different base or duty location, a spouse may be asked to quit his or her job and all of a sudden they need to find a job in a new location. So that's a population that's automatically eligible as well, even if they may not have qualified for unemployment insurance.

And David and Chris both have questions. So I'll take David's first. "To what extent is the collaboration between DW and UI at the frontline of an AJC?"

That's a great question. So this is actually a focus of ours is connecting those unemployment insurance recipients – so basically, somebody maybe gets unemployed. They collect UI, unemployment insurance. They're required as part of their unemployment insurance to look for work. That is primarily done by the Wagner-Peyser Act employment service, which we'll talk about a different day, but we're really looking at that connection between UI, work search, and then not all UI claimants are going to need training.

In fact, probably many don't need training. They maybe just need help with the job search to go back to work or look for another job. But those individuals that are on UI and are doing a job search and maybe those skills that they have are no longer relevant to that community, they can get plugged into the dislocated worker program. And the idea is for it to be as seamless as possible.

Now, that's why we're doing all this TA as we speak is to – because I don't think it may be as smooth as we would like it to be yet, those connections. So that is actually a focus of ours, and in fact, I know our regional offices are starting to do some monitoring on service delivery at the local level.

In fact, both Kellen and myself tagged along on site visits that kind of looked at this pop- – really focusing on the unemployed worker and how they get served across programs. So very timely question. Thanks, David. And you mentioned (RACA ?) and that's part of that process as well.

Comment from Christopher, "The homemaker means something very different in the VR program, and it's an employment outcome VR agencies no longer support. Does a homemaker have to be seeking employment?"

So basically, there might be couple different things here. So really the displaced homemaker is just a – someone who is eligible to be served, but the idea is that they would then look for work as part of that. So the idea would not be that they would go back to being a homemaker. The idea would be that they need to get a job in the workforce. So yeah. Perfect. Great, and great question.

MS. HARRIS: And can I add to that?

MR. RIDGEWAY: Yeah.

MS. HARRIS: And the displaced homemaker has entered or come to the AJC or was referred there, and because of that status we know what status to put them in for eligibility.

MR. RIDGEWAY: Yes. That's correct. No. These are great questions, and so far I haven't had to duck yet, at least that I know of. So keep them coming.

So real quick, wanted to talk a little bit about – these are kind of functions of the adult and dislocated worker program. So as I said before, the money goes to the state. Most of the money goes to the state, almost all of it, and then the state generally gets the money to the local workforce area.

And that being said, they do take a percentage of it where they do a lot of things like oversight, monitoring of the local workforce areas, and they also have a little bit of money where they can do some demonstration projects. They can do incentives to local areas. There's a lot of flexibility there. So I did want to talk a little bit about that. So states can use up to 15 percent of their adult and dislocated worker allotments, and they can do some of the things like that are mentioned there.

For those of you that are core programs and hear about the bad word sanctions, this is actually the pot of money that would be subject to sanctions, if we don't do what we – if bad things happen in that space. So this is actually that pot of money that a state would be subject to losing in a sanction. So hopefully – I don't want to – this is not a performance talk, but I did want to kind of lift that up as a context for where that is and where that's funded from. So it would be 15 percent of the adult, dislocated worker, and youth, and the youth office may talk about that during that presentation as well.

One other thing that states can do is, with the dislocated worker formula program they can take up to 25 percent of that at the state level to do rapid response. And I apologize. I am not the rapid response expert. We do have one in house, but I can talk enough about it to be dangerous.

So basically, rapid response is the idea that, as businesses are maybe downsizing or laying off people, this is kind of an early intervention tool that states can have where they meet with the employer before the layoffs happen, ideally, and kind of get those workers screened and get them plugged in to the workforce system earlier so that they don't have long durations of unemployment.

Maybe they get services they need and get employed before they even have to go on unemployment, and there's also some tools that they have to maybe discuss with the business about maybe what resources are available to avert a layoff.

So maybe there's a – maybe there's – the company's moving into a completely different line of work and they need to – their current workforce doesn't have those skills. There's some tools like incumbent worker training where the rapid response could fund that and maybe train those workers on the skills that the business needs now so they don't have to lay them off. Those are just tools in their toolbox. I don't know how prevalent that is.

We did allow for it explicitly under WIOA. So we do think it's a great tool that states have now that they can use to kind of make it so a lot of people maybe never even have to go to the workforce center because they get a job and get plugged in before necessary. So if anyone has questions about that, we can talk about it, but that's the general idea of those – of the rapid response program.

Now, I'll talk a little bit about National Dislocated Worker Grants, and I saw Kim Powell is on as well and she's one of my – one of our experts on it and helped with the slide. So, Kim, if I misspeak anywhere, please let me know. She helped with the slide, but the National Dislocated Worker Program is, again, different from the dislocated worker formula program.

That is like – if you take nothing away from it, know that they are two different programs. The dislocated worker formula program is a WIOA core program. The National Dislocated Worker Grants program is a discretionary grant that DOL has that we generally give to states for a number of different reasons.

The most prevalent or the most attention getting one is for disasters. The most recent ones, Puerto Rico with the hurricane disasters, Texas all got National Dislocated Worker Grants. And the idea of – one of the ideas of those is to provide temporary employment to help mitigate the disaster. Mitigate is a – (inaudible) – word. I won't say that. Help clean up the disaster.

So it allows states to hire dislocated workers, people who don't have jobs, to be hired to do these cleanup jobs in the meantime. So they are very popular and especially when a disaster hits. And they also in addition – so that's kind of the most attention that they get. So sometimes it's tornadoes. Sometimes it's wildfires. In California that you've been hearing about, those are the type of things. Flooding, hurricanes, those are I think the big ones, but there's been others before as well. So that's kind of one type of National Dislocated Worker Grant.

The other kind is a employment recovery National Dislocated Worker Grant and those are kind of more similar to the formula program but, again, don't think that way. They are kind of to respond to mass company layoffs.

So if – say Caterpillar, where I'm from, has a big layoff and all of a sudden the workforce system doesn't have the capacity to deal with that influx of all of a sudden many laid off workers, the state could apply for a employment recovery DWG to help provide more resources to get those workers the career and training services they need to get back into work.

And generally, these services still are delivered through the workforce system. So on the ground the jobseeker hopefully doesn't really know the difference between whether or not they were getting a DW formula or DWG resources. So that's where it can be a little confusing on that.

And then I see a question. "Are the DWG what used to be known as NEGs at one time?"

Yes. That is actually what WIOA changed that. So under WIA they were called National Emergency Grants, and then WIOA changed them to National Dislocated Worker Grants. We call them DWGs. There are a few tweaks and, Kim, feel free, if you want to type in the chat the differences.

They did add a few – they did reform the NEGs a little bit, but they are very similar, especially with regards to the emergency grant itself. But they did add a few other types where there can be – if there's a large pool of unemployed veterans, they can be potentially eligible for these grants among other things. So for the most part, it's the same program and changed name.

And then Chris said, "The state must apply for these grants, or DOL can award grants as appropriate?"

That one I may have to duck a little bit on. Generally, the state does apply for these grants, and they work very closely with our regional offices in that application process. It does get submitted to the grants office and is subject to an approval from our leader – our agency leadership. So there may be exceptions for that from time to time but, generally, it's a state must apply for it and then we have a process for that.

Just to give you context, it was about $200 million total I think the last year or so. It's a smaller pot than the formula programs. And we'll see where – what it's funded at going forward. So that's, again, the overview of the programs, and I will talk a little bit about the services.

So this is really kind of where we were talking about the programs, and then these are actually from the jobseeker perspective the services that can be provided. And I know we've been doing a lot of work across the partners and clarifying that, issuing joint guidance I think on those services. So WIOA uses – or let me say that again. WIA uses the term core services and intensive services and training services for these programs, and WIOA changed it to being called career services.

Now, we do still kind of designate them as different levels. So there's a basic and an individualized, which line up closely to the core and intensive, but the differences with WIOA is that you no longer have to progress through those services to get the higher level of service. They called it a sequence of service. WIA, many people on the ground perceived there being a sequence of service requirement.

So the individual has to come in, maybe get a job search assistance the first time, and then come back a month later. Still don't have a job. All right. We'll sit down and do some more intensive services, some career coaching, things like that, and then still don't have a job maybe a month later. It's like okay. Well, maybe you need training.

Well, you can see where that would be problematic. All of a sudden this person has been out of work for a few months, and maybe they identified that person as needing training from the get go.

It really removed that sequence of service requirement, and if a case manager on the ground can tell and do an assessment, there's nothing stopping them from being able to identify them as needing training earlier in the process, and we think that actually will help with service delivery and remove some of the barriers and the red tape that was associated with the sequence of service requirement.

That's not to say that many participants wouldn't go that way but it does give flexibility to the people on the ground to intervene earlier with the more intensive services but we don't use that word anymore. So again, this is just an overview of what those are.

Kellen will actually talk a little bit or we'll have a fact sheet about the different types of training services, specifically the work-based ones. Those are getting a lot of attention lately, but we don't want to sell short the career services because most people who are served by the workforce system are actually just provided the career services. So those are very important for us to point out. Not everyone gets training.

In fact, most people don't get training from the adult and dislocated worker programs. I think it's more like 20 percent tops maybe get training, and we'll see what WIOA does. It may change a little bit in how that's divided up, but most people get basic or individualized services under our previous law. And that I don't expect to change a great deal, but of course most of the money is probably invested in the training services. And that can be classroom training, which involves an eligible training provider, which a lot of our community colleges are often an eligible training provider.

Registered apprenticeship is an eligible training provider as well, as well as other programs that provide training that want to be an eligible training provider, and that is governed at the state level. So the states kind of have the authority over governing who is eligible – who is an eligible provider within each state. There's no national eligible training provider list. Even though that's been reflected from time to time, that does not exist. So – and probably won't any time soon.

The work-based training has been a big focus of ours over the past few years, especially that can include on-the-job training, as we mentioned, registered apprenticeship, incumbent worker training. Those that are really tied closely with employment have been a big focus of ours lately, and like I said, Kellen will talk a little bit about – more detail about those.

Chris Pope's question, "Can a community college or university be an ETP? Can individuals receive sponsorship for associate's degrees or bachelor's degrees through" –

Yes. Community colleges can be ETPs. I believe a university can as well. The – and an additional yes. They could pay for an associate's degree and possibly a bachelor's degree. The resources are pretty thin by the time it gets down to the local level, but that is not disallowed. That is allowed. I think associate's degrees are far more common, and even more short-term credentials are common as well. Yeah. Go ahead, Charlotte.

MS. HARRIS: And adding from that, from my – a local level experience, typically, the local level wouldn't pay through a degree program like that because of the timing that it takes and all that. However, if someone – what we've done, what I've seen done too is, if someone is close, like a couple of classes short of their degree for whatever reason and they can't pay for it for whatever reason that happened in their life, that's probably more typical paying for a couple classes short than a whole degree program because of the funding available and the amounts allocated to the local area.

MR. RIDGEWAY: Yeah. That's good. And –

MS. HARRIS: Thanks, Chris.

MR. RIDGEWAY: And locals do have the flexibility to do some combinations where you could maybe do a short-term credential and then place them in an OJT. There are flexibilities there, again, given their resource constraints. It may not be prevalent, but there – those flexibilities are there, and I agree with Chris's assessment of Charlotte's.

So anyways, I think that kind of – I'll quickly go over just the numbers just to give you a sense. This is, again, PY '15 data. This is the last year of WIA outcome data, and so we do expect changes to these totals, especially given how we changed the definition of participant to exclude individuals who get self-service only or information only.

Those probably will go down, but this does give you a sense of, especially what I was talking about before, the wide discrepancy between the total number of people who are served by the programs versus those who actually get training. So you can see the percentages there regarding that. So again, most people get the career services. Most people get what they need via that way from these programs, but there is training available for those who need it.

And again, really quick, I think some, if not all, are familiar with the performance indicators, but I will quickly go over them. That's probably one of the bigger changes of WIOA is the change in how we measure performance accountability. And it used to be the entered employment rate, the employment retention rate, and average earnings, and now, it's a little bit – the wording is a little more complicated, and we really get more into our looking at the value of training with the credential attainment measure and the measurable skill gain.

That's been a big focus is making sure training, if it's not tied directly to work, that it leads to a credential that is industry recognized. So we are going to be – we are measuring that now. And then the last one is to start looking at how our business customer is served by the programs because it's a dual customer approach for our programs, and we want to get into that measure. And we've done other TA in that space. So I won't delve into that, but that is something that Congress thought was appropriate, was important, and I think we think is important too. How we do it, we're still figuring that out, but I'll digress from there.

So we'll – Kellen's going to here in a minute kind of go over some of the TA that we've been doing for these programs. These are – they're all on our ION WorkforceGPS page, and I think we will take a little bit where Kellen can kind of just do a walkthrough of what these say. These can be shared with people, if they have questions about the programs. They're on the website.

So with that, I'll turn it over to my colleague, Kellen Grode. Thanks, Kellen.

KELLEN GRODE: All right. Thanks, Andy. So I think we're – the resources we're going to look at most are on the slide except for the very first one that we're going to pull up, which is just a very high-level overview of some of the numbers for our adult programs.

And so if you pull it up, it's actually in the file share, and we're pulling it up right now. It's labeled WIOA AJC Infographics, and basically, this is talking about everyone that's come through for – I think these are all PY '15 numbers – everybody that came through the door of an AJC for the DOL programs in PY '15.

And so you'll see our one big number there is related to our program that we're not talking about today, which is the 13 million people receiving services. That's from the Wagner-Peyser program. Because that's so much lighter of a touch, they serve a lot more people, and that number will end up being what under WIOA will be our reportable individuals number.

Our actual participant number will probably be about half that because under Wagner-Peyser a lot of people are doing self-service. And then as we scroll further down the document, you'll see under the section that's labeled job placement, these are some of our outcomes measures for the adult and dislocated worker programs. And so we saw about 67 percent of people that were unemployed when they came in found work, and then about 81 percent of those folks kept that work once they found it.

And so this infographic tries to provide a lot of information on a lot of different things. You'll see the – who we serve mirror's Andy's slide from earlier about the different groups that we try to serve under WIOA. We're about 2400 AJCs nationwide. That number fluctuates a little bit year to year, and then down at the very bottom we talk about some of our specific groups that – the numbers of people in specific groups that were served by our programs.

So it's about 2.6 million folks that were on unemployment insurance that found work in PY '15 of the folks that came through our programs and then about 360,000 unemployed veterans that came through our programs found work and then 156,000 folks with disabilities found work through our programs. So that's sort of a very high level. We – once we start getting our WIOA data cleaned up and everything, we'll be able to provide an updated look at what that would look like, what the sort of numbers look like under WIOA.

Now, I'll jump to the next TA that we have, which is our priority populations desk reference, and this basically is going to provide more details about the different populations that Andy mentioned when he was talking about the adult program. And so this is a further breakdown of who is a recipient of public assistance under – for the adult program. And so we list a few examples, SNAP, TANF, supplemental security income, and then also state or local income-based public assistance.

And then you go further down, and we talk about the WIOA definition for what makes somebody a low income individual. And so there's a variety of ways to qualify for that. I think at least – I think there's one of them that's specific to youth, but most of those apply to anybody under WIOA. And then finally, on the second page we talk about individuals who are basic skills deficient.

Again, that ties into the WIOA definition as well, and so those are basically ways for people to get a further sense of who falls into these three groups that are called out specifically as priority populations for the adult program. That doesn't mean those folks aren't priorities for other programs as well, but this – and the states have the ability to focus on them for other programs too, but they have to by – under the law focus on these folks that fall under these groups for the adult. And there's a section here on priority of service for veterans, which I'm going to skip for now because our next piece of TA is actually our veterans and spouses fact sheet where we dig into this same information.

As Andy mentioned, there is priority of service for veterans across all of our programs here at labor and I'm probably – pretty sure elsewhere as well. And so what we've done in this fact sheet is try to lay out exactly what that looks like on the ground for folks and – or at least try to help them to navigate these sort of competing priorities that the laws have laid out for them.

And so when we're talking about priority of service for veterans, we sort of talk about how, if they're a veteran and they fit one of those other three priority groups that I just talked about, those are the people that get sort of first priority when it comes to funds for training, for example, I think is really where this really comes into play. And then second would be somebody that's not in one of the other priority groups but is a veteran, or am I reversing that? Yeah. No. I'm kind of reversing it.

MS. HARRIS: They're not veterans, but they have barriers.

MR. GRODE: Yeah. They're not – sorry. They're not veterans, but they are one of the priority groups. And then third is veterans who are not in the priority groups and then fourth is any other priority groups identified by the governor and then last is everybody else. Under – one of the interesting things about priority of service beyond just for veterans is that under WIA, WIA specified that it was when funds are limited, and under WIOA it gets rid of that distinction. And so these priorities have to be applied all the time.

On the second page of this veterans fact sheet, it dives a little more into the definition of veterans that can be served and how they can be served. And so the first section, you'll see, talks about separating service members and military spouses and how those can be – how those fit into the dislocated worker definition, which allows them to be served with dislocated worker funds.

And so that's one way that they can be served, and one of the unique changes under WIOA that you'll see in this section also is that it expands the definition to more clearly include military spouses who lost their employment as a result of a relocation or a permanent change in station. And so that obviously is something that's logical but doesn't – wasn't necessarily clear under WIA, and so that's a unique change here. And I see that I – there's probably some questions here that I've been ignoring, and now, maybe it would be a good time to –

MR. RIDGEWAY: I can get those. So Lekesha's question, the desk – the infographic is actually on the ION WorkforceGPS page, and so I don't know what – we can share that with you or with whoever wants it.

MS. HARRIS: Yeah. And, John, can you put that link? It's in one of those focus areas. Is it possible to put the link up?

MR. GRODE: Yeah. If you're on the ION page under the focus areas tab, you click on the AJCs focus area, the One-Stop –

MS. HARRIS: The One-Stop. Yeah. The One-Stop.

MR. GRODE: – focus areas. I forget which –

MS. HARRIS: He's going to point it out to you. It's in –

MR. GRODE: But all – so all these are publicly available. So they can be shared, and so don't worry about that. And we'll drop that link for you guys here as well for that.

MR. RIDGEWAY: I think the other one Ingrid answered – (inaudible).

MR. GRODE: Oh, yes. Yes. Okay. Cool.

MS. : What about the comments above the one from – (inaudible)?

MR. GRODE: Yeah. What is that?

MR. RIDGEWAY: So Wendy's comment was about –

MS. : No. The one above that.

MR. RIDGEWAY: No. I know the one above it. It's about intensive services and the value of them. So there was a – the gold study said that they basically are very effective, and so she was wanting to emphasize that they are indeed effective. And we – not an incidental thing. So we appreciate Wendy's advocacy of – (inaudible) –services. So –

MR. GRODE: That's right.

MR. RIDGEWAY: Because it is where the rubber meets the road.

MR. GRODE: Yeah. And then the last – just to – and then to jump back to the veterans fact sheet, the last section in there just talks about how the DWGs, which I am told I am no longer allowed to call NDWGs, can be used for dislocated service members. And so that is also a good thing for us. I think we want to make that clear and it was probably something that a lot of people assume but sometimes you want to make things clear in order to avoid questions.

The next piece of TA that we wanted to look at is our overview of work-based learning sites, and this really starts to get into the types of services that we provide and in particular have been emphasized under WIOA. One of the big pushes not only in the law but from our program office is to really emphasize the use of work-based learning and work-based training, and so in this document we really go through all the different types of work-based learning and/or training and describe sort of what they are, what sort of target populations are appropriate for those types of services.

And so one thing you'll see in here, the very first one is registered apprenticeship. I know right now there's a big push for apprenticeships in general, and I think that is a good thing. There's a lot of evidence to support the effectiveness of apprenticeship. WIOA specifically references registered apprenticeship, and so in a lot of our WIOA materials we talk about registered apprenticeship. There's specific carve-outs made for registered apprenticeship.

For example, registered apprenticeship programs are automatically on the eligible training provider list and are not required to be held to any of the same performance reporting requirements that other eligible training providers are. But a non-registered apprenticeship would still have to apply to be on the ETPL, would still have to report to be on the ETP list and report their performance. So there are specific carve-outs for registered apprenticeship alone as far as that goes.

Let's see here.

MR. RIDGEWAY: "RA is not a required AJC partner; correct?"

No. Registered apprenticeship is like the training model, and there's requirements for it but it is not a –

MS. HARRIS: They're not a required partner, but they can be an additional partner.

MR. RIDGEWAY: And they do sit on the local workforce boards. They have representation on those.

MR. GRODE: Yeah. Yeah. They're – (inaudible) –on the local and the state. They're required to have representation on local and state boards as well.

MR. RIDGEWAY: I do want to get to Chris's question before we dive deeper in. "So if an individual does not qualify for a priority service category, what happens? Is there a wait list?"

So basically, so this gets to what we haven't talked about today and we'll talk about a different day, which is the Wagner-Peyser employment service, which is universal access and everyone is eligible for it. So everyone can get the – generally, it provides the basic career services like we talked about before, and so everyone can get that.

And then the adult program can also provide those services as well, and the priority kicks in technically at the individualized or training service level. So if an individual is not part of those categories, doesn't mean they can't be served. It does mean that they may only be able to get the career services from WIOA, or they may – there may be, like you said, a wait list for it as well. But they're still eligible to get some services but may not be able to get training or the individualized, though, if they don't fall under that priority population.

MS. HARRIS: And I'll add it goes back to available funding. As long as the workforce or the local area still has the funding, they can serve whoever comes into the door. As their funding gets lower, then they have to start looking at the priorities, who comes in first. So it may be a wait list. Maybe not, but again, because they go through universal access, they may still have funding available to serve the people that come in.

MR. GRODE: Yeah. And they may be braiding funds too from other programs.

MS. HARRIS: Yes. Exactly.

MR. GRODE: So they might serve the priority populations with the adult program but then serve folks that don't fall into those categories with state funds or other local funds or something like that.

MS. HARRIS: And partner funds and there are some other options to do it. Typically, not a wait list, but it could be.

MR. RIDGEWAY: And I do – Chris, I do like your comment about maybe TA across that. I know that is a topic that I think is rich for it, probably especially with our partner programs. So cool. Definitely take that into consideration and hopefully work on something on that.

MR. GRODE: All right. Yeah. And then I'll – so I'll jump back then into talking about a few more of our work-based learning types. So pre-apprenticeship programs is a real common type of work-based learning, and these type of programs are ones that can be on the ETP list, if they so choose.

They do need to – they would still need to go through the process. They don't have those same start-ups that the registered apprenticeship programs get, but those are pretty typical, especially for more intensive apprenticeship programs may have requirements that they want to make sure everybody meets before starting. And so a lot of folks may go through those programs before starting a registered apprenticeship.

Work experience and internships, now, these are things that we don't typically consider training. There is a unique point that you'll see in here where we talk about how for youth work experience can include OJT, which for the adult and dislocated worker program is considered training.

And that's an important thing to note on the practitioner side as far as where the funds are coming from because that does have implications for performance, which I know we're not really getting into today, but work experience obviously can be very valuable for somebody trying to get into a work place, especially maybe a dislocated worker or somebody that's been unemployed for long-term.

Transitional jobs is another one that's unique under WIOA. They can be reimbursed or subsidized up to 100 percent. Now, that's state and – determined by state and local policy, if they want to actually reimburse them at those levels. And this is sort of folks in that same type of categories that I just was talking about that would traditionally be served by transitional jobs, somebody that has an inconsistent work history and needs the ability to show something on a resume. And those are – there's a cap on how much local areas can spend on transitional jobs, which we see a couple of different types of training here. I think we have a cap on incumbent worker training as well, which we'll get to.

OJT is a big one for us. I mean, that's one of our types of trainings that we focus on heavily, and we can be reimbursed up to 50 percent, unless the states choose to do more, which they can do up to 75 percent, if they make the policy change. I know we're running low on time. So I'll just breeze through these other two.

Customized training is another big one for us. This is customized to meet specific employers' needs. And incumbent worker training Andy mentioned, but it's to – for people that are currently employed and the businesses are looking to avert the layoffs or upskill their folks that are working for them.

The last two things that we're going to talk about – I'll probably not get into the DWG one because we talked a lot about those earlier on. But the supportive services desk reference, this is one of the areas that we've gotten a lot of questions about since putting out some of our guidance and that sort of thing. There's a whole list of potential supportive services, and it's not limited to just this list.

But their supportive services for adults and DW are intended to help people to participate in training. And so sometimes maybe somebody can't afford transportation to get to the training or they may need childcare for while they're at the training. That's the type of thing that supportive services could potentially pay for.

A lot of people get them confused with follow-up services because the actual types of things that you're receiving may oftentimes be similar, but follow-up services are intended to help somebody maintain their employment that they get after participating in the program or while participating in the program as opposed to being served – helping them participate in the training.

So that was a very quick thing because I wanted to make sure that we had enough time to cover any additional questions that may have come up or discuss anything else. I don't know if there's anything, Andy, that you want to mention before we jump to that but –

MR. RIDGEWAY: Yeah. No. I think – thanks, Kellen. I think you hit all the main points. So one of the things that we've been doing these fact sheets because I think, from our grantees and stakeholders, we often got told, just give us something in writing that we can use. And so, amazingly, a lot of this stuff has been in our guidance that we've used before, but it's just packaged in a way that is more digestible by topic or things like that.

So we have been exploring doing this as a TA model. It seems fairly simple for those of us that have been working in the mines on this stuff for a long time, but I know from the outside it sometimes – it's been really handy to just have them as a fact sheet. You can bring it with you when you go to a meeting.

So we definitely are believers in it and are probably going to keep doing more of it and I don't know if that's something that maybe others would like to do with their programs because it could be something useful for us to have on your program so that we can just be more aware just on the basic information.

So we definitely are believers in that, and again, if anyone has questions, I know we have people in the room too that we've kind of been having to ignore because of the way the room's set up. But – so if anyone has questions or anything, we're happy to discuss, or if everyone's hungry, we can wrap up early too. But –

MS. HARRIS: Any questions in the room?

MR. : (Inaudible) – great.

MR. : Wants to call in just do the hand raise feature on the meeting, and then dial \*6.

MS. HARRIS: I will also add that I know on the One-Stop team we've been – we've adopted the model too, making fact sheets and just short chunked out versions of TA that are digestible and usable for the team. And the One-Stop team, also we've been using the same – the fact sheets that the adult services team has created. In fact, with the infographic, I encourage everyone on the phone, in the room to use it because we don't do a good job in talking about what we do and how we serve people. So it's good for any program.

And next month we have another group, the National Farmworkers and Migrant Seasonal Farmworker and Senior Community Service Employment Program or SCSEP. Those are our next WIOA partner briefs. So those are coming up January 11th, and you'll get information about that. But these are our ways I think to make us better partners when we know more about each other's program. So –

MR. GRODE: And I just – I just wanted to jump in real quick and say one more thing that we didn't get to talk about when we were going through, but on the – in the slides there is one more resource that we didn't discuss, which is their AJC customer close scenario.

MS. HARRIS: Yes.

MR. GRODE: Those are really – it's a really cool resource that, basically, is like a graphic novel that walks through a couple of different scenarios of how a participant may interact at – with a career counselor at the AJC. And so we have those. We go to that link. We also have them in Spanish now, which is really cool.

MS. HARRIS: Yes. And two youth examples are being created right now for that customer flow scenario because we got feedback that we didn't have any youth examples, and the work group now is working on two youth examples to add to that TA document.

MR. GRODE: Yeah. And we're always open for more scenarios. I know that's one thing that we tried to throw out to the field as well, but I think it's a good thing to throw out to partners because there may be ways that we can incorporate some of your all thoughts on a scenario. I know we have one I think that's a TANF scenario.

MS. HARRIS: Yeah. On the integrated One-Stop team. We worked across the partnerships to do that. Yes.

MR. GRODE: Right. And so if any of you are not involved in those teams and have ideas for scenarios, shoot them our way. I think we – we're always looking to expand that resource.

MS. HARRIS: Okay. Do you have any? Well, that is it. Thank you, everyone. We look forward to seeing you on the call or hearing you on the call next month.

Have a good day. One-Stop team, I'll talk to you next week during our meeting. That concludes our briefing.

(END)