**WIOA Title III – State Plan TA Wagner Peyser Act Program (Employment Services) Slide Deck Script**

1. **Slide 1 – WIOA Title III - State Plan TA Wagner-Peyser Program**

Hello, and thank you for viewing the “Requirements and Considerations for WIOA Unified and Combined State Plans.” This presentation will cover both cross-cutting and program specific sections of the State Plan ICR for the Workforce Innovation and Opportunity Act (WIOA) Title IIII Wagner-Peyser Act Program. As part of this presentation, we will walk through parts of the ICR that may have changed or in which guidance has been updated to reflect our progress in the implementation of WIOA.

As States are working on drafting updates to their State Plans, the Departments encourage States to review this presentation through the lens of the WIOA title III programs. This technical assistance is intended to provide thoughts and considerations for States to use when developing their State Plans.

1. **Your Presenters**

*Today’s presenters are Andy Ridgeway with ETA’s Office of Workforce Investment, Adult Services Office and Larry Burns with ETA’s Office of Unemployment Insurance*

1. **– The Currently Approved WIOA Strategic Plan: Reflections**

Since States submitted State Plans modifications for approval in 2018, we have hit some milestones that are important for us to reflect on as we relook at State Plans for 2020. In the past two years, we have developed programmatic guidance technical assistance tools to improve the implementation of WIOA.

The State Plan process gives the Title III Employment Service program the opportunity to look at the Plans with fresh eyes any updates based on these milestones, as well as to reflecting changing State and local economies, emerging industries, and to share the Governor’s vision and policies to leverage WIOA to reflect these changes.

From a program perspective, we can reflect on how are we engaging businesses in a holistic manner, how are we integrating services across programs to ensure job seekers and particularly UI claimants get the best mix of services for their career needs, how we are ensuring program access to migrant and seasonal farmworkers, and how we are leveraging resources in service strategies that help people return to work.

This is a chance for the WIOA Title III Employment Service and the Monitor Advocate system to look back on where we have been and to chart a path forward for where we are going.

1. **Opportunities for Integration and Alignment in the Common Elements**

In addition to the program specific elements in the State Plan ICR, there are several elements that apply to all the WIOA core programs. State Plans must include analyses of State economic conditions, the workforce, and State workforce development activities; as well as a strategic vision and goals designed to address the findings from the analyses; and finally, a strategy for how the State will achieve those goals.

ETA will be looking for how States leverage labor market information (LMI) to serve adult and youth populations and how the programs will be leveraged to support a Governor’s vision for their State. To that end, ***TEGL 19-14*** and TEGL 04-15 will provide relevant guidance.

ETA is interested in how States integrate the Employment Service program into its comprehensive service delivery strategy, which may include connecting participants to Career Pathways, including apprenticeships, that are aligned with sector strategies based on current LMI.

1. **Opportunities for Integration and Alignment in the Common Elements**

State Plans must contain descriptions of how core programs, including the Employment Services program, and other one-stop partner programs will be assessed. The Employment Service provides universal access to job seekers and often serves as the “front door” to the American Job Center system. It is key that the Employment Service be fully collocated and integrated into the State’s service delivery strategies since it serves the most participants and can be a gateway to the other programs for individuals who need those services.

***TEGL 16-16*** provides valuable guidance regarding One-Stop operations, including the integration of core programs and other required one-stop partner programs in the American Job Center Network. States are encouraged to consider this guidance as they develop policies, procedures, and systems to ensure a high functioning One-Stop system. As a universal access program, the Employment Services should be included in any description of policies, procedures, and systems supporting the overall State service delivery strategy.

The Departments will be looking for a more detailed discussion of the work that has been done and the work that is planned for the purposes of aligning AND integrating the data systems in the State. These should describe not only the goals but also the steps that the State will take to achieve those goals.

State Plans are required to include a description of how States will implement and monitor priority of service requirements for veterans and eligible spouses.

1. **Performance Targets**

Setting Performance Targets are a key component for the WIOA State Plans. In addition to setting the targets, this is an opportunity for the States to discuss how they are aligning and integrating workforce and education data systems across programs, any enhancements to management information systems, and to share any other successful practices in improving the use of program data in service delivery.

Additionally, the chart on this slide indicates which primary indicators of performance are considered “baseline” for each title, and which primary indicators of performance must have targets proposed. State plans must have proposed targets for each cell labeled as “Expected Level” in the chart, and must *not* have proposed targets for those cells labeled “Baseline.”

1. **Wagner-Peyser Act Program Requirements**

* Co-Location assurance
* Professional Staff Development
* UI Claims
* Reemployment Assistance to UI Claimants
* Coordination of WP Funds
* Agricultural Outreach Plan
1. **Professional Staff Development**

The element requires a description of how the State will utilize professional development activities for the Employment Service to ensure staff will be able to provide high quality services to job seekers and businesses.

The State must describe the strategies developed to support training and awareness across all core programs and the Unemployment Insurance program.

Examples of potential strategies may include but are not limited to, job shadowing; new employee onboarding; handbooks or field manuals; mentoring; and online resources such as webinars and Federally developed materials including the numerous communities of practice and resource pages hosted on WorkforceGPS, fact sheets, and other technical assistance.

1. **UI Claims Assistance**

The state must also explain how it will provide information and meaningful assistance to individuals (including individuals with language or other program barriers) seeking assistance in filing a claim through the one-stop centers.

The assistance offered must be “meaningful” and can be provided:

In person, at an AJC by staff who are well trained in UI claims filing activities and on the rights and responsibilities of claimants and information necessary to file a claim; Or by phone or other technology, such as live web chat or video conference

If technology is used to provide meaningful assistance, it must be a technology that enables trained staff to provide assistance on timely basis and at a level equivalent to what could be provided if the services were provided in person. Referring an individual to a phone line or website used by all other claimants does not meet the meaningful assistance requirement.

Additional information about meaningful assistance can be found in Unemployment Insurance Program Letter 14-18, Unemployment Insurance and the Workforce Innovation and Opportunity Act.

1. **Reemployment Strategy for Unemployed Individuals, including UI Claimants**

As a best practice States should take an integrated approach to their reemployment strategy that strategically coordinates the resources and activities of all programs serving the unemployed.

In the context of serving UI claimants there are many areas of opportunity for improved integration including:

Helping UI claimants understand and access the full range of available AJC services;

Developing strategies and procedures to connect individuals referred to the workforce system by the Reemployment Services and Eligibility Assessment Program(RESEA) or Worker Profiling and Reemployment Services Program (WPRS) as likely to exhaust UI benefits;

Increasing communication between UI and WP to help detect potential eligibility issues;

Increased coordination with Rapid Response, statewide initiatives, and other activities used to respond to mass layoff events;

Providing more effective outreach and services to veterans receiving Unemployment Compensation for Ex-servicemembers (UCX); and

Exploring strategies that promote entrepreneurship and self-employment, such as UI’s Self-Employment Assistance (SEA) program.

In Fiscal Year 2018 amendments to the Social Security Act permanently authorized the RESEA program. These amendments also provided greater program flexibility and conditions that support potential significant expansion of RESEA in future years. In the context of WIOA state planning and the new RESEA program, states may want to consider how RESEA is staffed, integrated into AJCs, and best leveraged as a one-stop partner, including potential contributions to infrastructure costs and other shared activities.

It is important that states provide a comprehensive description of their strategies for serving unemployed individuals. This description must not be limited to WPRS and RESEA activities because these programs often only serve a small portion of unemployment individuals. For example, during FY 2019 approximately 30 percent of UI claimants nationwide were selected for RESEA participation.

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* States continue to have the option to include the UI program as part of a WIOA Combined State Plan.
* However, each state’s UI program must participate in the UI State Quality Service Plan process (commonly referred to as SQSP) whether or not the state decides to include the UI program as part of a WIOA Combined State Plan.
* To include the UI program in a WIOA combined plan, the state must include its approved FY 2020 SQSP in its entirety.
* Unemployment Insurance Program Letter 15-19, which was published in June 2019 provides detailed information about SQSP requirements including detailed instructions for how states can include its SQSP into the WIOA combined plan.

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WIOA reemphasized the need for WP funds to be used specifically to support the reemployment and related services to UI claimants. States must describe how WP funds will be used to support UI claimants, the communication between WP and UI. This description must include:

1. Coordination and provision of labor exchange services for UI claimants
2. Registration of state UI claimants with the State’s employment service if required by law.
3. Administration of the Work Test requirements including eligibility assessments and referral to adjudication and providing job finding and placement services.

 As a reminder, UI claimants selected under the RESEA program must be enrolled in Wagner Peyser funded Employment Services and appropriately documented in case management and performance

reporting systems

**Slide 13. Resources**

On these slides you will find links to the various resources referenced in this presentation. ETA encourages you to utilize all of them as appropriate to your needs.