



Montana Department of LABOR & INDUSTRY

1 Division: Workforce Services Division

2 Category: WIOA

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5 Policy No.: 12-18

6 7 Dislocated Worker Program Policy

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9 **Background:** The Workforce Innovation and Opportunity Act's (WIOA) Dislocated Worker
10 Program is designed to:

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- 12 • Help individuals get back to work as quickly as possible;
- 13 • Overcome barriers to employment; i.e., difficulty transferring specialized skills to other
- 14 occupations or industries or a market decline for certain skill sets;
- 15 • Assist separating veterans who wish to enter or re-enter the civilian workforce. The program
- 16 provides a customer-centered workforce development system, offering all eligible job seekers
- 17 access to a continuum of career and job-driven training services; and
- 18 • Provide opportunities for Job Service Montana (JSM) offices to integrate service delivery
- 19 across programs to increase access to an appropriate mix of services needed to obtain,
- 20 retain, and enhance skills and employment.
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23 **Scope:** This policy applies to all service providers operating WIOA Title I Dislocated Worker or
24 National Dislocated Worker Grant programs, WIOA Title I Dislocated Worker or National Dislocated
25 Worker Grant program manager(s), WIOA fiscal officers, and the WIOA monitoring team. This policy is
26 effective September 10, 2025.

27 28 **Policy:**

29 **Required for Dislocated Worker Participants:**

- 30 • Determination of eligibility. Please refer to the Dislocated Worker Verification Worksheet
- 31 (WIOA.11) for a complete list of acceptable documentation.
- 32 • An individual seeking Dislocated Worker participant-level services must have their
- 33 authorization to work in the U.S. verified prior to participation. Approved work authorization
- 34 documentation must be provided by the customer before Dislocated Worker services can
- 35 begin. For a list of acceptable documentation, refer to the Work Authorization Verification
- 36 Worksheet (WIOA.54).
- 37 • Comprehensive assessment;

- An Individualized Employment Plan (IEP) developed in partnership with the participant; and
- Case management (including follow-up as applicable).

Dislocated Worker Eligibility

To receive Title I Dislocated Worker individualized career and training services, an individual must provide documentation of the following two (2) general eligibility requirements and one (1) of the dislocated worker status requirements listed in the definitions section (starting at line 48):

- Be a U.S. citizen or legally authorized to work in the U.S.; and
- Meet Selective Service Registration requirements (if applicable).

Service Priority for Individualized Career Services and Training Services:

Veterans and eligible spouses receive priority of service for all U.S. Department of Labor (USDOL)-funded job training programs, including WIOA programs.

Definitions

Dislocated Worker:

- Terminated or laid off or received a notice of termination or layoff from employment, including a separation notice from active military service (under other than dishonorable conditions). The individual is eligible for or has exhausted entitlement to unemployment compensation; or was employed for a duration sufficient to demonstrate attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or previous work for an employer who was not covered under a state unemployment compensation law; and is unlikely to return to a previous industry or occupation; or
- Terminated or laid off or received a notice of such from employment because of a permanent closure of a plant, facility, military operation or enterprise. The individual is employed at a facility at which the employer made a general announcement of closure within 180 days; or for the purposes of eligibility to receive services other than training services, career services, or supportive services, the individual is employed at a facility at which the employer made a general announcement that the facility or military installation will close; or
- Self-employed and unemployed because of general economic conditions in the community in which the individual resides or due to a natural disaster; or
- A displaced homemaker is defined as an individual who has been providing unpaid services to family members in the home and who:
 - Has been dependent on the income of another family member but is no longer supported by that income; or
 - Is the dependent spouse of a member of the Armed forces on active duty (as defined in section 101(d)(1) of Title 10, United States Code) and whose family income is significantly reduced because of a deployment (as defined in section 991(b) of title 10, United States Code, or pursuant to paragraph (4) of such section), a call or order to active duty pursuant to a provision of law referred to in section 101(a)(13)(B) of title 10, United States Code, a permanent change of station or the service-connected (as defined in section 101(16) of title 38, United States Code) death or disability of the member; and
 - Is unemployed or underemployed and is experiencing difficulty obtaining or upgrading employment.
- A veteran's spouse who experienced loss of employment as a direct result of the veteran's permanent relocation.

Veteran: An individual who served in the active military, naval, air, or space service; and who was discharged or released under conditions other than dishonorable.

Veteran Eligible Spouse: The spouse of any of the following individuals (eligibility is lost if the veteran or service member loses the status that is the basis for eligibility):

- Any veteran who died of a service-connected disability;
- Any veteran who has a total disability resulting from a service-connected disability as evaluated by the U.S. Department of Veteran Affairs or any veteran who died while the disability was in existence; or
- Any member of the Armed Forces serving on active duty who is currently listed in one or more of the following categories and has been for more than 90 days:
 - Missing in action;
 - Captured in the line of duty by a hostile force; or
 - Forcibly detained or interned in the line of duty by a foreign government or power.

Comprehensive Assessment

- Enrolled dislocated workers must be provided with a comprehensive assessment of their individual skill levels and service needs using testing and other assessment tools. An in-depth interview and evaluation to identify their employment barriers and appropriate employment goals must also be completed.
- Based on the assessment's results, a complete Individual Employment Plan (IEP) is required for a participant to access individualized career and training services.

Individual Employment Plan (IEP)

- An IEP must be developed in partnership with the participant.
- The IEP identifies the participant's current circumstances, goals, and the appropriate mix of services and support needed to reach a realistic employment goal.
- The IEP must be maintained in the participant's file. This IEP is the acknowledgement that the participant has read and agrees to the responsibilities; and knows where to file a grievance or complaint. The EEO copy must be given to the participant.
- Case managers must open the IEP service in the Management Information System (MIS). The work history, strengths, goals, and assessments must be recorded. Case managers must record and update IEP activities as they occur.

Dislocated Worker Services and Activities:

Basic Career Services

Universally available to all individuals without being enrolled in the Dislocated Worker Program. Please refer to the WIOA Operations Manual for details.

Individualized Career Services

Available to individuals enrolled in the Dislocated Worker Program. Please refer to the WIOA Operations Manual for details.

Supportive Services

Available to enable an enrolled dislocated worker to participate in WIOA activities when they cannot obtain services through other programs. Please refer to the Supportive Services policy for details.

Training Services:

133 Training services may be provided to participants and must include the following considerations:

- 134 • Participants in need of training to obtain or retain employment that leads to self-sufficiency
135 or wages comparable or higher than previous employment;
- 136 • Participants who are unable to obtain other grant assistance for such services, including
137 federal Pell Grants; or
- 138 • Participants who require assistance beyond that made available under other grant
139 assistance programs, including federal Pell Grants. In both cases:
 - 140 ○ The service provider must assist the participant with determining what financial
141 assistance is needed, the application process, and any other necessary referrals.
 - 142 ○ Participants who obtain a Pell Grant must utilize the full Pell Grant for training costs
143 and WIOA funds may assist with remaining needs. WIOA funds may also be used if
144 the Pell Grant application is pending and training costs must be paid to begin
145 training. Once a Pell Grant is awarded, the training provider must reimburse the
146 service provider for WIOA funds applied to training costs.
- 147 • Training can be provided through a variety of contract processes or through Individual
148 Training Accounts (ITAs). Unless otherwise noted in the list below, training services must be
149 accessed through Montana's Eligible Training Providers (ETPs).
- 150 • WIOA training funds may be used to assist with training that builds upon the participant's
151 current education level in the quickest route possible. For post-secondary training, WIOA
152 funds will not pay for any training beyond a bachelor's degree.
- 153 • In situations of co-enrollment with other WIOA and non-WIOA programs, the case manager
154 will coordinate with the training provider and other programs to ensure the participant's
155 training needs are met and there is no duplication of services. WIOA funding will always be a
156 supplement to other grant assistance.
- 157 • Occupational skills training, including training for non-traditional employment (requires ETP);
- 158 • Private sector training programs (requires ETP);
- 159 • Skill upgrading and retraining (requires ETP);
- 160 • Entrepreneurial training (requires ETP);
- 161 • On-the-Job training/OJT (does not require ETP);
- 162 • Incumbent Worker Training/IWT (does not require an ETP);
- 163 • Adult education and literacy activities provided concurrently with or in combination with
164 training services listed on lines 152-157 (does not require ETP);
- 165 • Customized training conducted with a commitment by an employer or group of employers to
166 employ an individual upon successful completion of the training (does not require ETP);
- 167 • Job readiness training in combination with occupational training, OJT, IWT, programs that
168 combine workplace training with related instruction, private sector training, skills upgrading
169 and retraining, and/or entrepreneurial training;
- 170 • Transitional jobs; and
- 171 • Programs that combine workplace training with related instruction, which may include
172 cooperative education and Registered Apprenticeship programs.

173 Follow-up Services

- 174 • Follow-up services must be provided to Dislocated Worker Program participants who exit to
175 self-employment, agricultural, railroad, or federal government employment for a minimum of
176 4 quarters.
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- During the follow-up period, quarterly contact should be made with the participant to obtain wage and employment information for use with WIOA performance indicators.
- Additional examples of follow-up services can be found in the WIOA Operations Manual.

Case Management

Case Management responsibilities include but are not limited to:

- Documenting monthly contact or contact attempts with participants.
- Providing a countable activity every 90 days. Refer to form WIOA.49 for a list of activities/services.
- Maintaining the participant file by recording all program services, case notes, and documentation in MIS within seven (7) working days and as service/contact occurs;
- For individuals whose work authorization is temporary, verifying continuing work authorization as per the following guidelines:
 - Verify their continued work authorization at a reasonable interval determined by the date their temporary authorization is expected to expire, but no less than once every three months.
 - If a participant's employment authorization has expired or been revoked outside that 3-month check, then the participant must be exited.
- Entering program services and start and end dates.

Monitoring and Technical Assistance:

- A formal monitoring will be conducted by the entity designated by the SWIB.
- The WIOA Dislocated Worker program manager will provide technical assistance to case managers.
- Service providers are required to verify eligibility for the Dislocated Worker Program. Guidance on the program's eligibility and related timelines for reporting participant information is available in the WIOA Operations Manual.

References:

- [20 CFR 678.430 Career Services](#)
- [20 CFR 680 Adult and Dislocated Worker Activities](#)
- [TEGL 12-19 National Dislocated Worker Grant Program](#)
- [TEGL 19-16 Adult and Dislocated Worker Programs](#)
- [TEGL 10-23, Change 2 Work Authorization Verification in Grant Programs](#)