



Montana Department of LABOR & INDUSTRY

1 **Division: Workforce Services Division**
2 **Category: WIOA**
3 **Effective Date: 4/30/2018**
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5 **Policy No.: 27-18**

Title I Adult Program Policy

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7 **Background:** The Workforce Innovation and Opportunity Act (WIOA) provides for a customer-centered
8 workforce development system that offers all job seekers access to a continuum of career and job-driven,
9 training services. Under WIOA, Montana’s local One-Stop Centers deliver the Title 1 Adult Program’s career and
10 training services as a required partner. This collaborative effort integrates service delivery across programs to
11 increase, particularly for individuals with barriers to employment, access to an appropriate mix of services
12 needed to obtain, retain, and enhance skills and employment.

13 The Title I Adult program enables workers to obtain or retain suitable employment by providing them with
14 services such as job search assistance and career guidance, along with training opportunities. Recent U.S.
15 Department of Labor (USDOL) guidance reminds states that in addition to the requirement that veterans and
16 their eligible spouses receive priority of service for all USDOL-funded job training programs, recipients of public
17 assistance; individuals who are deficient in basic skills; individuals who are low income; and other priority
18 populations established by the Governor and/or designated by the State Workforce Innovation Board (SWIB)
19 must be served first. These populations represent the workforce system’s most in-need participants and this
20 guidance will help ensure individuals in these groups are able to access the services they need to rejoin the
21 workforce.

22 **Scope:** This policy applies to all service providers operating WIOA Title I Adult programs, WIOA Title I Adult
23 program manager(s), WIOA fiscal officers, and the WIOA monitoring team. This policy is effective July 1, 2021.

24 **Policy:**

25 **Adult Eligibility:**

- 26 • To receive Title IB Adult individualized career and training services, an individual must:
 - 27 ○ Be 18 years old or older;
 - 28 ○ Be a U.S. Citizen or Registered Alien;
 - 29 ○ Meet Selective Service registration requirements (if applicable); and
 - 30 ○ Have a documented barrier to employment:
 - 31 ▪ Low Income (includes a recipient of public assistance); or
 - 32 ▪ Basic skills deficient.
- 33 • Low income status is determined by one of the following:
 - 34 ○ Has a total family income that did not exceed 70 percent of the lower living standard income
 - 35 level.

- 36 ▪ An individual with a qualified ADA disability may be deemed a household size of one (1)
- 37 for income eligibility purposes and have only their own income included in the income
- 38 eligibility determination.
- 39 ○ Receives, or in the past 6 months has received (or is a member of a family that receives, or in
- 40 the past 6 months has received) assistance through:
- 41 ▪ SNAP in accordance with the Food and Nutrition Act of 2008;
- 42 ▪ TANF under Part A of Title IV of the Social Security Act (this includes cash or non-cash
- 43 assistance); or
- 44 ▪ Food Distribution Program on Indian Reservations (FDPIR).
- 45 ○ Receives, or in the past 6 months has received assistance through:
- 46 ▪ ACA Medicaid (ACA Adult, ACA Adult Medicaid, ACA Pregnant Woman, ACA
- 47 Parent/Specified Caretaker);
- 48 ▪ Supplemental Security Income (SSI) established under Title XVI of the Social Security
- 49 Act;
- 50 ▪ Refugee Cash Assistance (RCA);
- 51 ▪ Tribal General Assistance (GA); or
- 52 ▪ Senior Commodities.
- 53 ○ Receives or is eligible to receive a free or reduced-price lunch under the Richard B. Russell
- 54 National School Lunch Act; or
- 55 ○ Qualifies as a homeless individual as defined in Section 41403(6) of the Violence Against
- 56 Women Act of 1994.
- 57 ○ Eligible under the National Farm Worker Jobs Program as grantees who provide employment
- 58 and training services under WIOA similar to the Adult Program.
- 59 ● Basic skills deficient is determined by one of the following:
- 60 ○ English reading, writing, or computing skills at or below the eighth grade level on a generally
- 61 accepted standardized test; or
- 62 ○ Unable to solve or compute problems; or read, write, or speak English at a level necessary to
- 63 function on the job, in the individual's family, or in society.
- 64

65 **Adult Eligibility Verification:**

- 66 ● Verification of eligibility is used to ensure the reliability of the participant information in the
- 67 Management Information System (MIS), to guarantee services are provided to persons most in need,
- 68 and to avoid potential disallowed costs. No individualized career services may be provided until the
- 69 participant has furnished proof of eligibility to the enrolling service provider. Please refer to the Adult
- 70 Verification Worksheet for a complete list of acceptable documentation.
- 71 ● If an applicant is unable to produce the necessary documents to prove eligibility, service providers have
- 72 two options to determine eligibility:
- 73 ○ Verify information given via telephone contact using the Telephone Verification Form (WIOA.15)
- 74 with a business or by document inspection using Verification of Documentation Form (WIOA.53);
- 75 or
- 76 ○ An Applicant Statement Form (WIOA.18) may be used. However, the case manager must ensure
- 77 applicant statements and staff verifications are permitted by the federal data validation
- 78 requirements.
- 79

80 **Priority of Service:**

- 81 ● First, veterans and eligible spouses with a qualifying documented barrier to employment.
- 82 ● Second, individuals with a qualifying documented barrier to employment.
- 83 ● Third, all other veterans and eligible spouses.
- 84 ● Fourth, priority populations established by the Governor and/or the SWIB.
- 85 ● Fifth, all other qualified individuals.

87 Adult Initial Assessment:

- 88 • All participants must have a complete assessment to evaluate basic skills, experience, the
89 appropriateness for service, and ability to benefit from WIOA. An assessment is part of the overall
90 intake process and includes the initial determination of the participant's employability, aptitudes,
91 abilities, interests, and need for supportive services through interview and testing. When the
92 assessment indicates that Individualized Career Services are appropriate, an Individual Employment
93 Plan (IEP) is completed for adults.

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95 Comprehensive Assessment Guidelines:

- 96 • A complete assessment is an independent, comprehensive evaluation of an individual designed to
97 identify information vital to the development of a service strategy and to set goals and objectives
98 leading to gainful employment.
- 99 • The assessment is a holistic, ongoing process and should not be viewed as a one-time event. It includes
100 a full array of options from which the program staff and participant make informed decisions and select
101 appropriate services that enable the participant to secure and retain long-term, self-sufficient
102 employment.
- 103 • Providers will use the assessments and other tools that are most appropriate to determine the needs of
104 the individual participant.

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106 Individual Employment Plan (IEP) Description:

- 107 • An IEP is required for Adult participants in the WIOA Individualized Career and Training services. The IEP
108 is developed in partnership with the participant. The IEP identifies where the participant is, where the
109 participant wants to be and the appropriate mix and sequence of services and support to reach a
110 realistic employment goal. The development of the IEP will be based upon the results of the
111 comprehensive assessments.
- 112 • Service providers must use the IEP Form provided on MDLI's WIOA website.
- 113 • A signed copy (signed by program staff and participant) must be maintained in the participant's file. This
114 signed IEP is the acknowledgment that the participant read and agrees to the responsibilities; and know
115 where they can file a grievance or complaint.
- 116 • Once the IEP form is complete and the participant is enrolled in the WIOA Adult program, case
117 managers must open a MIS Employment Plan for the participant. The goals and objectives, based on
118 the information on the IEP Form, will be recorded in the MIS Employment Plan. In addition, case
119 managers will record on-going, IEP-related services provided in the MIS Employment Plan.

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121 Adult Services and Activities:

- 122 • Career Services for Adults consist of 3 types: Basic, Individualized, and Follow-up. Training and
123 supportive services can be critical to the employment success of many participants enrolled in the Adult
124 Program.
- 125 • **Basic Career Services** are universally available to everyone. Other partner sites need only provide the
126 career services appropriate to their participants and funding source. Basic Career Services include:
 - 127 ○ All self-help services and basic career services requiring minimal staff assistance including:
 - 128 ■ Determination of eligibility to receive assistance from the Adult Program; and
 - 129 ■ Outreach, intake, and orientation to the information and other services available
130 through the one-stop delivery system;
 - 131 ○ Orientation – all individuals entering, or re-entering services are to be oriented to the program.
132 Orientation topics include:
 - 133 ■ An introduction to the program – purpose and goals;
 - 134 ■ Rules and regulations of the program;
 - 135 ■ Provider responsibilities;
 - 136 ■ Participant responsibilities;
 - 137 ■ Program resources and supportive services available;

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- Job-related injury procedures; and
 - Wage and pay information;
- Orientation must include:
- Information and documented acknowledgement of procedures for complaints, grievances, and discriminatory practices.
 - Assessment of skill levels, aptitudes, abilities and supportive service needs;
 - Provision of performance information and program cost information on eligible providers of education, training and workforce services by program and type of providers;
 - Provision of information relating to the availability of supportive services in the area and referral to such services, as appropriate;
 - Provision of information regarding filing claims for unemployment compensation when appropriate;
 - Assistance in establishing eligibility for programs of financial aid assistance for training and education programs that are not funded under WIOA and are available in the local area;
 - One-stop resource and workshop services;
 - Labor Market Information related to their employment goal.

- **Individualized Career Services** are available to enrolled Adults. The services will be provided for an individual to obtain or retain employment and may include but are not limited to:
 - Comprehensive and specialized assessment of the skill levels and service needs of adults using:
 - Testing and use of other assessment tools; and
 - An in-depth interview and evaluation to identify employment barriers and appropriate employment goals.
 - Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including a list of and information about Eligible Training Providers (ETP);
 - Group counseling;
 - Individual counseling;
 - Career planning;
 - Short-term pre-vocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training;
 - Internships and work experiences that are linked to careers as described in 20 CFR 680.170;
 - Workforce preparation activities;
 - Financial literacy services as described in 20 CFR 681.500;
 - Out-of-area job search assistance and relocation assistance; and/or
 - English language acquisition and integrated education and training programs.
- **Supportive Services** are available to enable an enrolled Adult to participate in WIOA activities when a participant is unable to obtain the services through other programs. Please refer to Montana Labor & Industry's (MDLI) Supportive Services Policy for details.
- **Training Services** may be provided to enrolled Adults:
 - Participants who are unable to obtain other grant assistance for such services, including Federal Pell Grants; or
 - Who require assistance beyond that made available under other grant assistance programs, including Federal Pell Grants.
 - To help determine what financial assistance is needed the Service Provider must assist the participant in applying for financial aid and make the necessary referrals.
 - Participants who can obtain a Federal Pell Grant must utilize the full Pell Grant toward training costs and WIOA funds may assist with any need after the Pell has been applied. Service Providers may utilize WIOA funding to assist a participant whose training costs must be paid to begin training while the application for a Federal Pell grant is pending.
 - If such individual is subsequently awarded a Federal Pell Grant, the training provider must reimburse the service provider the WIOA funds used to pay the training costs.

- 192 ○ Through providers listed on the Montana Eligible Training Provider List (ETPL) unless noted
- 193 otherwise in the following list of training services. Further information regarding the ETPL may
- 194 be accessed in the ETPL Policy.
- 195 ○ May be WIOA- or non WIOA-funded.
- 196 ▪ Non WIOA-funded training does not require ETP.
- 197 ○ Training services may include:
- 198 ▪ Occupational skills training, including training for nontraditional employment and for
- 199 training programs operated by the private sector; (requires ETP)
- 200 ▪ Training programs operated by the private sector; (requires ETP)
- 201 ▪ Skill upgrading and retraining; (requires ETP)
- 202 ▪ Entrepreneurial training; (requires ETP)
- 203 ▪ Adult education and literacy activities provided in combination with services described in
- 204 any clauses (i) through (vii) of WIOA Section 134 (d)(4); (does not require ETP)
- 205 ▪ Customized training conducted with a commitment by a business or group of business
- 206 to employ an individual upon successful completion of the training; (does not require
- 207 ETP)
- 208 ▪ On-the-Job Training (OJT); (does not require ETP)
- 209 ▪ Registered Apprenticeship or other programs that combine workplace training with
- 210 related instruction.
- 211 ○ WIOA funding may be used for training that leads to a goal of self-employment.
- 212 ○ The service provider must verify and pay tuition and other training costs in accordance with the
- 213 training provider's documented payment policy or terms. WIOA funding may be used for any
- 214 expenses considered to be part of the Cost of Attendance that cannot be funded by the Pell or
- 215 other grant assistance. In situations of co-enrollment with other WIOA or non-WIOA programs
- 216 (e.g. TAA, etc.), the case manager will coordinate with the training provider and other programs
- 217 to ensure the participant's training needs are met and there is no duplication of services. WIOA
- 218 funding will always be a supplement to another grant assistance.
- 219 ● **Follow-up Services** must be provided to Adult participants who exit to self- employment, agricultural,
- 220 railroad, or federal government employment for a minimum of 4 quarters.
- 221 ○ Participants placed in follow-up services must be contacted by the case manager at least once
- 222 per quarter to obtain wage data.
- 223 ○ Follow-up services include, but are not limited to:
- 224 ▪ Additional career planning and counseling;
- 225 ▪ Contact with the participant's employer, including assistance with work-related problems
- 226 that may arise;
- 227 ▪ Peer support groups;
- 228 ▪ Information about additional educational opportunities, and referral to supportive
- 229 services available in the community; and
- 230 ▪ Case management administrative follow-up.
- 231 ○ Financial assistance is not an allowable follow-up service.
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233 Case Management and Career Planning

- 234 ● Career planning offers participant-centered service delivery designed to:
- 235 ○ Prepare and coordinate comprehensive IEP's, such as service strategies to ensure participant
- 236 access to necessary workforce investment activities and services, using when feasible,
- 237 computer-based technologies;
- 238 ○ Provide job, education, and career counseling during program participation and after job
- 239 placement.
- 240 ● Case Management responsibilities include:
- 241 ○ Providing testing of basic skills, comprehensive assessment and testing;
- 242 ○ Co-enrolling in all applicable programs as appropriate;
- 243 ○ Monthly contact with participants; and, if unable to make contact after repeated six (6) attempts
- 244 in a 90-day period, closing all services effective the date the services were last provided;
- 245 ○ Developing and updating of an IEP;

- 246 ○ Determining if participant requests for training services and supportive or other services are
247 allowable, appropriate and able to be funded;
248 ○ Coordinating joint training plans and employment services as appropriate;
249 ○ Monitoring the progress of participants in their approved plan;
250 ○ Recording all program services and case notes in MIS within the required timelines and as
251 service/contact occurs, reflecting any significant issues or changes;
252 ○ Maintaining the participant file;
253 ○ Ending the participant's services and program enrollment when services are no longer being
254 provided; and
255 ○ Ensuring that participants are aware of their responsibilities.

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257 Administrative Requirements:

- 258 • The WIOA Title I Adult program manager will provide technical assistance to case managers.

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260 Monitoring and Evaluation:

- 261 • A formal monitoring will be conducted by the entity designated by SWIB.

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263 References:

- 264 • [Violence Against Women Act of 1994](#)
265 • [Richard B. Russell National School Lunch Act](#)
266 • [1964 Civil Rights Act, currently authorized under Section 167 of WIOA](#)
267 • [20 CFR 678.430 Career Services](#)
268 • [20 CFR 680 Adult and Dislocated Worker Activities](#)
269 • [TEGL 18-16 Program Eligibility and Enrollment Guidance for the National Farmworkers Jobs Program](#)
270 • [TEGL 18-16, Change 1 to Program Eligibility and Enrollment Guidance for the National Farmworkers](#)
271 [Jobs Program](#)
272 • [TEGL 19-16 Adult and Dislocated Workers Services](#)
273 • [TEGL 07-20 Priority of Service Provisions for Most in Need in WIOA Adult Program](#)