

**Indiana Department of Workforce Development- Regulatory Oversight and Compliance (ROC) Division  
Program Monitoring Tool**

<b>LWDA:</b>		<b>DWD Monitor(s):</b>	
<b>Monitoring Location:</b>		<b>On-Site Review Date/Time:</b>	
<b>Local Attendees Participating:</b>			

<b>PRIORITY OF SERVICE &amp; CUSTOMER CHOICE</b>		
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<b>Authority:</b>	<b>Statement/ Test:</b>	<b>Notes:</b>
<p>WIOA § 34(c)(3)E</p> <p>DWD Memo: Interim Guide on WIOA Title 1 Adult Priority of Service</p> <p>DWD 2009-1</p> <p>WIOA § 134(c)(3)(E) &amp; (F)</p> <p>DWD Policy 2015-08</p>	<ul style="list-style-type: none"> <li>• Priority of Service categories, including but not limited to persons of low income, Veterans, eligible spouses of Veterans, etc.</li> <li>• In the event that funds allocated to the local area for adult and dislocated worker employment and training activities are limited, priority shall be given to recipients of public assistance and other low-income individuals for career and training services.</li> <li>• Training services shall be provided in a manner that maximizes Customer choice in the selection of an eligible provider of such services.</li> <li>• The One-Stop provider shall provide to customers the State list of eligible training providers including a description of such programs, including OJT as well as performance and cost information.</li> <li>• Persons determined eligible for training may select a provider after consultation with a case manager.</li> <li>• Unless training funds for a program year have been exhausted, the One-Stop operator must refer the person to the selected provider and establish an ITA to pay for the training from the applicable Adult or DW program funding.</li> <li>• A referral may be conducted by providing a voucher or certificate to the person to obtain the training.</li> </ul> <p><b>Verification Questions:</b></p> <ol style="list-style-type: none"> <li>1. Obtain a copy of the written Priority of Service policy.</li> <li>2. Obtain a copy of the written Customer Service policy</li> <li>3. Describe the Customer Choice policy, if any, in effect at the WDB.</li> </ol>	

<b>PRIORITY AND SPECIAL POPULATIONS</b>		
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<b>Authority:</b>	<b>Statement/ Test:</b>	<b>Notes:</b>
<p>20 CFR 680.600</p> <p>WIOA§ 3 Definitions (25)</p>	<ul style="list-style-type: none"> <li>• If the family of a person with a disability does not meet income eligibility criteria, the disabled individual is considered “low income” if the disabled person’s own income meets EITHER:             <ol style="list-style-type: none"> <li>1. Income criteria per WIOA § 3(25)(A).                 <ol style="list-style-type: none"> <li>a. Total family income for the 6-month period prior to WIOA application, exclusive of:                     <ol style="list-style-type: none"> <li>i) Unemployment Compensation.</li> <li>ii) Child Support payments.</li> <li>iii) Cash payments under a Federal/state/local income-based public assistance program.</li> <li>iv) Old-age and survivor’s insurance benefits under the Social Security Act.</li> </ol> </li> <li>b. That does NOT exceed the HIGHER of:                     <ol style="list-style-type: none"> <li>i) The Federal Poverty Level (FPL), or</li> <li>ii) 70% of the Lower Living Standard Income Level (LLSIL) which is in effect for that period of 6 months prior to application. <b>-or-</b></li> </ol> </li> </ol> </li> <li>2. Income eligibility criteria for cash payments under any Federal, State or Local public assistance program per WIOA 101(25)(F). A person with a disability whose own income meets the low income criteria but who is a member of a family whose income does not meet such criteria.</li> </ol> <p><b>Verification Questions:</b></p> <ol style="list-style-type: none"> <li>1. What is the WDB’s local policy to give priority to disabled individuals whose family does not meet “low income” criteria?</li> </ol> </li></ul>	

	ELIGIBILITY	
<p><b>Authority:</b></p> <p>20 CFR 680.110</p> <p>DWD Policy 2016-01</p>	<p><b>Statement/ Test:</b></p> <ul style="list-style-type: none"> <li>• Registration is the process for collecting information to support a determination of eligibility.</li> <li>• Adults and Dislocated Workers receiving WIOA Title I services other than self-service or informational activities must be registered and determined eligible.</li> </ul> <p><b>Verification Questions:</b></p> <ol style="list-style-type: none"> <li>1. What is the WDB's process for registering Adults and Dislocated Workers?</li> <li>2. Review all forms (and corresponding instructions) used by the WDB to collect applicant's information in order to determine WIOA eligibility, including but not limited to: <ol style="list-style-type: none"> <li>a. Step-by-step process for collecting information, if given to applicants.</li> <li>b. Checklists to document collection of documentation.</li> <li>c. Forms to calculate low income.</li> <li>d. Releases to provide permission to obtain PII (personally-identifiable information).</li> <li>e. Information regarding a WDB's grievance process.</li> <li>f. Forms that document literacy/ numeracy testing results.</li> <li>g. EO notices and forms.</li> </ol> </li> </ol>	<p><b>Notes:</b></p>
	<b>CAREER SERVICES</b>	
<p><b>Authority:</b></p> <p>20 CFR 680.150</p> <p>20 CFR 680.200</p> <p>WIOA§134(a)(3)(A)</p> <p>20 CFR 678.430</p> <p>WIOA§134(c)(2)(A)</p> <p>TEGL 19-13</p>	<p><b>Statement/ Test:</b></p> <ul style="list-style-type: none"> <li>• Identify the Career services made available by the WDB to eligible Adult and Dislocated Workers</li> <li>• Identify the Career services provided by the WDB to eligible Adult and Dislocated Workers: <ol style="list-style-type: none"> <li>1. Comprehensive and specialized assessments of skill levels and service needs, including: <ol style="list-style-type: none"> <li>a. Diagnostic testing and other assessment tools.</li> <li>b. In-depth interviewing and evaluation to identify: <ol style="list-style-type: none"> <li>i) Barriers to employment</li> <li>ii) Employment goals.</li> </ol> </li> </ol> </li> <li>2. Development of an Individual Employment Plan (IEP) to identify: <ol style="list-style-type: none"> <li>a. Employment goals.</li> <li>b. Achievement objectives.</li> <li>c. Appropriate combination of services for the participant to achieve employment goals.</li> </ol> </li> <li>3. Group counseling.</li> <li>4. Individual counseling and career planning.</li> <li>5. Case management for participants seeking training services.</li> <li>6. Short-term pre-vocational services, including development of: <ol style="list-style-type: none"> <li>a. Learning skills.</li> <li>b. Communication skills.</li> <li>c. Interviewing skills.</li> <li>d. Punctuality, personal maintenance and professional conduct to prepare them for unsubsidized employment or training.</li> </ol> </li> </ol> </li> </ul> <p><b>Verification Questions:</b></p> <ol style="list-style-type: none"> <li>1. Determinations of eligibility to receive assistance under WIOA.</li> <li>2. Outreach, intake and orientation to information and services available through the One-Stop delivery system.</li> <li>3. Initial assessment of skill levels, aptitudes, abilities, and supportive service needs.</li> <li>4. Job search, placement assistance and career counseling.</li> </ol>	<p><b>Notes:</b></p>

	<ol style="list-style-type: none"> <li>5. Provision of employment statistics information about local, regional and national labor market areas, including: <ol style="list-style-type: none"> <li>a. Job vacancy listings.</li> <li>b. Information on job skills necessary to obtain jobs on such listings.</li> <li>c. Information related to: <ol style="list-style-type: none"> <li>i) Local occupations in demand, and</li> <li>ii) The earnings and skill requirements for such occupations.</li> </ol> </li> </ol> </li> <li>6. Provision of performance information and program cost information on: <ol style="list-style-type: none"> <li>a. Eligible Providers of Training Services.</li> <li>b. Eligible Providers of Youth Services.</li> <li>c. Providers of Adult Education.</li> <li>d. Providers of Post-Secondary Vocational Education activities.</li> <li>e. Vocational Education activities available to school drop-outs</li> <li>f. Providers of Vocational Rehabilitation program activities.</li> </ol> </li> <li>7. Provision of information regarding how the local area is performing on local performance measures including local area One-Stop delivery system performance.</li> <li>8. Information regarding the availability of supportive services, including child care and transportation available in the local area and referral to such services as needed.</li> <li>9. Provision of information regarding filing claims for unemployment compensation, in accordance with DWD policy.</li> <li>10. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not funded under WIOA but which are available in the local area.</li> <li>11. Follow-Up services, including counseling regarding the workplace, for 12 months after any WIOA participant is placed into un-subsidized employment.</li> <li>12. What entity provides Career services to Adults and Dislocated workers in the local area? <ol style="list-style-type: none"> <li>a. Provided directly by the One-Stop operator.</li> <li>b. Provided through contracts with service providers who are approved by the local area WDB.</li> <li>c. Describe any issues or areas of concern regarding Career Services provided by the WDB.</li> </ol> </li> </ol>	
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	<b>TRAINING SERVICES</b>	
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<p><b>Authority:</b></p> <p>20 CFR 680.120 WIOA§134(c)(3)(A)(i)(aa) &amp; (bb)</p> <p>20 CFR 680.220(a) &amp; (b)</p> <p>20 CFR 680.210(b) &amp; (d)</p> <p>20 CFR 680.230(a) &amp; (c)</p>	<p><b>Statement/ Test:</b></p> <ul style="list-style-type: none"> <li>• State Boards or Local Boards must set the criteria for determining whether an employed worker needs career services to obtain or retain employment leading to “self-sufficiency.” At a minimum, such criteria must provide that self- sufficiency means employment that pays at least the lower living standard income level, as defined in WIOA Sec.3 (36)(B). Self-sufficiency for a dislocated worker may be defined in relation to a percentage of the layoff wage. The special needs of individuals with disabilities or other barriers to employment should be taken into account when setting criteria to determine self-sufficiency.</li> </ul> <p><b>Verification Questions:</b></p> <ol style="list-style-type: none"> <li>1. What is the WDA’S criteria for determining whether an employed worker needs career services to obtain or retain employment leading to self-sufficiency?</li> </ol>	<p><b>Notes:</b></p>
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TRAINING SERVICES (OTJ) & REGISTERED APPRENTICESHIPS		
<p><b>Authority:</b></p> <p>20 CFR 680.700 20 CFR 680.710</p> <p>WIOA § 3 Definitions (44)</p> <p>TEGL 13-15 TEGL 13-16</p>	<p><b>Statement/ Test:</b></p> <ul style="list-style-type: none"> <li>• On-the-Job Training               <ol style="list-style-type: none"> <li>1. Provides knowledge or skills essential to the full and adequate performance of the job;</li> <li>2. Is made available through a program that provides reimbursement to the employer of up to 50 percent of the wage rate of the participant, except as provided in section 134(c)(3)(H), for the extraordinary costs of providing the training and additional supervision related to the training; and</li> <li>3. Is limited in duration as appropriate to the occupation for which the participant is being trained, taking into account the content of the training, the prior work experience of the participant, and the service strategy of the participant, as appropriate.</li> </ol> </li> </ul> <p><b>Verification Questions:</b></p> <ol style="list-style-type: none"> <li>1. What is the current status of OJT's in the LWDA?</li> <li>2. What is the current status of Registered Apprenticeships in the LWDA?</li> </ol>	<p><b>Notes:</b></p>
SUPPORTIVE SERVICES AND NEEDS-RELATED PAYMENTS		
<p><b>Authority:</b></p> <p>20 CFR 680.330 20 CFR 680.900 20 CFR 680.910 defined @ WIOA § 101(46)</p> <p>WIOA § 134(d)(2) (See 681.570 for Supportive Services for Youth)</p> <p>20 CFR 680.930 20 CFR 680.940 WIOA § 134 (d)(3)</p>	<p><b>Statement/ Test:</b></p> <ul style="list-style-type: none"> <li>• Using WIOA funds allocated to Adult and Dislocated Worker programs:               <ol style="list-style-type: none"> <li>1. Supportive Services                   <ol style="list-style-type: none"> <li>a. Means services such as:                       <ol style="list-style-type: none"> <li>i) Transportation,</li> <li>ii) Child care,</li> <li>iii) Dependent care,</li> <li>iv) Housing, and</li> <li>v) Needs-related payments;</li> </ol> </li> <li>b. May only be provided to persons who are:                       <ol style="list-style-type: none"> <li>i) Participating in Career or Training services, and</li> <li>ii) Are unable to obtain such supportive services through other programs providing such services;</li> </ol> </li> <li>c. May only be provided when they are necessary to enable participation in WIOA Title I activities; and</li> <li>d. May be limited as to amount and/or duration by local WDB policy, and</li> <li>e. The WDB or One Stop operator may establish procedures to grant exceptions to such limits.</li> </ol> </li> <li>2. Needs-Related Payments:                   <ol style="list-style-type: none"> <li>a. Are one of the Supportive Services authorized by WIOA;</li> <li>b. Provide financial assistance to participants for the purpose of enabling them to participate in training programs operated by the private sector;</li> <li>c. Are made to adults who meet the following eligibility criteria:                       <ol style="list-style-type: none"> <li>i) Are unemployed, and</li> <li>ii) Do not (or have ceased to) qualify for unemployment compensation, and</li> <li>iii) Be enrolled in a program of WIOA-funded training services;</li> </ol> </li> <li>d. Are made to dislocated workers who meet the following eligibility criteria:                       <ol style="list-style-type: none"> <li>i) Are unemployed, and</li> <li>ii) Have ceased to qualify for unemployment compensation or trade adjustment allowance (TAA or NAFTA-TAA), and</li> <li>iii) Be enrolled in a program of WIOA-funded training services:                           <ol style="list-style-type: none"> <li>A. By the end of the 13th week after the most recent layoff that resulted in the determination of the worker's eligibility as a dislocated worker, or</li> <li>B. If later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months, or</li> </ol> </li> </ol> </li> </ol> </li> </ol> </li> </ul>	<p><b>Notes:</b></p>

<p>20 CFR 681.510</p>	<ul style="list-style-type: none"> <li>iv) Be unemployed and did not qualify for unemployment compensation or trade adjustment assistance (TAA or NAFTA-TAA);</li> <li>e. May be provided while a participant is awaiting start of a training program if the participant has been accepted in a training program that will begin within 30 calendar days;</li> <li>f. Regarding the level of needs-related payments: <ul style="list-style-type: none"> <li>i) For Adults, the level is established by DWD;</li> <li>ii) For Dislocated Workers, payments must not exceed the greater of EITHER: <ul style="list-style-type: none"> <li>A. If eligible for unemployment compensation as a result of the qualifying dislocation; OR</li> <li>B. If not qualifying for unemployment compensation as a result of the qualifying layoff, the weekly payment cannot exceed the Poverty Level for an equivalent period and the weekly payment level must be adjusted to reflect changes in total family income as determined by DWD policies.</li> </ul> </li> </ul> </li> </ul> <ul style="list-style-type: none"> <li>• WDBs are required to develop local policy in consultation with One Stop operators and other community service providers, regarding resource and service coordination in the local area, specifically addressing: <ol style="list-style-type: none"> <li>1. Procedures for referral to such services.</li> <li>2. How such services will be funded when they are not otherwise available from other sources.</li> </ol> </li> </ul> <p><b>Verification Questions:</b></p> <ol style="list-style-type: none"> <li>1. Is the Local plan in adherence with State and Federal Regulations concerning supportive services?</li> <li>2. Does the Region provide Needs-Related Payments?</li> </ol>	
<b>YOUTH ACTIVITIES</b>		
<p><b>Authority:</b></p> <p>WIOA § 129 (c)(1)</p> <p>DWD Policy 2018-01</p> <p>20 CFR 681.420(a)(1) &amp;(2)</p> <p>WIOA § 129 (c)(2)</p> <p>WIOA § 129(c)(1)(C)(i-v)</p> <p>WIOA § 129(c)(2)(A)</p> <p>DWD Policy 2017-03</p> <p>WIOA § 107(d)(10)(B)</p>	<p><b>Statement/ Test:</b></p> <ul style="list-style-type: none"> <li>• Review copy of WDB’s local policy for delivery of services to Youth, aka Program Design for the WDB’s WIOA Youth Program.</li> <li>• Develop individual service strategies for each participant, appropriate: <ol style="list-style-type: none"> <li>1. Employment goal (including, as appropriate, non-traditional employment).</li> <li>2. Achievement objectives.</li> <li>3. Services, as indicated by the Assessment.</li> </ol> </li> <li>• Provide: <ol style="list-style-type: none"> <li>1. Preparation for post-secondary educational opportunities.</li> <li>2. Strong linkages between academic and occupational learning.</li> <li>3. Preparation for unsubsidized employment opportunities.</li> <li>4. Effective connections to intermediaries with strong links to: <ol style="list-style-type: none"> <li>a) The job market, and</li> <li>b) Local and regional employers.</li> </ol> </li> </ol> </li> <li>• For each applicant or participant who meets the minimum income criteria to be considered an eligible Youth, provide: <ol style="list-style-type: none"> <li>1. Information on the full array of applicable or appropriate services available through the LWDB or other eligible providers or One-Stop partners, including WIOA-funded entities.</li> <li>2. Referral to appropriate training and education programs that have the capacity to serve the applicant or participant either on a concurrent or sequential basis.</li> </ol> </li> <li>• For each applicant or participant who does not meet the enrollment requirements of the program or who cannot be served, shall be referred: <ol style="list-style-type: none"> <li>1. For further assessment, as necessary, and</li> <li>2. To appropriate programs per (A) above to meet the basic skills and training needs of the applicant.</li> </ol> </li> </ul>	<p><b>Notes:</b></p>

DWD Memo: Publication of 2018 Economically Disadvantaged Criteria 6-21-18

WIOA § 123

WIOA § 129(c)(1)(A)

20 CFR 681.290  
20 CFR 681.310  
20 CFR 681.300

DWD Policy 2017-10

WIOA § 129(a)(3)(B)  
20 CFR 681.250  
20 CFR 681.280

WIOA § 101(25)(F)

20 CFR 681.520  
20 CFR 681.530

WIOA § 129(c)(2)(F) & (G)

20 CFR 681.570

20 CFR 681.580

TEGL 21-16

WIOA § 129(c)(2)(I)

20 CFR 681.460  
20 CFR 681.600

WIOA § 129(c)(2)(D)

WIOA § 121(b)(1)(B)(i)

DWD Policy 2017-13

- Parents, participants and other members of the community with experience relating to programs for youth must be involved in the design & implementation of the local WIOA Youth Program.
- Up to 5% of Youth participants served by Youth programs in a local area can be persons who do not meet income criterion for eligible youth who are in 1 or more of the following exceptions.
- Even if the family of a disabled youth does not meet the income eligibility criteria, the disabled youth may be considered a low-income individual if the youth's own income:
  1. Meets the income criteria established in WIOA section 101(25)(B); or
  2. Meets the income eligibility criteria for cash payments under any Federal, State or local public assistance program.
- Opportunities that encourage responsibility, employability and other "positive social behaviors" (see 664.430) such as:
  1. Exposure to postsecondary educational opportunities;
  2. Community and service learning projects;
  3. Peer-centered activities, including peer mentoring and tutoring;
  4. Organizational and team work training, including team leadership training;
  5. Training in decision-making, including determining priorities; and
  6. Citizenship training, including life skills training such as parenting, work behavior training, and budgeting of resources. See WIOA § 129(c)(2)(F)
- Positive social behaviors are outcomes of leadership opportunities, often referred to as soft skills, which are incorporated by many local programs as part of their menu of services. Positive social behaviors focus on areas that may include the following:
  1. Positive attitudinal development;
  2. Self-esteem building;
  3. Openness to working with individuals from diverse racial and ethnic backgrounds;
  4. Maintaining healthy lifestyles, including being alcohol and drug free;
  5. Maintaining positive relationships with responsible adults and peers, and contributing to the well-being of one's community, including voting;
  6. Maintaining a commitment to learning and academic success;
  7. Avoiding delinquency;
  8. Postponed and responsible parenting; and
  9. Positive job attitudes and work skills.
- Supportive services for youth, as defined in WIOA section 101(46), may include the following:
  1. Linkages to community services;
  2. Assistance with transportation;
  3. Assistance with child care and dependent care;
  4. Assistance with housing;
  5. Referrals to medical services; and
  6. Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eye glasses and protective eye gear.
- Follow-up services may include:
  1. The leadership development and supportive service activities listed in 664.420 and 664.440;
  2. Regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise;
  3. Assistance in securing better paying jobs, career development and further education;
  4. Work-related peer support groups;
  5. Adult mentoring; and
  6. Tracking the progress of youth in employment after training.
- All youth participants must receive some form of follow-up services for a minimum duration of 12 months. Follow-up services may be provided beyond twelve (12) months at the State or Local Board's discretion. The types of services provided and the duration of services must be determined based on the needs of the individual. The scope of these follow-up services may be less intensive for youth who have only participated in summer youth employment opportunities.

- Work experiences are planned, structured learning experiences that take place in a workplace for a limited period of time. As provided in WIOA section 129(c)(2)(D) and § 664.470, work experiences may be paid or unpaid.
- Work experience workplaces may be in the private, for-profit sector; the non-profit sector; or the public sector.
- Work experiences are designed to enable youth to gain exposure to the working world and its requirements. Work experiences are appropriate and desirable activities for many youth throughout the year. Work experiences should help youth acquire the personal attributes, knowledge, and skills needed to obtain a job and advance in employment. The purpose is to provide the youth participant with the opportunities for career exploration and skill development and is not to benefit the employer, although the employer may, in fact, benefit from the activities performed by the youth. Work experiences may be subsidized or unsubsidized and may include the following elements:
  1. Instruction in employability skills or generic workplace skills such as those identified by the Secretary's Commission on Achieving Necessary Skills (SCANS);
  2. Exposure to various aspects of an industry;
  3. Progressively more complex tasks;
  4. Internships and job shadowing;
  5. The integration of basic academic skills into work activities;
  6. Supported work, work adjustment, and other transition activities;
  7. Entrepreneurship;
  8. Service learning;
  9. Paid and unpaid community service; and
  10. Other elements designed to achieve the goals of work experiences.
- In most cases, on-the-job training is not an appropriate work experiences activity for youth participants under age 18. Local program operators may choose, however, to use this service strategy for eligible youth when it is appropriate based on the needs identified by the objective assessment of an individual youth participant.
- Funds under the Act may be used to pay wages and related benefits for work experiences in the public; private, for-profit or non-profit sectors where the objective assessment and individual service strategy indicate that work experiences are appropriate.

**Verification Questions:**

1. What is the WDB's policy in determining "recent" as it pertains to objective assessment?
2. Does the local policy address all of the following WIOA Youth Program purposes:
  - a. A variety of options for improving educational and skill competencies.
  - b. Effective connections to employers.
  - c. On-going mentoring opportunities, with adults committed to providing mentoring.
  - d. Training opportunities.
  - e. Supportive Services.
  - f. Incentives for recognition and achievement.
  - g. Opportunities related to leadership, development, decision-making, citizenship, and community service.
3. Does the local WIOA Youth Program design include all of the following:
  - a. Provide an objective assessment of the:
    - i) Academic levels,
    - ii) Skill levels, and
    - iii) Service needs of each participant.
  - b. Assessment must include a review of:
    - i) Basic skills,
    - ii) Occupational skills,
    - iii) Prior work experience,
    - iv) Employability,
    - v) Interests and aptitudes (including interests and aptitudes for non-traditional jobs),
    - vi) Supportive service needs, and



vii) Developmental needs.

4. What is the WDB's policy in determining "recent" as it pertains to service strategy?
5. Does the WIOA Youth Program design include all the following fourteen (14) required elements, pursuant to local area discretion in determining what specific program services are appropriate for the participant:
  - (1) Tutoring, study skills training, and instruction, leading to completion of secondary school, including strategies to prevent dropping out of school.
  - (2) Alternative secondary school services.
  - (3) Paid or unpaid work experiences (May include Registered Apprenticeships).
  - (4) Youth Occupational Skills training.
  - (5) Occupational skill training.
  - (6) Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.
  - (7) Supportive Services.
  - (8) Adult mentoring during the period of participation and a subsequent period, for a total of not less than 12 months.
  - (9) Follow up services for not less than 12 months after the completion of participation, as appropriate.
  - (10) Comprehensive guidance and counseling and referral, which may include drug and alcohol abuse counseling and referrals as appropriate. Does not refer to general case management.
  - (11) Financial literacy education.
  - (12) Entrepreneurial skills training.
  - (13) Services that provide labor market and employment, information about in demand industry sectors or occupations available in the local area, such as career exploration services.
  - (14) Activities that help youth prepare for and transition to post- secondary education and training.
    - 5a. What strategy has the local area identified to ensure youth program activities lead to a High School diploma or its equivalent or a recognized post-secondary credential?
    - 5b. Describe the local strategy that prepares youth for post-secondary education and training opportunities.
    - 5c. How does the local youth program's youth service delivery strategy create strong linkages between academic instruction and occupational education that lead to attainment of recognized post-secondary credentials?
    - 5d. How does the local youth program prepare youth for unsubsidized employment opportunities?
    - 5e. How does the local area ensure each of the 14 youth program elements is made available to youth participants?
6. What process has the local area used to select eligible youth service providers? Has the local board awarded grants or contracts to youth service providers, or is local board providing some or all youth services directly? If the local area has competitively selected youth service providers, please provide a copy of the RFP.
7. Has training been provided to youth case managers on WIOA youth eligibility, program design, and performance?
8. Are local area staff, including case managers, provided ongoing training on Labor Market Information (LMI) to ensure youth participants are receiving the required in-demand industry/occupation information within the local and/or regional labor market area?
9. Does the LWDB include the WIOA definition of Youth in its local policies?
  - a. An eligible youth is a person who:
    - i) Is not less than age 14 and not more than age 21, and
    - ii) Is a low-income individual per WIOA § 101(25), and
    - iii) Is within 1 or more of the following categories:
      - A. Deficient in basic literacy skills.
      - B. School drop-out.
      - C. Homeless, runaway or foster child.

- D. Pregnant or parenting.
  - E. Offender.
  - F. Requires Additional Assistance to complete an education program or secure and hold employment (includes youth with disability).
10. How does the WDB document “deficient in basic literacy skills”?
  11. Does the WDB determination of “deficient in basic literacy skills” include the following considerations?
    - a. Computes or solves problems, reads, writes, or speaks English at or below the 8th grade level on a generally-accepted standardized test or a comparable score on a criterion-referenced test.
    - b. Is unable to compute or solve problems, reads, writes, or speaks English at a level necessary to function on the job, in the individual’s family, or in society.
    - c. In cases and for criterion as may be indicated in the State’s policy.
  12. How does the WDB define and document “requires Additional Assistance” in participant’s file?
  13. Does the WDB utilize the (5%) window for youth? If yes, how is the 5% window utilized?
    - a. School drop-outs.
    - b. Basic-skills deficient as defined in WIOA § 3(5)?
    - c. Educational attainment that is 1 or more grade levels below the grade level appropriate to the person’s age.
    - d. Pregnant or parenting.
    - e. One or more disabilities, including learning disabilities.
    - f. Homeless or runaway youth.
    - g. Offender.
    - h. Serious barrier/s to employment as determined by the LWDB (see 664.220(h) below).
  14. What is the WDB’s local policy regarding serious barrier(s) to employment, as it pertains to the youth that qualify under the 5% window?
  15. Obtain and review a copy of the LWDB’s local policy regarding Serious Barriers to Employment.
  16. Is the WDB using eligibility for free lunches under the National School Lunch Program as a substitute for the income eligibility criteria under Title I of WIOA?
  17. Does the LWDB’s local policy have a provision to allow disabled Youth to be considered Low Income to meet these WIOA criteria? Y/N
  18. Do leadership development opportunities provided to Youth meet WIOA regulation criteria? Y/N
  19. Do leadership development opportunities provided to Youth meet WIOA regulation criteria for positive social behaviors? Y/N
  20. Are supportive services provided to Youth? Y/N
  21. Obtain and review a copy of the LWDB’s Supportive Services policy for Youth.
  22. Are follow-up services provided to Youth? Y/N
  23. How does the WDB track the required 12 month follow-up services for Youth?
  24. Are Work Experiences provided to Youth?
  25. Are Paid Work Experiences provided to Youth (including Registered Apprenticeships)?
  26. What policies and processes has the local area put in place to ensure there are connections between youth programs and One-stops?

	<b>YOUTH ACTIVITES: OUT-OF-SCHOOL-YOUTH</b>	
<b>Authority:</b> 20 CFR 681.210 WIOA § 101(39)  20 CFR 681.410  WIOA § 129(c)(4)	<b>Verification Questions:</b> <ol style="list-style-type: none"> <li>1. Is this definition of out-of-school youth in the LWDB’s local policy regarding serving Out-of-School Youth?</li> <li>2. Is this definition of school drop-out in the LWDB’s local policy regarding serving Out-of-School Youth?</li> <li>3. Does the WDB budget 75% (or 50% per USDOL Youth Waiver approved 7/1/18-6/30/20) of allocated WIOA Youth funds to provide activities to out-of-school Youth?</li> <li>4. How does the WDB track the 75% (or 50% per USDOL Youth Waiver approved 7/1/18-6/30/20) expenditures for Out-of-School Youth?</li> </ol>	<b>Notes:</b>
	<b>YOUTH ACTIVITES: CONCURRENT ENROLLMENT YOUTH + ADULT/DISLOCATED WORKER</b>	
<b>Authority:</b> 20 CFR 681.580	<b>Verification Questions:</b> <ol style="list-style-type: none"> <li>1. Does the WDB concurrently enroll Youth as Adults or Dislocated Workers? Y/N</li> <li>2. If yes, how does the WDB: <ol style="list-style-type: none"> <li>a. Track funding and the provision of services to concurrently enrolled Youth + Adults/Dislocated Workers.</li> <li>b. Determine appropriate levels of youth, adult and dislocated worker services for the concurrently enrolled.</li> </ol> </li> </ol>	<b>Notes:</b>
	<b>YOUTH ACTIVITIES: TRAINING SERVICES FOR YOUTH</b>	
<b>Authority:</b> 20 CFR 681.540	<b>Verification Questions:</b> <ol style="list-style-type: none"> <li>1. What is the process by which training services are provided to Youth?</li> </ol>	<b>Notes:</b>

**PERFORMANCE/ ENROLLMENT**

	<b>WIOA ADULTS?</b>	<b>DISLOCATED WORKERS?</b>	<b>YOUTH?</b>
1. Did this area meet expenditure levels in PY2017?			
2. Are expenditure levels on target for PY2018-19?			
3. Did this area maintain or grow enrollment levels in PY2017?			
4. Are enrollment levels on target for PY2017-18?			
5. For program segments that met expenditure levels last year, what factors have contributed to that result?			
6. For program segments that did not met expenditure levels last year, what factors contributed to that result?			
7. What steps are being taken this year to ensure that all WIOA funds are expended?			
8. For program segments that maintained or grew enrollment levels last year, what factors contributed to that result?			
9. For program segments that did not meet or grow enrollment levels last year, what factors contributed to that result?			
10. What steps are being taken this year to maintain or grow enrollment levels?			
11. What enrollment strategies (if any) are in place to help maximize performance?			

12. Describe the area's approach to performance management.

13. For areas that met all (or most) of the performance standards (per rolling four quarter results), to what do you attribute your success?

14. For areas that did not meet performance standards, what factors contributed to that result?

15. What changes are being implemented to improve future performance?

**OUTREACH**

1. Would any WIOA-eligible client ever be turned down for services? If yes, under what circumstance(s)?

2. What efforts are made to make the underemployed (those below the Region's definition of self-sufficiency) aware of the WIOA services available to them?

3. What efforts are made for outreach and enrollment of displaced homemakers?

4. What efforts are made to meet the special employment needs of ex-offenders?

5. What type of outreach is being done to assist Youth who are aging out of foster care?

6. What strategies are in place to ensure retention of clients?

**REGIONAL CONCERNS**

1. Are there any Best Practices or Promising Practices this year?

2. What Technical Assistance (if any) could DWD provide to the Region?

3. Which offices have been opened, added, closed, relocated, etc. since the last monitoring visit?

4. Have there been any recent changes in board membership? If so, have these changes been reported to DWD?

5. Describe what role the One Stop Operator plays in the Region.

6. Describe what role the board staff plays in the Region.

7. Describe what role the Regional Chief Elected Official (RCEO) plays in the Region. What is the RCEO's involvement with the WDB and at the WDB meetings?

8. Describe the orientation process for new board members. (Obtain electronic or paper copies)

9. Review the Region's website for availability of Board minutes, meeting times, and updated information.

10. What progress has been made on achieving the objectives stated in the Region's Local Plan of Service?