



WIOA

Professional Development
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WIOA TITLE IB SERVICES MATRIX: OVERVIEW FOR TITLE IB PROGRAMS AND GRANTEES

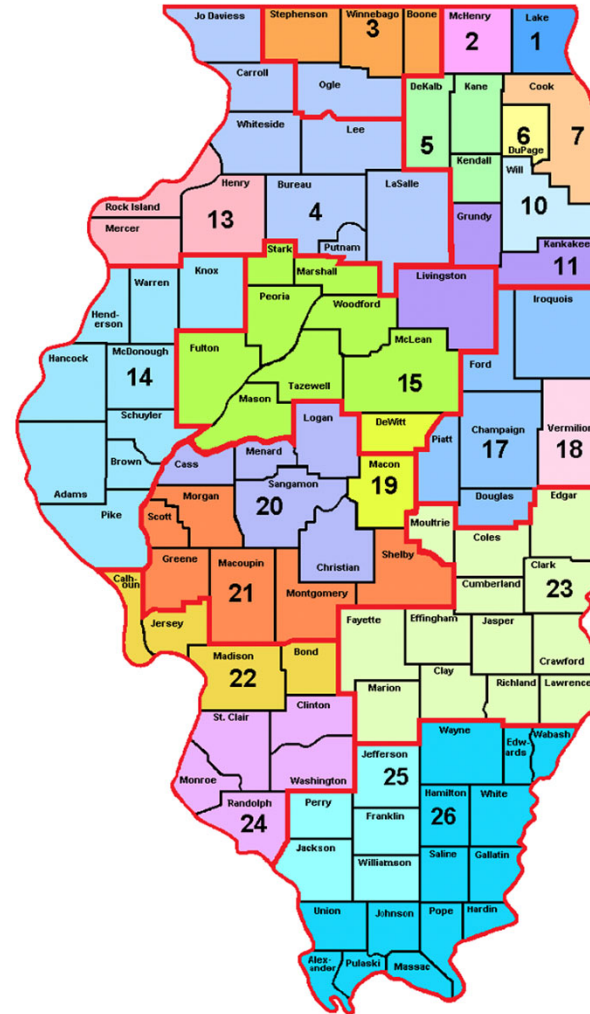
February 9, 2023



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Where is Your Local Area?



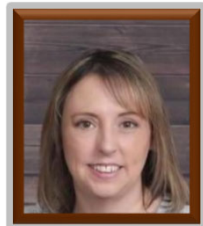


State Team



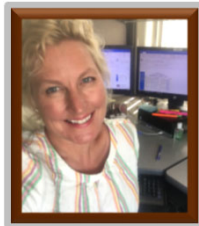
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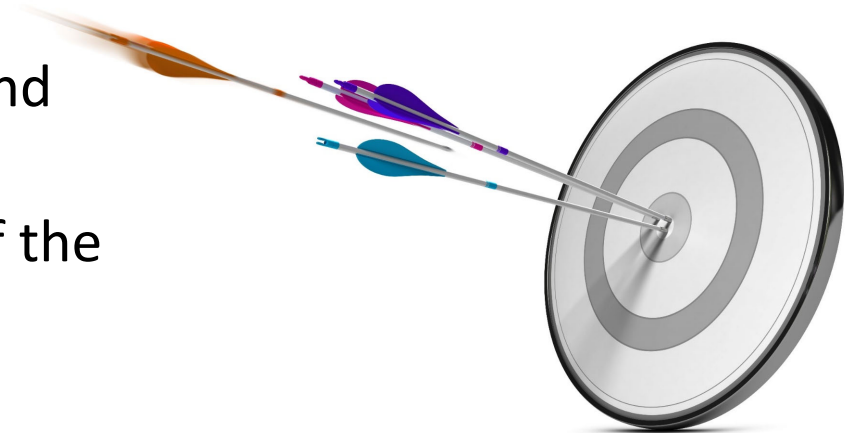
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Today's Objectives

- Provide an Overview of the Title IB WIOA Services Matrix
- Understand Updates Driven by Policy and Reporting Directives
- Learn about Key Terms and Elements of the Matrix
- Recognize uses for the Matrix in Daily Activities
- Introduce the Full Technical Assistance Plan



What is the WIOA Title IB Services Matrix?

The one reference tool for clear, concise, up to date services information.

- Series of interrelated tables that contain and define WIOA Title IB Participant Services in relation to Service Type/ PIRL Element/ System ID/ Performance Impact
- A Structured Policy Driven Reference Tool that Organizes Services by:
 - **Adult and Dislocated Worker Career and Training Services,**
 - **Youth Program Elements,**
 - **Supportive Services,**
 - **Follow-Up, and**
 - **Work-Based Learning**
- The Services Matrix expands beyond Title IB formula grants to include additional non-formula grant services such as the Disaster Recovery National Disaster Workforce Grants (NDWG) and Youth Career Pathways (YCP).

WIOA Services - PIRL OMB Control Number 1205-0521, TEGL 19-16, and TEGL 10-16, CH 2 Attachment VII Table A Participant Level Services Chart						
WIOA BASIC AND INDIVIDUALIZED CAREER Services - (PIRL Data Element Nos. 1000, 1002-1004, 1007, 1100-1113, 1115-1116, 1200-1203, 1205-1207, 1210-1211)						
Staff-Assisted Basic and Individualized Career Services: WIOA Title I Adult and Dislocated Worker						
PIRL Data Element Name	Career Service/Activity Label (IWDS)	Definition	*WIOA Performance Measure(s)	MTE - 50%: Service contributes to the Minimum Training Expenditure Requirement	Same-Day Service?	Triggers Participation/Extends 90 Day Exit Window (Enrolled Service)
Basic Career Services (STAFF ASSISTED):						
"Basic Career" (STAFF ASSISTED) are services that require staff involvement to determine the participants' need or level of services that would benefit them through participation in the Adult or Dislocated Worker program.						
Initial Assessment of Skill Levels & Other Needs (STAFF ASSISTED)	Initial Assessment of Skill Levels & Other Needs (STAFF ASSISTED)	<p><i>Initial</i> steps of customer engagement. Collecting preliminary information about the individual's skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs.</p> <p>The initial assessment is intended to be a brief, preliminary information-gathering process that, among other things, provides sufficient information about an individual's basic literacy and occupational skill levels to enable appropriate referrals to services available through the One-Stop operator and partner programs.</p> <p>The initial assessment can also capture intake information about eligibility and additional details - such as work history, educational attainment levels, income, and family status - that support initial conversations about the career service and training needs of the individual. While the initial step of assessment provides an important administrative function, staff must also consider the opportunities for utilizing the initial assessment as a first step in the programmatic engagement of the individual. Individualized career and/or training services identified through the initial assessment offer the starting point for engaging in a comprehensive and specialized assessment process.</p> <p>NOTE: This basic career service differs from the Individualized Career Service "Comprehensive and Specialized Assessments" because it is provided initially to gather preliminary information (requiring staff assistance) whereas, the latter is more in-depth assessments of a participant.</p>	Employment Measures AEER2/DEER2 AEER4/DEER4 AMER/DMER	No	Yes	Yes

What is the Services Matrix?

- DCEO-OET Resource for Participant Services
 - Includes Service Types, Codes, and Definitions
 - Covers WIOA Title IB and non-formula grant services, i.e. - National Dislocated Worker Grant (NDWG)
- Standardized Reference Tool categorized by:
 - Adult and Dislocated Worker Career and Training,
 - Youth Program Elements,
 - Supportive Services,
 - Follow-Up, and
 - Work Based Learning

PIRL Data Element Name	Career Service/Activity Label (WDS)	Definition	*WIOA Performance Measure(s)	MTE - 50%: Service contributes to the Minimum Training Expenditure Requirement	Same-Day Service?	Triggers Participation/Extends 90 Day Exit Window (Enrolled Service)
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NOTE: The basic career service differs from the individualized Career Service "Comprehensive and Specialized Assessment" because it is provided initially to gather preliminary information (requiring staff assistance) whereas, the latter is more in-depth assessments of a participant.						
				Employment Measures AERQ/DER2 AER4/DER4 AER4/DNER	No	Yes



Services Matrix Features

The Matrix clearly identifies multiple guidance criteria for each Title IB service

- Allowable Service Types and appropriate IWDS Service Labels
- Clear Definitions with examples
- Operational parameters for career planners and monitors
- WIOA Performance measures relationship
- Identification of Same-Day Services
- Associated PIRL Data Element
- Relationship to Minimum Training Expenditure (MTE) – 50% (IA/ID) or Youth Work Experience (WEX) – 20%.

Why a Services Matrix?



- Align Reporting and Definitions with United States Department of Labor (USDOL) and United States Department of Education (USDoED) Guidance
- Create Consistency Within and Among Grantees Across the State
- Compare with Participant Individual Reporting Layout (PIRL) (ETA-9170)
 - Appropriate selection of services or activities
 - Coordination with USDOL quarterly reporting expectations
 - Accuracy and transparency in reporting services and outcomes



Services Matrix is Policy Driven

- Identified Need for New Policy and Updated Services Matrix - [ePolicy Chapter 4.2 Career Planning](#)
- Reviewed Federal and State Guidance
 - [TEGL 19-16 Adult and Dislocated Worker Services, TEGL 21-16, Change 1 Youth Services, and TEGL 10-16, Change 2 Performance Accountability](#)
 - [PIRL OMB Control No. 1205-0521](#) Approved through 6/30/2024
 - [Career Pathways Dictionary](#)
 - [ICAPS](#) – Illinois Integrated Career and Academic Preparation System
 - Current Services Matrix – Attached to Old Exit Policy (dated August 15, 2018)
- Rectified Differences Between WIA and WIOA
- Compared Alignment Among PIRL, Illinois Workforce Development System (IWDS), and the Services Matrix



Participant Individual Record Layout (PIRL)

National Standard and Regulation Performance Reporting Policy

- US Departments of Labor and Education collaboration
- Standardized across multiple programs
 - Definitions
 - Data Elements
 - Instructions and Specifications
- Format for collecting and reporting characteristics, services and outcomes
- Provisions related to WIOA Performance Accountability

What Does this Mean for Each of You?

Unique to Roles within the WIOA System

- Local Program or Grantees
 - Administration of Program or Grant
 - Operational Parameters for Staff
 - Performance Expectations
 - Local Oversight
- Career Planners/Career Coaches
 - Career Planning and Case Management Reference
- Management Information Systems (MIS) Programmers
 - Illinois Workforce Development System (IWDS)
 - Career Connect (CC)
 - Illinois workNet[®]
- State Staff
 - Reporting
 - Policy
 - Performance
 - Monitoring (more detail in future slides)





Local Program and Grantee Roles

- Administration of Program or Grant
 - Recognize unique elements of each program or grant: WIOA Adult (IA), Dislocated Worker (ID) and Youth (IY), National Dislocated Worker Grants (NDWGs) such as Disaster Relief Employment (DRE), etc.
 - Coordinate consistent and appropriate monitoring and oversight
 - Internally within the program
 - Externally to sub-grantees and sub-recipients
 - Enrolled in discovering the impact of the Services Matrix on areas of workforce service creation and delivery
- Operational Parameters for Staff
 - Clear expectations
 - Provide clear and appropriate technical assistance
 - Accountability of all staff in meeting expectations
- Performance Expectations
 - Assure accurate reporting of services and activities



Career Planners and Coaches Roles

- The Services Matrix is One of the Most Important Tools
 - Identify and Account for All Services
- Defines How you Assist Participants
 - Develop appropriate services and activities
 - Individual Employment Plan (IEP)
 - Individual Service Strategy (ISS)
 - Review and Revise IEP/ISS, as necessary
- Ensure accuracy and consistency in reporting services
 - Provide timely reporting per the Career Planning Policy (within ten (10) days of occurrence)
 - Get “credit” for all services being provided
- Understand your System of Record (MIS): Illinois Workforce Development System (IWDS), Career Connect (CC), Illinois Workforce Integration System (IWIS)
- Includes Case Management Functions



Management Information System Roles

- Deployment Dates
 - 1A/1D – February 24, 2023
 - 1Y – March 10, 2023
 - Testing ongoing with all IWDS updates
- Listing of Allowable Enrolling Services
 - MIS may have additional fields to capture the “story” more comprehensively
- Illinois Workforce Development System (IWDS)
 - State’s system of record
 - Provides reports and other tools for input, maintenance, and review
- Career Connect (CC)
 - LWIA 7 specific MIS
- Illinois workNet®
 - Captures certain non-formula or non-WIOA grants through the Illinois Workforce Integration System (IWIS)



State Staff Roles

- The Services Matrix Provides Guidance to Effectively Administer Federal and State Programs and Grants
 - Policy Unit – *provide clarity, consistency and reliability*
 - Define expectations for programs and grantees
 - Offer technical assistance to better inform
 - Performance Unit – *ensure accuracy, integrity and accountability*
 - Ensure state and local programs and grantees are meeting performance expectations
 - Reporting Unit – *support integration, transparency and ease*
 - Assist in developing MIS in accordance with Federal and State grants
 - Provide reports, resources and tools
 - Assist with the development of policy and technical assistance
 - Monitoring Unit – *focus on surety, collaboration and relevancy*
 - Confirm consistent compliance with Federal, State, and Local policies and guidance



Services Matrix – IA/ID Career Services

- **Self-Service Basic Career Services** - Self-service, information-only services for individuals who generally are not enrolled in WIOA.
- **Staff-Assisted Basic Career Services** - services that prompt enrollment in WIOA and are provided with significant Title IB staff assistance (beyond information only).
 - ALL Basic Career Services included in the Services Matrix are staff-assisted
- **Individualized Career Services**
 - Always staff-assisted and must be available for the individual to obtain or retain employment as identified in the Individual Employment Plan (IEP)
- **Additional Information**
 - Same-Day Services, 90-day program exit

Note

Self-Service Basic Career Services are NOT included in the Services Matrix. They generally occur prior to enrollment but could be conducted by the individual after enrollment to support their goals.

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Services Matrix – IA/ID Training Services

- Each Training Service triggers inclusion in the Credential Attainment Rate and/or Measurable Skill Gains (MSG) indicator performance calculation
- May be included in the Minimum Training Expenditure (MTE) calculation
- Outlines Recording of planned gaps in services
- Identifies when Non-WIOA Title I funded training should be recorded as part of co-enrollment in another program

Note
Same-Day Service don't apply to training services

WIOA TRAINING Services - (PIRL Data Element No. 1300, 1-12)				
Training Services: WIOA Title I Adult and Dislocated Workers				
Training Service/Activity Label (IWDS)	Definition	*WIOA Performance Measure(s)	MTE - 50%: Service Contributes to the Minimum Training Expenditure Requirement	Triggers Participation/Extends 90 Day Exit Window (Enrolled Service)
<u>OIT - Private Sector</u>	OIT is provided under a contract with an employer or registered apprenticeship program sponsor in the private non-profit or private sector. Through the OIT contract, occupational training is provided for the WIOA participant in exchange for the reimbursement, typically up to 50 percent of the wage rate of the participant, for the extraordinary costs of providing the training and supervision related to the training. LWIAs must consider skill requirements of the occupation, participant's academic and occupational skill, work experience and the IEP. An OIT contract must be limited to the period of time required for participant to become proficient in the training related occupation.	Employment Measures AEER2/DEER2 AEER4/DEER4 AMER/DMER Training Measures AMSG/DMSG	Yes	Yes
<u>OIT - Public Sector</u>	Same as OIT just provided in the Public Sector. All provisions listed for OIT - Private Sector apply here.	Employment Measures AEER2/DEER2 AEER4/DEER4 AMER/DMER Training Measures AMSG/DMSG	Yes	Yes
<u>Skill Upgrading and Retraining</u>	Short-term or part-time training designed to upgrade skills in the workplace and provide retraining to enhance current skills. Courses that provide an occupation changing type of instruction to prepare persons for entrance into a new occupation through instruction in new and different skills demanded by technological changes. Further, these are courses promoting skills upgrading to train incumbent workers in specific skills needed by that business or industry and that lead to potential career growth and increased wages. This includes courses that develop professional competencies that are particularly relevant to a vocational/occupational goal as specified in the Individual Employment Plan (IEP). It must be demonstrated that the training will result in the workers' acquisition of transferable skills that result in an industry-recognized certification or credential.	Employment Measures AEER2/DEER2 AEER4/DEER4 AMER/DMER Training Measures ACAR/DCAR AMSG/DMSG	Yes	Yes
<u>Entrepreneurial Skills Training</u>	Entrepreneurial skills training must provide the basics of starting and operating a business. These skills include but are not limited to, developing budgets and forecasting resource needs, business plan development, securing financing, general business law concepts, employee management, and the understanding of marketing concepts. Training program must be on the Illinois ETPL.	Employment Measures AEER2/DEER2 AEER4/DEER4 AMER/DMER Training Measures ACAR/DCAR	Yes	Yes



Services Matrix – Youth Service Elements

1	WIOA Services - PIRL OMB Control Number 1205-0521, TEGL 21-16, and TEGL 10-16, CH 2 Attachment VII Table B Participant Level Services Chart								
2	WIOA YOUTH Services - (PIRL Data Element No. 1205, 1206, 1303-2-11, 1402-1403, 1405, 1407-1415)								
3	YOUTH Program Elements: Education/Career/Training								
4	Youth Program Element	Type of Service	WIOA Youth Program Elements 1-14: Attachment VII (Section 129C(2))	Youth Program Element Label (IWDS)	Definition (All definitions are found in TEGL 21-16 Pages 14-23)	*WIOA Performance Measure(s)	WEX - 20%: Service Contributes to Youth Work Experience Expenditure Requirement	Same-Day Service?	Triggers Participation/Extends 90 Day Exit Window (Enrolled Service)
5	1	Career	Tutoring, Study Skills Training, Dropout Prevention	<u>Tutoring/Study Skills Instruction/Dropout Prevention</u>	<p>Educational Achievement Services: Dropout prevention and recovery strategies that lead to completion of the requirements for a high school diploma or its recognized equivalent. Tutoring, study skills training and instruction that lead to a high school diploma are reported under this program element. Such services focus on providing academic support, helping youth identify areas of academic concern, assist with overcoming learning obstacles, and providing tools and resources to develop learning strategies. Methods of instruction may be one-on-one, in a group setting or through resources and workshops.</p> <p>NOTE: Strategies designed to keep youth IN SCHOOL should be reported here. These may include, but are not limited to tutoring, literacy development, active learning experiences, after-school opportunities, and individualized instruction and credit recovery services.</p> <p>Services getting a youth who has dropped out of school back in school are not reported here and should be reported in Youth Program Element #2 Alternative School/Dropout Recovery Services.</p> <p>ALL In-School Youth will be included in the MSG/Credential performance indicators. It is their In-School status at application that triggers the measures not this element, alone.</p>	<p>Employment Measures</p> <p>YEER2 YEER4 YMER</p> <p>Training Measures</p> <p>YCAR YMSG</p>	No	No	Yes
	2	Career	Alternative Secondary School Services	<u>Alternative School/Dropout Recovery Services</u>	<p>Alternative secondary school services, such as Adult Education and Literacy Activities (Developmental Education) basic education skills training, individualized academic instruction, and English as a Second Language Training (English Language Education), are those that assist youth who have struggled in traditional secondary education. An alternative education program means a comprehensive educational program delivered in a nontraditional learning environment that is distinct and separate from the existing general or special education program. Dropout recovery services, such as credit recovery, counseling, and educational plan development, are those that assist youth who have dropped out of school.</p>				

- Youth Non-Enrollment Activities include:
 - (NEW) Comprehensive and Specialized Assessments
 - Development of an Individual Service Strategy (ISS)
 - Youth Career Planning (Case Management)
- Youth Program Elements
 - Outlines all 14 Youth Program Elements
 - Identifies:
 - Youth Work Experience (WEX) 20% calculation
 - Credential Attainment Rate and/or (MSG)
 - Trigger enrollment, extend participation and exits
 - Supportive and Follow-Up Services are included

Note

- Do NOT trigger enrollment or participation, nor extend date of exit
- Must occur prior to enrollment or provision of a youth element
- Development of Individual Service Strategy (ISS) and Youth Career Planning codes will NO LONGER trigger youth participation
- ALL In-School Youth (ISY) are included in Credential and MSG indicators
- Youth OJTs are Career Level/Work-Based Learning (WBL), not Training Services



Career Connect User Implications

- For LWIA 7 Agencies:
 - The Partnership is making equivalent updates in Career Connect on the same timeline as the IWDS changes:
 - Adult & Dislocated Workers updates on 2/24
 - Youth updates on 3/10
 - Updating our Services Matrix to incorporate the changes and provide more clarity:
 - Replacing “Active Service” column with “Extends 90-day Exit Window”
 - More clarity on which services put participants in each performance measure
 - Adding a Youth Element column to the Youth Services Matrix
 - Making in-system screen changes (you may see some of these changes before the other changes launch):
 - Alphabetize the services
 - Using the “description” in the service selection window to highlight special features / instructions of a service.



Implementation and State Monitoring

- When are the Services Matrix changes expected to be utilized?
 - Immediately upon deployment of changes in MIS
- How do I handle service and activity provision and documentation?
 - No updates need to be made to those services and activities already in MIS
 - Any services or activities not yet documented must be in accordance with the new labels and definitions
 - All new discussions with participants should be based on the new Services Matrix
- How will OET Monitoring handle the implementation of a new Services Matrix?
 - Phased-In Approach
 - Implement new Services Matrix immediately
 - Management Recommendations and Technical Assistance through September 2023
 - Repeated instances of noncompliance may raise concerns
 - Beginning October 1, 2023, formal Findings will be identified for indiscretions
 - 2023 Monitoring Kick-Off Meeting will include the Services Matrix



Phases of Implementation

- Phase 1 – IA/ID Updates
 - IA/ID Services Webinars
 - 02/24/2023 - MIS Deployment (IWDS/Career Connect/IWIS)
 - Wednesday [WIOA Title IB Services Matrix Open Q&A](#)
- Phase 2 – IY Updates
 - Youth Services Webinars
 - 03/10/2023 - MIS Deployment (IWDS/Career Connect/IWIS)
 - Wednesday [WIOA Title IB Services Matrix Open Q&A](#)



What's Next in WIOA Services Matrix Technical Assistance?

The following Listing of Topics and Dates is for ALL Users of the Illinois Workforce Development System (IWDS) or Illinois Workforce Integration System (IWIS) on Illinois workNet®. If located in LWIA 7 and use the Career Connect reporting system, please check with your Administrator for dates of Technical Assistance.

- **February 14, 2023: 1:00 – 2:30pm**
Adult and Dislocated Worker Career, Training Services, Support and Follow-Up Services (Part 1 of 2)
- **February 16, 2023: 1:00 – 2:30pm**
Adult and Dislocated Worker Career, Training Services, Support and Follow-Up Services (Part 2 of 2)
- **February 28, 2023: 1:00 – 2:30pm**
Youth Services Matrix - Session 1
- **March 2, 2023: 1:00 – 2:30pm**
Youth Services Matrix – Session 2
- **March 21, 2023: 1:00 – 2:30pm**
Services Matrix FAQ, Highlights and Summary



[Register to receive email notifications of Workforce Professional Development opportunities by joining the Email List Serve](#)

All Webinars are recorded and will be available on the [Illinois workNet Videos and Training Materials](#)

Workforce Professional Development

Upcoming Technical Assistance

WIOA Title 1B Services Matrix Sessions & WIOA Title 1B Performance Office Hours

[MORE INFO](#)



Illinois
Department of Commerce
& Economic Opportunity
OFFICE OF EMPLOYMENT & TRAINING

DCEO Office of Employment and Training (OET) has created a services matrix based upon United States Department of Labor (USDOL) guidelines for the alignment of services, performance and reporting.

- [WIOA Title 1B Services Matrix: Overview for Title 1B Programs and Grantees](#) February 9, 2023, | 1:00 PM - 2:30 PM CST
- [WIOA Title IB Services Matrix - Adult and Dislocated Worker Career, Training, Supportive, and Follow-Up Sessions \(Part 1 of 2\)](#) February 14, 2023, | 1:00 PM - 2:30 PM CST
- [WIOA Title 1B Performance - Office Hours](#) February 15, 2023, | 1:00 PM 2:30 PM CST
- [WIOA Title IB Services Matrix - Adult and Dislocated Worker Career, Training, Supportive, and Follow-Up Sessions \(Part 2 of 2\)](#) February 16, 2023, 1:00 PM - 2:30 PM CST
- [WIOA Title IB Service Matrix - Open Q&A](#) February 22 - March 29, 2023, | 1:00 PM - 2:30 PM CST. *No Registration is required for these sessions to enter the session, click the link above.*



Career Connect Service Webinars

- After today, LWIA 7 Agencies should attend The Partnership's Career Connect specific webinars (not the DCEO webinars).
- Webinars are mandatory for WIOA Directors, Managers, Career Coaches & Program Monitors (based on customer groups served).
- Information & registration links are on the next slide and:
 - On the home page of the Career Connect Help Desk:
<https://workforceboard.zendesk.com/hc/en-us>
 - In the Career Connect Staff News and Announcements (at the top of your Staff Dashboard when you log into Career Connect)
- We will also schedule open virtual office hours sessions after the Youth service updates go into effect.



Career Connect Service Webinars

Adult & Dislocated Service Updates Webinar

Date/Time: Wed. 2/22 – 2:30-4:00pm

Pre-requisites: Attend or watch the 2/9 DCEO Overview webinar (this webinar)

Registration Link: <https://attendee.gotowebinar.com/register/1056244074915491927>

Youth Service Updates Webinar Part 1

Date/Time: Wed. 3/1 – 2:30-4:00pm

Pre-requisites: Attend or watch the 2/9 DCEO Overview webinar (this webinar)

Registration Link: <https://attendee.gotowebinar.com/register/4781622566285843551>

Youth Service Updates Webinar Part 2

Date/Time: Wed. 3/8 – 2:30-4:00pm

Pre-requisites: Attend or watch the 2/9 DCEO Overview webinar (this webinar) & the 3/1 Career Connect Youth Services Updates Part 1 webinar.

Registration Link: <https://attendee.gotowebinar.com/register/4326599574735437151>

Questions or Comments

Submittal of Questions or Comments

- Each LWIA identify a point person in your office(s) to gather and submit Questions or Comments
- Submit each through [WIOA Title IB Performance FAQ](#) page
- Keep them general, brief and applicable to twenty-two LWIA representatives
- Questions should not contain Participant names, addresses, or other PII

Responses to Questions or Comments

- Weekly [Open Q&A](#) sessions scheduled each Wednesday beginning with February 15, 2023 (1:00pm) Performance Offices Hours
- Be prepared to present the question during the weekly [Open Q&A](#) for OET to respond
- Posted to [WIOA Title IB Performance FAQ](#) page





Resources

- [Workforce Innovation and Opportunity Act: Public Law; Final Rules, Joint Rule and Labor Only](#)
- [Workforce Innovation and Opportunity Act Section 116\(c\)](#)
- [U.S. DOL Training and Employment Guidance Letter \(TEGL\) 19-16, Guidance on Services provided through the Adult and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act \(WIOA\) and the Wagner-Peyser Act Employment Service \(ES\), as amended by title III of WIOA, and for Implementation of the WIOA Final Rules](#) (March 1, 2017)
- [TEGL 21-16, Third Workforce Innovation and Opportunity Act \(WIOA\) Title I Youth Formula Program Guidance](#) (March 2, 2017)
- [TEGL 21-16, Change 1 to Training and Employment Guidance Letter \(TEGL\) 21-16 Third Workforce Innovation and Opportunity Act \(WIOA\) Title I Youth Formula Program Guidance](#) (July 30, 2021)
- [TEGL 10-16, Change 2, Performance Accountability Guidance for Workforce Innovation and Opportunity Act \(WIOA\) Title I, Title II, Title III, and Title IV Core Programs](#) (September 15, 2022)
- [TEGL 14-18, Aligning Performance Accountability Reporting, Definitions, and Policies Across Workforce Employment and Training Programs Administered by the U.S. Department of Labor \(DOL\)](#) (March 25, 2019)





OET Contacts



Illinois
Department of Commerce
& Economic Opportunity
OFFICE OF EMPLOYMENT & TRAINING

WIOA Policy Questions

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WIOA Performance Questions

Paula Barry

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WIOA IWDS/Systems Questions

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thank you