



RIVERSIDE COUNTY
WORKFORCE DEVELOPMENT BOARD

WIOA YOUTH PROGRAM
POLICIES & PROCEDURES
MANUAL

Date: October 25, 2019

Number: 19-01

- PURPOSE:** This manual provides the Riverside County Workforce Development Board (WDB) staff and subrecipients with WIOA Youth Program requirements.
- EFFECTIVE DATE:** July 2, 2019
- REFERENCES:**
- WIOA (Public Law 113-128) Sections 3, 107, 123, 128, and 129
 - Title 2 Code of Federal Regulations (CFR) Chapter 1, Chapter II, Part 200, et al: Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards” (Uniform Guidance)
 - Title 2 CFR Part 2900 et al: “Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards” (Department of Labor [DOL] Exceptions)
 - Title 20 CFR Sections 681: “Youth Activities under Title I of WIOA”
 - Title 20 United States Code (U.S.C.) Section 1401: “Definitions”
 - Training and Employment Guidance Letter (TEGL) 21-16, Third WIOA Title I Youth Formula Program Guidance (March 2, 2017)
 - TEGL 8-15, Subject: Second Title I WIOA Youth Program Transition Guidance (November 17, 2015)
 - TEGL 23-14, Subject: WIOA Youth Program Transition (March 26, 2015)
 - TEGL 19-14, Subject: Vision for the Workforce System and Initial Implementation of the WIOA (February 19, 2015)
 - TEGL 12-14, Subject: Allowable Uses and Funding Limits of Workforce Investment Act (WIA) Program Year (PY) 2014 funds for WIOA Transitional Activities (October 28, 2014)

- TEGL 13-09, Subject: *Contracting Strategies That Facilitate Serving the Youth Most In Need* (February 16, 2010)
- California Education Code (EC) Sections 47612.1, 58500, and 66010
- Workforce Services Directive WSD17-07, Subject: *WIOA Youth Program Requirements* (January 16, 2018)
- TEGL 26-16, Subject: *Guidance on the use of Supplemental Wage Information*, (June 1, 2017)
- Workforce Services Directive WSD19-03, Subject: *Performance Guidance* (August 28, 2019)

LOCALLY IMPOSED REQUIREMENTS:

All locally imposed requirements are indicated in ***bold, italic type***.

BACKGROUND: The Workforce Innovation and Opportunity Act (WIOA) was signed into law on July 22, 2014. The passage of WIOA provides new authorizing legislation for programs previously authorized under the Workforce Investment Act of 1998. The WIOA provides workforce investment activities, through statewide and local workforce investment systems, that increase employment, retention, and earnings of participants, and increase occupational skill attainment by participants, and, as a result, improve the quality of the workforce and enhance the productivity and competitiveness of the Nation. The County of Riverside by and through the County of Riverside Workforce Development Board (WDB) collaborate with private for profit, nonprofit, community-based organizations, and other agencies of the County in carrying out certain functions and programs of the Act. WIOA Youth Programs serve youth between the ages of 16 through 24 who possess one or more barriers.

The Workforce Innovation and Opportunity Act (WIOA) brings new emphasis and substantive reform to how youth are served in the Workforce Development System. The intent of WIOA has been to implement a systematic approach in offering youth a continuum of comprehensive services over a longer period of time and encourages greater collaboration among employers, high schools, and community colleges, and promotes innovative pay-for-performance models to ensure that funds are being spent effectively and efficiently. The program design requirements are based upon the principles and practices of effective youth programs identified through national research.

Based on these program design requirements, Workforce Innovation and Opportunity Act Youth Service Providers should keep the intent of the legislation, (to offer youth a continuum of services over a longer period of time), in the forefront of their program delivery strategies. This WIOA Youth Program Policy Manual sets forth the requirements for WIOA Youth Program Eligibility to include Selective Service; Comprehensive Assessment and Enrollment; Support Services; Program Incentives; Performance Measurements; and Data Requirements.

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POLICIES & PROCEDURES:

A. PROGRAM ELIGIBILITY

1. WIOA Title I General Youth Eligibility

To be eligible to receive WIOA youth services, an individual must:

- Be a citizen or non-citizen authorized to work in the US;
 - Meet Selective Service registration requirements (males who are 18 or older);
- AND**
- Meet In-School Youth (ISY) or Out-of School Youth (OSY) criteria as defined by Training and Employment Guidance Letter (TEGL) WIOA No. 21-16 dated March 2, 2017 and EDD Workforce Services Directive (WSD) No. 17-07 dated January 16, 2018.

NOTE: Youth who are returning for services after being exited from any WIOA program, or are enrolled elsewhere, and seek services from a Riverside County Youth Center must get prior approval from the EDA/WDD MIS Manager. All requests must be submitted with the following information:

- a. The applicant's name and user ID# in CalJOBS
- b. The applicant's goals- What do they want to accomplish for your program?
- c. The reason(s) the youth left the program before and why they will be successful now.
- d. Any other pertinent information to justify the new enrollment.

ISY Criteria

An ISY is an individual who is:

- Age 14 through 21 years;
 - Attending secondary or postsecondary school ("school" is defined by State law)
 - If a youth is enrolled in the WIOA program during the summer and is in between school years, the youth is considered **in school** if they are enrolled to continue school in the fall.
 - If a youth is enrolled in the WIOA youth program between high school graduation and postsecondary education, the youth is considered **in school** if they are registered for postsecondary education, even if they have not yet begun postsecondary classes at the time of WIOA youth program enrollment.
- Exception:** A youth attending postsecondary education who is 22 years old at time of eligibility determination would not be eligible for the WIOA youth program because they are in school and over the age of 21.
- Low-income as defined by WIOA §3(36)(A);

- **And** meet one or more of the following barriers:
 - a. Basic skills deficient;
 - b. English language learner;
 - c. An offender;
 - d. A homeless individual, a homeless child or youth, a runaway, in foster care or has aged out of the foster care system, a child eligible for assistance under §477 of the Social Security Act (42 USC §677), or in an out-of-home placement;
 - e. Pregnant or parenting (An individual who is parenting can be a mother or father, custodial or non-custodial);
 - f. Disabled; or
 - g. Requires additional assistance to enter or complete an educational program or to secure or hold employment, as defined by the WDB Local Policy (see Program Eligibility, Item 2).

OSY Criteria

An OSY is an individual who is:

- Age 16 through 24 years;
- Not attending secondary or postsecondary school (refer to definitions section, page 27), not including adult education provided under Title II of WIOA, YouthBuild programs, and Job Corps programs; **AND** is within one or more of the following categories:
 - a. A school dropout (a youth attending an alternative school at the time of enrollment is not a considered a dropout);
 - b. Within the age of compulsory school attendance (aged 6–18), but has not attended school for at least the most recent complete school year’s calendar quarter;
 - c. A recipient of a secondary school diploma or its recognized equivalent who is a low income individual; **AND** is either, basic skills deficient (refer to definition sections); **OR** an English language learner;
 - d. Offender;
 - e. A homeless individual, a homeless child or youth, a runaway, in foster care or has aged out of the foster care system, a child eligible for assistance under §477 of the Social Security Act (42 USC §677), or in an out-of-home placement;
 - f. Pregnant or parenting;
 - g. Disabled;

- h. Or a low-income individual who requires additional assistance to enter or complete an educational program or to obtain or retain employment, as defined by the WDB Local Policy (see Program Eligibility, Item 2).

2. WDB Local Policy Definition for “Requires Additional Assistance” Barrier:

- a. *Have repeated at least one HS grade level or one year over age for grade;*
- b. *Have a core grade point average (GPA) of less than 1.5;*
- c. *For each year of HS, are at least two semester credits behind the rate required to graduate from HS;*
- d. *Emancipated youth;*
- e. *Have aged out of foster care;*
- f. *Previously dropped out or suspended five or more times or been expelled;*
- g. *Received court/agency referrals mandating school attendance;*
- h. *At risk of dropping out of school by a school official;*
- i. *Have been referred to or are being treated by an agency for substance abuse related problem;*
- j. *Have serious emotional, medical or psychological problems as documented by a qualified profession;*
- k. *Experienced recent traumatic events, a victim of abuse, or resides in an abusive environment as documented by a school official or other qualified professional;*

Additional Barriers for Older Youth Only (ages 18-24) includes the following:

- l. Have never held a job;*
- m. Have been fired from a job within the 12 months prior to application;*
- n. Have never held a full-time job for more than 13 consecutive weeks*

3. Five Percent (5%) Youth Program Limitation/Exception

- ISY Barrier Limitation
No more than five percent (5%) of ISY WIOA enrollments in a given program year may be found eligible based solely on meeting the barrier “requires additional assistance” as defined in Section B. Program Eligibility, Items 1 and 2.
- ISY & OSY Low Income Exception
No more than five percent (5%) of WIOA youth enrollments in a given program year may be individuals who do not meet low-income requirements to be considered eligible youth.

Enrollment of youth who fall under either one of the categories above must be reviewed and approved by the Youth Program Director or designee. The approval should be notated in CalJOBS case notes and verify that enrollment of the youth into the WIOA youth program is supported by the following:

- Documentation of the youth's barrier(s);
- Benefits to be obtained from program participation; and
- A plan to assist the youth in overcoming their barrier(s).

4. Selective Service Registration

All males ages 18-25 must be registered for selective service. A youth who becomes 18 years of age while participating in the program must register within 30 days of his 18th birthday. Service Providers are responsible for ensuring that all enrolled, male participants register for selective service within 30 days of their 18th birthday. Therefore, Service Providers should set alerts in CalJOBS to ensure timely selective service registration is completed for all eligible male participants.

5. Orientation

Service Providers are responsible for conducting an orientation for all potential participants and their parents, or "other" responsible adult as defined in the State's Eligibility Technical Assistance Guide (TAG). The orientation will include an in-depth overview of the program components; an explanation of the eligibility process; and completion of the Youth Application (YOUTH 448-50). The applicant is required to complete the WIOA Youth Application without assistance. In some cases, it may also serve as self-attestation of his/her barrier(s).

NOTE: Service Providers have 25 calendar days, from the date of the Youth Application, to complete the Eligibility, Assessment, and Enrollment process in CalJOBS.

6. Intake Session

Following the orientation, Service Provider staff will meet with youth to reiterate program participation requirements and review the application to ensure the information provided by the youth is accurate and complete. The Service Provider will:

- Explain the eligibility documents needed to determine eligibility.
- Provide youth with the appropriate (ISY or OSY) WIOA Youth Program Eligibility/Barrier Documentation Checklist.
- Be responsible for gathering eligibility documents and determine eligibility.
- Ensure the parent, guardian or other responsible adult attends the Intake Session with youth, 17 years of age or younger, in order to sign program documents.
- Complete emergency form; nepotism; photo release; release of information authorization; and media release.
- Provide the youth the following forms: "What to do if . . ." (SPDU 448-02) and

- Equal Opportunity (SPDU 448-05 Part A).
- At the time of enrollment, the youth must be informed that follow-up services will be provided for 12 months following program exit and that he/she agrees to provide follow-up information (including new employment information) during this time.

NOTE: Some 18 to 24 year olds may be ready for, and referred to, adult services due to life experiences such as having gained occupational skills through education or training, prior work experiences, adult schedules, family responsibilities, and the individual's needs.

7. Low-income Individual

An individual who:

- a) Receives, or is a member of a family that receives income-based public support –
 - ✓ Temporary assistance for needy families (TANF)
 - ✓ Supplemental security income (SSI)
 - ✓ Other State or local income-based public assistance; **OR**
- b) Receives, or is a member of a family that receives (or has been determined within the six-month period prior to application) to be eligible to receive supplemental nutrition assistance program (SNAP) benefits; **OR**
- c) Received an income, or is a member of a family that received a total family income, for the six-month period prior to application for the program that, in relation to family size, does not exceed the higher of:
 - ✓ the Poverty Guidelines; or
 - ✓ 70 percent of the Lower Living Standard Income Level (LLSIL); **OR**
- d) Receives or is eligible to receive free or reduced price lunch; **OR**
- e) Is a youth living in a high poverty area; **OR**
- f) Is a foster child for which State or local government payments are made on his/her behalf; **OR**
- g) Qualifies as a homeless individual; **OR**
- h) Is a youth with a disability whose own income meets the low income requirements, but is a member of a family whose income does not meet such requirements (NOTE: A youth with a disability shall be considered a family of one for eligibility purposes).

8. Income Documentation

Using the Youth Applicant Income Worksheet (YOUTH 448-28), the Service Provider will calculate the total gross income of the family unit for the six-month period prior to the date of application to determine low income eligibility and for data reporting purposes. It is a requirement to verify family size when determining low income eligibility. Service Providers should refer to the State's TAG for the definition of "Dependent Children" and "Family" in order to correctly identify family size prior to determining total family income. Documentation should be provided for each applicable income source received by the applicant and each family member. Income includes total cash receipts from all sources before taxes, with some exceptions. Refer to the State's TAG

for a list of includable and excludable income sources.

Income Exception to State TAG: Per TEGL No. 21-16 (March 2, 2017), WIOA youth programs must include unemployment insurance and child support payments as income when determining a youth's eligibility based on low-income status.

The current LLSIL and Poverty Guideline tables may be accessed at [www.edd.ca.gov/Jobs and Training/ActiveDirectives.htm](http://www.edd.ca.gov/Jobs_and_Training/ActiveDirectives.htm). A youth, or family member who claims little to no income can self-report on the Youth Application but it must be used in conjunction with an applicant statement. The statement should indicate that little to no income was received during the eligibility period, that he/she was not employed, and does attest to their means of support for the entire eligibility period. In addition, if the youth reports little to no income and is not being supported by parents or other responsible adult, the person providing support must complete a Support Verification form (YOUTH 448-56).

The Youth Applicant Income Worksheet and all income/support verification must be uploaded to the youth's CalJOBS electronic file.

9. Self-Attestation/Telephone Verification

An applicant statement (CSU 448-28) and/or telephone verification (CSU 448-12) may be used to document an item when it is unverifiable or is unreasonably difficult to obtain. For example, an applicant states his or her status for a particular data element, such as a barrier, and then signs and dates a form acknowledging this status. The key elements for self-attestation are: (a) the participant identifying his or her status for permitted elements (See State TAG), and (b) signing and dating a form attesting to this self-identification. The applicant's difficulty in obtaining documentation does not need to entail hardship or suffering to justify using an applicant statement. Also, in taking an applicant's statement, it is not necessary to obtain corroboration unless there is reason not to believe the applicant.

NOTE: The Service Provider must make reasonable efforts to obtain acceptable primary documentation before using self-attestation and/or telephone verification for permitted eligibility data elements (see State TAG). The reason for using an applicant statement and/or telephone verification must be clearly documented in CalJOBS case notes.

10. Basic Skills Assessment

The Service Provider will administer the standardized Comprehensive Adult Student Assessment System (CASAS) within the eligibility process to determine whether or not the youth is basic skills deficient. If utilizing the computerized version, the system generates both the appraisal (a.k.a. "locator") results for basic skills deficiency and the pre-test when appropriate. The Service Provider is responsible for uploading the basic skills assessment and entering the results in the appropriate CalJOBS section. If an education partner administers a

basic skills assessment, it is not necessary to retest the participant if the assessment is dated within six (6) months of the application date: the appraisal results can be used by the Service Provider.

NOTE: WIOA Youth Funds can be expended on outreach and recruitment or assessment for eligibility determination (such as assessing basic skills level) prior to eligibility determination, but they cannot be spent on youth program services, such as the fourteen (14) youth program elements described in TEGL 21-16 (March 2, 2017) prior to eligibility determination.

11. Certification

The eligibility determination process is facilitated with the Eligibility/Barrier Documentation Checklist forms: YOUTH 448-58 ISY or YOUTH 448-58 OSY. The eligibility determination should be clearly annotated in CalJOBS case notes. Service Providers have 25 calendar days from the date of the Youth Application to collect all necessary eligibility documents. Youth who do not complete the eligibility process within the 25-day period must complete a new Youth Application and the Service Provider will be responsible for collecting updated eligibility documentation.

All applications must be reviewed in CalJOBS for data entry accuracy (reporting purposes) and eligibility determination by the YOC Program Director or designee. Once the information is verified, the Youth Program Director or designee will enter a case note using the case note template (provided by EDA MIS Administrator): Eligibility Certification.

B. COMPREHENSIVE ASSESSMENT AND ENROLLMENT

1. Assessment and Identification of Barriers & Service Needs

Service Providers are required to conduct a comprehensive assessment of each youth in the following areas: academic skills; work readiness skills; occupational skills; interests; aptitudes; and support service needs. Service Providers shall document all assessment results and progress in the participant's Individual Service Strategy (ISS), YOUTH 448-20, as well as CalJOBS case notes. The forms, Basic Skills Attainment (YOUTH 448-13); Occupational Skills Attainment (YOUTH 448-15); and Work Readiness Skills (YOUTH 448-18), provide the definition for each respective skill area and the pre and post assessment requirements.

- a) Pre/Post Assessments – The Service Provider is required to utilize the CASAS to pre-test each basic skills deficient youth for Literacy (Reading Comprehension) and Numeracy (Math Computation) education functional levels. The same test module must be used to post-test the youth for measuring Literacy and Numeracy improvements. Service Providers are required to use the Measurable Skills Gain (MSG) Checklist (YOUTH 448-54) to record Literacy and Numeracy results. The gain must be obtained within the main program year

NOTE: If an education partner administers the pre-test, do not retest the participant. The results must be within six (6) months of the application date and the pre-test and post-test

module or instrument must be the same. Post-tests must be uploaded to CalJOBS and submitted to EDA (MIS) within 14 calendar days. Participant progress should be noted in CalJOBS on a continual basis.

- b) CASAS Employability Competency System (ECS) – Service providers are required to use the ECS’ Pre-Employment/Work Maturity Checklists to assess youth in the following areas: Pre-Employment Skills; Job Retention Skills; and Occupational Skills. The CASAS-ECS system shall be used to pre-test and post-test each participant.
- c) The Service Provider may also use any available CASAS material for Writing Skills; Speaking Skills; Listening Skills; Problem Solving and Reasoning, Life Skills, and Interest/Aptitude areas. However, if alternate assessment materials are implemented, Service Providers are responsible for insuring that materials used meet generally accepted standards for the Riverside County WIOA Youth Program.
- d) The Service Provider will document all assessment results and progress on the participant’s ISS and in CalJOBS case notes.

2. Enrollment

A participant is a reportable individual who has satisfied all applicable program requirements for the provision of services, including:

- a. Eligibility determination; **AND**
- b. Objective assessment; **AND**
- c. The development of an individual service strategy; **AND**
- d. Received one of the fourteen WIOA youth program elements. See TEGl No. 21-16 (March 2, 2017) for a complete list of the program elements and descriptions.

NOTE: Service Providers are required to enter activity codes and case notes within 30 days of the activity’s start date in CalJOBS to track the participant’s progress in the program. Failure to record the activity in CalJOBS on a timely basis will result in a data change request (see Section D, Youth Activities, for data change request instructions).

C. **INDIVIDUAL SERVICE STRATEGY (ISS)**

Upon completion of the comprehensive assessment, the Service Provider will determine what program services will benefit the participant based on the results. The Individual Service Strategy (ISS) is developed with the youth’s active participation and includes employment, education, and/or personal development assessments and planned outcomes. Once the plan is complete and agreed upon, the participant signs and dates the ISS. The document must be uploaded to CalJOBS. Only the initial ISS and the closure ISS must be uploaded to CalJOBS. Case notes regarding the ISS plan are also required in CalJOBS.

Service Providers are responsible for reviewing the ISS and program activities with the youth and make necessary changes as needed and document in case notes. A service must be provided within 90 days to keep a participant engaged and the corresponding activity code entered in CalJOBS to keep the case from soft exiting.

The ISS document includes the following sections: Personal Information; Pre-Assessments; Career Goal/Interest(s); Educational Pathway(s); Program Participation Plan; and Follow-up Plan.

1. Pre-Assessments (Educational/Personal Development/Employment)

Information regarding the pre-assessment instrument used, date of assessment, and results are to be recorded in the Educational/Personal Development and Employment Pre-Assessment sections, as well as in CalJOBS with the appropriate activity code(s) and case notes.

2. Career Goal(s)/Career Pathway(s)/Interest(s)

All youth, regardless of age, must have at least one career goal, pathway, or interest identified and documented in this area of the ISS. Service Providers will assist youth in identifying their career goal or interest through the career assessment process.

3. Educational Pathway(s)

The Service Provider will indicate in this area the progression of steps the youth will take to achieve his career goal.

4. Program Participation Plan

The Program Participation Plan section of the ISS is where the youth's planned outcome(s), barriers/needs, assets/skills, and Life Coach Service referral and/or needs are identified based on the comprehensive assessment results. Each section is described below.

a) Planned Outcome(s) – This area identifies the planned WIOA common measure performance goal(s) for the youth. All youth must have a minimum of one planned outcome. There are three options: Measurable Skills Gain; Placed in Employment or Education; and Attainment of Certificate/Credential.

Barrier(s)/Need(s) – This area identifies the barriers and/or needs the youth has that may hinder them from achieving the planned outcome.

b) Asset(s)/Skill(s) – This area identifies any abilities and/or positive attributes the youth possesses.

c) Life Coach Services – All youth will have access to life coach services. Service Providers will document the initiation of, and/or planned, life coach services on the ISS. The actual services will be tracked in CalJOBS with the appropriate activity code, dates of service, and case notes. Life coach services/activities can be given on an individual bases as needed, or in a group setting.

d) Carry Over Plan – In the event a youth needs to be enrolled in excess of one (1) year, the Service Provider will document in this area the four (4) required elements (listed in this section of the ISS) for carryover consideration. The information must be reviewed and approved by the YOC Site Supervisor and indicated in CalJOBS case notes.

- e) Follow-up Plan – A Follow-up Plan is part of the ISS and should be used as a tracking tool for Service Providers. Service Providers may use the Follow-Up Plan Worksheet to monitor each youth’s progress toward obtaining the desired outcome(s).

D. YOUTH ACTIVITIES

WIOA Section 129(c)(2) identifies the 14 required youth program elements that must be available to all youth. However, the specific services youth will receive are based upon the youth’s individual comprehensive assessment and service strategy. Local Policy requires the following element be provided to each participant:

- ***At minimum, the Service Provider must offer each participant an opportunity to obtain an industry recognized credential that leads to an expected performance outcome, or secondary School Diploma or Equivalent. This must be reflected with CalJOBS activity codes and case notes.***

When entering activity codes into CalJOBS, they should reflect “real time” services. The actual begin date and projected end date should reflect services as they were received by the participant. Most activities should have the same actual begin date and projected end date, as most services are given as the participant is meeting with staff. The exception to this would be when the activity has a true projected end date, i.e. WEX, Occupational Skills Training, Enrollment in Secondary School etc. The maximum projected end date for any activity cannot exceed ninety (90) days.

If the participant is still active in the activity after 90 days, than another activity code should be entered for the same service and the date extended for the amount of time needed, not to exceed 90 days. This ensures services are being monitored and reported to DOL correctly.

Activity codes that are not entered into CalJOBS in a timely manner (within 30 days of the activity’s initiation) cannot be backdated in CalJOBS by the Service Provider – the system will not allow it. Instead, a request to enter the activity code with the correct date and justification must be submitted to the EDA/Workforce MIS Administrator within 90 days of the activity’s start date. MIS will submit the data change request to the State for the correction. However, the State will deny the request if more than 90 days have elapsed from the start of the activity.

NOTE: WIOA non-interference and non-replacement of regular academic requirement: The Riverside County Local WDB prohibits the use of WIOA funds to provide an activity for eligible youth who are not school drop-outs if participation in the activity would interfere with or replace the regular academic requirement of the youth.

E. ACTIVE ENGAGEMENT FOR PERFORMANCE OUTCOMES

In order to insure active participant engagement and thus increase the likelihood of positive performance outcomes, Service Providers must also conduct 30-day, 60-day, and 90-day activity/contact reviews.

These reviews must be documented in CalJOBS electronic case notes. Service Providers must insure and verify that this contact occurs within one week of the conclusion of the contact period (30-days, 60-days, 90-days). Youth Center staff are required to document specific effort(s) made to contact participants (e.g., telephone contact and results; attempted telephone contact with no answer; voice mail message on home or cell number in file; use of social media; attempted telephone contact at all alternate numbers in file; use of text message; use of email; use of postcard and home visits). The expectation is that regular contacts will also prevent any gaps in services, (90-days with no activity), as this indicates an automatic program exit.

F. SUPPORT SERVICES

Support Services are not an entitlement, but will be considered for participants based on need, availability of WIOA Title IB Youth funds, and lack of alternative resources. They must be necessary, reasonable and enable the individual to participate in program activities and during the follow-up period (one year from date of exit). Support Services include, but are not limited to, the following categories:

- Transportation Assistance – Expenses for commuting to and from WIOA program activities. This includes: Monthly bus passes & mileage reimbursement for use of personal vehicles (reimbursement is based on the current federal standard mileage rate).
- Clothing Allowance – Special clothing or safety equipment needed by the participant for employment and/or training activities not provided by the employer or training institution.
- Child Care Assistance – For dependents of the enrolled/eligible participant.
- Work Tools & Equipment – Tools and equipment needed by the participant for employment and/or training activities not provided by the employer or training institution.
- Medical Assistance – Provides immediate and short-term remedies for acute medical needs that are barriers to program completion.
- Live Scan/Background Screening – When required for participation in WIOA training activities and/or job placement.
- Educational Assistance – Fees for GED; State Exams; First-Aid/CPR Certification; Syllabus-related textbooks or workbooks; and other employment or training-related licensing/certification.
- Other Assistance – As necessary to enable a participant who is unable to obtain the services from other programs to participate in WIOA youth program activities. This assistance must be approved on a case-by-case basis in accordance with County of Riverside established policies.

In order to approve assistance, Service Providers must assess and clearly identify the participant's needs, lack of alternative resources, and level of aid to be provided in case notes and in the barriers/needs section of the ISS. Information gathered during the comprehensive assessment and on-going participant progress during the program, will help identify the type and level of support services to be considered and given. Prior to approving WIOA funded support services, alternative resources must be explored with the youth. These include, but are not limited to:

- a) Financial Aid
- b) Grants
- c) Scholarships and Loans
- d) Clothes Closets (provided by community, volunteer or non-profit resources)

- e) Medical and/or Medi-Cal programs
- f) Subsidized Programs such as Housing, Safe House, Women-Infants-Children (WIC)
- g) Childcare Referral Programs
- h) Utility Assistance Programs
- i) Family Resources

The maximum aggregate Support Service award may not exceed \$1,500 per participant per year, including services during the Follow-Up period. It is the responsibility of the service provider to track this amount for each participant.

Type of Support Service & Limitations:

1. Clothing Allowance

The maximum amount allowable is \$150 per participant. Service Providers should note that formal or semi-formal clothing, leisurewear and accessories are not considered reasonable and necessary for program participation.

2. Childcare Assistance

Only the following arrangements for child care are allowable:

- Licensed Child Care Provider.
- Licensed Child Care Center.
- Family member 18 years of age or older, excluding parent or siblings.
- Unlicensed Child Care Provider 18 years of age or older providing care in participant's home.
- Before/after school care provided at the child's school, by school district personnel.
- If a child's parent or sibling, over the age of 18 is available at the participant's home during the hours of program participation, childcare assistance is not allowed.

Weekly rates apply if the participant is in WIOA activities a minimum of eight (8) hours per day, five (5) days a week. The County may only reimburse costs for the hours the participant is engaged in WIOA activities.

3. Work Tools & Equipment

The maximum amount allowable is \$150 per participant. Types of equipment include work-related tools such as carpenter tools, computer hardware/software and instruments used for specific trades and occupations. In instances where participant purchases equipment prior to requesting Support Services, Service Provider will evaluate validity of need prior to authorizing reimbursement.

The following items may be considered necessary and appropriate, but are not limited to:

- Tool Belts
- Tools
- Protective Eye Wear
- Scientific Calculators

4. Medical Assistance

This includes employment physical, x-ray exams, drug screening, and inoculations required for

employment as well as other types of medical assistance necessary to preclude participants exiting from training or attaining/retaining employment.

Maximum Health and Medical Rates

Minor Emergency Treatments/Medication/Other	\$120
Emergency Dental Care	\$200
Eye Examination	\$50
•Dilation Exam	\$20
•Lenses	\$150
•Glasses (Frames & Lenses)	\$175

5. Educational Assistance

These resources are intended to assist youth pursuing their educational goals. Textbooks and/or other educational materials may be purchased if listed on participant’s college, university, or accredited institution syllabus or course information form.

6. Housing

Emergency funding may be provided to prevent eviction for one month only. The eviction notice must be submitted to Service Provider along with a statement from the participant explaining the circumstances that led to the eviction as well as a plan to avoid future eviction.

7. Other Assistance

If the specific support service is not listed in items 1-6 above, a request can be made for additional help, but only if it facilitates the youth’s successful participation in the program by removing barriers to school and/or employment, and/or is needed to help the participant from exiting the program prior to completion. The following conditions apply to “other” assistance:

- The support service rate may not exceed the established maximum of \$1,500 per participant.
- Any cost in excess of the stated maximum rates becomes the responsibility of the participant or Service Provider.

8. Exceptions

Although the rates listed are maximums based upon past practices and prevailing rates, they are not absolutes. Expenditures in excess of these rates must be reviewed and approved by the Youth Program Director or designee. All exceptions shall be justified in case files through case notes and supporting documents.

Support Service Process and Documentation in CalJOBS:

Once support service needs are justified, the Service provider will document the facts determining the need and approval in case notes. It will also be recorded in the participant’s ISS and the appropriate support service code(s) will be entered in CalJOBS as follows:

- 1) There must be an active one-on-one service code already entered with an actual begin date and projected end date without a completion code.
- 2) The Support Service code can then be entered with a projected begin and end date (the same dates as the one-on-one service), but without a completion code.

- 3) After the Support Service code has been entered - the completion code for the one-on-one activity should be closed with a successful completion.
- 4) After the support service has been processed and the customer obtains their support service item (i.e.: bus pass), the projected begin date will be changed to the actual begin date and closed out with a successful completion. All support service documentation and proof of receipt by participant should be uploaded to CalJOBS.
- 5) The actual end date of the Support Service code should never be later than the Activity code.
- 6) If the participant does not receive the Support Service, please case note this and e-mail the EDA YOC Inbox requesting that the Support Service be voided. This is to ensure the Support Service being received is reported accurately.

G. PROGRAM INCENTIVES

Incentives may be awarded to WIOA Youth Program participants for achieving WIOA performance measure(s). It is not required to award all of them if attained; however, the Service Provider is encouraged to make use of incentives to motivate youth towards successful outcomes when funding permits. Therefore, WIOA funds can also be used to reward participants in recognition of achievement of milestones in the program tied to work experience, education, or training.

NOTE: Federal funds **must not** be spent on entertainment costs. Therefore, incentives **must not** include entertainment, such as movie or sporting event tickets or gift cards to movie theaters or other venues whose sole purpose is entertainment.

In order to provide an incentive to the participant, the Service Provider must document the successful completion of the participant’s performance measurement and track the monetary incentive distribution. Incentives may be awarded in lump sums, per category, or through a combination of activities in each category. The amount awarded must not exceed the amount listed for each category in the table below with the maximum aggregate award **not to exceed \$400 per participant**.

Incentive Category	Amount	Measure
In-Program Skills Gain	Up to \$100	Youth who during a program year achieve a measurable skills gain are eligible to receive an incentive.
Placement in Employment, Education; OR Occupational Skills Training or Registered Apprenticeship	Up to \$100	Youth who are employed, in education, occupational skills training, OR in a registered apprenticeship during Q2 and/or Q4 after exit are eligible to receive an incentive.
Obtainment of Postsecondary Credential	Up to \$100	Youth who are enrolled in postsecondary education, or a training program AND who obtain a postsecondary credential during OR within one year after exit are eligible to receive an incentive.

Obtainment of Secondary School Diploma or Equivalent AND Employment or Enrollment in Education/Training Program	Up to \$150	All youth enrolled in a secondary education program who obtain a secondary school diploma, or equivalent, during or within one year after exit AND obtain employment or enroll in education or a training program leading to a credential within one year of exit.

Required documentation for incentives includes the following:

- 1) Youth participation and incentive(s) need to be documented with CalJOBS activity codes and case notes.
- 2) A copy of the supporting documentation and Incentive Checklist (form YOUTH 448-17) uploaded to CalJOBS.
- 3) The incentive must be reviewed and approved by the Service Provider’s Youth Program Director or designee, and their approval entered in CalJOBS.

Incentives should be awarded in a timely manner and all required documentation must be approved within 14 calendar days of the performance measure’s attainment; otherwise incentive costs may be disallowed.

H. PERFORMANCE MEASURES

Service Providers must demonstrate their ability to establish a system to obtain, document and report performance data for enrolled youth, as required by WIOA. The performance levels established in each contract is in accordance with the established state rates for the County of Riverside Local Workforce Development Board (LWDB). The County of Riverside Workforce Development Board (WDB) may establish additional measures to evaluate program effectiveness in the future.

There are five indicators of performance for youth participants. They are:

1. Placement in Employment or Education(both 2nd and 4th quarter)
2. Median Wages Earned
3. *Credential Rate
4. *Measurable Skills Gain

***NOTE:** All postsecondary credentials need to be vetted by the Youth Program Coordinator before they are implemented by your program. The name of the training provider and program information (including the type of certificate/credential to be obtained) should be submitted to the Youth Program Coordinator for review and approval. See EDD Directive WSD 19-03, Performance Guidance Policy, for assistance in determining what postsecondary credentials are considered acceptable and non-

acceptable.

Performance measures are calculated and reported by quarters within the program year. The program year for WIOA funds begins in July and ends in June. The quarters are as follows: July through September; October through December; January through March; April through June.

Percentages for Performance Measures are calculated by using the following formulas:

Placement in Employment or Education

SECOND Quarter after State Exit Quarter

- Denominator Criteria:
 - Youth participants who exited during the second quarter after the State exit quarter
- Numerator Criteria:
 - Youth participants who are employed, in the military or enrolled in education or occupational skills training (including advanced training).

*Youth who are in AmeriCorps program and Job Corps programs in the second quarter after exit are counted as training.

FOURTH Quarter after State Exit Quarter

- Denominator Criteria:
 - Youth participants who exited during the fourth quarter after exit from the program.
- Numerator Criteria:
 - Youth participants who are employed, in the military or enrolled in education or occupational skills training (including advanced training).

*Youth who are in AmeriCorps program and Job Corps programs in the fourth quarter after exit are counted as training.

Median Wages Earned

- The median earnings of participants who are in unsubsidized employment during the second quarter after exit for the program.

Credential Rate

- Denominator Criteria:
 - The number of youth participants who exited and were in a postsecondary education or training program during program participation;
 - Plus the participants who exited and were in a secondary education program (at or above the 9th grade level) without a secondary diploma or equivalent.
- Numerator Criteria:

- Youth participants enrolled in an education or training program (excluding those in an OJT or customized training) who obtain a recognized postsecondary credential or a secondary school diploma (or its recognized equivalent) during program participation or within one year after the State exit date.
- Youth participants who obtained a secondary education diploma or its equivalent during program participation or within one year after exit AND who were also employed or enrolled in an education or training program leading to a recognized postsecondary credential within one year after the State exit date.

Measurable Skills Gain

There are five types of Measurable Skills Gains. They are defined as academic, technical, occupational, or other forms of documented progress towards obtaining a credential for employment.

NOTE: This is a real-time measure, for performance accountability purposes, the measurable skills gains indicator calculates the number of participants who attain at least one type of skills gain during a program year.

- Denominator Criteria:
 - Youth participants, who during the program year, are in an education or training program that leads to a recognized postsecondary credential or employment.
- Numerator Criteria:
 - Youth participants, who during the program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skills gains based on attainment of one of the five types of gains.

1. Educational Functioning Level – Documented achievement of at least one educational functioning level of a participant who is receiving instruction below the postsecondary education level.

- Denominator Criteria:
 - Youth participant enrolled during program participation in an education or training program leading to a recognized postsecondary credential or employment; **AND**
 - Youth participant is an English Language Learner or Basic Skills Deficient/Low Levels of Literacy.
- Numerator Criteria:
 - Youth participant who received educational instruction below the postsecondary level and achieved at least one educational functioning level.

2. Secondary School Diploma – Documented attainment of a secondary school diploma or its recognized equivalent.
 - Denominator Criteria:
 - Youth participant enrolled during program participation in an education or training program leading to a recognized postsecondary credential or employment.
 - Youth participant does not have a secondary education diploma at program entry.
 - Numerator Criteria:
 - Youth participant attained High School diploma/equivalent during reporting period.

3. Transcript/Report Card – Documentation of a transcript or report card for secondary or postsecondary education for one semester showing that the participant is meeting the State unit’s academic standards.
 - Denominator Criteria:
 - Youth participant enrolled during program participation in an education or training program leading to a recognized postsecondary credential or employment.
 - Youth participant in postsecondary education during program participation OR enrolled in secondary education (either at program entry or during program participation).

 - Numerator Criteria:
 - Secondary Transcript: Youth participant’s transcript or report card from secondary education for one semester showing that participant is meeting the State unit’s academic standards.
 - Postsecondary Transcript: Youth participant’s transcript or report card from postsecondary education who complete a minimum of 12 hours per semester, or for part time students a total of at least 12 credit hours over the course of two completed consecutive semesters during the program year, that shows the youth participant is meeting the State unit’s academic standards.

4. Training Milestone – Satisfactory or better progress report towards established milestones from an employer/training provider who is providing training (e.g. completion of OJT, completion of one year of registered apprenticeship program, etc.).
 - Denominator Criteria:

- Youth participants enrolled in OJT, Registered Apprenticeship or Work Experience.
 - Numerator Criteria:
 - Youth participant attained satisfactory or better progress towards established milestones from an employer or training provider within the reporting period.
5. Skills Progression – Successful passage of an exam that is required for a particular occupation, or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams.
- Denominator Criteria:
 - Youth participants enrolled during program participation in an education or training program leading to a recognized postsecondary credential or employment.
 - Numerator Criteria:
 - Youth participant successfully completed an exam that is required for a particular occupation, or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams.

Documentation of Performance Outcomes is as follows:

- Placement in Employment or Education – Service Providers are required to collect documentation to verify that applicable youth participants have been placed in employment (including the military) or enrolled in post-secondary education and/or advanced training/occupational skills training in the second and fourth quarter after the State Exit quarter.

Acceptable supplemental documentation for employment:

- Copies of current paystubs (minimum of 2);
- Signed letter or other information from employer on company letterhead attesting to an Individual’s employment status and earnings;
- Employment Information Questionnaire (includes telephone verification);
- Automated database systems (Work Number);
- Self-employment worksheets signed and attested by program participants;
- Copy of Military Enlistment.

Acceptable documentation for placement in education:

- Copy of Current Advanced Training Enrollment;
- Copy of Current College Enrollment/Class Schedule;

- Median Wages Earned – Service Providers are required to collect documentation to verify that applicable youth participants have earned wages in the second quarter after the State Exit quarter. Please use the following guidelines to report “Weekly Hours” when

submitting the documentation.

- Review the proof of employment; this may be provided in a series of pay stubs or one cumulative pay stub. To determine an individual's "Weekly Hours", review the pay period from the proof of employment and then divide by the total hours paid.
- If you are unable to provide first source documentation regarding hours worked, Please case note all efforts made to obtain this information. You may then use an Applicant Statement (CSU 448-28) or Telephone Verification Form (CSU 448-12) to report "Weekly Hours".
- If you are unable to obtain any information regarding hours worked, complete the Follow-up Form (YOUTH 448-62), by entering a "1" under "Weekly Hours". This will alert MIS to take the participant out of the performance measure.
- Attainment of a Degree or Certificate – Service Providers are required to collect documentation to verify that applicable youth participants have attained a diploma, GED, or certificate (recognized credential) by the end of the fourth quarter after the State Exit quarter. Acceptable documentation includes the following:
 - Copy of Diploma;
 - Copy of GED;
 - Copy of Degree;
 - Copy of Transcripts with Graduation Date;
 - Written Verification (on Letterhead) from School/Agency Awarding Diploma;
 - Copy of Other Recognized Credential – see Youth Data Container in SharePoint for approved list.
- Skills Gains – Service Providers are required to collect documentation to verify that youth participants have obtained a measureable skills gain. See Measurable Skills Gain Checklist (YOUTH 448-54), for forms of verification.

Service Providers may also refer to the Closure Checklist-Youth Closure Form (YOUTH 448-61), for step-by-step instructions on how to document performance outcomes. All documentation must be uploaded to CalJOBS along with a case note within 14 calendar days of attaining the outcome(s). Also, a completed Document Transmittal (YOUTH 448-49) must be emailed to the following address: YOCInbox@rivco.org.

The County will utilize monthly CalJOBS reports, as well as quarterly performance reports from Management Information Systems (MIS) to measure Service Providers' performance throughout the Program Year.

I. PROGRAM PERFORMANCE EXCLUSIONS

An exclusionary exit occurs when a participant is not included in one or more performance calculations because they exit the program and stop receiving services for one or more of the following reasons:

- Has become incarcerated or becomes a resident at a facility providing 24 hour support, such as a hospital or treatment center.
- Has received medical treatment that is expected to last longer than 90 days.
- Becomes deceased.
- Is a member of a military reserve unit and is called to active duty for at least 90 days.
- Is in foster care and exits the program due to moving outside the subrecipient's area.

EXCEPTIONS:

- Any Measurable Skills Gain obtained during program participation.
- A participant who experiences one of the exclusionary exit reasons after they have exited the program and are in follow-up is still included in the performance indicators.

NOTE: If a youth exits the program due to incarceration for more than 90 days, the following documentation must be provided:

- For participants 18 years of age and older, court records can be submitted; OR
- For participants 17 years of age or less, provide the most reasonable proof; AND
- Efforts to obtain documentation should be case noted.

J. PROGRAM CLOSURE

Service Providers are responsible for processing a Program Closure for youth who have completed all planned services or who have not participated in any WIOA-funded or non-WIOA funded partner services for 90 days or more, except for those who have a planned break in services due to health/medical reasons.

In order to process a Program Closure for youth who have successfully completed their planned services, Service Providers must complete, submit, and upload the following forms and related documentation to EDA (MIS) and CalJOBS. This must be done within 14 calendar days of Closure, no exceptions.

- WIOA Youth Closure Checklist – Youth Closure Form (YOUTH 448-61);
- Individual Service Strategy (YOUTH 448-20);
- Document Transmittal (YOUTH 448-49) emailed to YOCInbox@rivco.org.

Youth who do not complete their planned services and have not participated in any WIOA-funded or non-WIOA funded partner services for 90 days or more constitute a program closure. Activities must be closed in CalJOBS and a case note made referencing the reason for the closure. The submission of forms as described above will be completed after 90 days of no service has been determined. Frequent communication and timely case management by Service Providers with participants should prevent most 90 day no activity closures.

Service Providers are reminded that the State of California determines the actual date a youth exits the program. (*Referred to as, 'State Exit' throughout this manual.*) This is done via the State's CalJOBS System.

Tracking performance measures after State Exit can be challenging. The ability to track outcomes on a quarterly basis (for a period of 12 months after exit) is essential to ensuring youth obtain the desired performance outcome(s).

Service Providers are required to initiate the Follow-Up Plan Worksheet at the time of program closure. It should be used as a tool to track the youth's outcomes in the key quarters following the State Exit. The expected outcomes, per quarter, are clearly noted. It is critical to track activities of youth throughout the follow-up period to ensure desired outcome(s) are achieved in the reporting quarter.

K. FOLLOW-UP SERVICES

All Youth must receive some form of follow-up services for at least 12 months after the Program Closure/State Exit has been completed and confirmed. The 12-month period begins the day after the State Exit date, and may continue beyond 12 months at the discretion of the Service Provider. The types of services provided and the duration of services must be based on the needs of the youth to ensure their success in employment and/or post-secondary education. Therefore, the type and intensity of follow-up services may differ for each participant, and must include more than only a contact attempt made for securing documentation in order to report a performance outcome.

Regular contact with the participant to ensure youth successfully obtain or continue in their placement of employment, or post-secondary education, may be a sufficient follow-up service as long as the case manager has assessed whether the participant needs anything beyond the regular contact and determine they do not need additional services. If at any time during the Program, or during the 12 months following exit the youth requests to opt out of follow-up services, they may do so. In this case, the youth's request to opt out or discontinue follow-up services must be documented in the case file.

Service Providers are not required to develop a Follow-up Plan for youth they have lost contact with or who they know have moved out of the area. However, Service Providers are responsible for continuing to make attempts to locate and/or communicate with those youth. Documentation of these efforts must be noted in case notes, on a monthly basis, for the duration of the required 12-month follow-up period.

Specifically, the goal of follow-up services for OSY (ages 16-24) is to ensure job retention, wage gains, and career progress for individuals who obtained unsubsidized employment as defined in the individual's ISS. The goal of follow-up services for ISY (ages 16-21) is to enable the individual to continue life-long learning & achieve a level of self-sufficiency, as defined in the individual's ISS.

Follow-up activities need not be resource intensive. Service Providers are encouraged to take advantage of existing activities and community resources. Examples of follow-up services include but are not limited to:

- Peer Centered Activities
- Regular Follow-up with Employer
- Adult Mentoring
- Team Building
- Post-Secondary Educational Opportunities
- Life Skills Training
- Support Services
- Career Pathway Development
- Home Visits
- Leadership Training
- Securing better Paying Jobs
- Job Shadowing

Service Providers will develop a follow-up plan together with the youth. The results will be documented in case notes and the ISS. The program exit date, follow-up time period, and performance outcomes for the exit quarter and quarters 1 through 4 will be recorded on the ISS. Follow-up services must be tracked and recorded in a timely manner by entering the appropriate follow-up activity code(s) and case notes in CalJOBS. In addition, Service Providers must complete the Follow-Up form, (YOUTH 448-62) on a quarterly basis. The Service Provider must complete and submit the Follow-Up form, along with pertinent performance outcome information, to the following email address: YOCInbox@rivco.org within 14 calendar days of each quarterly follow-up period. Service Providers should reference the EDA MIS “Quarterly Youth Performance Report Schedule” to ensure timely submission of follow-up documentation.

L. DEFINITIONS

Assessment – An independent and comprehensive evaluation of an individual to identify skills, abilities, aptitudes and interest, used to design an Individual Service Strategy (ISS).

Basic Skills Deficient – An individual youth who has English reading, writing, or computing skills **at or below** 8th grade level on a generally accepted standardized test; or an individual that is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual’s family, or in society.

Certificate or Recognized Credential – A nationally recognized degree or certificate or State/locally recognized credential. Credentials include: a high school diploma or recognized equivalent, post-secondary degrees/certificates, recognized skill standards, and licensure or industry-recognized certificates, including Career Technical Education (CTE). Certificates awarded by workforce development boards and work readiness certificates are not included in this definition.

Family – two or more persons related by blood, marriage (including same-sex marriages), or decree of court, who are living in a single residence, and are included in one or more of the following categories: a) a husband, wife, (including same-sex spouses) and dependent children; b) a parent or guardian and dependent children; c) a husband and wife (including same-sex spouses).

Family Income – the total gross income received by all members in the family unit for the six-month period prior to the date of the Youth Application.

Foster Youth – a youth aged 14 through 19 years, who has been removed from his/her home pursuant to Welfare and Institutions Codes 300, 309, 602; and is receiving child welfare services through the Department of Public Social Services.

Fringe Benefits – an extra benefit supplementing an employee's salary, for example, a company car, subsidized meals, health insurance, etc.

Homeless – an individual who lacks a fixed, regular, and adequate nighttime residence; an individual with a primary nighttime residence that is a public or private place not designed for, or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camp ground; an individual living in a supervised publicly or privately operated shelter designed to provide temporary living accommodations (including hotels and motels paid for by federal, state, or local government programs for low-income individuals or by charitable organizations, congregate shelters, and transitional housing); an individual who resided in a shelter or place not meant for human habitation and who is exiting an institution where he or she temporarily resides.

Individual with a Disability – an individual with a disability as defined in Section 3 of the Americans with Disabilities Act of 1990 (42 U.S.C. 12102).

In-School Youth – An individual who is attending school (as defined by State law); not younger than age 16 (or unless an individual with a disability who is attending school under State law) older than age 21; a low-income individual; and one or more WIOA approved barriers.

Lower Living Standard Income Level (LLSIL) – Income levels (adjusted for regional, metropolitan, urban, and rural differences and family size) determined annually by the Secretary of Labor.

Military Service – Reporting for active duty.

Non-Traditional Employment - According to the Workforce Innovation and Opportunity Act (WIOA), a nontraditional occupation is an occupation or field of work in which individuals of one gender comprise less than 25 percent of the individuals so employed. Programs aimed at strengthening the self-sufficiency of individuals may emphasize nontraditional jobs, which at times offer higher wages and benefits.

Other Responsible Adult – 1) a relative with whom the youth resides; 2) an adult who has been delegated custodial or administrative responsibilities in writing, either temporarily or permanently, by parents or by an appropriate agency; 3) an agency or organization representative who is in a position to know the individual's circumstances (i.e., that they could not get a parent's or guardian's signature authorizing participation), for example, a clergy person, a school teacher or other school official, a probation or other officer of the court, a foster parent; 4) a representative of an agency which provided support services to the individual and who is aware of the individual's circumstances (i.e., that they cannot get a parent's or guardian's signature authorizing participation), for example, a social worker, a homeless shelter official, a child protective worker, a health clinic official; and 5) other responsible adults determined by the local area as appropriate to authorize the individual's participation.

Occupational Skills Training – is an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain

occupation fields at entry, intermediate, or advanced levels.

Out-of-School Youth – an individual who is not attending any school (as defined under State Law); not younger than age 16 or older than age 24; and has one or more WIOA approved barriers.

Offender – any adult or juvenile who is or has been subject to any stage of the criminal justice process, for whom services under WIOA may be beneficial; or who requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction.

Post-Secondary School – California community colleges, and accredited public and private universities (EC Section 66010 and State WSDD-171).

Pregnant or Parenting – an individual who is pregnant, or parenting (custodial and non-custodial parent including non-custodial fathers).

Public Assistance – Federal, State, or local government cash payments for which eligibility is determined by a needs or income test.

Runaway – a person under 18 years of age who absents himself or herself from home or place of legal residence without the permission of his or her family.

School Dropout – an individual who is no longer attending any school and who has not received a secondary school diploma or its recognized equivalent. The term does not include individuals who have dropped out of postsecondary education.

State Exit – When a participant does not receive a service funded by any programs tracked in CalJOBS for 90 consecutive calendar days.

State Exit Quarter – Represents the calendar quarter in which the date of State Exit is recorded for the individual.

Underemployed – working part time but desires full time employment, or working in employment not commensurate with their demonstrated level of educational attainment.

REVISION HISTORY:

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Loren Sims, Administration Manager