

Attachment II – Coordination with Partner Programs

WIOA places a strong emphasis on planning across multiple partner programs to ensure alignment in service delivery. One key goal is to develop effective partnerships across programs and community-based providers to provide individuals the employment, education, and training services they need. Effective partnering is pivotal to maximize resources and to align services with career pathways and sector strategies.

Career pathways allow for individuals to succeed in an environment that accounts for their current abilities and skill levels and provides them with an appropriate service structure to advance not just within an individual job but within an occupation or occupational cluster.

In order to effectively promote and develop career pathways and sector strategies, it is vital that the WIOA core and one-stop partner programs work together to ensure a customer-centered approach to service delivery. The chart below provides an overview of one-stop partner programs along with possible collaborative activities for enhancing service delivery through the American Job Center:

(Note: This is not an exhaustive list of ways to coordinate activities and service delivery, but is meant to illustrate some examples of collaboration, which improve educational and employment opportunities for all participants.)

WIOA Core Programs	
Adult Formula Program (WIOA title I)	<p>The WIOA Adult formula program provides career and training services through the American Job Center to help job seekers who are at least 18-years old succeed in the labor market. In the provision of individualized career services and training services, WIOA establishes a priority for serving low-income individuals, recipients of public assistance, as well as individuals who are basic skills deficient.</p> <p>The Adult program’s delivery of career and training services are tailored to the individual needs of job-seekers of the American Job Center network. The Adult program is identified as a core program under WIOA and, among other things, is responsible for combined planning, shared performance indicators, and aligned service delivery with other core and one-stop partner programs.</p>
Youth Formula Program (WIOA title I)	<p>WIOA provides a significant opportunity for coordination across all core and partner programs including planning, reporting, and service delivery. This creates an opportunity for the WIOA Adult program to work closely with the WIOA Youth program to ensure young adults receive the services they need to succeed in education and the workforce. Individuals aged 18-24 may be eligible for both the WIOA Youth and Adult programs and can be co-enrolled in the two programs. ETA encourages the WIOA Adult and Dislocated Worker programs, along with the Employment Service, to coordinate closely with the WIOA Youth program to maximize flexibility and service delivery to eligible populations. Some examples where enhanced coordination could take place are as follows:</p>

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- Referring 18-24 year old individuals to youth formula program if they need more intensive support around specific program elements;
- WIOA allows all Out of School (OSY), ages 16-24, access to Individual Training Accounts (ITAs), which expands training options, increases program flexibility, enhances customer choice, and reduces paperwork for all OSY.
- When using youth funds for ITAs, the Eligible Training Provider List (ETPL) must be used. Accessing the ETPL allows the program to avoid further procurement processes.

ITAs are not available to In School Youth (ISY). However, ISY ages 18 or older may access ITAs through the adult program.

- Utilizing work-based training opportunities for Youth program participants co-enrolled as adults or dislocated workers, as identified in their Individual Service Strategy (ISS) as part of a career pathway.
- Title I Youth program can partner with the VR program to coordinate the provision of services to youth with disabilities transitioning from school to post-school life, including postsecondary education and employment.
- Career pathway planning.
- The title I Youth program can partner with the title II Adult Education and Family Literacy Act program by co-enrolling out of school youth in adult education and literacy programs to expand educational services to those who are basic skills deficient.
- Engaging and/or participating in a standing youth committee (in a local area in which the Local WDB has chosen to establish a standing committee) to provide information and to assist with planning, operational, oversight, and other issues relating to the provision of services to youth as described in 681.100 through 681.120.

Local program operators determine, for these individuals, the appropriate level and balance of services under the Youth and Adult programs. Such determinations regarding the appropriate program for the participant must be based on the service needs of the participant and if the participant is career-ready. This determination is based on an assessment of their occupational skills, prior work experience, employability, and the participant's needs. An important difference to note here is that while receiving an assessment from the Adult, DW, or Employment Service (ES) programs does trigger participation and inclusion in the performance accountability calculations, this is not the case for Youth. Local program operators must identify and track the funding streams which pay the costs of services provided to individuals

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	<p>who are participating in youth and adult programs concurrently, and ensure no duplication of services. This can be documented through the Individual Service Strategy.</p>
Dislocated Worker Formula Program (WIOA title I)	<p>The WIOA Dislocated Worker formula program provides career and training services to help job seekers who meet the definition of a dislocated worker. Additionally, separating service members are eligible for dislocated worker services as they transition from military to civilian careers if they meet the requirements of 20 CFR 680.660. The goal of the Dislocated Worker program is helping individuals return to the workforce with the skills they need to obtain quality employment in in-demand industries. These career and training services are provided through the one-stop delivery system at American Job Centers nationwide.</p> <p>The Dislocated Worker program’s delivery of career and training services is tailored to the individual needs of job-seekers. The Dislocated Worker program is identified as a core program under WIOA and, among other things, is responsible for combined planning, shared performance indicators, and aligned service delivery with other core and one-stop partner programs.</p>
Adult Education and Family Literacy Act (WIOA title II)	<p>Title II of WIOA reauthorizes the Adult Education and Family Literacy Act (AEFLA). AEFLA, administered by the U.S. Department of Education, is designed to create a partnership among the Federal Government, States, and localities to provide, on a voluntary basis, adult education and literacy activities.</p> <p>These activities are designed to:</p> <ul style="list-style-type: none"> • Assist adults to become literate and obtain the knowledge and skills necessary for employment and economic self-sufficiency; • Assist adults who are parents or family members to obtain the education and skills that are necessary to becoming full partners in the educational development of their children and lead to sustainable improvements in the economic opportunities for their family; • Assist adults in attaining a secondary school diploma and in the transition to postsecondary education and training, including through career pathways; and • Assist immigrants and other individuals who are English language learners in: <ul style="list-style-type: none"> ○ Improving their reading, writing, speaking, and comprehension skills in English, as well as mathematics skills; and ○ Acquiring an understanding of the American system of Government, individual freedom, and the responsibilities of citizenship.

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	<p>WIOA provides new opportunities for the title I Adult and Dislocated Worker programs and the Employment Service to partner with title II AEFLA providers.</p> <p>WIOA sec. 134(c)(2) authorizes career services to be provided with title I adult and dislocated worker funds. Some of these services are activities that are also allowable under AEFLA, including workforce preparation activities, English language acquisition programs, and integrated education and training programs. In order to ensure consistency across the services for the benefit of participants and service providers, ETA is aligning the definitions for these services with those used by the AEFLA program.</p> <p>This allows title I programs and the AEFLA program to coordinate in the development of career pathways and to co-enroll participants so they receive the full spectrum of services for their education and employment needs.</p> <p>For example, an individual could receive adult education services while at the same time receiving services from the OJT program funded by title I. If individuals are unable to receive services from the AEFLA program, but are determined to be in need of those services by the career planner, then title I may provide those services the program is authorized to provide.</p>
<p>Wagner-Peyser Act Employment Service (WIOA title III)</p>	<p>The Wagner-Peyser Act of 1933 established the Employment Service (ES), which is a nationwide public labor exchange that provides employment services. The ES seeks to improve the functioning of the nation’s labor markets by bringing together individuals seeking employment with employers seeking workers. The Wagner-Peyser Act was amended in 1998 to make ES part of the one-stop delivery system under WIA and has undergone further changes to integrate services and require colocation under WIOA. The ES program is a critical component of the one-stop delivery system, often serving as the “front door” to all of the services available at American Job Centers.</p> <p>The ES program provides “universal access” to job seekers seeking employment and career services, provides referrals to partner programs, and provides reemployment services to individuals receiving unemployment insurance.</p> <p>WIOA provides new opportunities for coordination and referrals for the title I Adult and Dislocated Worker programs, as well as the Wagner-Peyser Act ES, to partner with and enhance service delivery to individuals with disabilities, including those served under the VR program. Individuals with disabilities are included in the definition of an “individual with a barrier to employment” at section 3(24) of WIOA</p>

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	<p>and should receive any and all American Job Center services that would typically be provided to any other job seeker.</p>
Vocational Rehabilitation program (WIOA title IV)	<p>Title IV of WIOA makes a number of significant changes to the Rehabilitation Act of 1973 (Rehabilitation Act), with some of the most extensive programmatic changes affecting the VR program, authorized under title I of the Rehabilitation Act. Many of WIOA’s changes, including those affecting the VR program which is one of the six core programs of the one-stop system, are designed to improve and align core programs towards the goal of assisting individuals with disabilities to maximize employment, economic self-sufficiency, independence, and inclusion and integration into society. To implement these new statutory requirements, the Department of Education published final regulations related to, among other things, the VR and State Supported Employment Services (Supported Employment) programs and that impose new limitations on the payment of subminimum wages to individuals with disabilities. These final regulations, most of which took effect on September 19, 2016, were published at 81 FR 55629 (Aug. 19, 2016).</p> <p>WIOA makes the following key changes to the VR program:</p> <ul style="list-style-type: none">• Strengthens the alignment of the VR program with other core components of the workforce development system by aligning requirements governing unified state planning, performance accountability, and integration into the one-stop delivery system;• Places heightened emphasis on coordination and collaboration at the Federal, State, and local levels to ensure a streamlined and coordinated service delivery system for job-seekers, including those with disabilities, and employers;• Includes a new definition of “competitive integrated employment” that combines, clarifies, and enhances the two separate regulatory definitions of “competitive employment” and “integrated setting” for the purpose of employment under the VR program, which had existed since at least 1997;

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- Revises the definition of “employment outcome” in order to identify customized employment as an employment outcome under the VR program;
- Places heightened emphasis on the provision of pre-employment transition services and transition services to students and youth with disabilities, as applicable, to improve their abilities to achieve competitive integrated employment; and
- Expands the scope of services that the VR agencies may provide to employers in order to increase opportunities for individuals with disabilities to achieve competitive integrated employment.

VR Counselors, who are employed by the state VR agency, are responsible for determining whether an individual is eligible to receive VR services. In order to be eligible, an individual with a disability must meet the following criteria:

- Must be an “individual with a disability,” as defined in section 7(20)(A) of the Rehabilitation Act; and
- Require VR services to obtain, maintain, advance in, or regain employment.

While an individual may be determined eligible to receive VR services, the State VR agency may not be able to provide services to all eligible individuals due to insufficient staff and/or fiscal resources. In this instance, the State VR agency must implement an order of selection (OOS) that establishes the priority categories by which individuals can be served based on the severity of their disability, with individuals with the most significant disabilities given priority under the OOS. For those individuals not in a priority category being served in the OOS, the state VR agency must refer the individual to another program that may be able to meet their needs. Therefore, effective partnering with the Adult, Dislocated Worker, Youth, and Wagner-Peyser Act ES programs is essential in order to ensure individuals with disabilities seeking employment and training services receive the services they need for employment.

In order to align the core programs and create additional flexibility for the purposes of achieving the goals under WIOA, funds allocated to a local area for adult and dislocated worker activities may be used to improve coordination between employment and training programs carried out in the local area for individuals with disabilities through the one-stop delivery system. ETA encourages local areas to utilize this flexibility, consistent with the scope of a program’s authorized activities, to ensure a highly coordinated service delivery in coordination with VR program activities to ensure that individuals with disabilities receive the services they need for their career needs, whether the allowable services are provided by the Adult, Dislocated Worker, Youth, Wagner-Peyser ACT ES, or VR program, or some combination thereof, including other

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community resources.

Additionally, ETA encourages local areas to coordinate with programs carried out by State agencies relating to intellectual and developmental disabilities, as well as local agencies and organizations serving individuals with significant disabilities, including the local network of centers for independent living in each State.

Required Partners

Job Corps

Job Corps is a national program that operates in partnership with States and communities, Local WDBs, Youth Standing Committees where established, one-stop centers and partners, and other youth programs to provide academic, career and technical education, service-learning, and social opportunities primarily in a residential setting, for low-income young people.

The objective of Job Corps is to support responsible citizenship and provide young people, ages 16-24, with the skills that lead to successful careers that will result in economic self-sufficiency and opportunities for advancement in in-demand occupations or the Armed Forces, or enrollment in postsecondary education, including an apprenticeship program.

The major changes from the existing regulations reflect WIOA's effort to enhance the Job Corps program, provide access to high quality training and education, create incentives for strong contractor performance, and promote accountability and transparency.

The Department selects eligible entities, Job Corps centers, to provide outreach and admission, career transition, and operational services for Job Corps on a competitive basis. One-stop centers and partners are eligible, among other entities, to compete to provide outreach and admission and career transition services. Further, the American Job Center network must be used to the maximum extent practicable in placing Job Corps graduates and former enrollees in jobs.

Beneficial examples of coordination between Job Corps and other workforce partners include:

- Cross referrals with other programs, such as the Formula Adult Program, Formula Youth Program, and YouthBuild, that can increase the likelihood of successful performance incomes by ensuring that individuals are referred to the program that best meets their needs.
- Co-enrollment with partner programs to maximize the number of individuals served and the level of service provided.
- Co-location of Job Corps Outreach and Admissions services in the American Job Center to provide an opportunity for students completing other programs for further education and training.

Job Corps students prepared to enter the workforce can and should enroll in labor exchange services so the American Job Center can identify job leads or education and training opportunities, including work-based training and apprenticeship opportunities. Job Corps participants also can and should utilize the American Job Center for job preparation, interviewing techniques, and job search strategies.

Required Partners

<p>Indian and Native American Programs (WIOA title I, section 166 program, Indian and Native American Programs)</p>	<p>The Indian and Native American (INA) Employment and Training Program helps qualifying American Indians, Alaska Natives and Native Hawaiians (AI/AN/NH) obtain employment in occupations that provide a wage that leads to self-sufficiency and eventually into the middle class. These programs include more fully developing academic, occupational, and literacy skills, making individuals more competitive in the workforce to equip them with entrepreneurial skills necessary for successful self-employment, and promoting economic and social development in accordance with the goals and values of the community.</p> <p>The INA program also provides financial assistance for education, career and training services, and other supportive services that will help individuals obtain occupational skills, industry recognized credentials and postsecondary education that provide the knowledge and skills necessary to compete for better paying jobs.</p> <p>The INA program utilizes a network of 177 service providers throughout the United States comprised of Federally Recognized Tribes, Native American non-profit organizations, Alaska Native Tribes, Alaska Native entities, and Native Hawaiian organizations. There is a desperate need for employment and training services for Native Americans which makes coordination and sharing resources with partner programs critical.</p> <p>The entity for the Native American program is the grantee of the respective program. Some examples of coordination between the INA program and other workforce partners are:</p> <ul style="list-style-type: none"> • Co-enrollment of INA participants with partner programs such as the title I, Adult, Dislocated Worker and Youth programs, the VR program, and the AEFLA program. • Co-location of INA employees in American Job Centers. • AI/AN/NH individuals that seek services from the INA program should also be made aware of the services that are available by other partner programs and conversely, partner programs should make their AI/AN/NH clients aware of the INA program. • Coordination with the AEFLA program to assist AI/AN/NH individuals to attain a secondary school diploma and transition to postsecondary education and training. • Sharing of resources with the VR program to better assist disabled AI/AN/NH individuals.
<p>National Farmworker Jobs Program (WIOA title I, section 167 Migrant and Season Farmworker)</p>	<p>The National Farmworker Jobs Program (NFJP) is a nationally-directed, locally-administered program of services for migrant and seasonal farmworkers (MSFWs). The program partners with community organizations, state agencies, and State Monitor Advocates to provide appropriate career and training services, youth services, housing assistance services, and related assistance services, to eligible migrant farmworkers (including MSFW youth) and eligible seasonal farmworkers</p>

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<p>Program)</p>	<p>(including eligible MSFW youth), and their dependents. NFJP grantees partner with American Job Centers and State Monitor Advocates to support a comprehensive system that seamlessly provides integrated services that are accessible to farmworkers and their families. Monitor Advocates at the State, Regional, and National level facilitate outreach, monitoring, advocacy, and the Employment Service (ES) and Employment-related Law Complaint System⁵ to help MSFWs gain access to resources, ensure their voices are heard, and that they have a safe place to file complaints alleging any violations of the ES regulations and/or other federal, State, or local employment-related laws. To realize an enhanced coordination among programs, NFJP grantees may partner with American Job Centers and other WIOA programs to:</p> <ul style="list-style-type: none"> • Leverage the AEFLA program as part of a career pathway strategy for program participants co-enrolled in NFJP. • Refer NFJP participants to WIOA adult and youth formula programs if they need more intensive support around specific program elements. • Leverage, and refer NFJP participants to, the VR program to assist farmworkers with disabilities. • Refer NFJP participants to the Senior Community Service Employment program for the aging farmworkers. • Refer NFJP participants to Veterans for State Grant operators for farmworkers identified as Veterans. • Refer NFJP participants to Temporary Assistance for Needy Families programs for continued support for farmworker family nutrition. • Coordinate resources to ensure customer-centered service delivery for all customers, including individuals who are English language learners and individuals who are facing substantial cultural barriers. • Leverage, and refer NFJP participants to, Health and Human Services Head Start programs colocated in American Job Centers to promote school readiness for farmworker children by supporting their educational development.
<p>YouthBuild (WIOA title I)</p>	<p>YouthBuild is a discretionary grant program that serves 16-24 year old youth who are high school dropouts or those who have dropped out and subsequently re-enrolled. YouthBuild participants also must be one of the following: member of a low-income family, in foster care, an offender, an individual with a disability, the child of a current or formerly incarcerated parent, or a migrant youth.</p>

⁵ The Employment Service (ES) and Employment-related Law Complaint System was established to ensure farm workers would have a safe place to file complaints alleging employment-related violations. For details on the Complaint System, see 20 C.F.R. 651-654-and 658.

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	<p>YouthBuild combines academics to support secondary diploma or equivalency receipt for participants with hands-on occupational skills training in construction and/or other in-demand industries, resulting in industry-recognized credentialing. The program also includes a strong emphasis on leadership development, community service, and soft-skills competencies.</p> <p>YouthBuild grantees may be a public or private non-profit agency or organization, including community-based organizations, faith-based organizations, an entity carrying out activities under title I of WIOA, such as a Local WDB, a community action agency, a State or local Housing Development Agency, an Indian tribe or other agency primarily serving Indians, a community development corporation, a state or local youth service or conservation corps, and any other entity eligible to provide education or employment training under a federal program. Depending on the grantee, coordination with workforce partners may differ.</p> <p>Some examples of where coordination between YouthBuild grantees and other workforce partners may be beneficial are:</p> <ul style="list-style-type: none"> • Co-enrollment of YouthBuild participants aged 18 and older into the adult formula system for assessments, referrals, access to ITAs and other career training opportunities. • Co-enrollment of YouthBuild participants into the youth formula program for access to additional resources including financial literacy, entrepreneurship training, and work experience opportunities. • Sharing of information related to partner services, especially as they relate to AEFLA and VR services, TANF, and other supportive service programs. • Access to NFJP youth supportive services, such as housing assistance, if the individual meets the eligibility requirements for the NFJP program. • Referrals of eligible youth to local YouthBuild programs.
<p>Senior Community Service Employment Program</p>	<p>The Senior Community Service Employment Program (SCSEP) is a community service and work-based job training program for older Americans. Authorized by the Older Americans Act, the program provides training for low-income, unemployed older Americans and supportive services that allow them to participate in the training. Participants also have access to employment assistance through American Job Centers.</p> <p>SCSEP participants gain work experience in a variety of community service activities at local non-profit and public facilities, including schools, hospitals, day-care centers, and senior centers. The program</p>

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	<p>provides over 40 million community service hours to public and non-profit agencies, allowing them to enhance and provide needed services. These sites are referred to as “host agencies”. Participants work an average of 20 hours a week, and are paid the highest of federal, state or local minimum wage, or the comparable wage for similar employment. This training serves as a bridge to unsubsidized employment opportunities for participants.</p> <p>Participants must be at least 55 years old, unemployed, and have a family income of no more than 125% of the federal poverty level. Enrollment priority is given to veterans and qualified spouses, then to individuals who are over 65, have a disability, have low literacy skills or limited English proficiency, reside in a rural area, are homeless or at risk of homelessness, have low employment prospects, or have failed to find employment after using services through the American Job Center system.</p> <p>There are several strategies through which SCSEP and Local WDBs and American Job Centers can coordinate.</p> <ul style="list-style-type: none"> • SCSEP services can be physically co-located in American Job Centers. • American Job Centers can serve as a SCSEP host agency. The American Job Center supervisors can assign SCSEP participants tasks that free up career counselors time to provide staff-assisted services. Some American Job Centers have trained SCSEP participants to provide computer assistance in resource rooms particularly to other seniors. • SCSEP and Local WDBs can develop comprehensive MOUs to streamline coordination processes, and clarify when a jobseeker can be referred to SCSEP and when they might best be served by the Adult or Dislocated Worker program. MOUs can also consider how SCSEP will consider SCSEP participants’ community service hours as an in-kind contribution for purposes of SCSEP’s contribution towards infrastructure costs; • SCSEP can provide paid work experience with community service employment assignments, while title I Adult funds can support individualized career services such as working with an employment counselor. • SCSEP can provide advice and training for American Job Center staff on adapting services to meet the needs of older adult learners; American Job Center staff can provide advice and training to SCSEP on effective use of labor market information and job placement strategies.
<p>Trade Adjustment Assistance</p>	<p>Trade Adjustment Assistance for Workers (TAA), Alternative Trade Adjustment Assistance (ATAA), and Reemployment Trade Adjustment Assistance (RTAA), are collectively referred to as the</p>

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Trade Adjustment Assistance Program (TAA Program) and provide assistance to workers who have been adversely affected by foreign trade. The Trade Adjustment Assistance Reauthorization Act of 2015 (TAARA 2015), (Pub. L. No. 114-27, Title IV), recently reauthorized and reinstated changes to the Act. TAARA 2015 also revised reporting requirements to align performance accountability for the TAA Program with that of other partner programs in the workforce system under WIOA. The TAA program seeks to provide adversely affected workers with opportunities to obtain the skills, credentials, resources, and support necessary to become reemployed.

If a worker is a member of a worker group certified by DOL, that worker may be eligible to receive the following benefits and services at a local American Job Center:

Employment and Case Management Services:

- Skills assessments, individual employment plans, career counseling, supportive services, and information on training, labor markets, and more (through TAA or other American Job Center programs).

Training:

- Classroom training, on-the-job training, customized training designed to meet the needs of a specific employer or group of employers, Registered Apprenticeship programs, remedial training, pre-requisite training, and more.

Trade Readjustment Allowances (TRA):

- Income support available in the form of weekly cash payments to workers who are enrolled in a full-time training course, have exhausted their unemployment insurance, and meet additional requirements in Chapter 2 of title II of the Trade Act of 1974, as amended.

Job Search Allowance:

- Reimbursement for a portion of the costs of seeking employment outside of the worker's commuting area.

Relocation Allowance:

- Reimbursement for a portion of relocation costs for employment outside of the worker's commuting area.

Alternative Trade Adjustment Assistance (ATAA) and Reemployment Trade Adjustment Assistance (RTAA):

- A wage supplement for up to two years that is available to eligible reemployed older workers and covers a portion of the difference between a worker's new wage and their old wage (up to a specified maximum amount).

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Jobs for Veterans State Grants (JVSG)	<p>JVSG is a key partner in the workforce system providing Disabled Veterans' Outreach Program (DVOP) specialists who provide key services to veterans with significant barriers to employment, and Local Veterans Employment Representatives (LVERs), who provide outreach to employers to help veterans achieve employment. TEGL 19-13, TEGL 19-13 Change 1 and Change 2, govern how JVSG is to be utilized in the public workforce system and WIOA does not modify this guidance. Additionally, all JVSG participants must be co-enrolled and have a common exit with the Wagner-Peyser Act ES.</p>
Community Services Block Grant (CSBG)	<p>The CSBG provides assistance to States and local communities, working through a network of community action agencies and other neighborhood-based organizations, for the reduction of poverty, the revitalization of low-income communities, and the empowerment of low-income families and individuals in rural and urban areas to become fully self-sufficient.</p> <p>CSBG-funded organizations (Community Action Agencies) can participate in the one-stop delivery system through the following:</p> <ul style="list-style-type: none"> • Enrollment into CSBG supportive services (e.g. child care, transportation subsidies, emergency food services, etc.) through CSBG-funded staff at the American Job Center, other American Job Center staff, or direct linkage to CSBG-funded organizations through technology. Technology linkages may be conducted remotely at the American Job Center by phone or computer. • Staff on a part-time or intermittent basis from the local CSBG-funded agency may be physically present to enroll clients in supportive services or provide services directly. • CSBG-funded agency staff may cross train with workforce staff: CSBG-funded staff may train workforce staff about CSBG supportive services and learn about American Job Center programs and services from their workforce colleagues. • CSBG staff may coordinate employment and training services or other supportive services activities on site at the American Job Center. • The local American Job Center may be physically located at the local CSBG-funded organization. <p>Some benefits for participating in the American Job Center network include:</p> <ul style="list-style-type: none"> • CSBG agency cost reductions due to sharing the resource center (e.g., shared space, common intake, common recruitment/referral system). This sharing might include locating CSBG staff full time or intermittently at the American Job Center to provide direct CSBG services, enroll clients in CSBG services, and/or

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	<p>train workforce staff.</p> <ul style="list-style-type: none"> • CSBG may also benefit from arrangements where CSBG staff are not on-site. For example, a CSBG agency serving as an affiliate American Job Center referral location for supportive services might receive savings in recruitment and enrollment costs. • A CSBG organization that refers CSBG participants to the one-stop for workforce services and subsequent tracking of performance data may experience cost savings by not having to provide direct employment and training services or do related data collection.
Unemployment Insurance	<p>Individuals who have lost employment due to lack of suitable work and have earned sufficient wage credits may receive Unemployment Insurance (UI) benefits if they meet initial and continuing eligibility requirements.</p> <p>The American Job Center network must provide reemployment services to UI claimants for whom such services are required as a condition for receipt of UI benefits. Services must be appropriate to the needs of UI claimants who are referred to reemployment services under any Federal or State UI law.</p> <ul style="list-style-type: none"> • Provision of information and assistance regarding filing claims under UI programs, including meaningful assistance to individuals seeking assistance in filing a claim. • The American Job Center has current labor market information and provides a wide array of re-employment services free of charge. • Employment Service staff can refer claimants to job openings in the local area, or in other parts of the State or country if the claimant is willing to relocate. • Referral to various training programs. • Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA. • If job openings in current field are limited, can offer testing and counseling to determine other appropriate jobs for the claimant. • Claimants who believe they have special needs or considerations, such as physical needs, which may prevent them from getting a job, can be referred to other agencies for help with those needs.
Temporary Assistance for Needy Families (TANF)	<p>The local TANF program is a required partner in the American Job Center network. TANF serves individuals who also may be served by WIOA programs and, through appropriate linkages and referrals, these customers will have access to a broader range of services through the cooperation of the TANF program in the one-stop delivery system. TANF participants, who are determined to be WIOA eligible, and who</p>

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need occupational skills training may be referred through the American Job Center network to receive WIOA training, when TANF grant and other grant funds are not available to the individual in accordance with 20 CFR 680.230(a).

TANF can participate in the American Job Center network through the following:

- Program staff are physically present in the centers and provide intake services and initial eligibility determinations for TANF assistance and non-assistance benefits, including employment services and related supports.
- Program staff are physically present in the centers and perform job readiness assessments and assign or refer TANF clients to appropriate TANF work activities.
- Program staff are physically present in the centers and will assist work ready TANF clients to co-enroll in other applicable workforce services.
- Train partner staff physically present in centers to provide information about the TANF program, including services, and required activities.
- Provision of TANF program information, eligibility requirements, available benefits and services, including direct linkage to program staff via technology.

Some benefits for participating in the American Job Center network include:

- Shared building rent, maintenance costs, utilities, tenant improvements, or any other similar costs up to the administrative cost limits of the program.
- Shared equipment, software, IT maintenance costs, Internet access, and other similar costs up to the administrative cost limits of the program.
- Shared customer resource center.
- Streamlined, common intake data formats, preparation, and interview of customers.
- Reduced costs for staff and benefits, due to development of common, simplified forms.
- Reduced costs for staff training and development on common program elements.

WIOA participants who also are determined TANF eligible may be referred to the TANF program for assistance.

**Carl D. Perkins
Career and**

The Carl D. Perkins Career and Technical Education Act of 2006 (Perkins IV) is a principal source of federal funding to states for the

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Technical Education Act (Perkins IV)

improvement of secondary and postsecondary career and technical education (CTE) programs across the nation. The purpose of the Act is to develop more fully the academic, career, and technical skills of secondary and postsecondary students who elect to enroll in CTE programs.

States are awarded funds via formula prescribed in Title I, Section 111 (for the 50 States, District of Columbia, and Puerto Rico) and Section 115 (for Guam and Palau) of Perkins IV. From its title I funds, States must award no less than 85 percent to eligible recipients via formula also prescribed in law. Eligible recipients are local educational agencies and postsecondary institutions, community colleges, and other public and private nonprofit institutions, including charter schools, that offer career and technical education programs that meet the requirements of the law. States determine what share of their 85 percent of funds will be awarded to eligible recipients at the secondary versus postsecondary level (the national split of funds hovers around 62/38). The remainder of Title I funds is spent on State administration activities (up to five percent) and State leadership activities (up to ten percent) described in Sections 121(a) and 124(b)-(c) of Perkins IV, respectively.

Among the ways Perkins IV postsecondary recipients can engage with core partners in the one-stop system are: using common labor market data to inform local CTE program development; aligning education, training, and supportive services; streamlining efforts to engage and involve employers in local program development; establishing common definitions and measures for student performance; and making data on CTE students publicly available in training provider reports.

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Ticket-to-Work (TTW)	<p>TTW is a free and voluntary program that can help Social Security beneficiaries go to work, get a good job that may lead to a career, and become financially independent, while they keep their Medicare or Medicaid. As part of TTW, Employment Networks (ENs), with the Social Security Administration (SSA), provide employment support services to beneficiaries, or “Ticket holders.” After receiving these services and supports, the Ticket holder may return to work and ultimately become self-sufficient, thereby saving significant costs to the Trust Fund. Because there has been an increasing trend of the number of people applying for disability benefits, there is a significant role for American Job Centers to become ENs and help provide high quality services resulting in employment for Ticket holders. ENs receive payments from SSA when Ticket holders they serve work and achieve benchmark earnings levels. This funding provides an avenue to EN sustainability.</p>
Small Business Administration (SBA) Programs	<p>WIOA provides a new opportunity to partner with economic development organizations and emphasizes providing resources for aspiring entrepreneurs and self-employed individuals. In addition to entrepreneurship training being a type of training allowed under WIOA, partnering with local entrepreneurial resources can help adults and dislocated workers see if starting a business is right for them. ETA encourages Local WDBs and American Job Centers to partner with SBA programs. Notably, there are Small Business Development Centers (SBDCs) located in communities across the nation which provide assistance to small businesses and aspiring entrepreneurs. To learn more about these programs and for a listing of SBDC’s in your community, please visit: https://www.sba.gov/tools/local-assistance/sbdc.</p>
Supplemental Nutrition Assistance Program (SNAP)	<p>SNAP offers nutrition assistance to millions of eligible, low-income individuals and families and provides economic benefits to communities. SNAP is the largest program in the domestic hunger safety net. The Food and Nutrition Service (FNS) works with State agencies, nutrition educators, and neighborhood and faith-based organizations to ensure that those eligible for nutrition assistance can make informed decisions about applying for the program and can access benefits. FNS also works with State partners and the retail community to improve program administration and ensure program integrity.</p> <p>The Employment & Training (E&T) program and its components assist SNAP participants in gaining skills, training, work or experience that will increase their ability to obtain regular employment. The components of an E&T program are designed to help SNAP clients move promptly into employment.</p>

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This component includes job training services that are developed, managed, and administered by State agencies, local governments, and the business community under WIOA. Activities include basic skills training (GED, literacy), occupational skills training, on-the-job training, work experience, job search assistance, and basic readjustment services. All of these services can be seamlessly integrated into the American Job Center network.

Client Assistance Program (CAP) (Rehabilitation Act of 1973, as amended by WIOA title IV)

The purpose of this program is to advise and inform clients, client applicants, and other individuals with disabilities of all the available services and benefits under the Rehabilitation Act of 1973, as amended by WIOA, and of the services and benefits available to them under title I of the Americans with Disabilities Act (ADA).

In addition, CAP grantees may assist and advocate for clients and client applicants in relation to projects, programs, and services provided under the Rehabilitation Act. In providing assistance and advocacy under title I of the Rehabilitation Act, a CAP agency may provide assistance and advocacy with respect to services that are directly related to employment for the client or client applicant.

Public Libraries

WIOA acknowledges the role public libraries play in workforce development. WIOA explicitly identifies public libraries as potential partners of the American Job Center network, and acknowledges libraries' ability to provide an expansive array of job search services. It also recognizes libraries as important providers of Federally-supported training and employment for adult education and literacy.

Every day people in communities across the United States use libraries to access the Web for career development—boosting their skills through online learning, improving their English literacy and digital literacy, and finding work. Public libraries can do even more with better collaboration with State and Local WDBs.

Many States and local areas are acting upon the mutual benefits of collaboration between the workforce system and libraries, using Federal, State, and local funding to improve coordination of employment and training and adult education and literacy services to the community. The following are some ways public libraries can collaborate with the American Job Centers:

- Leveraging of digital literacy activities occurring in public libraries;
- Collaborating to train library staff about in-person and virtual employment and training resources available through the public workforce system;
- Inclusion of libraries as a stop on the route of mobile American Job Centers;
- Using space available at a library to provide career assistance

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	<p>and employment services to library patrons (e.g. familiarizing patrons with career resources available electronically or in person at American Job Centers) or to host career events (e.g. job fairs);</p> <ul style="list-style-type: none"> • Sharing workforce and labor market information, including data on high-growth industries and occupations from the public workforce system to libraries; • Signing of memoranda of understanding or other formal agreements; and • Co-locations between American Job Centers and libraries.
National Dislocated Worker Grants (WIOA title I)	<p>National Dislocated Worker Grants (DWGs) provide employment and training services for dislocated workers and other eligible populations and disaster relief employment. Employment-recovery DWGs expand service capacity of the workforce system temporarily by providing time-limited funding assistance in response to major economic dislocations or other events that affect the U.S. workforce that cannot be accommodated with WIOA formula funds or other existing resources. Disaster Recovery DWGs allow for the creation of disaster relief employment to assist with clean-up and recovery efforts from emergencies or major disasters and the provision of employment and training activities.</p> <p>Coordination strategies among Local WDB and American Job Centers with DWGs operating in their communities may include:</p> <ul style="list-style-type: none"> • Co-enrollment of DWG participants into the Dislocated Worker program for ongoing career and training services, if needed upon completion of DWG services. Local areas must also coordinate dislocated worker service strategies with their DWG to ensure alignment of supportive service policies. • Referral to and co-enrollment of Disaster DWG grant participants into Adult or Dislocated Worker programs for services such as assessments, career and training services where these services are not part of the DWG project. • Coordination with TAA where DWG participants are also TAA certified or awaiting TAA certification. Specific information about the allowable activities in coordination with TAA is outlined in TEGL No. 2-15. • Coordination between the American Job Center and veterans' programs for DWGs serving military service members. Additional information about this type of DWG is outlined in TEGL No. 2-15.
Human Service Transportation Coordination	<p>Transportation is a key asset for future workforce planning, business creation, and economic development. On an individual level, however, transportation can sometimes be overlooked as a critical</p>

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service for job seekers, employees, or individuals needing training.

Transportation challenges are exacerbated by costs, and the increased geographic dispersion of job sites to suburban areas with lower overhead costs, farther away from central cities where job seekers reside combined with often limited public transit. In addition, people with multiple challenges to employment – including individuals with disabilities; returning disabled veterans; older workers who no longer drive; youth; workers earning low wages; ex-offenders; and those who live in geographically isolated rural or tribal areas – may need additional support in securing transportation access to work.

Partnership activities between the American Job Center and local transportation agencies may include:

- Designating a part- or full-time staff person as a transportation “navigator” for the regional American Job Center network to expand its capacity to provide transportation linkages for their customers.
- Collaborating shuttle service between the closest transit stop and the work site, providing subsidized transit passes eligible for the Federal commuter tax benefit, linking employees with disabilities who cannot use regularly scheduled transit services with paratransit services, facilitating ridesharing, and encouraging the use of public transportation.
- Identifying cross-jurisdiction commuting patterns and suggesting options for creative transportation solutions. Local WDBs are also in a strategic position for finding regional partners for projects from other local service delivery providers, adjacent workforce development boards, county and local transportation providers, and businesses.

Mental Health Agencies

All customers, including those with disabilities, mental or substance use disorders, or other barriers to employment, have the opportunity to receive skill-development guidance, career planning and job placement services.

Beneficial examples of coordination between local mental health agencies and other American Job Center workforce partners include:

Supported employment services that include:

- Identifying individuals’ skills, interests, and career goals, to help match the person with a suitable job.
- Helping individuals to conduct an individualized job search.
- Providing on-the-job assistance (including, for example, counseling and interpersonal skills training) on a continuing

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basis to help people succeed in their jobs.

- Working with individuals and their employers to identify needed accommodations.
- Developing relationships with employers to understand their business needs and match individuals with jobs.
- Working with employers and individuals to identify ways in which jobs might be restructured or duties “carved” in order to facilitate employment of people with mental illness while at the same time meeting employers’ needs.