

# Workforce Investment Act 85-Percent Formula Grants Supplement for the Integrated Service Delivery Model: Local Learning Labs (LLs) and Non-LLs Participating in Electronic Data Verification

Prepared By  
Compliance Review Division  
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**Workforce Investment Act 85-Percent Formula Grants  
Supplement for the Integrated Service Delivery Model:  
Local Learning Labs (LLs) and Non-LLs  
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# PROGRAM SUPPLEMENT FOR THE INTEGRATED SERVICE DELIVERY MODEL

## PREFACE - BACKGROUND AND INSTRUCTIONS

The purpose of the Integrated Local Learning Lab (LLL) Supplement is to provide the Compliance Review Division with information needed to gain an understanding of how the Integration Service Delivery (ISD) Model is impacting your service delivery system. We acknowledge that the LLLs are just beginning to implement the provisions of the Integrated Service Delivery Model (ISD); therefore, we are providing the Local Workforce Investment Areas (LWIAs) the opportunity to fully implement the system before continuing with our oversight duties.

The LLL Supplement consists of two sections. We request that staff of the 12 LLL's complete Sections I and II of the Supplement.

We request that non-LLL LWIA staff who are participating in Electronic Data Verification, as described in WSDD-11, complete those sections of this Supplement that are applicable.

The LWIA staff responsible for completing the LLL Supplement may contact the monitor or his/her supervisor for clarification, if needed. In addition, please ensure that the individual(s) who completes the Supplement list his/her name, telephone number, position/title, and date completed at the end of each section.

Please note that citations are provided for reference, but may not be inclusive of all regulations.

Please provide your completed Supplement to the monitor in accordance with the timeline specified in the confirmation letter. Thank you.

LWIA:	
Please Check if you are an <input type="checkbox"/> LLL <input type="checkbox"/> Non-LLL	
Executive Director/Administrator:	
Contact Person:	Phone #
CRD Monitor:	Phone #
CRD Manager:	Phone #

## SECTION 1 - PROGRAM ADMINISTRATION

### A. MANAGEMENT INFORMATION SYSTEM

1. Please describe how the LWIA and/or its subrecipients ensure that participant activities are reported to the State in a timely and consistent manner. Please include procedures on concurrent enrollments and timelines for subrecipient reporting, if applicable. [WIA § 185; WIA04-17; LLDD-10; WSDD07-11]
2. Please identify the party responsible for ensuring that the data are submitted through the Job Training Automation (JTA) system. [20 CFR 667.300(b); WIA04-17; LLDD-10; WSDD07-11]
3. Please explain how and by whom enrollment and exit dates are determined.
4. Please explain how decisions on service levels are made?
5. Please describe how your general case management practices will proceed under the ISD Model. Will there be a single case manager or will there be multiple case managers? [20 CFR 663.105; 664.215; TEGLs 17-05; 17-05, Change 1; LLDD-10; WSDD07-11]
6. How will case managers communicate that services have been provided under the ISD Model? [20 CFR 663.105; 664.215; TEGLs 17-05; 17-05, Change 1; LLDD-10; WSDD07-11]
7. How will the LWIA ensure that each staff member is trained on the ISD Model? [20 CFR 663.105; 664.215; TEGLs 17-05; 17-05, Change 1; LLDD-10; WSDD07-11]
8. How will the LWIA ensure the dissemination of information regarding the implementation of the ISD Model? [20 CFR 663.105; 664.215; TEGLs 17-05; 17-05, Change 1; LLDD-10; WSDD07-11]

9. How will the LWIA ensure that concurrently enrolled participants are tracked accurately? Please explain how the LWIA ensures that there is no duplication of services and performance outcomes are credited to the appropriate WIA grants. [20 CFR 664.500(c); LLDD-10; WSDD07-11]

10. Please describe the local procedures/processes established to ensure that there are no periods of participant inactivity of 90 days or more. [TEGLs 17-05; 17-05, Change 1; LLDD-10; WSDD07-11]

11. How does the LWIA ensure the security of confidential participant information?

**B. NONDISCRIMINATION AND EQUAL OPPORTUNITY**

1. Please provide a copy of the LWIA's nondiscrimination and equal opportunity (EO) policies and procedures. [WIA §188; 29 CFR 37; 20 CFR 667.200(f); WSD07-06; LLDD-10]

2. How is notification of the LWIA's Nondiscrimination and Equal Opportunity Policy maintained in the electronic file? [LLDD-10]

3. Please list the name of the LWIA's EO Officer.

**C. PROGRAM GRIEVANCE AND COMPLAINT**

1. Please provide a copy of the LWIA’s programmatic grievance and complaint policies and procedures. [WIA §181(c); 20 CFR 667.600; LLDD-10;WSDD-14]
2. Does the policy:
  - Identify the one-year filing timeline?  Yes  No
  - Identify the requirement to provide staff assistance to the complainant in preparing the written complaint?  Yes  No
  - Identify the 30-day timeline for conducting a hearing?  Yes  No
  - Provide written notice to the complainant 10 days prior to the hearing?  Yes  No
  - State that a written decision will be issued within 60 days of a hearing?  Yes  No
  - Identify the process for appealing to the State?  Yes  No
3. How is notification of the LWIA’s Program Grievance and Complaint policy maintained in the electronic file? [LLDD-10]

<b>Completing Section I</b>			
<b>Name of Staff</b>	<b>Telephone</b>	<b>Position/Title</b>	<b>Date</b>

## SECTION II - PROGRAM OPERATIONS

### A. ELIGIBILITY

1. Please describe your process to determine eligibility for the following services: [WIA 188(a)(5); WIA 189(h); 20 CFR 663.105-115; 20 CFR 664.200-240; WIAD01-4; WIAD04-18; WIAD08-3; LLDD-10]

Age
Right-To-Work in the United States
Veterans Status
Selective Service Registration
Low Income Status
Dislocated Worker
Displaced Homemaker
Other

2. Please describe the circumstances under which an applicant statement or self-attestation is accepted to verify one of the eligibility requirements above.

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3. If a participant was required to register with the Selective Service System but did not, and is presumptively disqualified, please describe the local policy and procedure for determining subsequent eligibility. [WIAD01-4]

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4. How are the equal opportunity data collected during the registration process? [20 CFR 663.105(c) and 20 CFR 664.215(c)]

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5. Certain populations may be given priority related to WIA services. Please provide a copy or describe the local policy on priority of service for low-income, recipients of public assistance, and Veterans. [20 CFR 663.600; TEGL 5-03]

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**B. CORE SERVICES** [WIA §134(d)(2); 20 CFR 662.240]

1. Under the ISD Model, are there any changes to how your LWIA provides Core Services?  
 Yes  No

If yes, please provide a brief description of those changes for the affected Core Services:

Outreach, intake, orientation, etc.
Employment statistics information (vacancies, skills, demand, etc.)
Common performance measures and cost of training providers
Availability of supportive services
Information on filing for unemployment insurance
Assistance with establishing eligibility for financial assistance, etc.
Initial assessment
Job search and placement
Job referrals
Job development
Follow-up services

2. How is the provision of Core Services documented in the electronic participant case file?

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**C. INTENSIVE SERVICES** [WIA134(d)(3); 20 CFR 663.200-250]

1. Under the ISD Model, are there any changes in how your LWIA provides Intensive Services?  Yes  No

If yes, please provide a brief description of those changes for the affected Intensive Services: [WIA134(d)(3); 20 CFR 662.200]

Comprehensive and specialized assessments
Employment plans (identifying goals, objectives, and services)
Group counseling
Individual counseling and career planning
Case management for those seeking training
Prevocational services (learning, communication, and soft skills)
Out-of-area job search assistance
Literacy activities (related to work readiness)
Relocation assistance
Internships
Work Experience (paid or unpaid)

2. How is the provision of Intensive Services documented in the electronic participant case file?

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**D. TRAINING SERVICES** [WIA §134(d)(4); 20 CFR 663.300-595]

1. Under the ISD Model, are there any changes in how your LWIA provides Training Services?  Yes  No

If yes, please provide a brief description of those changes for the affected Training Services: [WIA134(d)(3); 20 CFR 662.200]

Occupational skills training
On-the-job training
Workplace training and related instruction, cooperative education
Private sector training
Skill upgrading and retraining
Entrepreneurial training
Job readiness training
Adult education and literacy activities
Customized training (conducted with employer commitment)
Other

2. How do the LWIA staff and/or its subrecipients ensure and document that training is directly linked to existing employment opportunities? [20 CFR 663.310(c)]

3. Before using WIA funds to finance training, how is it determined and documented that other funding is unavailable? [20 CFR 663.310(d); 20 CFR 663.320]

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4. How are the requirements for consumer choice implemented? [20 CFR 663.440]

5. How is the State list of eligible training providers disseminated? [20 CFR 663.510(d)(6); WIAD06-15]

6. How do LWIA staff and/or its subrecipients ensure that training providers who are **not** on the ETPL have met demonstrated performance (i.e., financial stability, program completion rate, attainment of skills, placement in unsubsidized employment)? [20 CFR 663.430(a)(3); 20 CFR 663.590; 20 CFR 663.595]

7. Please provide a copy of the local policy on Individual Training Accounts (ITAs). What role does the LWIB play in developing local policy on the amount and duration of individual training accounts based on market rate for local training programs? Please note any limitations on amount or duration of an ITA and any exception criteria. [20 CFR 663.400-420; WIAD06-17; WIAD06-21]

8. How is the LWIB ensuring that One-Stop Operators, who issue vouchers, are not also recipients of training vouchers issued by its center without the approval of the chief local elected official and the State board? [WIAD06-21]

9. Please provide, or describe, the local policy on recovery of unused training funds. [WIAD04-4]

10. How is it determined and documented that customized or on-the job training (OJT) will be used instead of ITAs to provide training services? Please provide a list of all OJT and customized training contracts. [20 CFR 663.430; WIAD06-11]

11. Please describe how OJT providers are identified and selected and how the length of an OJT contract is established? Please describe the LWIA's process for documenting the OJT contract in the electronic file. Please describe how the amount of reimbursements is determined. [20 CFR 663.700]

12. Please describe how OJT contracts are developed and monitored to ensure that appropriate services are being provided which include providing long-term employment for OJT participants. Please identify how the LWIA tracks employers who do not provide long-term employment to OJT participants. [20 CFR 667.410(a)]

**E. SUPPORTIVE SERVICES**

[WIA §101(46); WIA §134(e)(2) & (3); 20 CFR 663.800-840; 20 CFR 664.440]

1. Under the ISD Model, are there any changes in how your LWIA provides Supportive Services?  Yes  No

If yes, please provide a brief description of those changes for the affected Supportive Services: [WIA134(d)(3); 20 CFR 662.200]

Please provide a copy of the LWIA's Supportive Services policies and procedures.

2. How is it determined that Supportive Services are necessary to participate in WIA activities and are unavailable from other sources? How are these determinations documented in the electronic file?

3. Please describe your process for verifying eligibility for, and receipt of, the following Supportive Services provided in the LWIA. How are these processes documented in the electronic file?

Transportation
Child or dependent care
Housing
Other

4. Under what circumstances are needs-related payments authorized in your area? Define local policy on needs-related payments. How are these circumstances documented in the electronic file?

<b>Completing Section II</b>			
Name of Staff	Telephone	Position/Title	Date