

## Integrated Service Delivery Glossary for San Luis Obispo’s Business and Career One-Stop

Age	WIA Title I Adult Program, Section 101(1) – 18 years or Older WIA Title I Dislocated Worker Program, Section 134(d)(3) – 18 years or Older WIA Title I Youth Program, Section 101(13), 14-21 years
Application	The process for collecting information for supporting a determination of eligibility. All Adults and Dislocated Workers who receive services funded under Title I of WIA, other than self-service or information or informational activities (Universal Services), must fill out an application, be determined eligible, and then registered into the WIA program <b>Note:</b> Equal Employment Opportunity (EEO) data must be collected on individuals during the application process (e.g., age, sex, race/ethnicity, and disability). (Ref: 20 CFR 663.105)
Assessment	An objective way to learn about a job seeker’s career interests and aptitudes. May be conducted by the job seeker or staff. May be electronic or on paper. Means something different for each agency.
Attestation	An individual’s signed statement that the information he/she submits to demonstrate eligibility for a program under Title I of WIA is true and accurate. Some eligibility requirement, such as Selective Service, may not be verified by attestation. Additionally, use of attestations must be limited.
Basic Literacy Skills Deficient	Defined as: (a) Computes or solves, reads, writes or speaks English below grade level 9.0; or (b) Lacks basic life skills and/or basic computer skills as demonstrated by the individual’s performance of basic tasks at or below the benchmark levels established on functional skills competency tests (Basic Life Skills /Computer Literacy).
Business Services	Services to strengthen businesses in the community to assist in the growth and economic development of the local economy. These services are <i>different</i> than employer services and often provided by economic development agencies.
CalJOBS	The Employment Development Department’s (EDD) computer based labor exchange program. This program will be upgraded in March 2013 to be the New CalJOBS
Co-Enrolled	A WIA job seeker registered in at least two of the following programs: WIA Adult, WIA Dislocated Worker, WIA Youth, NEG, VEAP, TAA (EDD), VIP (EDD), YEOP (EDD) or Wagner-Peyser.
Community-Based Organization	The term "community-based organization" means a private nonprofit organization that is representative of a community or a significant segment of a community and that has demonstrated expertise and effectiveness in the field of workforce investment.
Core Job Seeker	A Job Seeker who is registered into the Core (Staff-Assisted) level of WIA services. These services may be delivered by any of the One-Stop partners. Job Seekers at this level of service count towards WIA Performance.
Core Services	Activities that are staff-assisted and for which WIA Registration is required. SLO local area distinguishes between “Universal” (self-service) and “Core” (staff assisted) service levels. <b>See detailed list below.</b>
CWSN	California Workforce Services Network—the name of the new statewide web-based labor exchange, case management, and management information system which updates the CalJOBS labor exchange, replaces the JTA

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	data reporting system, and builds upon the VOS case management system.
Date of Dislocation	The last day of employment at the dislocation job. If there is not a date of dislocation, date of registration will be used instead.
Dislocated Worker	<p>A WIA funding stream for individuals who-</p> <ol style="list-style-type: none"> <li>1. Has been terminated or laid off, or who has received a notice of termination or layoff from employment;</li> <li>2. is eligible for or has exhausted entitlement to unemployment compensation; or has been employed for a duration sufficient to demonstrate, to the appropriate entity at the One-Stop, attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that was not covered under a State unemployment compensation law; and is unlikely to return to a previous industry or occupation;</li> <li>3. Has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise; is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; or for purposes of eligibility to receive services other than training services, intensive services described, or supportive services, is employed at a facility at which the employer has made general announcement that such facility will close;</li> <li>4. Was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters; or</li> <li>5. Is a displaced homemaker.</li> <li>6. Has voluntarily terminated employment, and is receiving, or has been determined eligible to receive unemployment compensation since termination employment voluntarily, and is unlikely to return to a previous industry or occupation.</li> </ol> <p><b>Note 1:</b> An individual who has not been enrolled in the WIA program remains eligible for assistance after dislocation as long as the individual has: Not been employed in a job since dislocation that paid a wage defined by the WIB as self-sufficient or leading to self-sufficiency; or been engaged only in “stopgap” employment. (If the employment the individual is engaged in is determined to be "stopgap," then the wage earned by the individual is irrelevant for eligibility determination purposes; the individual is to be considered as not employed.)</p> <p><b>Note 2:</b> Once an individual is enrolled in the WIA program as a Dislocated Worker, the individual remains a Dislocated Worker until exited from the program regardless of employment status or earnings. If the job seeker becomes employed in a full-time, permanent job that pays a wage defined by the WIB as self-sufficient or leading to self sufficiency, then the job seeker may continue to be served until he/she is formally exited from the program.</p>
Displaced Homemaker	An Individual who has been providing unpaid services to family members in the home and who has been dependent on the income of another family member but is no longer supported by the income; and is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.
Documentation	The maintenance of physical evidence, in job seeker files, that is obtained during the eligibility determination process. Such evidence may include copies of first source document, and detailed case notes.

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Dual-Enrolled	A WIA job seeker also registered in a partner program (W2W, Wagner-Peyser, DOR, Path Point, Youth) EDD dual-enrollments are for only Trade Adjustment Allowance (TAA), Veterans Intensive Services Program (VIP), or Youth Employment Opportunity Program (YEOP). WIA/WS are mandated to co-enroll, dual-enroll the job seekers.
Eligible Training Provider List (ETPL)	The Workforce Investment Act (WIA) of 1998 requires that customers of One-Stop Centers must have access to a state approved list of eligible training providers. Following is the web site address to view the State of California's ETPL: <a href="http://etpl.edd.ca.gov/wiaetplind.htm">http://etpl.edd.ca.gov/wiaetplind.htm</a> . Please note, however, that WIA funds may not be spent on a training program unless they are on the Eligible Training Provider List.
Employed	An employed individual is one who is currently working as a paid employee or who works in his or her own business, profession or farm, or works 15 hours or more as an unpaid worker on a farm or in an enterprise operated by a member of the family, or is one who is not working, but has a job or business from which he or she was temporarily absent because of illness, bad weather, vacation, labor-management dispute, or personal reasons, whether or not paid by the employer for time off, and whether or not seeking another job. Note: This information is to be collected from the registrant at registration, not from wage records. Also see Not Employed.
Employed at Participation	An employed individual is one who, at participation (registration into WIA Core services): <b>1.</b> Did any work at all as a paid employee in his or her own business, profession, or farm; <b>2.</b> Worked 15 hours or more as an unpaid worker in an enterprise operated by a member of the family, or <b>3.</b> Is one who was not working, but has a job or business from which he or she was temporarily absent because of illness, bad weather, vacation, labor-management dispute, or personal reasons, whether or not paid by the employer for time-off, and whether or not seeking another job. (TEGL 17-05)
Employed in Quarter After Exit Quarter	The individual is considered employed if Unemployment Insurance wage records for the quarter after exit show earnings greater than zero. Unemployment Insurance Wage records will be the primary data source for tracking employment in the quarter after exit. When supplemental data sources are used, individuals should be counted as employed if, in the calendar quarter after exit, they did any work at all as paid employees (i.e., received at least some earnings), worked in their own business, profession, or worked on their own farm.
Employer Services	Services to organizations in the community seeking to employ job seekers. See detailed list below.
Enrolled Job Seeker	A Job Seeker enrolled into the WIA Intensive or Training service level.
Enrollment	The process of getting a Core registered job seeker into WIA Intensive or Training Services.
Exit	Determined as follows: <ol style="list-style-type: none"> <li>1. A job seeker who has a date of case closure, completion or known exit from WIA-funded or non-WIA funded partner service within the quarter (hard exit); or</li> <li>2. A job seeker who does not receive any WIA Title I funded or non-WIA funded partner service for 90 days and is not scheduled for future services except follow-up services (soft exit).</li> </ol>
Exit Date	The last date on which WIA Title I funded or partner services were received by the individual excluding follow-up

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	services.
Exit Quarter	The quarter in which the last date of service (except follow-up services) takes place.
Family	Two or more persons related by blood, marriage, or decree of court, who are living in a single residence, and are included in one or more of the following categories: <b>1.</b> A husband, wife, and dependent children. <b>2.</b> A parent or guardian and dependent children. <b>3.</b> A husband and wife.
Individual Employment Plan (IEP)	The Individual Employment Plan (IEP) is an ongoing strategy jointly developed by the job seeker and staff that identify the job seeker's employment goals, the appropriate achievement objectives, and the appropriate combination of services for the job seeker to achieve their employment goals. This also applies to the Wagner-Peyser VET Program and other programs within the One-Stop system.
Individual of Limited English Proficiency	The term “individual of limited English proficiency” means an Adult, Dislocated Worker, or out-of-school youth who has limited ability in speaking, reading, writing, or understanding the English language, and—(A) whose native language is a language other than English; or (B) who lives in a family or community environment where a language other than English is the dominant language.
Individual with a Disability	An individual with a disability is one who has a physical or mental disability which, for such individual, constitutes or results in a substantial handicap to employment. <i>Note: Suggested definition for substantial handicap to employment: A loss of occupational choices of a class or group of jobs due to a disability (i.e., significant diminishment of occupational choices).</i>
Individual Service Strategy(ISS)/Individual Employment Plan (IEP)	A service strategy shall identify an employment goal (including, in appropriate circumstances, nontraditional employment), appropriate achievement objectives, and appropriate services for the job seeker taking into the account the objective assessment. Note: All job seekers that are receiving WIA funded training services or services funded by non-WIA sources but overseen (case managed) by a WIA funded staff position, must have an ISS/IEP contained in his/her file. IEPs are used in WIA Adult or Dislocated Worker files and an ISS is used in WIA Youth files.
Individual of Limited English Proficiency	The term “individual of limited English proficiency” means an Adult or out-of-school youth who has limited ability in speaking, reading, writing, or understanding the English language, and-- (A) whose native language is a language other than English; or (B) who lives in a family or community environment where a language other than English is the dominant language.
Individual with a Disability	An individual with a disability is one who has a physical or mental disability which, for such individual, constitutes or results in a substantial handicap to employment. Note: Suggested definition for substantial handicap to employment: A loss of occupational choices of a class or group of jobs due to a disability (i.e., significant diminishment of occupational choices).
Individual Training Accounts (ITAs)	An Individual Training Account (ITA) is a method used by the WIA service provider to pay for (or obligate) the occupational classroom training costs of an individual WIA client.

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	<p>1. The ITA is for tuition costs only. All other training-related costs may be paid for, but they are not a part of the ITA.</p> <p>2. The dollar amount of each ITA varies based on local WIA service provider policy and identified tuition costs. The ITA may only be redeemed by schools and vendors for programs that meet the State requirements for inclusion on the State ETPL (Eligible Training Provider List).</p>
Intensive Services	<p>Activities available to Adults and Dislocated Workers: who are unemployed and are unable to obtain employment through core services; and who have been determined by a One-Stop operator to be in need of more intensive services in order to obtain employment; or who are employed, but who are determined by a One-Stop operator to be in need of such intensive services in order to obtain or retain employment that allows for self-sufficiency. <b>See detailed list below.</b></p>
Job Seeker	<p>Participant, Client or Customer working with any agency as long as they are seeking employment.</p>
Labor Market Area	<p>An economically integrated geographic area within which individuals can reside and find employment within a reasonable distance or can readily change employment without changing their place of residence. Such an area shall be identified in accordance with criteria used by the Bureau of Labor Statistics of the DOL in defining such areas or similar criteria established by a Governor.</p>
Lower Living Standard Income Level (LLSIL)	<p>Lower Living Standard Income Level (LLSIL) Guidelines includes income charts that are used by state and local workforce investment areas to determine income eligibility for WIA programs for youth and certain adult services, in addition to the Work Opportunity Tax Credit. The most current LLSIL may be found at: <a href="http://www.doleta.gov/llsil/">http://www.doleta.gov/llsil/</a></p>
Local Area (LWIA)	<p>A Local Workforce Investment Area designated under WIA Section 116: San Luis Obispo County is a local workforce investment area (SLO LWIA).</p>
Local Board (LWIB)	<p>A Local Workforce Investment Board. The LWIB is appointed by the County Board of Supervisors and acts as an advisory and oversight body to the local workforce development system.</p>
Low-Income Individual	<p>"An individual who:</p> <ul style="list-style-type: none"> <li>* Receives, or is a member of a family that receives, cash payments under a Federal, State, or local income-based public assistance program;</li> <li>* Received an income, or is a member of a family that received a total family income, for the 6-month period prior to application for the program involved (exclusive of unemployment compensation, child support payments, cash payments under a Federal, State, or local income-based public assistance program, and old-age and survivors insurance benefits received under section 202 of the Social Security Act (42 U.S.C. 402)) that, in relation to family size, does not exceed the higher of:             <ol style="list-style-type: none"> <li>1. The poverty line, for an equivalent period; or</li> <li>2. 70 percent of the Lower Living Standard Income Level (LLSIL), for an equivalent period;</li> </ol> </li> <li>* Is a member of a household that receives (or has been determined within the 6-month period prior to application for the program involved to be eligible to receive) food stamps pursuant to the Food Stamp Act of 1977 (7 U.S.C. 2011</li> </ul>

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	<p>et seq.);</p> <ul style="list-style-type: none"> <li>* Qualifies as a homeless individual, as defined in subsections (a) and (c) of section 103 of the Stewart B. McKinney Homeless Assistance Act (42 U.S.C. 11302);</li> <li>* Is a foster child on behalf of whom State or local government payments are made; or</li> <li>* In cases permitted by regulations promulgated by the Secretary of Labor, is an individual with a disability whose own income meets the requirements of a program described in the first or second criteria listed above, but who is a member of a family whose income does not meet such requirements."</li> </ul>
<u>Metrix</u>	Self-paced on-line skills upgrade training program paid for by the WIB for Job Seekers enrolled at the WIA Intensive Service Level.
NEG	National Emergency Grant
Nontraditional Employment	Occupations or fields of work for which individuals from one gender comprise less than 25 percent of the individuals employed in each such occupation or field of work.
Not Employed	An individual who does not meet the definition of employed or who, although employed, has received notice of termination of employment, or has been engaged in “stopgap” employment since dislocation.
Objective Assessment	An assessment of the academic levels, skill levels, and service needs of each job seeker, which shall include a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for nontraditional jobs), supportive service needs, and developmental needs. WIA requires the completion of an objective assessment.
Occupational Skills Goal	Primary occupational skills encompass the proficiency to perform actual tasks and technical functions required by certain occupational fields at entry, intermediate or advanced levels. Secondary occupational skills entail familiarity with and use of set-up procedures, safety measures, work-related terminology, record keeping and paperwork formats, tools, equipment and materials, and breakdown and clean-up routines.
Offender	"Any person: A. Who is or has been subject to any stage of the criminal justice process, for whom services under this Act may be beneficial; or B. Who requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction."
On-the-Job Training (OJT)	Training by an employer that is provided to a paid job seeker while engaged in productive work in a job that: * Provides knowledge or skills essential to the full and adequate performance of the job; * Provides reimbursement to the employer of up to 50 percent) of the wage rate of the job seeker, for the extraordinary costs of providing the training and additional supervision related to the training; and * Is limited in duration as appropriate to the occupation for which the job seeker is being trained, taking into account the content of the training, the prior work experience of the job seeker, and the service strategy of the job seeker, as

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	<p>appropriate. Note that under a WIA OJT the job seeker is receiving a wage from the employer as a regular employee and the employers is expected to retain the individual after the OJT period.</p> <p><b>Note: OJTs are funded through WIA, NEG, and other special grants. Enrollment in a grant program is required prior to participation in a grant-funded OJT.</b></p>
Older Individual	An individual age 55 or older.
One-Stop Membership	Accomplished when either a job seeker or employer enters demographic information into the New CalJobs and VOS system to create an account on their first visit. One-Stop membership is required for access to universal (self) services through the physical centers of local One-Stop system.
One -Stop Operator	One or more entities designated or certified to operator the One-Stop Centers in the local area. Shoreline Workforce Development Services, a division of Goodwill Industries is the designated One-Stop Operator for San Luis Obispo County.
One -Stop Partner	An entity described in WIA Section 121(b) (1); and (b) an entity described in Section 121(b) (2) that is participating, with the approval of the local board and chief elected official, in the operation of a One-Stop delivery system. One-Stop partners are identified in the One-Stop MOU. <b>See detailed list below.</b>
Planned Gap in Services	No registered job seeker activity due to a delay before the beginning of training or a health/medical condition that prevents an individual from participating in services. This planned gap in services may not be greater than 90 days.
Post-Secondary Education	A program at an accredited degree-granting institution that leads to an academic degree (e.g., AA, AS, BA, BS). Does not include programs offered by degree-granting institutions in specific vocations that do not lead to an academic degree.
Public Assistance	The term public assistance means federal, state or local government cash payments for which eligibility is determined by a needs or income test. The statutory definition of public assistance contains a two-part test: (1) the program must provide cash payments, and (2) eligibility for the program must be determined by a needs or income test
Rapid Response	Activity provided by a coalition of One-Stop partners in response to the case of a permanent closure or mass layoff at a plant, facility, or enterprise, or a natural or other disaster, that results in mass job dislocation, in order to assist Dislocated Workers in obtaining reemployment as soon as possible, with services including: <ol style="list-style-type: none"> <li>1. The establishment of onsite contact with employers and employee representatives;</li> <li>2. Immediately after the State is notified of a current or projected permanent closure or mass layoff; or</li> <li>3. In the case of a disaster, immediately after the State is made aware of mass job dislocation as a result of such disaster;</li> <li>4. The provision of information and access to available employment and training activities;</li> <li>5. Assistance in establishing a labor-management committee, voluntarily agreed to by labor and management, with the ability to devise and implement a strategy for assessing the employment and training needs of Dislocated</li> </ol>

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	Workers and obtaining services to meet such needs; <b>6.</b> The provision of emergency assistance adapted to the particular closure, layoff, or disaster; and <b>7.</b> The provision of assistance to the local community in developing a coordinated response and in obtaining access to State economic development assistance.
REA	Re-employment Evaluation and Assessment program intended to assist the long term recipients of Unemployment Insurance benefits to engage them in One-Stop services and get them employed.
Register	The process for collecting information to determine if a job seekers is eligible for services under WIA. Job seekers may be registered in a variety ways, as described in 20 CFR 663.105 and 20 CFR 664.215. Required for Job Seeker participation at the Core Service level.
Right to Work (RTW)	Documents, as defined by form I-9, which proves an individual's Right To Work in the United States. Participation in programs and activities financially assisted in the whole or in part of WIA is only open to citizens and nationals of the United States, lawfully admitted permanent resident aliens, refugees, asylees, and the parolees, and other immigrants authorized by the Attorney General to work in the United States. All job seekers at the Core service level of above need to prove their legal Right To Work in the United States. Securing these Right To Work documents is an important information service of the One-Stop system as individuals without Right To Work documents will not be able to obtain employment as employers will require these documents prior to the commencement of work. .
Selective Service/Military Status	Each individual participating in any program or activity established under WIA, or receiving any assistance or benefit under WIA, must comply with Section 3 of the Military Selective Service Act. All males who are at least 18 years of age and born after December 31, 1959, and who are not in the armed services on active duty must be registered with Selective Service. Proof of Selective Service registration may be verified at: <a href="https://www.sss.gov/RegVer/wfVerification.aspx">https://www.sss.gov/RegVer/wfVerification.aspx</a>
Self-Certification	An individual's signed attestation that the information he/she submits to demonstrate eligibility for a program under Title I of WIA is true and accurate. Some eligibility requirements, such as Selective Service, may not be verified by self-certification or attestation. Additionally, use of attestations must be limited.
Service Provider	A public agency, private nonprofit organization, or private-for-profit entity that delivers educational, training, employment or supportive services to grant job seekers. Awards to service providers may be made by sub grant, contract, subcontract, or other legal agreement.
SET	Subsidized Employment Training Program--the job seeker may or may not be hired by the employer. The job seeker earns a wage. (See SLO Works)
Site lead	A One-Stop Operator staff member who provides guidance and program support to all One-Stop staff at a designated One-Stop site to maintain efficient and consistent participant flow to all workforce programs.
SLO Works	San Luis Obispo's Subsidized Employment Training Program where job seekers are trained by employers to enhance current skills, learn new skills and build a stable job history. Employers are reimbursed up to 50% of wages



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	for six months of employment when hiring an individual in the program. Employers are not obligated to retain the job seeker upon conclusion of the training contract. Job Seeker must be on CalWORKS to be eligible to the SLO Works program.
Staff- Assisted Services	WIA Registration Required, also known as "Core Services." <b>See detailed list of Core services below.</b>
Stopgap Employment	Stopgap employment means work an individual does only because he or she has lost the customary work for which his training, experience or work history qualifies him (see underemployed). Employment would be considered "stopgap" if the salary were substantially below the salary of the individual's primary occupation and/or if he or she is working substantially under the skill level of his customary occupation (adapted from kansasjobs.org.) There may be times when stopgap employment provides a self-sufficient wage, e.g., contract employment or employment obtained through a temporary employment services agency. Such employment would not change the individual's Dislocated Worker status. The determination about whether or not an individual's employment since dislocation is stopgap employment must be made on a case by case basis and take into consideration an individual's personal, family, financial, and employment situation. (Individuals engaged in stopgap employment are reported as not employed.)
Supportive Services	Services such as transportation, child care, dependent care, housing, and needs-related payments, which are necessary to enable an individual to participate in activities authorized under WIA, and consistent with the provisions of WIA. Specific supportive services are determined by local WIA policy, and given on an as needed, case by case basis, dependent on funding levels. There is a lifetime cap for each individual job seeker as defined by the local policy.
Training Services	WIA-funded and non-WIA funded partner-training services available to Adults and Dislocated Workers: <ol style="list-style-type: none"> <li>1. Who have met the eligibility requirements for intensive services and who are unable to obtain or retain employment through such services;</li> <li>2. Who after an interview, evaluation, or assessment, and case management, have been determined by a One-Stop operator or One-Stop partner, as appropriate, to be in need of training services and to have the skills and qualifications to successfully participate in the selected program of training services;</li> <li>3. Who select programs of training services that are directly linked to the employment opportunities in the local area involved or in another area in which the Adults or Dislocated Workers receiving such services are willing relocate;</li> <li>4. Who are unable to obtain other grant assistance for such services, including Federal Pell Grants established under title IV of the Higher Education Act of 1965 (20 U.S.C. 1070 et seq.); or; require assistance beyond the assistance made available under other grant assistance programs, including Federal Pell Grants; and</li> <li>5. Who are determined to be eligible in accordance with the priority system, if any, in effect under subparagraph (E).</li> </ol> <p>See detailed list below.</p>
Unemployed Individual	The term "unemployed individual" means an individual who is without a job and who wants and is available for work.

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	The determination of whether an individual is without a job shall be made in accordance with the criteria used by the Bureau of Labor Statistics of the Department of Labor in defining individuals as unemployed.
Underemployed	"Underemployed means an individual who is: * working part time but desires full time employment; or * working in employment not commensurate with the individual's demonstrated level of educational attainment." (See Stopgap Employment)
Unemployment Compensation Claimant	An individual who is currently receiving unemployment compensation
Unemployment Compensation Exhaustee	An individual who was receiving unemployment compensation, but has exhausted claim benefits.
Unlikely to Return	"Dislocated Worker is considered unlikely to return if he/she: * Has worked in a declining industry/occupation; or * Has worked in an industry/occupation for which there are limited job orders in the EDD Job Match system; or * Can document unsuccessful efforts to obtain employment in the prior industry/occupation; or * Is insufficiently educated and/or do not have the necessary skills for reentry into the former industry/occupation; or * Has physical or other problems that would preclude reentry into the former industry or occupation. The client has been identified as a Dislocated Worker through the Unemployment Insurance Profiling System.
Universal Services	Universal Services are self-directed services which by regulation, all self-directed activities must be available through the One-Stop system. [663.150]. Services are to be provided free to everyone on a universal access basis. Registration into Core services is not required. See detailed list below.
VEAP	Veterans' Employment Assistance Program (currently to train and place Vet in Medical Field)
Veteran	"Disabled Veteran - A Disabled Veteran, for WIA purposes, is defined as a veteran entitled to disability compensation regardless of the rate (include those rated at 0%) for a disability under laws administered by the Department of Veterans' Affairs (VA) or was discharged or released from active duty because of a service-connected disability. A Veteran that is ""Special Disabled"" is one who is 30% disabled or more by the VA, or at least 10 or 20 percent for a serious employment disability. Other Campaign Veteran - An Other Campaign Veteran, for WIA purposes, is defined as a Veteran who served on active duty in the US armed forces during a war or campaign or expedition for which a campaign badge or expeditionary medal has been authorized. Recently Separated Veteran - A recently separated Veteran, for WIA purposes, is defined as a Veteran who applied for WIA Title I within 48 months after discharge or release from active US military, naval or air service. Veteran - A Veteran, for WIA purposes, is defined as an individual who served in the active US military, naval, or air service, and who was discharged or released from such service under conditions other than dishonorable. For

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	<p>reporting purposes, WIA also requires a distinction between those Veterans who meet the above definition for 180 days or less and for those that served more than 180 days.</p> <p>Vietnam Era Veteran - A Vietnam Era Veteran, for WIA purposes, is defined as a Veteran who served in the active US military, naval, or air services, and who was discharged or released from such service under conditions other than dishonorable during the Vietnam Era. The Vietnam Era is the period beginning on February 28, 1961, and ending on May 7, 1975, in the case of a Veteran who served in the Republic of Vietnam during that period, and the period beginning on August 5, 1964, and ending on May 7, 1985, in all other cases.</p> <p>Note: For on-line access to DD Form 214 Military Records (Certificate of Release or Discharge from Active Duty), please visit the following: <a href="http://www.archives.gov/veterans/evetrecs/index.html">http://www.archives.gov/veterans/evetrecs/index.html</a></p> <p>Military Veterans and the next of kin of deceased former military members may use this new on-line records system to request documents. (A signature verification form must still be sent.)"</p>
VIP - Veterans Intensive Service Program	Veterans' Intensive Service Program (EDD case managed program) designed to assist job ready Veterans' obtain suitable employment. Veterans must have barriers to employment but minimal barriers, must have serviced 180 days active duty not including training and have a DD214 discharge with anything other than dishonorable.
Veteran Service Navigators (Core Staff)	Veterans' Services Navigator (VSN) ensure that all Veteran job seekers using One-Stop services are screened to determine which path will best meet their needs and that appropriate referral and follow-up is provided as needed. Utilizing the triage approach, the Veterans' Program staff works in an integrated fashion to ensure that Veterans enrolled in the Veterans' Intensive Program (VIP) achieve their employment goals, receive priority of service, and leverage available resources.
Virtual One-Stop (VOS)	The Virtual One-Stop (VOS) system is a web-based system that provides labor exchange functionality to help job seekers search for employment and employers recruit new hires. VOS is also a case management system that allows One-Stop staff to track individual job seeker services delivered to registered and enrolled individuals. The system was developed by Geographic Solutions and is the basis for the new state-wide system merging with CalJobs. (See CWSN)
Wagner-Peyser Act	The Wagner-Peyser Act of June 6, 1933, as amended, codified at 29 U.S.C. 49 et seq. This act allows the provision of services (including financial assistance in the form of Unemployment Insurance) to eligible individuals who are working and then become unemployed. WIA is a specific extension of Wagner-Peyser's workforce services.
WARN	Worker Adjustment and Retraining Notification Act, which offers protection to workers, their families, and communities by requiring employers to provide written notice 60 days in advance of covered plant closings and covered mass layoffs. This notice must be provided to either affected workers or their representatives (e.g., a labor union), to the Dislocated Worker Unit, and to the appropriate unit of local government. Receipt of a WARN generates a contact to the employer by the local Rapid Response provider to assist the affected workers.
Work Experience (WEX)	The job seeker is not hired by the employer, and may or may not receive a stipend from the sponsoring agency.

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WIA	Workforce Investment Act of 1998; Services are provided in 4 tiers: Universal, Core, Intensive, and Training.
WIA Veterans Representative	<p>The WIA Veteran definitions, under Veterans' Program Letter (VPL) 07-09 (Implementing Priority of Services for Veterans and Eligible Spouses), will be used when making Veteran referrals to WIA. Under WIA, the definition of a Veteran is:</p> <ol style="list-style-type: none"> <li>1. A person who has served at least one day in the active military, naval, or air services; including Reserve units and national Guard units activated for Federal Service, and</li> <li>2. Was discharged or released from service under any condition other than a condition classified as dishonorable.</li> </ol> <p>The priority in referral of Veterans as determined by DOL-VETS is as follows:</p> <ol style="list-style-type: none"> <li>1. Service-connected disabled Veterans.</li> <li>2. Veteran who served on active duty during a period of war, in a campaign or expedition for which a campaign badge or expeditionary medal has been authorized.</li> <li>3. Recently separated Veterans (separated within 36 months).</li> <li>4. Other covered Veterans.</li> <li>5. Eligible spouses.</li> </ol>
WIA Assessments	The process whereby WIA job seekers are interviewed to determine their employability, motivation, aptitude, family situation, education and training, attitudes, transportation, support needs, abilities and interests in order to assist in developing an Individual Employability Plan (IEP) for the attainment of the individual's career goals, Testing and counseling are a part of the assessment process. WIA Assessments are different than WTW Assessments and are typically completed over one or two sessions with staff.
Work Readiness Skills Goals	Work readiness skills include world of work awareness, labor market knowledge, occupational information, values clarification and personal understanding, career planning and decision making, and job search techniques (resumes, interviews, applications, and follow-up letters). They also encompass survival/daily living skills such as using the phone, telling time, shopping, renting an apartment, opening a bank account, and using public transportation. They also include positive work habits, attitudes, and behaviors such as punctuality, regular attendance, presenting a neat appearance, getting along and working well with others, exhibiting good conduct, following instructions and completing tasks, accepting constructive criticism from supervisors and co-workers, showing initiative and reliability, and assuming the responsibilities involved in maintaining a job. This category also entails developing motivation and adaptability, obtaining effective coping and problem-solving skills, and acquiring an improved self image.
Worker's Compensation	Formal worker's compensation must be provided for WIA job seekers if they are engaged in any WIA sponsored work activity while enrolled in the WIA program. In instances of OJT participation, the employer shall provide documentation of such coverage before the training period of the OJT contract begins. For instances of other WIA sponsored work activities (e.g., work experience or internships), where the WIA service provider is the employer of record, such service provider shall provide compensation coverage through their compensation insurance carrier.
Welfare to Work (WTW)	The employment services portion of the California Work Opportunity and Responsibility to Kids (CalWORKs) Program. The program is administered through Department of Social Services (DSS).
WTW Appraisal	DSS term for an initial interview where the case manager reviews the participant's employment history and skills,

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	need for supportive services, and any other relevant information needed to assign to WTW activities. The purpose is to determine what the most appropriate WTW activity is for a participant after WTW Orientation.
WTW Assessment	DSS term for an intensive series of meetings where the case manager gathers and reviews information about the participant's abilities, interests, work history, educational background and any other areas relevant to the participant's needs in order to assist them in obtaining employment and in developing an employment goal and WTW Plan.
WTW Orientation	DSS term for a process where all mandatory participants learn about their rights and responsibilities to the WTW program.
WTW Plan	DSS term for a written agreement reached between the participant and the county. It describes the plan for achieving family self-sufficiency. It states the employment goal and the participant's activities for achieving the goal as well as what supportive services the county will provide.
One-Stop Partners	<p>WIA mandates One-Stop partners to include the following agencies:</p> <ol style="list-style-type: none"> <li>1. PathPoint – Older Americans Community Service Employment Program (OACSEP)</li> <li>2. CAPSLO – Community Services Block Grants (CSBG)</li> <li>3. EDD – Wagner-Peyser Act, Unemployment Insurance, Veterans, Trade Adjustment Assistance Act (TAA), North American Free Trade Act(NAFTA)</li> <li>4. Cuesta – Carl D. Perkins Vocational and Applied Technology Education Act, Adult Education Act &amp; Literacy Act (WIA Title II)</li> <li>5. CalPoly – Small Business Development Center (SBDC)</li> <li>6. CA Department of Rehabilitation – Rehabilitation Act – Title I parts A &amp; B</li> <li>7. Goodwill Industries (dba Shoreline Workforce Development Services) - Workforce Investment Act (WIA – Title I Provider)</li> <li>8. Housing Authority City of San Luis Obispo (HASLO) - U.S. Dept. of Housing and Urban Development, Family Self-Sufficiency Program (FSS)</li> <li>9. Department of Social Services (County of San Luis Obispo) – CalWORKS, TANF</li> </ol>
	<b>One-Stop Service Tiers as listed in the Operator's Contract</b>
Universal Services	<ol style="list-style-type: none"> <li>1. Employment self-referral using automated system (Cal Jobs/VOS).</li> <li>2. Self -directed job search and planning.</li> <li>3. Provision of information on the availability of support services in the local area (WIA).</li> <li>4. Provision of information regarding the filing for Unemployment Insurance</li> <li>5. Group orientation to WIA services (WIA)</li> <li>6. Electronic self-assessment.</li> <li>7. Provision of employment data and labor market information</li> <li>8. Provision of program information and training costs.</li> </ol>

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	<ol style="list-style-type: none"> <li>9. Provision of One-Stop performance information.</li> <li>10. Self-directed career/vocational guidance.</li> <li>11. Self-directed resume preparation.</li> <li>12. Access to career library.</li> <li>13. Access to job search/preparation computers using software and Internet.</li> <li>14. Information on community resources and services.</li> <li>15. Job fairs.</li> <li>16. Information on eligibility requirements for all partner employment and training programs.</li> <li>17. Initial assessment of skill levels, aptitudes, abilities and need for supportive services</li> <li>18. Talent referrals (informational, e.g., labor exchange referrals of resumes without further screening); and</li> <li>19. Informational workshops</li> </ol>
Core Services	<ol style="list-style-type: none"> <li>1. Staff assisted job search and placement assistance, including career counseling.</li> <li>2. Follow-up services, including counseling regarding the workplace;</li> <li>3. Staff assisted job referrals (such as testing and background checks);</li> <li>4. Staff assisted job development (working with employer and jobseeker); and</li> <li>5. Staff assisted workshops and job clubs.</li> </ol>
Intensive Services	<ol style="list-style-type: none"> <li>1. Comprehensive and specialized assessments such as diagnostic testing and interviewing;</li> <li>2. Full development of an individual employment plan to identify appropriate objectives and combination of services for the customer to achieve the employment goals;</li> <li>3. Group counseling;</li> <li>4. Individual counseling and career planning;</li> <li>5. Case management;</li> <li>6. Follow-up services, including counseling for registrants (those previously receiving intensive training services) after entering employment for job retention and wage progression after placement.</li> <li>7. Short-term prevocational services including development of skills in learning, communications, interviewing punctually, personal maintenance, and professional conduct to prepare individuals for unsubsidized employment or training.</li> <li>8. Supportive services such as childcare, transportation, and work- and training related expenses.</li> <li>9. Paid/Unpaid work experience.</li> <li>10. Metrix courses</li> </ol>
Training Services	<ol style="list-style-type: none"> <li>1. Occupational skills training, including training for nontraditional employment</li> <li>2. On-the-Job Training consistent with established local policy.</li> <li>3. Programs that combine workplace training with related instruction, which may include cooperative education programs.</li> </ol>

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	<ol style="list-style-type: none"> <li>4. Training programs operated by the private sector.</li> <li>5. Skills upgrading and retraining.</li> <li>6. Entrepreneurial training.</li> <li>7. Adult education and literacy activities provided in combination with other training services.</li> <li>8. Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training and with approval by the WIB.</li> <li>9. Paid Work Experience.</li> </ol>
Employer Services	<ol style="list-style-type: none"> <li>1. Assistance with tax credits and other business incentives.</li> <li>2. Coordination of applicant screening.</li> <li>3. Recruitment and placement activities of Dislocated Workers and Adults.</li> <li>4. Referrals of well-qualified One-Stop job seekers from all populations</li> <li>5. Staff-assisted employee pre-screening.</li> <li>6. Basic job matching of résumés and applications.</li> <li>7. Preliminary basic skills and other assessments.</li> <li>8. Job developer referrals and workshops.</li> <li>9. Interview facilities at the Center.</li> <li>10. Access to labor market and related information through the website.</li> <li>11. State and/or federally generated information on the Americans with Disabilities Act (ADA).</li> <li>12. Information regarding consultations on workplace accommodations for persons with disabilities.</li> <li>13. Information on and referral to business start-up, retention and expansion services.</li> <li>14. Information on and referrals to the appropriate sources for developing customized training programs</li> <li>15. Information on career preparation activities.</li> <li>16. Information on Trade Adjustment Assistance (TAA) and certification.</li> <li>17. Information about incentives such as On-the-Job Training (OJT) programs, based on worker eligibility.</li> <li>18. State and/or federally generated information on tax credits for new hires.</li> <li>19. Access to information and services through the Center as well as electronically through the WIB's website</li> <li>20. Access to various media addressing the employment and training needs of businesses.</li> <li>21. Avenues to place job openings on the Virtual One-Stop system and Cal Jobs.</li> </ol>