



Missouri Division of

DWD Issuance 03-2018

Release Date: October 9, 2018
Effective Date: October 9, 2018
Expiration Date: Continuous, until further notice

SUBJECT:

Allowable Services

ATTACHMENTS: 1—TEGL 10-16, Change 1, Participation Level Services Charts

This Issuance is Official Policy of the Missouri Division of Workforce Development

ISSUING AUTHORITY:

Handwritten signature of Mardy Leathers

Mardy Leathers
Director
MO Div. of Workforce Development

THIS ISSUANCE DOES NOT REQUIRE CREATION OR ALTERATION OF A CORRESPONDING LOCAL POLICY

KEYWORDS:

Allowable services, Participation, PIRL, WIOA

THIS ISSUANCE AFFECTS:

Missouri One-Stop Delivery System (MJs/AJCs)
WIOA Title I Performance/Accountability
WIOA Title I One-Stop Delivery/Service Providers
WIOA Adult Employment/Training
WIOA Dislocated Worker Employment/Training
WIOA Youth Workforce Investment Activities
State of Missouri Workforce System Procedures

FOR THE ATTENTION OF:

DWD State Professional Staff
One-Stop frontline staff
Local WDB Directors
One-Stop Operators
One-Stop Functional Leaders
Service Providers

RESCISSIONS:

DWD Issuance 01-2017, "Co-enrollment and Allowable Services Policy," July 14, 2017.

REFERENCES:

U.S. Department of Labor, Employment and Training Administration, Training and Employment Guidance Letter (TEGL) 10-16, Change 1, "Performance Accountability Guidance for Workforce Innovation and Opportunity Act (WIOA) Title I, Title II, Title III, and Title IV Core Programs," August 23, 2017.

SUMMARY:

The Division of Workforce Development (DWD) previously issued directions regarding co-enrollment and allowable services as combined guidance. This Issuance replaces the guidance regarding allowable services and participation triggers and presents it as a standalone topic. Policy and procedures remain unchanged from the previous guidance; however, the attachments reflect information, corrections, and revisions made by the U.S. Department of Labor (DOL) subsequent to the previous DWD Issuance.

1 DWD Issuance 01-2017, "Co-enrollment and Allowable Services Policy," July 14, 2017, herein rescinded.

2 U.S. Department of Labor, Employment and Training Administration, Training and Employment Guidance Letter (TEGL) 10-16, "Performance Accountability Guidance for Workforce Innovation and Opportunity Act (WIOA) Title I, Title II, Title III, and Title IV Core Programs," December 19, 2016, was cancelled and replaced by U.S. Department of Labor, Employment and Training Administration, Training and Employment Guidance Letter (TEGL) 10-16, Change 1, "Performance Accountability Guidance for Workforce Innovation and Opportunity Act (WIOA) Title I, Title II, Title III, and Title IV Core Programs," August 23, 2017. TEGL 10-16, Change 1, clarified the indicators of performance and made multiple editorial changes to the previous TEGL. This included correcting the tables to indicate correctly that follow-up services do not trigger participation for the WIOA Youth program.

BACKGROUND:

One-Stop Centers use both Wagner-Peyser Act (W-P)³ and Workforce Innovation and Opportunity Act (WIOA)⁴ funds to provide Career Services. These services, whether they are Basic or Individualized Career Services, are to be provided by both W-P and WIOA staff.

[TEGL 10-16, Change 1](#), “Performance Accountability Guidance for Workforce Innovation and Opportunity Act (WIOA) Title I, Title II, Title III, and Title IV Core Programs,” identifies 13 Career Services that are defined as self-service or informational in nature. This list is included as [Attachment 7 – Table A](#) of the TEGL. Providing these self-service and informational services does not change a customer’s status from “reportable individual” to “participant.”⁵

Self-service occurs when individuals independently access workforce development system products or services personally, in a physical location such as a Missouri Job Center or a partner agency, or remotely, by using electronic technologies. This includes self-directed job search. Basic staff assistance (or general computer use assistance) on how to use the system is not a reportable service and does not, of itself, trigger participation.

Information-only services or activities are those that provide readily available information that does not require an assessment by a staff member of the individual’s skills, education, or career objectives. These activities, alone, do not trigger participation. Missouri Job Center Workshops also fall under this definition.

SUBSTANCE:

Job Center staff must provide self-service or informational services to individuals on request regardless of WIOA program enrollment status.

Any Career Service not defined as self-service or informational provided by WIOA funded staff requires enrollment in the WIOA program for which the participant is determined eligible.

ROLES, RESPONSIBILITIES, and REQUIRED ACTIONS:

All Local WDB Directors, Functional Leaders, and Supervisors should immediately inform and remind frontline workforce system staff of these rules.

All frontline workforce system staff handling enrollments and posting services to the statewide electronic case-management system (MoJobs) must apply these rules as described pertaining to basic services and individualized career services.

TIMELINE:

All Missouri workforce system staff: Implementation of these rules begins October 9, 2018.

INQUIRIES:

Please direct all questions or comments regarding this Issuance document to dwdpolicy@ded.mo.gov. Direct procedural questions or requests for technical assistance on its contents to dwdplanning@ded.mo.gov. All active DWD Issuances are available at jobs.mo.gov/dwdissuances. Expired/rescinded Issuances are available on request.

³ [29 U.S.C. 49, et seq.](#)

⁴ Pub. L. 113-128 [[29 U.S.C. 3101, et seq.](#)].

⁵ See [DWD Issuance 06-2017, Change 1](#), “Differentiating Reportable Individuals from Participants, Change 1,” January 16, 2018.

For information about [Missouri Division of Workforce Development](#) services, contact a [Missouri Job Center](#) near you. Locations and additional information are available at jobs.mo.gov or 1-(888)-728-JOBS (5627).

Missouri Division of Workforce Development is an [equal opportunity](#) employer/program.

Auxiliary aids and services are available upon request to individuals with disabilities.

Missouri Relay Services at 711.