

GLOSSARY OF TERMS AND DEFINITIONS

Acronyms – Words formed from the initial letters or parts of words.

Act – Means the Workforce Investment Act of 1998(WIA) or Public Law (PL) 105-220. A new, customer focused comprehensive workforce system (One-Stop System) to help Americans access the tools they need to manage their careers through information and high quality services, and to help U. S. companies find skilled workers.

Adult – An individual who is age 18 or older. (PL 105-220)

Adult Basic Education (ABE) -- Education for adults whose inability to read, write or speak English or to effectively use mathematics is a barrier to their ability to get or keep employment. ABE is designed to improve their ability to benefit from training and improve their opportunities for employment and to meet adult responsibilities.

Adult Secondary Education Skills -- Education for adults consisting of courses in mathematics, reading, history, science, government, language arts, and other courses and classes that lead to a high school diploma or a General Education Development (GED) Certificate.

Advanced Training/Occupational Skills Training – applies to youth and means an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels. Such training should be outcome oriented and focused on a long-term goal as specified in the ISS and result in attainment of a certificate as defined this glossary. **(Added 12-15-06)**

Affirmative Action – Specific results-oriented policy and procedures through which an agency commits itself to every good faith effort to correct deficiencies in the equitability with which it serves significant segments of its eligible population.

Alternative Education programs – is defined as a separate program within a K-12 public school district or charter school established to serve and provide youth a choice or option whose needs are not being met in the traditional school setting. The goal of an alternative school should be to:

1. Facilitate academic growth through career exploration and cross-curricular activities within a diverse learning community;
2. Encourage students to attend by choice;
3. Be responsive to unmet local needs; and
4. Ensure the student body reflects the racial and soci-economic mix of the community.

Some examples of schools include:

- Alternative high schools
- specialty boarding schools
- residential treatment centers for substance abuse
- behavior modification centers
- wilderness treatment schools
- juvenile boot camp schools

Americans with Disabilities Act (ADA) – A federal law providing for comprehensive civil rights protection to individuals with disabilities in areas of employment, public accommodations, state and local government services and telecommunications. (PL101-336).

America's Job Bank (AJB) -- A website where job seekers can post their resumes and search for job openings. Employers can post job listings in the nation's largest online labor exchange, create customized job orders, and search resumes. **NOTE:** USDOL announced that it will no longer support AJB after July 1, 2007.

Application - The process which requires the physical attainment of all necessary eligibility documentation regarding citizenship, age, income, selective service registration (if applicable) plus basic skills assessment for math and reading levels. Upon completion of eligibility determination, and signing of the application, eligible participants are placed into the applicant pool for consideration for enrollment into intensive services.

Apprenticeship Training -- A program combining on-the-job training with related instruction that enables workers to master the practical and technical skills required for a skilled occupation.

Architectural Barriers – Physical conditions of a building or a facility which reduce the accessibility to or usefulness of such a building or facility to individuals with physical disabilities.

Asian -- A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.

Barriers to Employment -- Conditions that may make employment difficult for certain individuals. Individuals with such barriers may include: single parents, displaced homemakers, youth, public assistance recipients, older workers, substance abusers, teenage parents, veterans, ethnic minorities, and those with limited English speaking ability or a criminal record or with a lack of education, work experience, credentials, transportation or child care arrangements.

Basic Literacy Skills -- Reading, writing, mathematics, problem solving and interpersonal skills training that enable adults to communicate in English, use math, obtain a high school diploma or GED and become productive, employable citizens.

Basic Skills Deficient – An individual has English reading, writing, or computing skill at or below the eighth grade level on a generally accepted standardized test or a comparable score on a criterion-referenced test.

Basic Skills Goal - A measurable increase in basic education skills including reading comprehension, math computation, writing, speaking, listening, problem solving, reasoning, and the capacity to use these skills.

Case Management – A client-centered approach in delivery of services, designed to:

1. Prepare and coordinate comprehensive employment plans, identifying barriers to participation and employment; devise service strategies for participants to ensure access to workforce

- investment activities and supportive services, using, where feasible, computer-based technologies; and
2. Assist in the enrollment of participants into allowable activities designed to enhance employability (i.e. motivation, assessment, job preparation workshops, educational classes and/or training, and/or employment services), providing job development and placement services, and assisting individuals and families in accessing community services, addressing emergency assistance and crisis intervention and immediate needs (i.e. food, housing, clothing, and transportation); and
 3. Provide job and career counseling during program participation and after job placement.

Certificate

A certificate is awarded in recognition of an individual's attainment of measurable technical or occupational skills necessary to gain employment or advance within an occupation. These technical or occupational skills are based on standards developed or endorsed by employers. Work readiness certificates are not included in this definition. (Common measures definition)

A certificate is awarded in recognition of an individual's attainment of technical or occupational skills by:

1. A state educational agency or a state agency responsible for administering vocational and technical education within a state.
2. An institution of higher education described in Section 102 of the Higher Education Act (20 USC 1002) that is qualified to participate in the student financial assistance programs authorized by Title IV of that Act. This includes community colleges, proprietary schools, and all other institutions of higher education that are eligible to participate in federal student financial aid programs.
3. A professional, industry, or employer organization (e.g., National Institute for Automotive Service Excellence certification, National Institute for Metalworking Skills, Inc., Machining Level I credential) or a product manufacturer or developer (e.g., Microsoft Certified Database Administrator, Certified Novell Engineer, Sun Certified Java Programmer) using a valid and reliable assessment of an individual's knowledge, skills, and abilities.
4. A registered apprenticeship program.
5. A public regulatory agency, upon an individual's fulfillment of educational, work experience, or skill requirements that are legally necessary for an individual to use in occupational or professional title or to practice an occupation or profession (e.g., FAA aviation mechanic certification, state certified asbestos inspector).
6. A program that has been approved by the Department of Veterans Affairs to offer education benefits to veterans and other eligible persons.
7. Job Corps centers that issue certificates.
8. Institutions of higher education which is formally controlled, or has been formally sanctioned, or chartered, by the governing body of an Indian tribe or tribes.

Chief Elected Official – The chief elected executive officer (or the individuals designated) of a unit of general local government in a local area.

Client-centered – Services and improvements to the system are made based on customer feedback.

Collocate – Several partner agencies located in a single customer friendly, functionally integrated site intended to provide customers with seamless access to WIA core, intensive and training services, and access to other services.

Community Based Organization (CBO) -- A non-profit organization that originates and is developed locally to serve the needs of the community in which it is based. Services provided are varied and can include health, education, housing, and employment training. A Community Based Organizations 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.

Community (Community System) – The area surrounding and including one or more cities and towns that service providers residing in that area have historically served.

Community Management Team (CMT) – Group of One-Stop partners cooperatively planning WIA services in a community system.

Core Services – Services available to all customers (universal access) of the One-Stop Center or affiliate partner agency. Core services include self-help services and services requiring minimal staff assistance as described under Section 134 (d) (2) of the Act. **Note:** When staff assistance is required to provide supportive services to Core service participants, registration is required and counted for performance measurement purposes.

Core Training -- Employment-focused interventions, which address basic vocational skills deficiencies that prevent the participant from accessing appropriate jobs and/or occupations.

Counseling – Staff provision of information and advice to a customer for the purpose of helping the customer make wise choices about education, training, and career services.

Credentials - A credential is a nationally recognized degree or certificate or state recognized credential. Credentials include, but are not limited to, a high school diploma, GED, or other recognized equivalents, post-secondary degrees/certificates, recognized skill standards, licensure or industry-recognized certificates (i.e., ASE car repair, Hazmat, CAN, CDL, Boiler Operator, Flag Person, Heavy Equipment Operator, etc.), and all state education agency recognized credentials. (This definition applies to current WIA statutory adult, older youth and dislocated worker measures only it does not apply to the common measures).

Customer - Under WIA (Workforce Investment Act) definitions, a Customer is any person seeking assistance to find employment or training, whether employed or unemployed, and employers who need qualified workers for their company or training for the workers who are already employed with them.

Customized Training

1. Training that is designed to meet the special requirements of an employer (including a group of employers);
2. Training that is conducted with a commitment by the employer to employ an individual on successful completion of the training; and
3. Training for which the employer pays for not less than 50 percent of the cost of training

The training may occur at the employer's site or may be provided by a training vendor able to meet the employer's requirements. Such training usually requires a commitment from the employer to hire a specified number of trainees who satisfactorily complete the training.

Disabled Veteran -- A veteran who is entitled to compensation under laws administered by the Veterans Administration, or an individual who was discharged or released from active duty because of service-connected disability.

Disadvantaged Adults -- Educationally or skills disadvantaged adults are those persons who score below 8th grade level on standardized tests. They required educational assistance to bring their basic skills to a level that would make them eligible for secondary (high school) education or to hold a job with basic English and math skills.

Dislocated Worker – An individual who:

(A)(i) has been terminated or laid off from their job, or who received a notice of termination or layoff, from their employer; (ii)(I) is eligible for or has exhausted their unemployment payments; or (II) has been employed for a duration sufficient to demonstrate, to the appropriate entity at a one-stop center referred to in section 134(c), attachment to the workforce, but can not get unemployment compensation because of low earnings or having done work for an employer not covered under a State unemployment compensation law; and (iii) is unlikely to return to a previous industry or occupation; (B)(i) 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; (ii) is employed at a facility which the employer has made a general announcement that such facility will close within 180 days; or (iii) for purpose of eligibility to receive services other than training services described in section 134(d)(4), intensive services described in section 134(d)(3) or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close; (C) was self-employed(including employment as a farmer, 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 (D) is a displaced homemaker. **(WIA Section 101(9))**

Note: Separating military service members (non-retiree) and military spouses may be enrolled for services as dislocated workers if they meet the definitions set forth in TEGL 22-04 Section 4. Recently separated veterans and transitioning service members are considered to have received a notice of termination or layoff from their employer (DD-214) per part (A)(i) of this definition.

Displaced Homemaker (for Dislocated Worker Purposes) – An individual who has been providing unpaid services to family members in the home and who - -

1. Has been dependent on the income of another family member but is no longer supported by that income; and
2. Is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

Displaced Homemaker (State-funded Program) – Refer to manual Section 3.30.

DOL, USDOL – The U.S. Department of Labor, including its agencies and organizational units.

Economic Development Agencies – Local planning and zoning commissions or boards, community development agencies, and other local agencies and institutions responsible for regulating, promoting, or assisting in local economic development.

Eligible Covered Persons

1. **Veteran - According to Title 38 USC, Section 4211 (Definitions), and VETS, an eligible veteran:**
 - a. served on active duty (Army, Navy, Air Force, Marine Corps or Coast Guard) for a period of more than 180 days and was discharged or released therefrom with other than a dishonorable discharge;
 - b. was discharged or released from active duty (same as above) because of a service-connected disability; or
 - c. served as a member of a reserve component under an order to active duty pursuant to section 12301 (a), (d), or (g), 12302, or 12304 of title 10, served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged or released from such duty with other than a dishonorable discharge.

2. **Eligible Spouse – means the spouse of any of the following:**
 - a. Any veteran who died of a service-connected disability; or
 - b. Any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days: (i) Missing in action; (ii) Captured in line of duty by a hostile force; or (iii) Forcibly detained or interned in line of duty by a foreign government or power; or
 - c. Any veteran who has total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs; or
 - d. Any veteran who died while a disability, as indicated in previous bullet of this section, was in existence.

Eligible Provider – The term “eligible provider”, used with respect to:

1. Training services, means an organization, such as a public or private college and university, or community-based organization whose application has been approved for the State list of training services as identified under section 122 (e) (3) of the Act;
2. Intensive services, means a provider who is identified or awarded a contract as described under section 134 (d) (3) (B) of the Act;
3. Youth activities, means a provider who is awarded a grant or a contract under section 123 of the Act; or
4. Other workforce investment activities, means a public or private entity selected to be responsible for such activities, such as a one-stop operator designated or certified under section 121 (d) of the Act.

Eligible Training Provider List (ETPL) –A statewide collection of providers that are approved to give services through the One-Stop system. These lists contain consumer information, including cost and performance information for each of the providers, so that participants can make informed choices on where to use their **Individual Training Accounts**.

Employed at Participation - An individual employed at the date of participation who did any work at all as a paid employee, in his or her own business, profession or farm, worked as an unpaid worker in an enterprise operated by a member of the family, or 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.

Employment and Training Activity – An activity described in section 134 of the Act that is carried out for an adult or dislocated worker.

Employment Service -- The state level organization or public labor exchange system connected with **DOL's** United States Employment Service.

English as a Second Language (ESL) – English language education for adults whose inability to understand, speak, read, or write the English language is a barrier to their ability to get or keep employment. This also has effects on their real ability to function in society or successfully complete the citizenship application process.

ETA, DOL -- Employment and Training Administration, the part of DOL with direct responsibility for WIA programs.

Exit – The term program exit means a participant does not receive a service funded by the program or funded by a partner program for **ninety (90)** consecutive calendar days and is not scheduled for future services.

FAIM Coordinator – The employee of the County Office of Public Assistance who will determine eligibility for Pathways, help participants develop the Family Investment Agreement (FIA), monitor those agreements and make referrals to other appropriate programs.

Faith Based Organization (FBO) -- Organization whose founding, governance, or membership is derived from a religious institution or religiously-affiliated entity.

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 to the following categories:

1. A husband, wife, and dependent children.
2. A parent or guardian and dependent children.
3. A husband and wife.

Families Achieving Independence in Montana (FAIM) – The Welfare Reform Project in Montana administered by the Montana Department of Health and Human Services (DPHHS) which began in February 1996.

Family Literacy Services (FLS) -- Services that are sufficient to make lasting changes in a family, and that integrate all of the following activities: (1) literacy activities between parents and their children; (2) training for parents regarding how to be the primary teacher for their children and full partners in the education of their children; (3) parent literacy training that leads to economic self-sufficiency; and (4) an age-appropriate education to prepare children for success in school and life experiences.

Follow-up Activities -- The tracking of what happens to participants when they leave the WIA program for a period of 180 days after first job placement. The reporting requirements include the following information: employment status (number of Entered Employments/Placements at 180 days after program has ended), average hourly wage (earnings change at 180 days after program has ended), and job retention (of those enrolled in training, provide number of those still employed in trained occupation at 180 days after program has ended).

GED -- General Equivalency Diploma. A high school equivalency diploma, which is obtained by passing the General Educational Diploma Equivalency Test that, measures skills and knowledge generally associated with four years of traditional high school instruction.

Governor – The chief executive of a state.

Grant – An award of WIA financial assistance by the U.S. Department of Labor to an eligible WIA recipient.

Grantee – The direct recipient of grant funds from the DOL. A grantee may also be referred to as a recipient.

Hispanic or Latino/a -- A person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.

Individual Employment Plan (IEP) - A plan developed by an adult or dislocated worker program participant and the case manager to identify the participant's employment goals, the appropriate achievement objectives, and the appropriate combination of services for the participant to achieve the employment goals.

Individual with a Disability

1. In general. An individual with any disability (as defined in section 3 of the Americans with Disabilities Act of 1990 (42 U.S.C. 12`02)).
2. Individuals with Disabilities. More than one individual with a disability.

Individual Service Strategy (ISS) – An agreement of skills and goals decided between a WIA Youth participant and WIA Youth staff counselor (usually a case manager), that sets out a plan for the participant to make progress towards his/her educational and employment goals.

Individual Training Accounts (ITA) – An expenditure account established on behalf of an eligible participant in WIA Title IB adult and dislocated worker programs to purchase training services from eligible providers they select in consultation with the case manager, counselor or coordinator.

Initial Assessment – To determine whether the program can benefit the individual (suitability) and identify activities and services that would be appropriate, an assessment of the participant is necessary. Initial assessment is part of the overall intake process and includes the initial determination of each participant's employability, aptitudes, abilities and interests, through interviews, testing and counseling.

Intake - The process of collecting basic information which is commonly collected by all program partners (e.g., name, address, phone number, SSN) and all required activities up to the decision of eligibility or ineligibility for an individual program.

Intensive Services – Services available to adults and dislocated workers who have completed one or more Core Services and are still unable to gain employment OR who are employed and have been determined in need of services to get a better job in order to gain self-sufficiency. Intensive Services include individual career planning, resume preparation, job clubs, career counseling, internships, and comprehensive assessments. Basic education, ESL, and basic computer literacy are also sometimes considered intensive. **Note:** All participants in intensive services must be registered and are counted for performance measurement purposes.

Job Development -- The process of marketing a program participant to employers, including informing employers about what the participant can do and asking for a job interview for that individual with the employer.

JobLINC - The common identifier and ‘logo’ selected for use in marketing under the One-Stop Implementation grant. To display the JobLINC registered logo, locations must participate in the Community Management Team (CMT) in their communities and, at a minimum, commit to provide core informational services from the location where the logo is displayed.

Job Placement Services – Services that specifically assist participants find jobs that may involve activities such as job search assistance, training, or job development.

Job Retention -- The ability to keep a job for a certain period of time, usually 90 or 180 days or more, which shows that a worker has the skills to fit into the workplace and succeed in a job.

Labor Exchange -- Services provided to job seekers and employers by the State Employment Service Agencies. Services to job seekers may include assessment, testing, counseling, provision of labor market information and referral to prospective employers. Employer service may include accepting job orders, screening applicants, referring qualified applicants and providing follow-up.

Labor Force -- The total of all civilians classified as employed and unemployed and members of the Armed Forces stationed in the United States. (Bureau of Labor Statistics Bulletin 2175).

Labor Market Area – 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 residence. Such an area shall be identified in accordance with criteria used by the Bureau of Labor Statistics of the Department of Labor in defining such areas or similar criteria established by a Governor.

Labor Market Information – Labor Market Information (LMI) must be provided to participants in every program. LMI generally involves four major areas of information, which include national job trends (including supply and demand), local job opportunities, education and skill requirements for jobs, and job seeking skills (writing resumes, job interview techniques, etc.).

Life Skills -- Those skills which are included in adult literacy dealing with such topics as consumer economics, government and law, occupational knowledge, community resources, and health that are included into an educational agency's basic literacy skills course of study.

Limited English Proficiency (LEP) -- An individual with LEP is one 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

Literacy -- An individual's ability to (1) read, write, and speak in English, and (2) compute and solve problems, at levels of proficiency necessary (at or above the 8th grade level as measured on a generally accepted standardized test) to function on the job, in the family, and in society.

Local Area – The local workforce investment area(s) designated by a Governor for delivery of WIA services.

Local Board or Local Workforce Investment Board (LWIB) – The local workforce investment board established in each local area of a State.

Lower Living Standard Income Level – The income level (adjusted for regional, metropolitan, urban, and rural differences and family size) determined annually by the Secretary of Labor based on the most recent lower living family budget issued by the Secretary.

Low-income Individual – The term “low-income individual” means a person who:

1. receives, or is a member of a family that receives, cash payments under a Federal, State, or local income-based public assistance program;
2. received an income, or is a member of a family that received a total family income, for the 6-month period before application for the program involved (besides unemployment compensation, child support payments, payments described in subparagraph (A), and old-age and survivors insurance benefits received under section 202 of the Social Security Act (42 U.S.C. 402) that, for their family size, is not more than the higher of—
 - (i) the poverty line, for an equivalent period; or
 - (ii) 70 percent of the lower living standard income level, for a similar period;
3. belongs to a household that receives (or has been decided within the 6-month period before application for the program to be eligible to receive) food stamps according to the Food Stamp Act of 1977 (7 U.S.C. 2011 et seq.);
4. is a homeless person, as defined in subsections (a) and (c) of section 103 of the Stewart B. McKinney Homeless Assistance Act (42 U.S.C. 11302);
5. is a foster child for whom State or local government payments are made; or
6. in cases permitted by rules decided by the Secretary of Labor, is a person with a disability whose own income meets the requirements of a program described in subparagraph (1) or of subparagraph (2), but who is a member of a family whose income does not meet such requirements.

Migrant or Seasonal Farm Worker (MSFW) -- A migrant farm worker, a migrant processing worker, or a seasonal worker.

Native Hawaiian or Other Pacific Islander -- A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Island.

Needs-Related Payments – Payments established in WIA 134(e)(3) for WIA Title IB Adult participants who are:

1. Unemployed
2. Do not qualify or ceased receiving Unemployment Insurance (UI)
3. Enrolled in training services (WIA 134(d)(4)(D))

Needs-related payments are provided to individual participants in cases where such payments are necessary to enable individuals to participate in a training program funded by the Workforce Investment Act and further defined in this policy manual.

Nepotism – When a person employs or appoints a family member. Refer to Section 1.30 of the WIA Policy manual.

Nontraditional Employment – Refers to 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.

North American Free Trade Agreement (NAFTA) -- Establishes Transitional Adjustment Assistance (TAA) for workers in companies affected by imports from Mexico or Canada or by shifts of U.S. production to those countries.

Occupational Skills Goal – Is a measurable increase in primary occupational skill, that 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.

Occupational Skills Training -- Includes both (1) vocational education which is designed to provide individuals with the technical skills and information required to perform a specific job or group of jobs, and (2) on-the-job training.

Offender -- Any adult or youth who has been involved, at any stage, in the criminal justice process that may benefit from services under WIA Title IB programs and requires assistance in overcoming artificial barriers to employment from an arrest or conviction.

O*NET – The Occupational Information Network for use matching the title of an occupation with its 5 or 6-digit occupational code (<http://online.onetcenter.org/>).

Older Individual – An individual age 55 or older.

On-site Industry-specific Training -- This is training which is specific to the needs of a particular employer and/or industry. Participants may be trained according to requirements developed by an employer for a job site. There may be an agreement to hire participants who have successfully completed training.

On-the-job Training – Training by an employer that is provided to a paid participant while

1. Engaged in productive work in a job that:
2. Provides knowledge or skills essential to the full and adequate performance of job;
3. Provides reimbursement to the employer of up to 50 percent of the wage rate of the participant, for the extraordinary costs of providing the training and the additional supervision related to the training; and
4. Is limited in duration as appropriate to the occupation for which the participant is being trained; taking into account the content of the training, the prior work experience of the participant, and the service strategy of the participant, as appropriate.

One-Stop Center -- Under the **Workforce Investment Act**, every local System must have at least one comprehensive Center. A One-Stop Center is a facility that makes a wide range of the system's services available at a single site, through self-service or with staff help. The number of centers, the services offered and the manner in which they are given will vary from one area to another, according to local needs and resources.

One-Stop Operator – One or more entities designated or certified under section 121(d) of the Act. One-stop operators are responsible for the operations and the coordination of all activities in a one-stop center.

One-Stop Partner – The term “one-stop partner” means:

1. An entity described in section 121(b) (1) of the Act; and
2. An entity described in section 121(b) (2) of the Act that is participating in the operation of a one-stop delivery system.
3. Any entity/individual participating in the activities of a Community Management Team (CMT).

One-Stop System -- The network of **workforce** products and services that meets business and jobseeker needs in whatever manner and location is most effective and convenient for the customer. Customers can choose to use the system's products and services in different ways. They may call a toll-free number or connect through a personal computer at home or in a neighborhood library. They may receive individualized assistance in a community-based agency, an educational institution, or a one-stop career center. The one-stop system is often described as a “seamless system of service delivery”. Information and access to services are available to customers regardless of which partner site is entered. All partners have an obligation to provide the core informational services so that individuals may access the one-stop system regardless of where they enter, including information regarding access or linkages to intensive services, training services and the programs and activities carried out by all of the One-stop partners.

Out-of-school Youth – The term “out-of-school youth” means:

1. An eligible youth who is a school dropout; or
2. An eligible youth who has received a secondary school diploma or its equivalent but is basic skills deficient, unemployed, or underemployed.
3. For reporting purposes, this term includes all youth except: (i) those who are attending any school and have not received a secondary school diploma or its recognized equivalent, or (ii) those who are attending post-secondary school and are not basic skills deficient. (TEGL 17-05 Attachment B: Definitions of Key Terms)

Outreach – An effort by program staff to encourage individuals in the service delivery area to use the program services. Outreach efforts also involve the collection, publication and dissemination of information on program services available in the community system to assure universal access to core services including eligibility information for services beyond core services.

Participant – An individual who has been determined to be eligible to participate in and who is receiving services (except follow-up services authorized under this title) funded by a WIA Title IB program in either a physical location or remotely through electronic technologies. Participation shall be deemed to commence on the first day, following determination of eligibility, on which the individual began receiving services provided under this title.

Pathways – A time-limited cash assistance program designed to provide families with opportunities leading to self-sufficiency. Eligibility is generally limited to 24 months of assistance.

Pattern of OJT Contract Failure – Any employer who has had two or more WIA funded OJT contracts that have failed to provide the OJT participant with continued, long-term employment with wages and working conditions at the same level and to the same extent as other similarly situated employees shall be ineligible to enter into further WIA OJT contracts. Dismissal of OJT participant for ‘just cause’ or due to economic factors that impact the employer or additional employees shall not constitute a pattern of failure.

Placement -- The act of obtaining unsubsidized employment for or by a participant.

Postsecondary Educational Institution – An institution of higher education, as defined in section 481 of the Higher Education Act of 1965 (20 U. S. C. 1088).

Poor work history – is tied to the 6th Barrier and is to include youth who:

1. Are working less than full-time;
2. Have been fired from a job;
3. Have a sporadic work history (history of job hopping);
4. Are working in jobs that are unskilled or dead-end; or
5. Have no past work history.

Poverty Line – The poverty line (as defined by the Office of Management and Budget, and revised annually in accordance with section 673(2) of the Community Services Block Grant Act (42 U. S. C. 9902 (2)) applicable to a family of the size involved.

Pre-apprenticeship Training -- Any training designed to increase or upgrade specific academic, or physical skills required as a condition for entry into a specific type of work.

Pre-enrollment Assessment -- A process to determine the employability and training needs of participants before enrolling them into the program. Individual factors considered during pre-enrollment assessment include: a judgment of vocational interests, abilities, previous education and work experience, income requirements, and personal circumstances.

Priority of Service: WIA says that in the event that funds allocated to a local area for adult employment and training activities under 133(b) are limited, priority shall be given to recipients of public assistance and other low-income individuals for intensive services and training services. **WIA Sec. (134(d)(2)(E)**

Provider Agreement – The contractual agreement between the Statewide Workforce Programs and Oversight Bureau and providers of services for WIA and other funds and activities of which the Bureau is the administrative entity.

Public Assistance – Federal, State or Local government support provided to families for which eligibility is determined by a needs or income test. Includes TANF, childcare, food stamps, housing assistance, work subsidies, and allowances or other cash payments to meet living expenses.

Rapid Response Activity – Early intervention services provided by the state or by an agency chosen by the state in case of a factory closing, a natural or other disaster that causes job loss for large numbers of workers, in order to assist **dislocated workers** in obtaining reemployment as soon as possible. Rapid response is an activity provided by the State, or by an entity designated by the State under section 134(a) (1) (A) of the Act, in 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:

1. The establishment of onsite contact with employers and with employee representatives:
 - a. Immediately after the state is notified of a current or projected permanent Closure or mass layoff; or
 - b. In the case of a disaster, immediately after the state is made aware of mass Job dislocation as a result of such disaster;
2. The provision of information and access to available employment and training activities;
3. Assistance in establishing a labor-management committee, voluntarily agreed to by labor and management, with the ability to devise and implement a strategy assessing the employment and training needs of dislocated workers and obtaining services to meet such needs;
4. The provision of emergency assistance adapted to the particular closure, layoff, disaster; and
5. The provision of assistance to the local community in developing a coordinated response and in obtaining access to state economic development assistance.

Recipient – An entity to which a WIA grant is awarded directly from Department of Labor to carry out a program under Title I of WIA. The State is the recipient of funds awarded under WIA sections 127(b)(1)(C)(I)(II), 132(b)(1)(B) and 132(b)(2)(B). The recipient is the entire legal entity that received the award and is legally responsible for carrying out the WIA program, even if only a particular component of the entity is designated in the grant award document.

Registration – The process for collecting information for supporting a determination of eligibility.

1. **Adult:** Adults who receive services funded under Title I.B. of WIA other than self-service or informational activities must be registered and determined eligible for Intensive Services. The process of registration is designed to signal when an individual is counted against core measures of performance in Title I programs. Programs do not need to register participants until they receive a core service beyond those that are self-service or informational. This point in time also corresponds to the point where participants are counted for performance measurement purposes. When staff assistance is required to provide supportive services through core services, registration in core services is required.
2. **Dislocated Worker:** The same as Adult registration with the addition of Rapid Response. Individuals who participate in Rapid Response may be registered if they complete an initial assessment that indicates intensive services are necessary. Rapid Response meets the requirement for gateway services.
3. **Youth:** The first step is to determine if the participant is eligible after providing the participant with necessary eligibility information, eligibility documentation has been provided, the

application process has been completed, and the individual has been determined eligible to participate.

Rehabilitation services -- Services provided by a licensed or authorized professional in accordance with an individualized plan of care intended to improve or maintain a client's quality of life and optimal capacity for self-care. Services include physical and occupational therapy, speech pathology, and low-vision training.

Release of Information - State and federal privacy laws were enacted to safeguard an individual's privacy from the misuse of federal and state records and to provide individuals access to their records. Access to files should be granted on a "need to know" basis. If other agencies, prospective employers, or other individuals request access to information in a file, authorization of release for the information should be obtained from the participant. Access to the records from other agencies may also require authorization for release of information.

Remedial Education -- Educational instruction, particularly in basic skills, intended to raise an individual's general competency level in order to succeed in vocational education, or skills training programs, or employment.

Resume -- The basic document that shows a job candidate's employment and academic qualifications, and history of employment. It is a requirement to apply for most jobs and an opportunity to show why the candidate is best suited for the job being applied for.

Retention -- Continuing or keeping a job, usually for at least 90 days or more.

Reverse Referral – An employer may refer individuals to service providers for consideration of developing an OJT contract with the following criteria: (1) Individual is eligible for WIA intensive and training services; (2) Individual's IEP assessment demonstrates OJT as an appropriate training activity; (3) Service Provider assess all current WIA participants for referral to OJT employer; and (4) Employer understands that they may or may not see the individual they referred, and that the service provider may refer additional WIA participants for the employer's consideration for hire under the OJT program.

Runaway Youth - A youth that has left a domestic situation be it home or foster care, without permission; to avoid real or perceived danger, duty, restraint, or disadvantage. Status must be documented by a written customer statement, or a written statement from an individual who is providing temporary residence, or a written statement from a shelter or a social service agency.

School Dropout – An individual who is no longer attending any school and who has not received a secondary school diploma or a General Equivalency Diploma (GED).

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.

Self-Sufficiency – The ability to earn enough money to support oneself.

Self-Sufficiency for adults is defined as:

1. Meeting basic expenses (such as housing, transportation, food, clothing, health care, savings, and taxes) without subsidies;

2. Independence from federal, state and local government assistance, with access to affordable health care;
3. A wage of at least \$9.90 per hour (\$20,590 annually for an individual based on the northwest policy center “living wage” study and adjusted for inflation which will occur annually). The wage per hour is based on a single full-time job of 32-40 hours per week.
4. Self-sufficiency for Dislocated Workers is defined as having a re-employment wage that is equal to the individual’s layoff wage or wages and benefits which meet or exceed the Adult Self-Sufficiency definition whichever is higher.

Social Security Number (SSN) – The 9-digit identification number assigned to an individual by the Social Security Administration under the Social Security Act.

Release of Information - State and federal privacy laws were enacted to safeguard an individual’s privacy from the misuse of federal and state records and to provide individuals access to their records. Access to files should be granted on a “need to know” basis. If other agencies, prospective employers, or other individuals request access to information in a file, authorization of release for the information should be obtained from the participant. Access to the records from other agencies may also require authorization for release of information.

Subsidies -- Cash assistance or similar payments for transportation, housing, food or other basic expenses.

Substance Abuser -- An individual dependent on alcohol or drugs, whose dependency results in a significant barrier to employment.

Release of Information - State and federal privacy laws were enacted to safeguard an individual’s privacy from the misuse of federal and state records and to provide individuals access to their records. Access to files should be granted on a “need to know” basis. If other agencies, prospective employers, or other individuals request access to information in a file, authorization of release for the information should be obtained from the participant. Access to the records from other agencies may also require authorization for release of information.

Supplemental Security Income (SSI) – A type of public assistance authorized pursuant to a state plan approved under the Social Security Act, Title XVI. It is a federal income maintenance program for the aged, blind and disabled, and it is based on need.

Supportive Services (fringe benefits) – Services that are needed to help a person to participate in job training or job search. Supportive services may include transportation, health care, financial assistance, drug and alcohol abuse counseling and referral, individual and family counseling, special services and materials for individuals with disabilities, job coaches, child care and dependent care, temporary shelter, financial counseling, and other reasonable expenses required for participation in the program and may be provided in-kind or through cash assistance.

In addition to providing supportive services during a participant’s participation in WIA activities, they may also provided for up to 12 months while participant is receiving follow-up services.

TANF -- Temporary Assistance to Needy Families is a federal program providing cash, medical or food assistance for parents and children.

Trade Adjustment Assistance (TAA) -- Trade Adjustment Assistance service and allowances provided for achieving reemployment of adversely affected workers, including TRA, training, and other re-employment services, and job search allowance and relocation allowances.

Trade Readjustment Allowance (TRA) -- A weekly allowance payable to an affected worker with respect to such worker's unemployment.

Training Services - The education and employment training services to be offered at no cost to One-Stop system customers who have been unable to get a job after having received one or more core services and one or more intensive services (see also **Individual Training Account -- ITA**).
Note: All participants in training services must be registered and are counted for performance measurement purposes.

Transitioning Service Member as defined by ETA for Common Measures is –
A service member in active duty status (including separation leave) who participates in employment services and is within 24 months of retirement or 12 months of separation.

- For WIA purposes, only non-retiree transitioning service members are potentially eligible for dislocated worker program services. [based on TEGLE 22-04]

Underemployed individual – means:

- (a) person who is are working part time but seeking full time work; or
- (b) persons who are working full time but whose current annualized wage rate is not in excess of "for a family of one" the higher of either:
 - (i) the poverty level, or
 - (ii) 70% of the lower living standard income level.

Unemployed Individual – An individual who is without a job and who wants to and is available for work. 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.

Universal Services--Services available to every individual through the One-Stop system without regard to any specific eligibility criteria, including information about job vacancies, career options, employment trends, job search techniques, resume writing, and access to the employment training provider lists.

Unobligated Obligations – The portion of funds authorized by the Federal agency that has not been obligated by the grantee and is determined by deducting the cumulative obligations from the cumulative funds authorized.

Unsubsidized Employment -- A job for which wages are paid directly by the employer and that is not subsidized through any government program.

Vendor – An entity responsible for providing generally required goods or services to be used in the WIA program. These goods or services may be for the recipient’s or subrecipient’s (i.e., service providers) own use or for the use of participants in the program.

Veteran (WIA Law Section 101 (49)(A)) - means an individual who served in the active military, naval, or air service, and who was discharged or released from such service under conditions other than dishonorable.

Veteran (Recently separated) (WIA Law Section 101 (49)(B)) - means any veteran who applies for participation under this title within 48 months after the discharge or release from active military, naval, or air service.

Vocational Exploration Training -- A process to find out, by testing or counseling, what job occupations will best fit a customer’s abilities and needs.

Wagner-Peyser – Employment Service programs – Employment Service basic labor exchange and other services funding source. Employment Services are provided in the Montana Job Service Workforce Centers located across the State.

Welfare and/or Public Assistance recipient -- A person who, during the course of the program year, receives or is a member of a family who receives cash welfare or public assistance payments under a Federal, State, or local welfare program.

Work Experience – A temporary activity (six months or less) which provides a person with the opportunity to gain the skills and knowledge necessary to perform a job, including work habits and behaviors, and which may be combined with classroom or other training. Work experience is an authorized activity for WIA Adult, Dislocated Workers or Youth participants.

Workforce Investment Act (WIA) of 1998 – An Act of the United States Congress to establish programs to prepare youth and unskilled adults for entry into the labor force and to give job training to those economically disadvantaged individuals and other individuals who face serious barriers to employment and who are in need of such training to obtain prospective employment.

Workforce Investment titles include:

Title I Adult, Youth and Dislocated Worker services

IB – Adult, Dislocated Workers, Youth

IC – Job Corps

ID – Native American, Migrant and Seasonal Farmworker, Veterans, etc.

Title II Adult Basic Education

Title III Wagner-Peyser (Employment Service)

Title IV Vocational Rehabilitation

Title V General Provisions

Workforce Investment Activity – The array of activities permitted under Title I of WIA, which include employment and training activities for adults and dislocated workers, as described in WIA section 134, and youth activities as described in WIA section 129.

Workforce Investment Board (State) – The State Workforce Investment Board (SWIB) established under section 111 of the Act. The State Board serves as an advisory to the Governor and develops the State plan and oversees how it is carried out.

Work Readiness Skills Goal - A measurable increase in work readiness skills including 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.

Youth – In the WIA program, any young person, between the age of 14 and 21 years of age, who may be in school or out-of-school, and whose family income is within the WIA Low Income Guidelines.

Youth Activity – An activity described in section 129 of the Act that is carried out for eligible youth (or as described in section 129(c) (5)).

Youth Council – The term “youth council” means a council established under section 117(h) of the Act