WIOA Performance Definitions

Practice Scenarios – Group Exercise

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Joe is a 34 year old software engineer who is currently looking for work. He comes into the AJC, receives an orientation to the one stop, uses the computers in the resource room to look up jobs on the job board, takes fliers on most common job openings and upcoming workshops, and gets information about who to contact to receive SNAP benefits.
Scenario #1 Part A – Question:

Q1a: Is Joe a participant?
Scenario #1 – Part B

One month later, Joe returns to the AJC. After a brief consultation with a career counsellor, he attends a resume workshop and a job finding club meeting. He makes updates to his resume and submits dozens of applications. Two weeks later, Joe interviews for and is hired to be a Junior Software Engineer at XYZ consulting.
Q1b: Is Joe a participant?
Betsy is a 24 year old with a high school diploma but no post-secondary education. She comes into the AJC and after consultation with a career counsellor she begins receiving training and supportive services towards her goal of obtaining a CNA. After a few months, Betsy completes her training and obtained her CNA on February 18th 2017. Betsy uses the AJC website’s job board on March 1st, March 14th, April 8th and May 13th, and she officially started her new position on June 24th, 2017.
Scenario #2 Part A - Questions

Q1a: Is Betsy a participant?

Q2a: If yes, when did Betsy exit from participation?
Scenario #2 – Part B

Now assume Betsy (exited on Feb 18th) continues using the AJC job search on May 30th, June 30th, July 22nd, and August 13th.
Scenario #2 Part B - Question

Q1b: What is Betsy’s status at the end of May 2017?
Scenario #2 Part C:

Q 2c: If Betsy is a reportable individual, what is Betsy’s Date of First Basic Career Service (Self-Service) (PIRL1000)?
Scenario #3

Jose is a 17 year old who comes into the AJC in July, is referred to a WIOA service provider, and receives an eligibility determination, an objective assessment, and develops an individual service strategy. A week later, Jose returns to high school and graduates 10 months later.
Scenario #3 - Questions

Q1: Is Jose a participant?

Q2: If yes, when did Jose exit from participation?
Scenario #4

Dawn, Jason, Michael, Christina, and Randy all work at RCT Medical. Dawn, Jason, and Randy have all worked at RCT for 8 months while Christina and Michael have been at RCT for 5 months. RCT works with the local AJC to develop an Incumbent Worker Training for these 5 employees. Each of the employees receives classroom training on how to use the latest medical devices that RCT will be incorporating into their services. The cohort completes the training together, but Randy realizes he needs additional training to meet his new responsibilities associated with the new devices. Randy goes to an AJC and receives additional services. One of those services is additional training (paid for with an ITA) to further his understanding of the latest medical devices.
Scenario #4 – Questions

Q1: Please indicate the status for Dawn, Jason, Michael, Christina, and Randy. Reportable Individual, Participant, or Neither.

Q2: What data elements are required to report on for these individuals?
Answers and Explanations for the Scenarios
Q1a: Is Joe a participant?

A1a: No, he is a reportable individual.

Q1b: Is Joe a participant?

A1b: Yes. Activities like resume workshops and job finding clubs, coded in PIRL element 1104, are participant-level activities.
Scenario #1 – Explanation: Part A

For part A, the services Joe receives are all included on the list of services that are considered self-service or information only services. Some of the services fall under services that are not reported in the PIRL, such as “Outreach, Intake, Orientation” or “Job search assistance (self-directed),” while the information about who to contact for SNAP benefits would be counted under PIRL element #1113.
Scenario #1 – Explanation: Part B

For Part B, Joe receives multiple services that can be coded in PIRL element 1104 (resume workshop and job finding club) as well as meeting with a career counselor, which is coded in PIRL element #1102. Both of these elements represent services that are “participant level services” as they are services other than self or information-only.

The key phrases to remember in each part of this are “self-service” and “information-only services”. The requirement that something be “staff-assisted” in order to trigger participant does not apply anymore, as the Department anticipates that there may be some service delivery strategies that have a high degree of intensity and effort without any direct one-on-one staff involvement.
Scenario #2 – Test Your Knowledge

Q1a: Is Betsy a participant?
   A1a: Yes

Q2a: If yes, when did Betsy exit from participation?
   A2a: February 18th

Q1b: What is Betsy’s status at the end of May 2017?
   A1b: An exiter and a reportable Individual

Q2b: If Betsy is a reportable individual, what is Betsy’s Date of First Basic Career Service (Self-Service) (PIRL1000)?
   A2b: The new row for reportable individual with a Date of First Basic Career Service (Self-Service) of 3/1 would be included in any PIRL generated.
Scenario #2 – Explanation

In Part A, Betsy gets training that makes her a participant. When that training ended on February 18th, she stopped receiving participant level services and was only doing a self-directed job search. As a self-service, this does not delay exit, and therefore Betsy’s exit date is February 18th.

In Part B, although Betsy was still receiving services, she had already exited the previous quarter because she was only receiving self-services. However, because of the fact that she was still receiving services, Betsy is also a reportable individual.
In Part C: A new reportable individual row would be added to the PIRL when more than 90 days has elapsed since the last staff assisted service. In this case, the exit would be processed on (TODAY’S DATE) and the Date of Program Exit would be set to 2/18. The new row for reportable individual with a Date of First Basic Career Service (Self-Service) of 3/1 would be included in any PIRL generated on or after (TODAY’S DATE).
Scenario #3 – Test Your Knowledge

Q1: Is Jose a participant?
A1: No.

Q2: If yes, when did Jose exit from participation?
A2: N/A
To be a participant in the Youth program, an individual must (1) receive an eligibility determination; (2) receive an assessment; (3) receive an objective assessment; (4) develop an individual service strategy; and receive one of the 14 Youth program elements. In this scenario, Jose completed 1, 2, and 3 but did not receive any of the 14 program elements, and therefore did not become a participant.
Scenario #4 – Test Your Knowledge

Q1: Please indicate the status for Dawn, Jason, Michael, Christina, and Randy: Reportable Individual, Participant, or Neither.

A1: Randy is a participant. Dawn, Jason, Michael, and Christina are neither, they are incumbent worker trainees only.

Q2: What data elements are required to report on for these individuals?

A2: Attachment 8 of TEGL 10-16 for Dawn, Jason, Michael, and Christina. Randy must be reported according to the PIRL requirements for the program(s) that paid for additional training and any other services (presumably Adult or Dislocated Worker).
Scenario #4 – Explanation

People that only receive Incumbent Worker Training and no other services are not considered to be participants, as the eligibility for IWT is based on the business/employer and not the individuals involved. This also means that for individuals like Dawn, Jason, Michael, and Christina cannot be considered reportable individuals as they don’t have to meet the programmatic eligibility for the Adult and/or Dislocated Worker programs. However, there are still reporting requirements for anyone who receives IWT, which are described in Attachment 8 and TEGL 10-16. Randy, however, did receive additional training services, which makes him a participant and therefore required to report like any other Adult or Dislocated Worker participant.