

ILLINOIS DEPARTMENT OF COMMERCE AND ECONOMIC OPPORTUNITY  
OFFICE OF EMPLOYMENT AND TRAINING

WIOA SERVICES: WHY, HOW, WHEN? WEBINAR FREQUENTLY ASKED QUESTIONS

UPDATED 4-15-21

LOCAL SERVICES ENTRY

- Q. *Can a local office add/change the list of local services to be able to better track services? i.e. Illinois Skills Match no longer exists.*

**Response:** Local Services are those Basic Career Services that do not require significant staff involvement (i.e., self-service) and are provided to individuals without being enrolled in WIOA services. The Illinois Workforce Development System (IWDS) Local Administrators are responsible for populating the list of services that display on the "Add Local Services" screen.

It is imperative that local areas are accurately capturing in IWDS the local services being provided, so that all services provided through the local Illinois workNet centers are being reported to the U.S. Department of Labor (USDOL).

CASE MANAGEMENT ENTRY

- Q. *Should Case Management case notes be entered as a same-day service when communicating with customers while they are participating in a training service, work experience, or On-the-Job Training (OJT)?*

**Response:** Yes, the Career Planning (Case Management) is the correct service to record two-way communication related to the participants' WIOA services, such as during training, a work experience, or an OJT. Career Planners should add an additional episode of the original Career Planning (Case Management) service and record the communication. When the participant has completed their WIOA services and no other WIOA services are planned, the Career Planning (Case Management) is no longer the correct service to record the two-way communication as the participant should be exited and transition to follow-up services.

- Q. *When would a Career Planner want to enter a general/standard case note versus recording an 'Additional Episode'?*

**Response:** In instances when a participant is no longer actively participating in WIOA services, case notes should be documented as "standard" case notes and NOT documented within a "same-day" service as an "Additional Episode" in the Illinois Workforce Development System (IWDS), so as not to extend participation in WIOA and/or the Exit date. In IWDS, adding an "Additional Episode" will update the participant's last service date even if no other services are provided. So, this mechanism should NOT be used when a participant is no longer actively participating in WIOA services. However, it is allowable to continue to add "standard" case notes since they don't impact service dates.

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**Q.** *Can you confirm what constitutes two-way communication that would be logged as a Career Planning (Case Management) 'Additional Episode'? For example, would an email or phone call that consists of two-way communication between the Career Planner and participant that addresses their progress towards their employment or training goals or their needs count?*

**Response:** Yes, see the response to the previous question. If a participant is enrolled in WIOA Services where there is a 30 day requirement for two-way communication verifying all is going as planned while he/she is participating in WIOA services and no additional services are needed to successfully complete, that is considered Career Planning (Case Management) and should be recorded under an additional episode of that service.

**INDIVIDUAL EMPLOYMENT SERVICES AND INDIVIDUAL SERVICE STRATEGY ENTRY**

**Q.** *DCEO told us during recent monitoring ALL Adults and Dislocated Worker customers certified eligible for and registered into Individualized Services must have an Individual Employment Plan (IEP) completed, regardless of whether or not the customer is certified eligible for and registered into Training Level services. This is contrary to your consistent guidance that ONLY customers certified eligible for Training Level services MUST have an IEP created. Which guidance should we adhere to?*

**Response:** The Individual Employment Plan (IEP) which is developed jointly by the participant and career planner is an ongoing strategy to identify employment goals, achievement objectives, and an appropriate combination of services for the participant to achieve their employment goals, including providing information on eligible providers of training services and career pathways to attain career objectives. An IEP should be developed for all participants where there is a service that commits government funds (staff-assisted basic career service, individualized career service, or training service). Note that an IEP may indicate that the best option for a participant to obtain their employment goal is a work experience or other type of individualized career service.

Consistent with directives from the U.S. Department of Labor during monitoring visits, the IEP along with case notes is the basic instrument for the LWIAs to document the appropriateness of the decisions made about the combination of services for the participant, including referrals to other programs for specified activities. When an IEP is developed, the service of Development of an IEP must be recorded in the Illinois Workforce Development System (IWDS).

**Q.** *Is an Individual Service Strategy (ISS) service required to be entered for Youth in IWDS?*

**Response:** Under the Workforce Innovation and Opportunity Act (WIOA), all Youth must have a complete assessment and their Individual Service Strategy (ISS) completed prior to being enrolled in the WIOA Youth program. That assessment and the ISS is the basis to allow enrollment in the Youth program. Although the activity of an Individual Service Strategy is not an actual service for WIOA Federal reporting, it was added as a service in the Illinois Workforce Development System (IWDS) because it is the actual Youth's plan. The U.S. Department of Labor (USDOL) and the Department of Commerce and Economic Opportunity's Office of Employment and Training (OET) are very much focused on the ISS during monitoring. For this reason, when

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the Youth has their eligibility certified under either the In-School Youth or Out-of-School Youth title, the first service/activity that must be recorded in IWDS is the Development of an ISS.

**INDIVIDUAL TRAINING ACCOUNT ENTRY**

- Q. *How are Career Planners to enter the cost of training on the Individual Training Account (ITA) Characteristics screen in IWDS? Is it to be entered as a total cost or as costs increase semester by semester? Is the expectation that this total is to reflect the total costs for training once the training service is closed?***

**Response:** The Individual Training Account (ITA) Characteristics screen in the Illinois Workforce Development System (IWDS) is open for edit throughout the participant's enrollment in services. Career Planners may either enter the total estimated cost of the ITA or update the costs as they increase semester by semester. However, the expectation is that Career Planners enter the final ITA costs when they close the training service.

- Q. *Do we fill out the WIOA training criteria for youth?***

**Response:** Youth must have their complete assessment prior to enrollment and that information is used to support their enrollment in services. The questions on the WIOA Training criteria screen for an Adult and Dislocated Worker tied to slide 66 of the training presentation is not completed for a Youth since there is only one level of service for Youth in Illinois Workforce Development System (IWDS). Those topics should be addressed for enrollment in training types of services under the 1Y title. If an Out-of-School Youth or an In-School Youth with the use of the State's waiver that receives an Individual Training Act for training, must complete the ITA Characteristics screen.

**SUPPORTIVE SERVICES ENTRY**

- Q. *If a customer is receiving support services for transportation for the full length of training, should the transportation service line be left open until the training is completed?***

**Response:** The Department of Commerce and Economic Opportunity's Office of Employment and Training (OET) is working towards changing supportive services to a same day service in Illinois Workforce Development System (IWDS). OET would expect Career Planners would follow the standard entry process for same day services. For instance, a participant needs a bus pass to attend training because their car broke down. The participant is provided a bus pass and a Supportive Services – Transportation service is added in IWDS. If additional bus passes are provided during training, then the Career Planner would record an Additional Episodes with supporting case notes in IWDS each time transportation supportive services are provided.

- Q. *We leave our supportive services lines open when purchasing items for the customer such as work boots. It remains open until our fiscal department pays the invoices for what was purchased. Sometimes it is a month later before we close the services. Is this not a correct way to handle this type of service line?***

**Response:** See response to previous question.

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SAME-DAY SERVICES

- Q. *I have noticed that SS - Other is listed as a Sam- Day Service. Is this correct? If this is, I have also noticed that when you enter this service on the Days Since Last Active service report restarts the clock on service, but the Participants nearing the 120 Day Limit report it does not restart the clock. What is your recommendation on this?***

**Response:** Supportive services may be provided to WIOA title I adult and DW participants as necessary to enable an individual to participate in career services and/or training services. As stated in Training Employment and Guidance Letter (TEGL) 19-16, individuals identified as needing ongoing supportive services must still be participating in career services (other than follow-up), training activities, or both to continue to receive supportive services. Note that for performance reporting purposes supportive services do not make an individual a *participant* or extend participation on their own.

- Q. *Job Search services can be on-going assistance over several days/weeks. Is there no way to leave this service open?***

**Response:** No, the service should be recorded when it is provided by the Career Planner. OET would expect Career Planners would follow the standard entry process for same-day services. For instance, a participant receives job search services from the Career Planner on April 6 and the Career Planner records the service in the Illinois Workforce Development System (IWDS) the same day. The next time job search services are provided to the participant, it would be recorded as an Additional Episode with supporting case notes of the original service. In this example, the participant received additional job search services on April 10, the Career Planner added an Additional Episode to the original Job Search service along with case notes with an April 10 date. This then changes the end date of the original Job Search service to April 10.

ASSESSMENT ENTRY

- Q. *Will the assessment drop down include selections for Associate degree and accepted into a training program when being used as a waiver for a Reading and Math score?***

**Response:** Workforce Innovation and Opportunity Act (WIOA) Notice 19-NOT-01, Change 4 provides for exceptions to basic skills deficient assessment testing. Internal logic within the Illinois Workforce Development System (IWDS) requires a Reading and Math assessment test be recorded. For a participant who meets the exception of having an associate degree, the Career Planner is required to record a place holder for the Math and Reading tests under the "Other" Category, "College Graduate" should be selected for "Test", and the Grade Level Equivalency (GLE) is to be recorded as "99" for both Reading and Math.

For a participant whose training doesn't require a Math assessment, there is a new option of "Math Test not Required for the Training Program" in IWDS under the "Other" Category, for the Functional "Math" test choices.

Note that this will limit the ability for a customer to receive a measurable skill gain via an increase in Educational Functioning Level (EFL) and the measure will need to be obtained in another fashion.

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**Q. *Could the state/Work Net provide more assessment options?***

**Response:** The Illinois workNet [Assessments](#) page provides self and staff-assisted assessment tools for providers and individuals to assess: strengths; employability and transferable skills; interests; work values; and personal priorities for employment.

Two new skills and interest survey resources were made available in February 2021. The Reality-Check Survey provides a list of occupations, training/education needed, and salary earned in the city/region of your interest. The Learning Style Survey provides scores for three learning styles such as auditory, tactile, and visual.

If providers are aware of other assessment products provided at no-cost that they would like to see added to the Assessments page, they should contact Illinois workNet [here](#).

**DATA ENTRY LAG**

**Q. *If a Career Planner finds out that a youth stopped a service with a provider 20 days ago and verified today, would we back date it to the 20 days or end it as of today as we found out about it as of today? If we end it and backdate 20 days, we would be over the data lag requirement?***

**Response:** The Career Planning Policy will address data entry. All services provided to a participant must be entered into the appropriate case management system within ten (10) calendar days of the service delivery.

Service records must be closed/ended with an indication of completion status (successful or unsuccessful) within ten (10) days of learning of the completion of the service through regular thirty (30) day contact. Outcomes of education and training services such as credentials and/or Measurable Skill Gains attained, must be entered within ten (10) days of learning of the attainment through regular thirty (30) day contact.

If through regular thirty (30) day contact the Career Planner discovers the participant stopped a service, they are to end the service with an unsuccessful completion.

**CASE NOTES**

**Q. *Can you please explain “Confidential Case Notes”?***

**Response:** Confidential case notes are most often used to record information on that is to be protected such as under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) or legal proceedings. When it is marked as confidential by the Career Planner in the Illinois Workforce Development System (IWDS) by the Career Planner, only the Career Planner and individuals with the Career Planner Supervisor or Local System Administrator roles can view the case note.

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**REFERRALS**

**Q. *How do you document your services or referrals to other agencies such as the Division of Rehabilitation Services?***

**Response:** Local Workforce Innovation Boards (LWIBs) have responsibility for oversight of the Illinois workNet system and should assist in coordinating data collection among the local partners located in the Illinois workNet Centers. There are a couple of mechanisms in the Illinois Workforce Development System (IWDS) available to LWIBs to document referrals made by career planners. One such mechanism are the referral screens in IWDS. Another is the use of the Local Services screen which documents the self-service basic career service of referrals to partners or other services available in the community.

**ACCOMODATIONS**

**Q. *How do you obtain accommodations for hearing impaired clients that need sign language interpreters for training they are enrolled in or for local office services?***

**Response:** The Department of Commerce and Economic Opportunity (DCEO) and the Illinois Department of Employment Security (IDES) serve as Illinois' designated administrative entities in administering the Workforce Innovation and Opportunity Act (WIOA) throughout the State as instructed in the nondiscrimination and equal opportunity provisions contained in 29 CFR 38.28-33. The Nondiscrimination Plan serves as assurance for the United States Department of Labor (USDOL), Civil Rights Center (CRC), that the State of Illinois has appropriate and meaningful measures in place to comply with the requirements set forth in the Nondiscrimination and Equal Opportunity Provisions of the Workforce Innovation and Opportunity Act, as detailed in 29 Code of Federal Regulations (CFR) Part 38. Illinois and all our statewide partners are committed to ensuring equal opportunity and meaningful and universal access to programs, services and benefits administered through DCEO and IDES and our Illinois workNet Center system.

The [Nondiscrimination Plan](#) acts as policy for the Illinois workNet system in the administration of the Equality Opportunity Provisions and has been incorporated into the Illinois workNet ePolicy portal.

The Local Workforce Innovation Boards (LWIBs) that elect to provide supportive services to participants during program enrollment for career and training services must establish written policies and procedures in consultation with the One-Stop partners and other community service providers to ensure resource and service coordination in the local area. The policy should address procedures for referral to such services, including how such services will be funded when they are not otherwise available from partners or other sources.

Examples of health care supportive services that can be provided to a participant to permit his/her participation in a WIOA-funded career service or training program or retain employment that was gained through WIOA participation may include, but are not limited to: a) Physical examination required for participation in training or as a condition of employment; b) Provision of eyeglasses; c) Essential dental services; d) Reasonable accommodations for individuals with disabilities; and e) Other essential health care that is required by the program.