
Type: Program Policy

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Status: Final

Supersedes: PacMtn Policy # 3.3.2

Purpose

This policy provides guidance on PacMtn's expectations for contractors to fulfill the fourteen (14) Required Elements, as detailed in WIOA.

Policy

WIOA Youth Program providers must ensure that all enrolled youth are provided access to each of the 14 WIOA-required program elements, based on their individual assessment results and service needs documented in the Individual Service Strategy (ISS). Providers must deliver or ensure access to these elements directly or through referrals and maintain documentation of availability and delivery. Supportive services and follow-up services, as applicable under Program Elements 7 and 9, must also be available and coordinated to promote program retention and successful outcomes.

Policy Guidelines

Service Delivery Guidelines

Direct or Referred Services

- When a provider does not have the organizational capacity to deliver a required element directly, it is **expected** that they maintain **formal, meaningful partnerships** with organizations that can deliver the needed services.
- Each partner relationship must:
 - Be governed by a formal MOU, contract, or data-sharing agreement when required.
 - Ensure that referred youth **receive information, specific contact names, and detailed instructions** for accessing services.
 - Be structured to **minimize the burden on the youth** and enable **efficient and individualized access** to needed resources.

Access & Documentation Requirements

- All required elements **must be accessible at the time the need is identified** through the ISS.
- Youth must not be denied services due to provider limitations; **referral options must be viable, timely, and documented.**

- Service provision or referral must be recorded in the **WorkSourceWA Management Information System (MIS)** with relevant case notes.
- Providers must document **both delivery and non-delivery of services**, noting reasons why a particular element was not provided if applicable.

Follow-Up & Supportive Services

- **Supportive services (Element 7)** may be provided **during participation** to eliminate barriers.
- **Follow-up services (Element 9)** must be provided **for up to 12 months post-exit**, and may include supportive elements necessary for job retention, advancement, or education continuation.

Definitions

References

Workforce Innovation and Opportunity Act of 2014

WIOA Final Rule; 20 CFR Parts 676,677, and 678; Federal Register, Vol. 81, No. 161, August 19, 2016

WIOA Final Rule; 20 CFR Parts 603, 651, 652, et al; Federal Register, Vol. 81, No. 161, August 19, 2016

TEGL 23-14

TEGL 08-15

TEGL 21-16

TEGL 09-22

TEGL 10-16, Change 1

WorkSource System Policy 1019 (Rev12) – Eligibility Policy and Handbook

WIOA Title I Policy 5602 (Rev5) – Supportive Services & NRPs

WIOA Title I Policy 5620 (Rev1) – Follow-Up Services

Compliance with the state’s eligibility policy will be based on the version of the handbook in effect at the time of the action or activity that may be at issue.

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