	New Jersey Workforce Innovation Notice		WD-PY25-8
	Issued By:	Workforce Development, Division of Career Services	
	Approved By:	Yolanda Allen, Assistant Commissioner Workforce Development	
	Issued Date:	November 13, 2025	

SUBJECT: WIOA Policy Monitoring

EFFECTIVE: **Immediately**

POLICY OVERVIEW

This guidance serves as a comprehensive resource for Local Workforce Development Areas (LWDAs) regarding the development of policies derived from the Workforce Innovation and Opportunity Act (WIOA) at both federal and state levels. It outlines specific guidelines and best practices to ensure that local workforce initiatives align with overarching legislative and regulatory frameworks in Service Delivery, Fiscal and Accounting, and Administrative areas.

Contents

Contact us: For any questions regarding this guidance, please contact WIOAPolicy@dol.nj.gov.

PART 1: SERVICE DELIVERY

	Supportive Services (Adults & Dislocated Workers)	Citations
	The policy addresses the following and is consistent with 20 CFR 680.900 - .970 & NJWIN 10-16 (A)	20 CFR 680.900: Local WDBs, in consultation with the one-stop partners and other community service providers, must develop a policy on supportive services that ensures resource and service coordination in the local area.
1	Lists available supportive services	20 CFR 680.900: Supportive services are services that are necessary to enable an individual to participate in activities authorized under WIOA sec. 134(c)(2) and (3). Supportive Services may include, but are not limited to: • Linkages to community services • Assistance with transportation • Assistance with child care and dependent care • Assistance with housing • Needs-Related Payments (available only to individuals enrolled in training services) • Assistance with educational testing • Reasonable accommodations for individuals with disabilities • Legal aid services • Referrals to health care • Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear • Assistance with books, fees, school supplies and other necessary items for students enrolled in post-secondary education classes • Payments and fees for employment and training-related applications, tests and certifications NJWIN 10-16(A) p. 5: Work Support Activities: WIOA Sec. 134(d)(1)(B) allows local areas to provide work support activities to low-wage workers. Low-wage workers are those individuals who are employed and eligible for SNAP benefits. Work support activities are supportive services that enhance a worker's, ability to participate in training, such as services provided during

		nontraditional hours or the provision of onsite childcare.
2	Process for determining need for supportive services	NJWIN 10-16(A) p. 6: The One-Stop Operator is required to conduct an interview, evaluation or assessment to determine if an individual is unlikely or unable to obtain employment through career services... As part of the determination, the operator must identify what, if any, supportive services a customer requires to successfully complete training and from what sources they will obtain these services.
3	Establishes criteria for participants to receive supportive services, including support for training services not funded by WIOA	NJWIN 10-16 (A) p. 2 - 3: Eligibility for Supportive Services Adult Program Participants (a) Supportive services may only be provided to individuals who are: (1) Participating in career or training services as defined in WIOA secs. 134(c)(2) and (3); **and** (2) Unable to obtain supportive services through other programs providing such services. (b) Supportive services only may be provided when they are necessary to enable individuals to participate in career service or training activities. Underemployed Individuals (supportive services only - ineligible for needs-related payments) • Individuals employed less than full-time who are seeking full-time employment • Individuals who are employed in a position that is inadequate with respect to their skills and training • Individuals who are employed who meet the definition of a low-income individual in WIOA Sec 3(6) (see below) • Individuals who are employed but whose current employment earnings are 80% or less than their previous position. Low-income Individual 1) Individuals who receive, or, in the past six months received, or are a member of a family that is receiving or in the past six months has received, assistance through one or more of the following:

		SNAP, TANF, SSI or GA 2) Is in a family with total family income that does not exceed the higher of the poverty line or 70% of the LLSI 3) Is a homeless individual as defined in the Violence against Women Act of 1994, or a homeless child or youth (as defined in the McKinney-Vento Homeless Assistance Act) 4) Receives or is eligible to receive a free or reduced price lunch under the Richard B. Russell National School Lunch Act; 5) Is a foster child on behalf of whom State or local government payments are made; or 6) Is an individual with a disability whose own income meets the income requirement of clause but who is a member of a family whose income does not meet this requirement.
4	Process for identifying non-WIOA funded supportive services & coordinating with other entities to ensure non-duplication of resources and services (should include referral process and how services will be funded if not available elsewhere)	20 CFR 680.900: The policy should address procedures for referral to such services, including how such services will be funded when they are not otherwise available from other sources. The provision of accurate information about the availability of supportive services in the local area, as well as referral to such activities, is one of the career services that must be available to adults and dislocated workers through the one-stop delivery system.
5	Establishes limits on the amount and duration of Supportive Services & exceptions, if any	20 CFR 680.920: (a) Local WDBs may establish limits on the provision of supportive services or provide the one-stop center with the authority to establish such limits, including a maximum amount of funding and maximum length of time for supportive services to be available to participants. (b) Procedures also may be established to allow one-stop centers to grant exceptions to the limits established under paragraph (a) of this section. NJWIN 10-16 (A) p. 6 (Table): Local policies must be developed per the guidance in this document. Polices must include the following elements for the adult/dislocated worker population and youth: 6. Local limits on amount/duration of supportive services, and exceptions to limits, if any

		7. Local policies on providing work support activities (hours, eligibility, types of services available)
6	Policy states supportive services are WIOA funded only when these services are not available through other agencies and that the services are necessary for the individual to participate in Title I activities	20 CFR 680.910: (a) Supportive services may only be provided to individuals who are: (1) Participating in career or training services as defined in WIOA secs. 134(c)(2) and (3); **and** (2) Unable to obtain supportive services through other programs providing such services. (b) Supportive services only may be provided when they are necessary to enable individuals to participate in career service or training activities.
7	Documentation required to establish need for supportive services	NJWIN 10-16 (A) p. 3: The following are acceptable documentation that can be used to verify eligibility for supportive services: • **Participating in career or training services:** AOSOS record of career service(s) provided and/or funded training service • **Unable to obtain supportive services through other programs**: Case notes entered into AOSOS documenting that attempts were made to use other resources before WIOA supportive services dollars are authorized. • **Services are necessary to enable individual to participate in career or training activities**: Case notes entered into AOSOS documenting the determination that the participant requires the provision of supportive services to participate in career or training services.

8	Documenting supportive services in OSOS & the employment plan	NJWIN 10-16 (A) p. 6: The One-Stop Operator...must identify what, if any, supportive services a customer requires to successfully complete training and from what sources they will obtain these services. This must be recorded in the participants America's One-Stop Operating System (AOSOS) record and their individual employment plan.
9	Supportive services are tied to participant's service strategy	20 CFR 680.910(b): Supportive services only may be provided when they are necessary to enable individuals to participate in career service or training activities.

	Supportive Services (Adults & Dislocated Workers)	Citations
	Needs-Related Payments (If offered as a Supportive Service)	20 CFR 680.930: Needs-related payments provide financial assistance to participants for the purpose of enabling them to participate in training and are a supportive service authorized by WIOA sec. 134(d)(3). Unlike other supportive services, in order to qualify for needs-related payments a participant must be enrolled in training.

1	Eligibility for payments	20 CFR 680.940 - .950: Adults must: (a) Be unemployed; (b) Not qualify for, or have ceased qualifying for, unemployment compensation; and (c) Be enrolled in a program of training services under WIOA sec. 134(c)(3). Dislocated Workers must: (a) Be unemployed, and: (1) Have ceased to qualify for unemployment compensation or trade readjustment allowance under TAA; and (2) Be enrolled in a program of training services under WIOA sec. 134(c)(3) by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months; or (b) Be unemployed and did not qualify for unemployment compensation or trade readjustment assistance under TAA and be enrolled in a program of training services under WIOA sec. 134(c)(3). 20 CFR 680.960: ...payments may be provided if the participant has been accepted in a training program that will begin within 30 calendar days. The Governor may authorize local areas to extend the 30-day period to address appropriate circumstances.
2	Required Documentation	NJWIN 10-16 (A) p. 4 - Adult Documentation (Only one document per criterion is required.) a) **Individual is unemployed**: UI records such as LOOPS Basic 1 Screen Printout; Notice of layoff; Statement from employer or union; WARN notice; and AOSOS entry b) **Not qualified for, or has ceased to qualify for unemployment compensation**: UI records, self-certification (not qualified for unemployment compensation as appropriate)

		c) **Enrolled in a WIOA training program**: A funded training service must be entered in AOSOS. Also required: Signature of participant attesting to their understanding of the NRP requirements and instructions. NJWIN 10-16 (A) p.5 - Dislocated Worker Documentation (Except as noted, only one document per criterion is required.) (a) **Unemployed**: UI records (for example, LOOPS printout) (1) **Ceased to qualify for UI/TAA**: UI records or TAA records as appropriate ***and*** (2) **Enrolled in WIOA training services**: Copy of Individual Training Account or training contract, and AOSOS record showing enrollment in training by the required time frame ***or*** (b) **Unemployed and did not qualify for UI or Trade adjustment assistance *and* enrolled in training**: • UI/TAA application, ITA/contract ***and*** • Copy of Individual Training Account or training contract, ***and*** • AOSOS record showing enrollment in training
3	Level of Payments	20 CFR 680.970(a,b):

		(a) The payment level for adults must be established by the Local WDB. For statewide projects, the payment level for adults must be established by the State WDB. (b) For dislocated workers, payments must not exceed the greater of either of the following levels: (1) The applicable weekly level of the unemployment compensation benefit, for participants who were eligible for unemployment compensation as a result of the qualifying dislocation; ***or*** (2) The poverty level for an equivalent period, for participants who did not qualify for unemployment compensation as a result of the qualifying layoff. The weekly payment level must be adjusted to reflect changes in total family income, as determined by Local WDB policies. NJWIN 10-16 (A) p. 7 (Table): Local areas who indicate through their supportive services policy that they will provide needs related payments must also address the following: 2. How the level of needs-related payment is determined 12. The maximum limit for NRPs per participant
4 - 10	- Internal controls that ensure funds are used as designated - How payments are made to participants on sick, vacation or holiday leave while in training, if at all - Attendance and academic standards and verification process for payments to continue - The number of hours/credits for which participants must be registered to remain eligible for NRPs. - How earned income,	NJWIN 10-16 (A) p. 7 (Table): Local areas who indicate through their supportive services policy that they will provide needs related payments must also address the following: 1. Internal controls to ensure that payments are properly disbursed 3. Attendance and academic standards and verification process for payments to continue 4. The number of hours/credits for which participant must be registered to remain eligible 5. How Unemployment Insurance Benefits affect NRPs 6. Whether NRPs will be suspended during periods of earned income (and how that income will be calculated) and if participants have to requalify to start receiving NRPs again once that income is no longer earned.

	including UI benefits affect NRPs - A description of the approval process including person responsible & the payment process - How payments are recorded	7. Who has the authority to approve NRPs and a description of the approval process 8. Documentation requirements, including recording provision of NRPs in AOSOS 9. Coordination & documentation if participants receive NRPs & supportive services from another program 10. A thorough description of the payment processing system including 11. Who is responsible for accounting and processing of NRPs 13. The requirement to report alleged and suspected fraudulent activity identified during monitoring to be reported as per 20 CFR 683.620

	Individual Training Accounts	Citations
	The policy addresses the following and is consistent with 20 CFR 680.210, 20 CFR 680.300 - .340, 20 CFR 681.550, 20 CFR 683.600, TEGL 21-22, & WD-PY24-11	
1	Total cost limit	20 CFR 680.310(b): Limits to ITAs may be established in different ways: (1) There may be a limit for an individual participant that is based on the needs identified in the IEP, such as the participant's occupational choice or goal and the level of training needed to succeed in that goal; or (2) There may be a policy decision by the State WDB or Local WDB to establish a range of amounts and/or a maximum amount applicable to all ITAs. 20 CFR 680.310(c): Exceptions to ITA limitations may be provided for individual cases and must be described in State or Local WDB policies.
2	Can the cost limit be exceeded if other funding sources such as Pell grants are also used?	20 CFR 680.310(d): An individual may select training that costs more than the maximum amount available for ITAs under a State or local policy when other sources of funds are available to supplement the ITA. These other sources may include: Pell Grants; scholarships; severance pay; and other sources.

<table>
<tr><td>3</td><td>Duration limit</td><td rowspan="2">20 CFR 680.310:
(a) ...the State or Local WDB may impose limits on ITAs, such as limitations on the dollar amount and/or duration.
(b) Limits to ITAs may be established in different ways:
(1) There may be a limit for an individual participant that is based on the needs identified in the IEP, such as the
participant's occupational choice or goal and the level of training needed to succeed in that goal; or
(2) There may be a policy decision by the State WDB or Local WDB to establish a range of amounts and/or a maximum
amount applicable to all ITAs.
(c) Limitations established by State or Local WDB policies must be described in the State or Local Plan, respectively, but must not be implemented in a manner that undermines WIOA's requirement that training services are provided in a manner that maximizes customer choice in the selection of an ETP. Exceptions to ITA limitations may be provided for individual cases and must be described in State or Local WDB policies.

TEGL 21-22: State and local WDBs should review ITA policies at the state and local level to assess whether per-person funding caps enable participants to truly access training that leads to credentials for occupations with career ladders and salary progression. Policies should not unintentionally cause participants to choose shorter-term training with more limited career prospects. State and local WDBs should also review and reconsider policies that prohibit individuals from receiving training more than once. Career pathway programs offer training in discrete, stackable credentials, so that learners and workers can continue to work while taking training that prepares them to move up multiple steps along a career pathway.</td></tr>
<tr><td>4</td><td>Limit on the amount of times a person may receive an ITA</td></tr>
</table>

5	How participant is provided with provider performance information	20 CFR 680.300: WIOA title I adult and dislocated workers purchase training services from State eligible training providers they select in consultation with the career planner, which includes discussion of program quality and performance information on the available eligible training providers. 20 CFR 680.340(b): Each Local WDB, through the one-stop center, must make available to customers the State list of eligible training providers required in WIOA sec. 122(d). The list includes a description of the programs through which the providers may offer the training services, and the performance and cost information about those providers described in WIOA sec. 122(d).
6	How local area determines training is related to employment opportunities in the local area	20 CFR 680.210(b): Under WIOA sec. 134(c)(3)(A) training services may be made available to employed and unemployed adults and dislocated workers who: (b) Select a program of training services that is directly linked to the employment opportunities in the local area or the planning region, or in another area to which the individuals are willing to commute or relocate; WD-PY24-11 p. 11: Training provided through an Individual Training Account (ITA) must be listed as "In Demand" on the Eligible Training Provider List, unless it qualifies as an approved Exception. Keep a printout of the training program with this designation in the customer's folder. Training not provided through an ITA, such as on-the-job training, should reflect local employment opportunities.

7	Process for authorizing ITAs	20 CFR 680.220(a,b,c): (a) ...except as provided by paragraph (b) of this section, an individual must at a minimum receive either an interview, evaluation, or assessment, and career planning or any other method through which the one-stop center or partner can obtain enough information to make an eligibility determination to be determined eligible for training services under WIOA sec. 134(c)(3)(A)(i) and § 680.210. Where appropriate, a recent interview, evaluation, or assessment, may be used for the assessment purpose. (b) The case file must contain a determination of need for training services under § 680.210 as determined through the interview, evaluation, or assessment, and career planning informed by local labor market information and training provider performance information, or through any other career service received. There is no requirement that career services be provided as a condition to receipt of training services; however, if career services are not provided before training, the Local WDB must document the circumstances that justified its determination to provide training without first providing the services described in paragraph (a) of this section. (c) There is no Federally required minimum time period for participation in career services before receiving training services.
8	Payment schedule	20 CFR 680.300: Payments from ITAs may be made in a variety of ways, including the electronic transfer of funds through financial institutions, vouchers, or other appropriate methods. Payments also may be made incrementally, for example, through payment of a portion of the costs at different points in the training course.
9	Determination if a WIOA Youth participant can receive an ITA	20 CFR 681.550: In order to enhance individual participant choice in their education and training plans and provide flexibility to service providers, the Department allows WIOA Individual Training Accounts (ITAs) for OSY, ages 16 to 24 using WIOA youth funds when appropriate.
10	Process for issuing a denial, including an appeal process, if any	20 CFR 683.600(c): Local area procedures must provide:

		(1) A process for dealing with grievances and complaints from participants and other interested parties affected by the local workforce development system, including one-stop partners and service providers; (2) An opportunity for an informal resolution and a hearing to be completed within 60 days of the filing of the grievance or complaint; (3) A process which allows an individual alleging a labor standards violation to submit the grievance to a binding arbitration procedure, if a collective bargaining agreement covering the parties to the grievance so provides; and (4) An opportunity for a local level appeal to a State entity when: (i) No decision is reached within 60 days; or (ii) Either party is dissatisfied with the local hearing decision.

	Adults & Dislocated Workers Follow-up	Citations
	Policy includes the following & is consistent with 20 CFR 678.430(c), 20 CFR 680.150(c), TEGL 07-18, Change 1, & WD-PY21-5	
1	Specific tools for assessing and identifying follow-up supports, including follow-up agreements established during active engagement	WD-PY21-5 p. 10: Each local area must develop and approve a follow-up policy that specifies specific tools for assessing and identifying follow-up supports, including follow-up agreements established during active engagement.
2	How unsubsidized employment is verified	TEGL 07-18, Change 1: must have one of the following: • UI wage data match/administrative wage match, such as the National Directory of New Hires • Post-Exit follow-up for the purposes of collecting employment and wage data (self-reported) from program participants • Paycheck stubs, and tax records (i.e. W2 form, Quarterly tax payment forms, such as an IRS form 941 etc.)

		• Signed letter or other information from employer on company letterhead attesting to an individual's employment status and earnings • Self-employment worksheets signed and attested to by program participants • Detailed case notes verified by employer and program staff.
3	Allowable follow-up services for those who have exited	20 CFR 678.430(c): Follow-up services must be provided, as appropriate, including: Counseling regarding the workplace, for participants in adult or dislocated worker workforce investment activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment. WD-PY21-5 p. 8 Follow-up Services may include, but are not limited to the following: • Counseling individuals about the workplace; • Contacting individuals or employers to help secure better paying jobs; additional career planning, and counseling • Assisting individuals and employers in resolving work-related problems; • Connecting individuals to peer support groups; • Providing individuals with referrals to other community resources. • Providing individualized information about additional educational or employment opportunities
4	Frequency of follow-up (should be at least quarterly)	WD-PY21-5 p. 7: ...at a minimum follow-up contact should be attempted quarterly for Adult and Dislocated Worker…
5	Procedures for documenting follow-up services in OSOS	WD-PY21-5 p. 11 - 12: Activities, Same Day Services & Comments *Follow-up Attempts:* Specific attempts to follow-up with a customer after exit must be documented as an activity in the Activities tab in Customer Detail...even if connection and specific follow-up services are not offered. In addition, additional details about these attempts, must be documented in Comments in the Services tab – including information about the medium used to attempt contact and any specific information provided. *Same Day Services:* A same-day follow-up service should be entered each time a customer engages

		directly in additional contact and receives support during the follow-up period. Follow-up can be entered as a generic follow-up service, however additional details about the nature of the follow-up engagement must be recorded in the Outcome/Status field of the "Achievement Objectives" tab in the Services module.
6	Protocols around follow-up attempts, including when failed attempts are sufficient to discontinue follow-up services, as well as specific expectations around the documentation of these attempts and decisions	20 CFR 680.150(c): Follow-up services, as described in WIOA sec. 134(c)(2)(A)(xiii) and § 678.430(c) of this chapter, must be made available, as determined appropriate by the Local WDB, for a minimum of 12 months following the first day of employment, to participants who are placed in unsubsidized employment. WD-PY21-5 p. 7: Follow-up may be conducted by telephone, in person, via e-mail (or other social media), or by written correspondence...Follow-up services must include more than only a contact attempted or made for securing documentation in order to report a performance outcome. Follow-up services require contact, interaction, and the provision of an acceptable follow-up service. p. 9-10 Informed Choice to Discontinue: For adults, dislocated workers, and youth, follow-up service may be discontinued if the participant indicates that they no longer need or want the follow-up contact. The participant must send an email or a writing indicating the participant's desire not to be contacted further. Service provider staff shall not solicit this request. The individual may opt out of receiving follow- up at any point during the program or during the follow-up period. Opting out must be documented in a comment in AOSOS, as well as in the paper file. Opting out must be an informed and active choice of

		the participant that is based on full knowledge of the supports and services to which an individual has access. In cases, where an individual verbally expresses a choice to discontinue and is unwilling to submit written notice, this must be documented in a comment in AOSOS. p. 10: If after multiple follow-up attempts, no contact is made within the first six months, follow-up services may be terminated. Attempts must have been made to all telephone numbers and through at least one other medium. Additionally, comments, activities, and services in AOSOS must document: (1) the number of failed contacts attempts and efforts made to encourage engagement, (2) the types of contact made, and (3) the services/support offered to the participant...**opt-outs and discontinuations of follow-up services are not allowed, if no local policy exists specifying follow-up policies and procedures.**
7	Procedures for how to document approvals and provision of follow-up services provided beyond 12 months	WD-PY21-5 p. 10: Follow-up may continue if the participant has still not met self-sufficiency and, in the opinion of local area staff, additional progress can be obtained through continued follow-up...All of this must be documented via comments in AOSOS.

	Youth Follow-up	Citations
	Policy includes the following and is consistent with 20 CFR 681.580 & WD-PY21-5	
1	Description of exit process	WD-PY21-5 p. 6: Exit dates are set as equal to the end date of the last service received by the participant. Once a participant has not received any funded services or staff-assisted activity for 90 consecutive calendar days and is not scheduled for future services, a soft exit will occur in AOSOS. This is automatically generated by AOSOS. As a general rule, soft exits should be based on intentional plans and decisions about when a participant is ready to exit Title I programs, based on

		assessment of skill development, barrier removal, goal achievement, and career pathway success.
2	Description of when follow-up services begin	WD-PY21-5 p. 6: Follow-up services should begin…after exit. p. 8: All youth participants must be advised of follow-up services at the time of enrollment and offered an opportunity to receive follow-up services. The follow-up services offered must be included in the ISS and align with the participant's goals and objectives.
3	Specific tools for assessing and identifying follow-up supports, including follow-up agreements established during active engagement	WD-PY21-5 p. 10: Each local area must develop and approve a follow-up policy that specifies specific tools for assessing and identifying follow-up supports, including follow-up agreements established during active engagement.
4	Allowable follow-up services for those who have exited	20 CFR 681.580: (a) Follow-up services may include regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise. (b) Follow-up services for youth also may include the following program elements: (1) Supportive services; (2) Adult mentoring; (3) Financial literacy education; (4) Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, & career exploration services; (5) Activities that help youth prepare for and transition to postsecondary education and training.

5	Opt-out procedures for Youth participants (include templates for participants to decline follow-up services)	WD-PY21-5 p. 9 - 10 Informed Choice to Discontinue: For adults, dislocated workers, and youth, follow-up service may be discontinued if the participant indicates that they no longer need or want the follow-up contact. The participant must send an email or a writing indicating the participant's desire not to be contacted further. Service provider staff shall not solicit this request. The individual may opt out of receiving follow- up at any point during the program or during the follow-up period. Opting out must be documented in a comment in AOSOS, as well as in the paper file. Opting out must be an informed and active choice of the participant that is based on full knowledge of the supports and services to which an individual has access. In cases, where an individual verbally expresses a choice to discontinue and is unwilling to submit written notice, this must be documented in a comment in AOSOS. **...opt-outs and discontinuations of follow-up services based on failed attempts are not allowed, if no local policy exists specifying follow-up policies and procedures.**
6	Frequency of follow-up (should be at least monthly)	WD-PY21-5 p. 7: ...at a minimum follow-up contact should be attempted...monthly for Youth participants
7	Protocols around follow-up attempts, including when failed attempts are sufficient to discontinue follow-up services, as well as, specific expectations around the documentation of these attempts and decisions	WD-PY21-5 p. 7: Follow-up may be conducted by telephone, in person, via e-mail (or other social media), or by written correspondence...Follow-up services must include more than only a contact attempted or made for securing documentation in order to report a performance outcome. Follow-up services require contact, interaction, and the provision of an acceptable follow-up service. WD-PY21-5 p. 10: If after multiple follow-up attempts, no contact is made within the first six months, follow-up services may be terminated. Attempts must have been made to all telephone numbers and through at least one other medium. Additionally, comments, activities, and services in AOSOS must document: (1) the number of failed contacts attempts and efforts made to encourage engagement, (2) the types of contact made, and (3)

		the services/support offered to the participant. ...**opt-outs and discontinuations of follow-up services based on failed attempts are not allowed, if no local policy exists specifying follow-up policies and procedures.**
8	How types and duration of services provided are based on individual needs	20 CFR 681.580(c): All youth participants must be offered an opportunity to receive follow-up services that align with their individual service strategies...The types of services provided and the duration of services must be determined based on the needs of the individual and therefore, the type and intensity of follow-up services may differ for each participant.
9	Procedures for how to document approvals and provision of follow-up services provided beyond 12 months	WD-PY21-5 p. 10: Follow-up may continue if the participant has still not met self-sufficiency and, in the opinion of local area staff, additional progress can be obtained through continued follow-up...All of this must be documented via comments in AOSOS.

	Selective Service	Citations
	Policy includes the following and is consistent with TEGL 11-11 Change 2 & WD-PY24-11	TEGL 11-11, Change 2 states "Men born on or after January 1, 1960 are required to register with Selective Service within 30 days of their 18th birthday (i.e. 30 days before or 30 days after their birthday.)"
1	Does the local area require a Status Information Letter or immediately begin the process to determine if failure to register was not knowing or willful	TEGL 11-11, Change 2 p. 1: This guidance clarifies that grantees, subgrantees, or contractors funded or authorized by Title I of WIA must set a policy for potential participants who are males 26 years old or older that failed to register with the Selective Service. The policy may either (1) request a Status Information Letter from a potential participant before making a determination of knowing and willful failure to register; or (2) initiate the process to determine if the potential participant's failure to register was knowing and willful without the first requesting a Status Information Letter.
2	Documentation required to establish failure to register was not knowing or willful	TEGL 11-11, Change 2 p. 4: Determining Knowing and Willful Failure to Register: If the individual was required but failed to register with the Selective Service as determined by the Status Information Letter or by his own acknowledgment, the individual may only receive services if he can establish by a preponderance of the evidence that

		the failure to register was not knowing and willful. WD-PY24-11 (p. 15-16): If an individual was required to register with Selective Service but failed to do so, they may only receive services if they can provide evidence showing that the failure to register was neither knowing nor willful. The individual should be encouraged to provide as much evidence and detail as possible to support their case. Evidence may include, (1) a self-attestation describing the circumstances at the time of the required registration and the reasons for the failure to register, and (2) supporting documentation that corroborates the individual's explanation. Examples of documentation that may help in making a determination include: • *Service in Armed Forces* – Documentation verifying a man has served honorably in the U.S. Armed Forces such as the DD Form 214 or his Honorable Discharge Certificate may be considered sufficient evidence of his failure to register was not willful or knowing. • *Third Party Affidavits* – Affidavits from parents, teachers, employers, doctors, etc. concerning reasons for not registering, are also acceptable documentation and helpful to service providers determining whether the failure to register was willful and knowing.
3	Who makes determination that failure to register was not knowing or willful	TEGL 11-11, Change 2 p. 4: Determining Knowing and Willful Failure to Register: The grantee, subgrantee, or contractor that enrolls individuals in WIA Title I-funded activities is responsible for evaluating the evidence presented by the individual and determining whether the failure to register was a knowing and willful failure.

	Priority of Service (Adults)	Citations
	Policy includes the following and is consistent with 20 CFR 680.600, TEGL 7-20, NJWIN 11-16 Change 1, & WD-PY24-11	
1	Process for identifying mandatory priority populations	20 CFR 680.600: (b) States and local areas must establish criteria by which the one-stop center will apply the priority under WIOA sec. 134(c)(3)(E)... (c) ...The Local WDB and the Governor may establish a process that also gives priority to other individuals eligible to receive such services, provided that it is consistent with priority of service for veterans (see § 680.650) and the priority provisions of WIOA sec. 134(c)(3)(E)... WD-PY24-11 p. 11: Priority of service means that individuals in certain targeted groups (public assistance recipients, other low-income individuals, individuals who are basic skills deficient and underemployed who are also low income) are given priority over other individuals for receipt of individualized career services and training services funded by the WIOA title I Adult program. Veterans within these groups receive priority over nonveterans. **Adult priority is determined for the targeted groups during eligibility and enrollment.** NJWIN 11-16 Change 1 p. 3: Local areas may also identify local priority groups from among individuals with barriers to employment identified in WIOA. (Includes a list of additional optional priority groups.)

2	Documentation process for recording priority status	WD-PY24-11 p. 12 : Local areas should establish policies and processes among One Stop partners to include information about receipt of public assistance in intake activities. WD-PY24-11 p. 14: Documentation includes records, certificates, identification cards, and other items that can be photocopied and added to participants' files. Source documents encompass government-issued items such as driver's licenses and library cards, as well as private documents like utility bills, paycheck stubs, and termination notices. Additional evidence may include telephone/document inspection forms and signed self-attestations (see Attachment 9), local application forms, or WIOA Registration forms. Written statements from government, education, judicial, human services, or other appropriate sources can document eligibility. Staff can also document eligibility through oral contact with these same resources. When documenting oral contact, include the following information: (a) Date of contact (b) Person/agency contacted, including name, address, and phone number (c) Information provided, ensuring the potential participant's name is noted, and (d) Signature/initials of the person making contact. Additional Documentation Guidance • Written Attestation or Information Sharing from Partner Agencies. • Self-Attestation (Applicant Statement)
3	Process for recording priority status in AOSOS	TEGL 7-20 p. 9: States are required by WIOA sec. 116 to report accurately the characteristics of participants, the services received, and the outcomes achieved. This will help ensure that states are implementing the priority of service provisions of WIOA.

4	Provides for local tracking of priority population served	TEGL 7-20 p. 3: ETA envisions that giving priority of service to these individuals means ensuring that at least 75 percent of a state's participants receiving individualized career and training services in the Adult program are from at least one of the priority groups mentioned above, and expects this rate will be no lower than 50.1 percent in any state. ETA expects states and local boards to review and update their policies and procedures, including the monitoring of the implementation of these policies and procedures in AJCs, as necessary.

	Requires Additional Assistance - Youth (If included in local area plan)	**Citations**
	Policy includes the following and is consistent with 20 CFR 681.210 - .220, **20 CFR 681.310(b), & TEGL 8-15**	
1	Defines criteria for youth requiring additional assistance	20 CFR 681.210 Out of School Youth: (a) Not attending any school (as defined under State law) (b) Not younger than age 16 or older than age 24 at time of enrollment (c)(9) A low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment. 20 CFR 681.220 In School Youth: (a) Attending school (as defined by State law), including secondary and postsecondary school (b) Not younger than age 14 or (unless an individual with a disability who is attending school under State law) or older than age 21 at time of enrollment. (c) A low-income individual (d)(8)An individual who requires additional assistance to complete an educational program or to secure or hold employment.

2	Establishes documentation for each criterion	TEGL 8-15 p. 5 Additional Assistance Barrier: The state and/or local area must establish definitions and eligibility documentation for these barriers...In cases where the State Board does not establish a policy, the Local Board must establish a policy in their local plan, if using these criteria. Policies established at the state or local level should be reasonable, quantifiable, and based on evidence that the specific characteristic of the youth identified in the policy objectively requires additional assistance. For example, "reading below grade level" is an example of an evidence-based, quantifiable characteristic; whereas, "low GPA" is an example of a policy needing more specificity. The policy would be improved if the characteristic were more specific and quantifiable, such as a youth with a GPA below a specific threshold.
3	Provides procedure for ensuring no more than 5% of ISY are determined eligible as youth requiring additional assistance	20 CFR 681.310(b): In each local area, not more than five percent of the ISY newly enrolled in a given program year may be eligible based on the "requires additional assistance to complete an educational program or to secure or hold employment" criterion.

	Work-Based Training	Citations
	On-the-Job Training (If included in WDB budgets)	
	The policy includes the following and is consistent with 20 CFR 680.700 - .730, & WD-PY21-3.1	

1	Defines eligible & ineligible entities	Employers - 20 CFR 680.700: (a) OJT is provided under a contract with an employer or registered apprenticeship program sponsor in the public, private non-profit, or private sector. (b) OJT contracts under WIOA title I, must not be entered into with an employer who has received payments under previous contracts under WIOA or WIA if the employer has exhibited a pattern of failing to provide OJT participants with continued long-term employment as regular employees with wages and employment benefits (including health benefits) and working conditions at the same level and to the same extent as other employees working a similar length of time and doing the same type of work. WD-PY21-3.1 p. 4-5: In addition, employers must demonstrate the following: • Registration for UI/DI taxes • A W-9 on file with the Treasury • Less than $750 in open tax liability Participants - WD-PY21-3.1 p. 3-4: New Jersey One-Stop Career Center customers who meet the eligibility requirements for Title I Adult, Dislocated Worker, or Youth programs have access to OJT opportunities. The development and refinement of Individual Employment Plans (IEP) and/or Individualized Service Strategies (ISS) is a critical step in ensuring that an OJT opportunity matches the skill needs, interests, and assets of the individual participant being served. Processes and procedures for working with OJT participants should reflect a commitment to a comprehensive training plan and to providing customers with a spectrum of opportunities that may include OJT. OJT opportunities may be made available to unemployed participants and dislocated workers who are: • Assessed as benefiting from an OJT opportunity • Align with priority populations and sectors identified by the local area

		• Interested in occupations with available employment opportunities An individual who is employed may also qualify for an OJT if they are considered underemployed. An individual is determined to be underemployed if: • The employee is currently working but not earning the self-sufficient wage required to meet the 100% Lower Living Standard Income Levels promulgated annually by the US Department of Labor and disseminated through NJDOL policy; • The employee is currently working in a temporary capacity and the OJT facilitates a transition to full-time employment; • The employee meets all other applicable requirements; and • The training relates to the introduction of new technologies, introduction to new production or service procedures; upgrading to new jobs that require additional skills; workplace literacy or other appropriate purposes as identified by the local workforce board.
2	Reimbursement rate	20 CFR 680.700(a): Through the OJT contract, occupational training is provided for the WIOA participant...In limited circumstances, as provided in WIOA sec. 134(c)(3)(h) and § 680.730, the reimbursement may be up to 75 percent of the wage rate of the participant. WD-PY21-3.1 p. 6: The maximum amount for each WIOA funded OJT per participant should not exceed $10,000 over a six month period...In limited circumstances, based on factors including employer size, career seeker barriers, availability of funding, and other applicable factors, the local workforce board may determine it appropriate to develop plans that exceed the $10,000 funding cap to provide additional support. Local WDBs must formally request a waiver from the NJDOL Director of Career Services via the WIOA Title I Program Oversight and Development (POD) team. For those OJT opportunities that are funded through temporary, grant or any other federal/state dollars, the costs per trainee can

		exceed the training cap established by this policy up to the maximum amount permitted by the relevant funding source.
3	Requires that each contract include a participation time period based on participant's ability to become proficient in the occupation for which the training is being provided.	20 CFR 680.700(c): An OJT contract must be limited to the period of time required for a participant to become proficient in the occupation for which the training is being provided. In determining the appropriate length of the contract, consideration should be given to the skill requirements of the occupation, the academic and occupational skill level of the participant, prior work experience, and the participant's IEP. WD-PY21-3.1 p. 11: A waiver must be requested by the local WDB in anticipation of... • The funded period exceeds six months
	The local policy addresses the following when the WDB wants to increase reimbursement levels above 50 percent up to 75 percent	20 CFR 680.730(a): The Governor ... and the Local WDB also may increase the reimbursement rate for OJT contracts up to 75 percent, when taking into account the following factors:
1	The characteristics of the participants taking into consideration whether they are "individuals with barriers to employment," as defined in WIOA sec. 3(24);	20 CFR 680.730(a)(1): The characteristics of the participants taking into consideration whether they are "individuals with barriers to employment," as defined in WIOA sec. 3(24);
2	The size of the employer, with an emphasis on small businesses;	20 CFR 680.730(a)(2): The size of the employer, with an emphasis on small businesses;
3	The quality of employer-provided training and advancement opportunities, for example if the OJT contract is for an in-demand	20 CFR 680.730(a)(3): The quality of employer-provided training and advancement opportunities, for example if the OJT contract is for an in-demand occupation and will lead to an industry-recognized credential; and

	occupation and will lead to an industry-recognized credential; and	
4	Other factors the local WDB may determine to be appropriate, which may include the number of employees participating, wage and benefit levels of the employees (both at present and after completion), and relation of the training to the competitiveness of the participant.	20 CFR 680.730(a)(4): Other factors the Governor or Local WDB may determine to be appropriate, which may include the number of employees participating, wage and benefit levels of the employees (both at present and after completion), and relation of the training to the competitiveness of the participant.
5	Documents the factors used when deciding to increase the wage reimbursement levels above 50 percent up to 75 percent.	20 CFR 680.730(b): Governors or Local WDBs must document the factors used when deciding to increase the wage reimbursement levels above 50 percent up to 75 percent. WD-PY21-3.1 p. 6 - 7: Any OJTs that fall outside of the standard criteria outlined in this policy...require a waiver. Local WDBs must submit documentation and requests to their technical assistance liaison on the WIOA Title I Program Oversight and Development (POD) team... For a waiver request to be granted: • Individuals participating in WIOA-funded OJT opportunities must be eligible for Title I funding through Adult, Dislocated Worker, and/or Youth eligibility criteria; • The participant must have a training plan; • The waiver request must clearly connect the need for a waiver with the training plan, including documenting the expected job title and salary, the skill or training that the OJT will provide, that the participant lacks the skill or training, and that the OJT is necessary for the participant to successfully move forward in the training plan...

	Registered Apprenticeship (If included in WDB budgets)	**Citations**
	The Policy includes the following and is consistent with 20 CFR 680.470, 20 CFR 680.740, 20 CFR	

	680.750, NJWIN 13-15, & WD-PY25-6	
1	Process for using ITAs for Related Technical Instruction (RTI's)	20 CFR 680.740(a): OJT contracts may be entered into with registered apprenticeship program sponsors or participating employers in registered apprenticeship programs for the OJT portion of the registered apprenticeship program consistent with 20 CFR 680.700. (b) If the apprentice is unemployed at the time of participation, the OJT must be conducted as described in § 680.700. If the apprentice is employed at the time of participation, the OJT must be conducted as described in § 680.710. (See line 81 under OJT) NJWIN 13-15 p. 3: Given the unique nature of RA, there are several ways in which training services may be used in conjunction with these programs: • An ITA may be developed for a participant to receive RA training; • An OJT contract may be developed with a RA program for training participants. OJT contracts are made with the employer, and RA generally involves both classroom and on-the-job instruction. The OJT contract may be made to support some or all of the OJT portion of the RA program; • A combination of an ITA to cover the classroom instruction along with an OJT contract to cover on-the job portions of the RA is allowed; and • Incumbent worker training may be used for upskilling apprentices who already have an established working/training relationship with the RA program. Local areas may also include supportive services, in coordination with career and/or training services.
2	Registered Apprenticeship on ETPL	20 CFR 680.470: All Registered Apprenticeship Programs that are registered with DOL are automatically eligible to be included in the State list of Eligible Training Providers and programs. All RAPs must be informed of their automatic eligibility to be on the list and provided opportunity to consent to their inclusion before being placed on the ETPL. Inclusion of a RAP in the ETPL allows a

		WIOA-eligible individual to use those funds towards RA. Voluntary reporting of performance information is at Governor's discretion.
3	If local area will provide both an ITA and an OJT contract, how the decision is made	20 CFR 680.750: There is no Federal prohibition on using both ITA and OJT funds when placing participants into a registered apprenticeship program. WD-PY25-6 p. 8: There is no federal prohibition on using both ITA and on-the-job-training (OJT) funds when supporting an individual in a RAP; therefore, when determined necessary, One Stop Career Centers may provide both an ITA for the RTI, and an OJT contract for the same individual. The LWDB must have a policy describing how this determination is made, and what the limit of the combined funds would be.

4	ITA Payment process	WD-PY25-6 p. 6: The policy must also include information on the timeline for payment: whether some or all of the training cost will be paid at enrollment, midway through program, and/or at completion. The payment schedule can vary by provider or program but must be clearly communicated to the participant

	Incumbent Worker Training (If included in WDB budget)	Citations
	Policy includes the following and is consistent with 20 CFR 680.780, TEGL 19-16, & WD-PY21-4	20 CFR 680.780: States and local areas must establish policies and definitions to determine which workers, or groups of workers, are eligible for incumbent worker services.

1	Criteria for employer eligibility	WD-PY21-4 p. 3-4: For an employer to receive Incumbent Worker Training funds, individual(s) receiving training must be: • Employed; • Meet the Fair Labor Standards Act requirements for an employer-employee relationship; and • Have an established employment history with the employer for 6 months or more (which may include time spent as a temporary or contract worker performing work for the employer receiving IWT funds). Furthermore, Local WDBs must consider the following criteria when determining eligibility...(See NJWIN 21-4 / p. 3-4 for details) • Connection to in-demand occupations • Standing of the employer • Benefits to employees In addition, Local WDBs are advised to incorporate additional criteria around: (See NJWIN 21-4 / p. 4 for details) • Trainee characteristics • Quality of training Generally, IWT should be provided to private sector employers. However, there may be instances where non-profit and local government entities may be the recipients of IWT funds. Support of IWT in local government entities must not exceed 10 percent of combined Title I Adult and Dislocated Worker allocations. (p. 3)
2	Defines what documentation will be maintained for reportable individuals	WD-PY21-4 p. 2: Specific outcomes data must be collected and reported in AOSOS for all individuals participating in IWTs – including information about employment retention and wage levels. Incumbent Worker Training participants that are not enrolled as Title I participants are reported as WIOA Reportables to the United States Department of Labor (USDOL) and are not included in WIOA performance measures.

3	Addresses which workers are eligible for priority	WD-PY21-4 p. 5 -6: Local WDBs must establish local policies that clarify and define which workers, or groups of workers, are eligible for and a priority for incumbent worker services… • Participant Characteristics: Do potential participants have specific barriers to employment? **Priority should be given to incumbent workers with barriers to employment.** • Employer impact: How will this training effort contribute to the increased competitiveness of the employer? **Priority should be given when the training offers a clear benefit to the employer's competitiveness.** • Participant impact: What will the impact of this training be on participants? **Priority should be given when the impact of the training leads to gains in wages, advancement in position, credential attainment, and/or includes training of a larger number of participants.** • Unique value: Does this training offer a unique PD/training opportunity? The training opportunity must not be duplicative of existing training/PD opportunities within a company and should serve as a complement and addition to exist professional development strategies.

4	Process for documenting six month work history	WD-PY21-4 p. 5: Local WDBs must establish local policies...for incumbent worker services... These policies must articulate, specifically, processes for documenting the six-month work history of participating employees.

5	Employer contribution is based on number of employees	TEGL 19-16 p. 17 - 18: Employers are required to pay the non-Federal share of the cost of providing incumbent worker training. WIOA sec. 134(d)(4)(D) requires Local WDBs to establish policies regarding the non-federal share of the cost of IWT. Employers are required to pay a portion of the training for those individuals in incumbent worker training and this may be done through both cash payments and fairly evaluated in-kind contributions...The minimum amount of employer share in the IWT depends on the size of the employer and may not be less than: • 10 percent of the cost, for employers with 50 or fewer employees; • 25 percent of the cost, for employers with between 51 to 100 employees; and • 50 percent of the cost, for employers with more than 100 employees. WD-PY21-4 p. 6: Local WDBs may require higher levels of employer contribution based on factors such as: • The number of employees participating in the training • The wage and benefits levels of the employees (at the beginning and anticipated upon completion of training) • The relationship of the training to the competitiveness of the employer and employees • The availability of other employer-provided training and advancement opportunities.

	Youth Work Experience & Incentive Payments	Citations
	Work Experience (Required)	
	Policy includes the following and is consistent with 20 CFR 681.600, TEGL 21-16 and NJWIN 1-17	

1	Lists youth work experiences that the local area will support	20 CFR 681.600(c):The types of work experiences include the following categories: (1) Summer employment opportunities and other employment opportunities available throughout the school year; (2) Pre-apprenticeship programs; (3) Internships and job shadowing; and (4) On-the-job training (OJT) opportunities as defined in WIOA sec. 3(44) and in § 680.700 (Note: Includes Apprenticeships) NJWIN 1-17 p. 7: The duration of paid and unpaid work experience should be stated in the policy. A minimum and a maximum limitation must be set on the number of hours that may be assigned for any single work experience.
2	Defines stipends and how they are paid	NJWIN 1-17 p. 5: For unpaid work experience, WIOA funds may be used for incentives and/or a stipend for youth...The incentives or stipends are determined by the local WDB. p. 7: The policy should define appropriate incentives and stipends along with a minimum and maximum limitation on the type and/or dollar amount.
3	Provides a process for paying wages	NJWIN 1-17 p. 5: Stipends should be reasonable and allocable and issued through a uniform payment system.
4	Defines the difference between trainee and employee according to Fair Labor Standards Act	20 CFR 681.600(a): Labor standards apply in any work experience where an employee/employer relationship, as defined by the Fair Labor Standards Act or applicable State law, exists. Consistent with § 680.840 of this chapter, funds provided for work experiences may not be used to directly or indirectly aid in the filling of a job opening that is vacant because the former occupant is on strike, or is being locked out in the course of a labor dispute, or the filling of which is otherwise an issue in a labor dispute involving a work stoppage. NJWIN 1-17 p. 4 Trainee Vs. Employee: A local area shall ensure that the youth provider makes a determination regarding whether work experience is a "training" situation or an "employment" situation. The local Workforce Development Board (WDB) should establish a process for making these determinations.

5	Addresses parental consent for participants under 18	NJWIN 1-17 p. 4 Child Labor Laws: The local area must ensure compliance with child labor laws. The employer must comply with all applicable federal laws and with state child labor laws if the participant is less than 18 years of age. Proof of age and parental consent must be given for both paid and unpaid work experience. Minors participating in a work experience while school is in session also require a work permit.
6	Ensures compliance with child labor laws	
7	Includes Worksite Agreement Procedures	NJWIN 1-17 p. 6: The WDB must ensure that the youth provider has a written agreement to ensure compliance with the WIOA and applicable regulations. The agreement is a written document that details terms and conditions of paid and unpaid work experience and the expectations of the parties to the agreement. The written agreement is between the participant, the site employer or host site, and the youth provider. The written agreement, must include at a minimum: the duration, remuneration, tasks, duties, supervision, health and safety standards and other conditions of work experience such as consequences of not adhering to the agreement and a termination clause. The worksite or host site entity, the participant and the youth provider should all be given a copy of the agreement. The signed agreement must be available for audit and monitoring purposes.

	Incentive Payments (If included in WDB budget)	Citations
	Policy addresses procedures for incentives and is consistent with 20 CFR 681.640, 2 CFR 200.303(a), 2 CFR 200.403(g), & NJWIN 1-17	
1	The incentive is linked to an achievement and tied to training and/or education, work readiness skills and/or an occupational skills attainment goal as identified in the ISS.	20 CFR 681.640: ...incentive payments to youth participants are permitted for recognition and achievement directly tied to training activities and work experiences. The local program must have written policies and procedures in place governing the award of incentives and must ensure that such incentive payments are: (a) Tied to the goals of the specific program; (b) Outlined in writing before the commencement

		of the program that may provide incentive payments; (c) Align with the local program's organizational policies;
2	Incentive is documented in the Individual Service Strategy (ISS) before the commencement of the program that may provide incentive payments	NJWIN 1-17 p. 6: The local area...must ensure that such incentive payments are...Documented in the Individual Service Strategy (ISS) before the commencement of the program that may provide incentive payments;
3	Identifies specific goals (Credential attainment, unsubsidized employment and/or employment retention, HSE completion, etc.)	NJWIN 1-17 p. 6: Incentives must be for recognition of achievement of milestones in the program tied to work experience, education, or training. This could include improvements marked by attainment of a credential or their successful outcome. Use of incentives for recruitment, submitting eligibility documentation or general participation in the program is not allowed with WIOA funds. Local areas may use leveraged, non-WIOA funds for such incentives.
4	Assigns dollar value that is awarded for each goal	20 CFR 681.640: The local program must have written policies and procedures in place governing the award of incentives
5	Details approval process	20 CFR 681.640: The local program must have written policies and procedures in place governing the award of incentives
6	Includes required documentation for approval (such as proof of training completion, sign-in sheets, credential certificate, case management notes)	2 CFR 200.403: Except where otherwise authorized by statute, costs must meet the following criteria to be allowable under Federal awards: (g) Be adequately documented. See §§ 200.300 through 200.309.
7	Lists allowable forms of payment (cash, gift cards, etc., (**cannot be for entertainment**)	NJWIN 1-17 p. 5: 20 CFR 681.640 states that "While DOL recognizes that incentives could be used as motivators for various activities such as recruitment, submitting eligibility documentation, and participation in the program, incentive payments to youth participants are permitted for recognition and achievement directly tied to training activities and work experiences. The local program must have written policies and procedures in place governing the award of incentives and must ensure that such incentive payments...(d) are in accordance with the requirements contained in 2

		CFR 200." DOL included the reference to the Uniform Guidance at 2 CFR 200 to emphasize that while incentive payments are allowable under WIOA, the incentives must be in compliance with the Cost Principles in 2 CFR 200. For example, Federal funds must not be spent on entertainment costs. Therefore, incentives must not include entertainment, such as movie or sporting event tickets or gift cards to movie theaters or other venues whose sole purpose is entertainment.
8	Internal Controls • For cash or gift cards - Inventory log, periodic reconciliation process • Person(s) with access to payments	2 CFR 200.303: The recipient and subrecipient of federal awards must: (a) Establish, document, and maintain effective internal control over the Federal award that provides reasonable assurance that the recipient or subrecipient is managing the Federal award in compliance with Federal statutes, regulations, and the terms and conditions of the Federal award.
9	AOSOS data entry requirements	WD-PY23-7.1 p. 1: Data must be entered into AOSOS within five business days of service delivery.

	Contracted Services for Adults & Dislocated Workers (If included in WDB budget)	**Citations**
	Policy includes the following and is consistent with 20 CFR 680.320	
1	Identifies reason(s) for using contracted services (consistent with 20 CFR 680.320)	20 CFR 680.320: (a) Contracts for services may be used instead of ITAs only when one or more of the following five exceptions apply, and the local area has fulfilled the consumer choice requirements of § 680.340: (1) When the services provided are on-the-job-training (OJT), customized training, incumbent worker training, or transitional jobs. (2) When the Local WDB determines that there are an insufficient number of eligible training providers in the local area to accomplish the purpose of a system of ITAs. The determination process must include a public comment period for interested providers of at least 30 days, and be described in the Local Plan. (3) When the Local WDB determines that there is a training services program of demonstrated

		effectiveness offered in the area by a community-based organization or another private organization to serve individuals with barriers to employment, as described in paragraph (b) of this section. The Local WDB must develop criteria to be used in determining demonstrated effectiveness, particularly as it applies to the individuals with barriers to employment to be served. The criteria may include: (i) Financial stability of the organization; (ii) Demonstrated performance in the delivery of services to individuals with barriers to employment through such means as program completion rate; attainment of the skills, certificates or degrees the program is designed to provide; placement after training in unsubsidized employment; and retention in employment; and (iii) How the specific program relates to the workforce investment needs identified in the local plan. (4) When the Local WDB determines that it would be most appropriate to contract with an institution of higher education (see WIOA sec. 3(28)) or other provider of training services in order to facilitate the training of multiple individuals in in-demand industry sectors or occupations, provided that the contract does not limit consumer choice. (5) When the Local WDB is considering entering into a Pay-for-Performance contract, and the Local WDB ensures that the contract is consistent with § 683.510 of this chapter.
2	Ensures that the Local Plan describes the process to be used in selecting the providers under a contract for services.	20 CFR 680.320(c): The Local Plan must describe the process to be used in selecting the providers under a contract for services.

PART 2: FISCAL AND ACCOUNTING

	Pay for Performance (If included in WDB budget)	Citations
	Policy includes the following and is consistent with 20 CFR 683.500 - 510 & TEGL 8-20	TEGL 8-20 Attachment 1 p. 4: WIOA Section 3(47) defines PFP contract strategies as procurement strategies that include: 1) contracts where a fixed amount is paid to an eligible provider based on the achievement of specified levels of performance on WIOA's primary indicators of performance for target populations within a defined timetable; 2) an independent validation of the performance achieved; and 3) a description of how state or local areas will reallocate funds to other PFP contract strategies if the funds were not used because the performance outcomes were not met.
1	Must be Part of a Pay for Performance strategy that: • Uses WIOA Pay-for-Performance contracts as they are described in § 683.510 (see below); • Identifies the workforce development problem and target populations; the anticipated outcomes; and the cost to government associated with achieving these outcomes; • Includes a strategy for independently validating the performance outcomes prior to payment; • Includes a description of how funds will be reallocated if benchmarks are not achieved	20 CFR 683.500(a): A WIOA Pay-for-Performance contract strategy is a specific type of performance-based contract strategy that has four distinct characteristics: (1) It is a strategy to use WIOA Pay-for-Performance contracts as they are described in § 683.510; (2) It must include the identification of the workforce development problem and target populations for which a local area will pursue a WIOA Pay-for-Performance contract strategy; the outcomes the local area would hope to achieve through a Pay-for-Performance contract relative to baseline performance; and the acceptable cost to government associated with achieving these outcomes; (3) It must include a strategy for independently validating the performance outcomes achieved under each contract within the strategy prior to payment occurring; and (4) It must include a description of how the State or local area will reallocate funds to other activities under the contract strategy in the event a service provider does not achieve performance

		benchmarks under a WIOA Pay-for-Performance contract.
2	Prior to the implementation, requires a feasibility study to determine whether the intervention is suitable for a WIOA Pay-for-Performance strategy	TEGL 8-20 Attachment I p. 6-7: Prior to establishing a PFP contract strategy, a WIOA local area must complete a feasibility determination which addresses the following required elements of a PFP contract strategy:. a. Identify the workforce development problem that the project will address, per 20 CFR 683.500(a)(2); b. Identify the target population, per 20 CFR 683.500(a)(2),and the projected number of participants; c. Specify the projected performance outcomes for the WIOA-required performance indicators, per 20 CFR 683.500(a)(2); d. Estimate the acceptable cost to the government associated with achieving the projected performance outcomes, per 20 CFR 683.500(a)(2); e. Describe the prospective services for participants, per 20 CFR 683.510(d). f. Describe how the local area will reallocate funds to other PFP contract strategies, if the project does not achieve the projected performance outcomes, per 20 CFR 683.500(a)(4) TEGL 8-20 p. 9: Local funds reserved for PFP contract strategies remain available until expended. If funds reserved for PFP contract strategies ...are not spent because the performance outcomes were not met, they may be reallocated only to other PFP contract strategies.

		Note: Attachment III of this TEGL provides requirements for reallocating funds.
3	Specifies that funds can only be used to provide adult training services described in sec.134(c)(3) of WIOA or youth activities described in sec.129(c)(2) of WIOA.	20 CFR 683.510(d) Services provided. WIOA Pay-for-Performance contracts must be used to provide adult training services described in sec. 134(c)(3) of WIOA or youth activities described in sec. 129(c)(2) of WIOA.
4	Specifies a fixed payment based on the achievements within a defined timetable	20 CFR 683.510(e) Structure of payment. WIOA Pay-for-Performance contracts must specify a fixed amount that will be paid to the service provider based on the achievement of specified levels of performance on the performance outcomes in sec. 116(b)(2)(A) of WIOA for target populations within a defined timetable.
5	Identifies target populations	20 CFR 683.510(g) Target populations. WIOA Pay-for-Performance contracts must identify target populations as specified by the Local WDB, which may include individuals with barriers to employment.

6	Describes how independent validation of the contractor's achievement based on high-quality, reliable, and verified data will be of the performed	20 CFR 683.510(j) Validation. WIOA Pay-for-Performance contracts must include independent validation of the contractor's achievement of the performance benchmarks specified in the contract. This validation must be based on high-quality, reliable, and verified data. TEGL 8-20 Attachment I p. 14: E. Validation of Performance Outcomes Validation of performance outcomes by an entity independent of the contract strategy is required prior to payment to PFP contract strategies. The validation must be based on high quality, reliable, and verified data. The independent validation must include a determination that a PFP contract strategy is in compliance with the DOL performance accountability provisions in TEGL 14-18, TEGL 03-18, and TEGL 10-16, Change 3. If the contract strategy includes performance indicators in addition to the WIOA primary indicators of performance, independent validation of these additional indicators must occur prior to payment. Independent validations must be conducted in accordance with the usual professional standards applicable to validations and audits. Individuals and organizations that have conflicts of interest with the PFP contract strategy (all parties to the PFP contract and subcontracts) cannot conduct the validation. Therefore, the validation must involve a separate contract.

PART 3: ADMINISTRATIVE

	Complaint Procedures	Citations
	Policy includes the following and is consistent with 20 CFR 683.600 & WD-PY22-9	
1	Local area uses State Procedures **or**	State procedures must provide: 20 CFR 683.600(d) (1) A process for dealing with grievances and complaints from participants and other interested parties affected by the statewide Workforce Investment programs; (2) A process for resolving appeals made under paragraph (c)(4) of this section; (3) A process for remanding grievances and complaints related to the local Workforce Innovation and Opportunity Act programs to the local area grievance process; and (4) An opportunity for an informal resolution and a hearing to be completed within 60 days of the filing of the grievance or complaint; and (5) An opportunity for appeal to the Secretary under the circumstances described in § 683.610(a).
2	Local area has established local specific procedures	20 CFR 683.600(a): Each local area, State, outlying area, and direct recipient of funds under title I of WIOA, except for Job Corps, must establish and maintain a procedure for participants and other interested parties to file grievances and complaints alleging violations of the requirements of title I of WIOA... 20 CFR 683.600(b): Each local area, State, and direct recipient must: (1) Provide information about the content of the grievance and complaint procedures required by this section to participants and other interested parties affected by the local workforce development system, including one-stop partners and service providers; (2) Require that every entity to which it awards title I funds provide the information referred to in

		paragraph (b)(1) of this section to participants receiving title I-funded services from such entities; and (3) Must make reasonable efforts to assure that the information referred to in paragraph (b)(1) of this section will be understood by affected participants and other individuals, including youth and those who are limited-English speaking individuals. Such efforts must comply with the language requirements of 29 CFR 37.35 regarding the provision of services and information in languages other than English.
3	Local Procedures do not conflict with State Procedures	WD-PY22-9 p. 1: The purpose of this policy is to create a uniform One Stop Career Center (One Stop) customer complaint process that is part of standard practice across all Local Workforce Development Boards and One Stop partners...Local Workforce Development Boards must ensure that all local entities that are funded through WIOA funds - including Title I and Wagner Peyser funds - establish and maintain complaint procedures consistent with this document. Any additional locations in which One Stop partners are providing services outside of the formal One Stop location must also adhere to the standards highlighted in this policy.

4	Ensures that all customers are provided EEO/Complaint notification	WD-PY22-9 p. 3: The following actions must be integrated into operations and procedures... 1. Complaint Poster: Prominently place in a public area of the One Stop and any other provider locations a "One Stop Career Center Complaint Poster" that contains the name and contact information for the local Complaint Specialist. In addition to English and Spanish, if the One Stop serves significant populations of other language speakers, the poster should be displayed in these languages as well. 2. Equal Opportunity is the Law Poster: Prominently display in a public area of the One Stop and any other provider locations in both English and Spanish. Must contain the name and contact

		information for the and state Employment Opportunity Officers. 3. Orientation Materials: Include information about filing a complaint in orientation presentations and materials whether these are staff-directed, self-directed, online, or in person. 4. Handouts and Acknowledgement: Have each new One Stop customer acknowledge receipt during the registration process of the handouts summarizing the types of complaints/how to file a complaint and advising them of the Equal Opportunity is the Law language...Customers should sign an acknowledgment form.
5	There is a process for informal resolution of complaints	WD-PY22-9 p. 4: A complainant may file a complaint or grievance at the local, state, or federal level. A complainant must be provided with an opportunity for informal resolution prior to the submittal of a written complaint and a hearing to be completed within 60 days of filing the complaint. 20 CFR 683.600(c)
6	Ensures that all complaints are documented in the Complaint Log	WD-PY22-9 p. 5: All written and signed complaints must be logged, recorded, and reported in accordance with the procedures contained in this document (Complaint Log, Timelines and Appeal Process).

	AJC Certification	Citations
	Policy includes the following and is consistent with 34 CFR 361.305 - .310, 20 CFR 678.800, 34 CFR 361.800, 29 CFR 38.13(a,b), WD-PY24-7	

1	Lists all required partners present in local area	WD-PY24-7 p. 2: ...There are 13 partners required to serve as One Stop partners under WIOA, as provided in 20 CFR 678.400. All programs authorized under Title I of WIOA are grouped as a single partner. Additionally, specific state workforce programs that align with Title I program eligibility criteria are also required One Stop partners. 1. Programs authorized under title I of WIOA, including: Adults, Dislocated workers, Youth, Job Corps, YouthBuild, Migrant and Seasonal Farmworker programs, Native American programs (Note: Native American programs through federally recognized tribes are not currently present in New Jersey. However, engagement with state-recognized Native groups is recommended.) 2. Employment services authorized under the Wagner-Peyser Act 3. Adult education and literacy activities authorized under title II of WIOA; 4. The Vocational Rehabilitation program authorized under title I of the Rehabilitation Act; 5. The Senior Community Service Employment 6. Career and technical education programs at the post-secondary level authorized under the Carl D. Perkins Career and Technical Education Act; 7. Trade Adjustment Assistance activities 8. Jobs for Veterans State Grants programs 9. Employment and training activities carried out under the Community Services Block Grant 10. Employment and training activities under the Department of Housing and Urban Development 11. Programs authorized under State unemployment compensation laws (in accordance with applicable Federal law); 12. Programs authorized under sec. 212 of the Second Chance Act (Reintegration of ex-offenders); and 13. Temporary Assistance for Needy Families

		(TANF) In addition, NJDOL is requiring that LWDBs include... 1) New Jersey Department of Labor State Business Outreach Team; 2) Workforce New Jersey (WFNJ) General Assistance (GA); 3) Pathways to Recovery; 4) Job Opportunities for Building Success; and 4; New Jersey Youth Corps
2	Provides local certification criteria	20 CFR 678.800(d): Local WDBs must assess at least once every 3 years the effectiveness, physical and programmatic accessibility, and continuous improvement of one-stop centers and the one-stop delivery systems using the criteria and procedures developed by the State WDB. The Local WDB may establish additional criteria, or set higher standards for service coordination, than those set by the State criteria. Local WDBs must review and update the criteria every 2 years as part of the Local Plan update process described in § 676.580 of this chapter. Local WDBs must certify one-stop centers in order to be eligible to use infrastructure funds in the State funding mechanism described in § 678.730.

3	Defines local comprehensive one-stop (WD-PY22-6 / p. 3)	34 CFR 361.305: (a) A comprehensive one-stop center is a physical location where job seeker and employer customers can access the programs, services, and activities of all required one-stop partners. A comprehensive one-stop center must have at least one title I staff person physically present. (b) The comprehensive one-stop center must provide: (1) Career services, described in § 361.430; (2) Access to training services described in 20 CFR 680.200; (3) Access to any employment and training activities carried out under sec. 134(d) of WIOA; (4) Access to programs and activities carried out by one-stop partners…; and (5) Workforce and labor market information. (c) Customers must have access to these programs, services, and activities during regular business days at a comprehensive one-stop center... (d) “Access” to each partner program and its services means: (1) Having a program staff member physically present at the one-stop center; (2) Having a staff member from a different partner program physically present at the one-stop center...or (3) Making available a direct linkage through technology to program staff who can provide meaningful information or services.
4	Defines local affiliate one-stop(s) (WD-PY22-6 / p. 4)	34 CFR 361.310: (a) An affiliated site, or affiliate one-stop center, is a site that makes available to job seeker and employer customers one or more of the one-stop partners' programs, services, and activities. An affiliated site does not need to provide access to every required one-stop partner program. The frequency of program staff's physical presence in the affiliated site will be determined at the local level. Affiliated sites are access points in addition to the comprehensive one-stop center(s) in each local area. If used by local areas as a part of the service delivery strategy, affiliate sites must be implemented in a manner that supplements and enhances customer access to services.

<table>
<tr><td>5</td><td>Determining physical accessibility</td><td rowspan="2">34 CFR 361.800:
(a The State WDB, in consultation with chief elected officials and Local WDBs, must establish objective criteria and procedures for Local WDBs to use when certifying one-stop centers
(b) Evaluations...must also include evaluations of how well the one-stop center ensures equal opportunity for individuals with disabilities to participate in or benefit from one-stop center services. These evaluations must include criteria evaluating how well the centers and delivery systems take actions to comply with the disability-related regulations implementing WIOA sec. 188, set forth at 29 CFR part 38. Such actions include, but are not limited to:
(1) Providing reasonable accommodations for individuals with disabilities;
(2) Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities;
(3) Administering programs in the most integrated setting appropriate;
(4) Communicating with persons with disabilities as effectively as with others;
(5) Providing appropriate auxiliary aids and services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity;
(6) Providing for the physical accessibility of the one-stop center to individuals with disabilities

(e) All one-stop centers must comply with applicable physical and programmatic accessibility requirements, as set forth in 29 CFR part 38, the implementing regulations of WIOA sec. 188: 29 CFR 38.13(a): Physical accessibility. No qualified individual with a disability may be excluded from participation in, or be denied the benefits of a recipient's service, program, or activity or be subjected to discrimination by any recipient</td></tr>
<tr><td>6</td><td>Determining programmatic accessibility</td></tr>
</table>

		because a recipient's facilities are inaccessible or unusable by individuals with disabilities. Recipients that are subject to Title II of the ADA must also ensure that new facilities or alterations of facilities that began construction after January 26, 1992, comply with the applicable federal accessible design standards, such as the ADA Standards for Accessible Design (1991 or 2010) or the Uniform Federal Accessibility Standards. In addition, recipients that receive federal financial assistance must meet their accessibility obligations under Section 504 of the Rehabilitation Act and the implementing regulations at 29 CFR part 32. Some recipients may be subject to additional accessibility requirements under other statutory authority, including Title III of the ADA, that is not enforced by CRC. As indicated in § 38.3(d)(10), compliance with this part does not affect a recipient's obligation to comply with the applicable ADA Standards for Accessible Design. (b) Programmatic accessibility. All WIOA Title I-financially assisted programs and activities must be programmatically accessible, which includes providing reasonable accommodations for individuals with disabilities, making reasonable modifications to policies, practices, and procedures, administering programs in the most integrated setting appropriate, communicating with persons with disabilities as effectively as with others, and providing appropriate auxiliary aids or services, including assistive technology devices and services, where necessary to afford individuals with disabilities an equal opportunity to participate in, and enjoy the benefits of, the program or activity.

	Conflict of Interest (WIOA Proposals)	Citations
	Policy includes the following and is consistent with Local Public Contract Law (NJSA 5:34-4.3 (f-g))	NJSA 5:34-4.3: (f) Before reviewing any proposals, each person evaluating a proposal shall assess their own affiliations and financial interest and those of their

<table>
<tr><td>1</td><td>Requires reviewers to sign conflict of interest form before reviewing proposals</td><td rowspan="3">families that relate to their duties as someone evaluating a proposal to ensure they do not have a conflict of interest. For these purposes, a person has a conflict of interest with a proposal if that person or spouse, parent, or child would be in violation of the Local Government Ethics Law, N.J.S.A. 40A:9- 22.1 et seq., or the School Ethics Act, N.J.S.A. 18A:12-21 et seq. as appropriate. Any person with a conflict of interest related to the competitive contracting proposal shall not participate in the evaluation process.

(g) Prior to evaluating the proposals, each individual participating in the evaluation of a proposal shall execute a statement in accordance with (e) above certifying they do not have a conflict of interest. Such statement shall reflect the provisions at (e) above, which relate to possible conflict of interest situations. This statement shall be filed with the authorized agent, prior to the beginning of the evaluation process. The certification shall be as follows:

I hereby certify that I have reviewed the conflict of interest standards in the Local Government Ethics Law or the School Ethics Act, as appropriate, and that I do not have a conflict of interest with respect to the evaluation of this proposal. I further certify that I am not engaged in any negotiations or arrangements for prospective employment or association with any of those submitting proposals or their parent or subsidiary organization.</td></tr>
<tr><td>2</td><td>Describes criteria for recusal from evaluation</td></tr>
<tr><td>3</td><td>Process for a reviewer to recuse themselves</td></tr>
</table>

	Personally Identifiable Information	Citations
	Policy includes the following and is consistent with 20 CFR 683.220, TEGL 39-11, & WD-PY24-11	20 CFR 683.220(a): Recipients and subrecipients of WIOA title I and Wagner-Peyser Act funds must have an internal control structure and written policies in place that provide safeguards to protect personally identifiable information, records, contracts, grant funds, equipment, sensitive information, tangible items, and other information that is readily or easily exchanged in the open market, or that the Department or the recipient or subrecipient considers to be sensitive, consistent with applicable Federal, State and local privacy and confidentiality laws. TEGL 39-11 p. 1: Examples of protected PII include, but are not limited to, social security numbers (SSNs), credit card numbers, bank account numbers, home telephone numbers, ages, birthdates, marital status, spouse names, educational history, biometric identifiers (fingerprints, voiceprints, iris scans, etc.), medical history, financial information and computer passwords.
1	Procedures for electronic storage/communication, such as transmitting records by e-mail	TEGL 39-11 p. 2-3: Federal law, OMB Guidance, and Departmental and ETA polices require that PII and other sensitive information be protected...To ensure that such PII is not transmitted to unauthorized users, all PII and other sensitive data transmitted via e-mail or stored on CDs, DVDs, thumb drives, etc., must be encrypted using a Federal Information Processing Standards (FIPS) 140-2 compliant and National Institute of Standards and Technology (NIST) validated cryptographic module 2. Grantees must not e-mail unencrypted sensitive PII to any entity, including ETA or contractors. WD-PY24-11 p. 15: A participant's disability, along with other PII like birth date or Social Security Number, is protected information... Counselors can record disability information in

		the "Counseling Statement" tab of the AOSOS system, accessible only to authorized personnel. Participant records may note the presence of a disability, directing to the confidential file or Counseling Statement tab for details
2	Procedures for hard copies of PII, including storage	TEGL 39-11 p. 3: Grantees must take the steps necessary to ensure the privacy of all PII obtained from participants and/or other individuals and to protect such information from unauthorized disclosure...Grantees further acknowledge that all PII data obtained through their ETA grant shall be stored in an area that is physically safe from access by unauthorized persons at all times and the data will be processed using grantee issued equipment, managed information technology (IT) services, and designated locations approved by ETA.
3	Procedures for the use of unique identifiers in place of PII	TEGL 39-11 p. 4: Whenever possible, ETA recommends the use of unique identifiers for participant tracking instead of SSNs. While SSNs may initially be required for performance tracking purposes, a unique identifier could be linked to each individual record. Once the SSN is entered for performance tracking, the unique identifier would be used in place of the SSN for tracking purposes. If SSNs are to be used for tracking purposes, they must be stored or displayed in a way that is not attributable to a particular individual, such as using a truncated SSN.
4	Procedures for having participants sign releases acknowledging PII will be used for grant purposes only	TEGL 39-11 p. 4: Before collecting PII or sensitive information from participants, have participants sign releases acknowledging the use of PII for grant purposes only.
5	Procedures for destruction of documents including PII	TEGL 39-11 p. 5: Use appropriate methods for destroying sensitive PII in paper files (i.e., shredding or using a burn bag) and securely deleting sensitive electronic PII.