



COUNTY OF SAN LUIS OBISPO
DEPARTMENT OF SOCIAL SERVICES
WORKFORCE DEVELOPMENT BOARD

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Workforce Innovation and Opportunity Act

Title I Eligibility

Technical Assistance Guide

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WIOA Title I Eligibility Technical Assistance Guide

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Introduction

The purpose of this manual is to establish policies and procedures for conducting intake and determining eligibility for Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker and Youth programs.

Inquiries

For questions regarding the WIOA Title I Eligibility TAG, contact the WDB Program Manager.

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Chapter 1 – Orientation

Chapter 1 – Orientation

1.1 Orientation Process

All applicants must complete a WIOA Orientation prior to scheduling an appointment for eligibility determination. The orientation shall include a comprehensive description of WIOA services including the resources and benefits available to potential WIOA participants.

1.2 Orientation Formats

Orientation may be made available virtually, in-person or through an WDB approved video. The orientation must be made available in English and Spanish. Should other languages be requested, the Program Operator shall make the appropriate arrangements to ensure the request is met.

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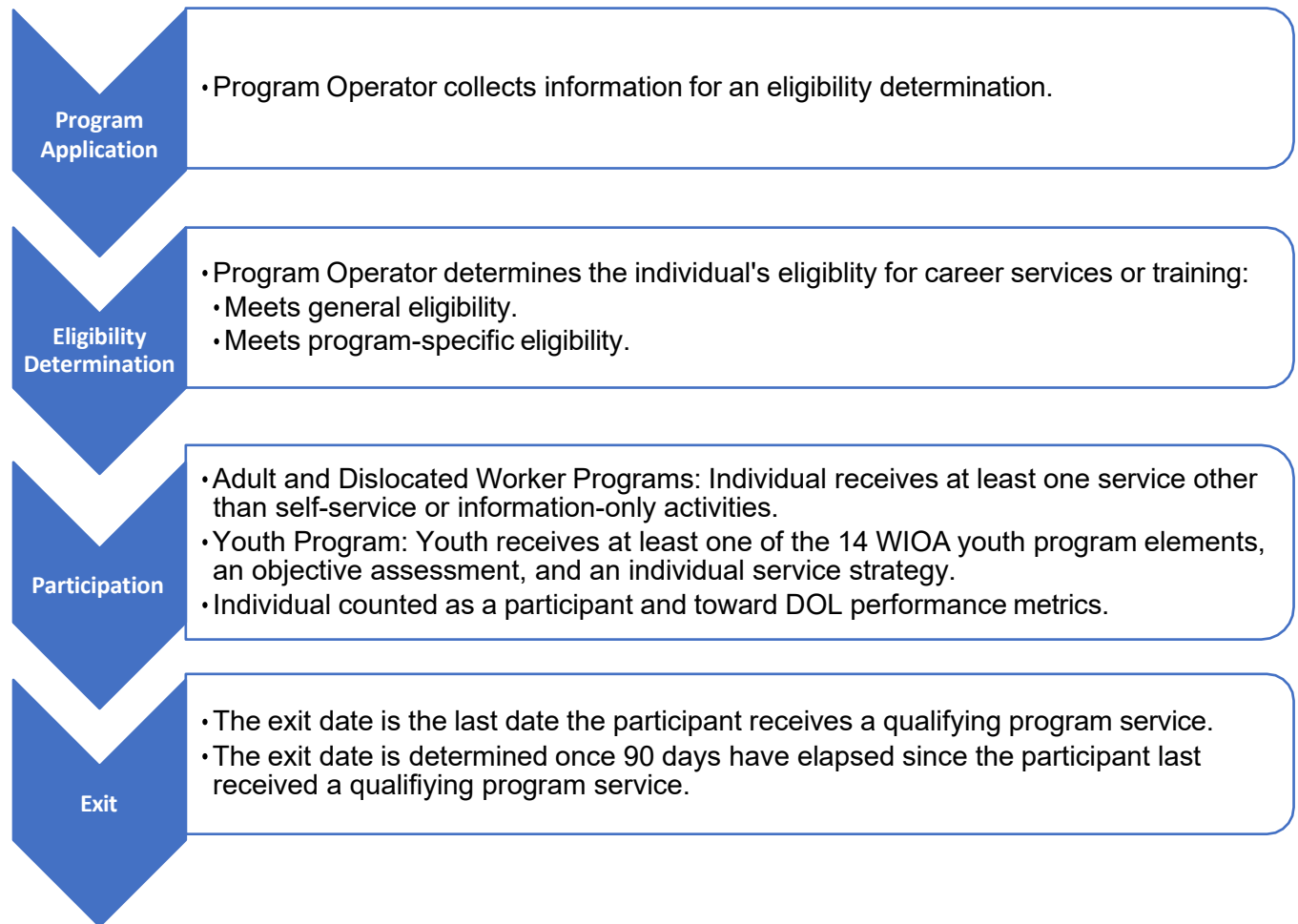
Chapter 2 – Enrollment Process

Chapter 2 – Enrollment Process

2.1 Overview

To receive WIOA-funded services, other than basic career self-services or information-only activities, individuals must be registered and determined eligible.

The following diagram illustrates the enrollment process:



(References: Title 20 CFR Sections 678.430, 680.110 and 681.320; TEGL 19-16 and TEGL 21-16; WSD18-03, WSD19-06, and WSD22-15)

2.2 WIOA Program Application

During program intake, program operators collect information, including identifying information, to determine an individual's eligibility for services. Program operators may collect information through several methods including CalJOBS, a personal interview, or the applicant's WIOA application. The WIOA application is the general tool used to collect information and determine an individual's eligibility for services.

For an individual to be enrolled into a WIOA program, all of the following must occur:

1. An eligibility determination.

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- Information must be collected from the individual to support eligibility determination. This information is collected through the individual's WIOA program application. Program operators should make every effort to ensure that applications are completed in their entirety and all demographic and barrier information is collected for the individual. The application shall be completed and signed by utilizing the CalJOBS system.
- 2. The individual must be asked for Equal Opportunity (EO) data (Program Operators must request EO data, which may be included on the WIOA Application, but an individual is not required to disclose).
- 3. Receive any staff-assisted basic career service, individualized career service, or training service.
 - For the Youth program, an individual must receive all four required components to be enrolled as a participant: eligibility determination, objective assessment, the development of an individual service strategy, and receipt of any of the 14 WIOA youth program elements.

(References: Title 20 CFR Sections 675.300, 680.110, 681.320; Title 29 CFR Part 38; TEGL 10-16, Change 3; WSD18-03 and WSD22-15)

Note – For the WIOA Title I Adult, Dislocated Worker, and Youth programs, neither applicants nor their family members are required to disclose their Social Security Numbers (SSN). While Program Operators must request an individual's SSN for performance reporting purposes, services may not be denied if an individual chooses to not provide their SSN. It is important to note performance outcomes use SSNs to identify applicants in base wage records. Program operator staff are to encourage applicants to provide SSNs for this reason. Should an individual refuse to provide an SSN, a pseudo-SSN must be created. Contact your WDB MIS Administrator for assistance with creating a pseudo-SSN.

Refer to WSD20-11 for more information on the usage of pseudo-SSNs in CalJOBS.

(References: Title 20 CFR Section 677.175[a][2]; TEGL 26-16; WSD20-11)

2.3 Application Process

There is no federal limitation on the amount of time allowed between the application date and when staff must document and verify eligibility. Nevertheless, so much time should not elapse before registration that it becomes unreasonable to assume the information about the individual is still valid.

To ensure the information collected is valid, the first enrollment date must occur within 30 days of application date. If enrollment does not occur within 30 days, the application must be reviewed, eligibility documentation and application date must be updated to ensure the eligibility determination remains valid. Failure to update the eligibility information, such as income and priority demographics, may result in disallowed costs associated with the applicant's eligibility.

(References: WSD18-02 and WSD18-03)

Local policy and procedures for time limits covering the application process:

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WIOA Application Time Limits Policy and Procedures

To ensure the information collected is valid, the first enrollment date must occur within 30 days of the application date. If enrollment does not occur within 30 days of the application date, the program operator must re-review the application and update the eligibility documentation and application date, if necessary, to ensure continued compliance with eligibility requirements. Failure to update eligibility information, such as income and priority demographics, may result in disallowed costs associated with the applicant's eligibility.

Application Completion and Initial Steps

Program operator staff will complete the WIOA Application in CalJOBS. It is recommended that staff work with applicants to create a CalJOBS account and utilize the Eligibility Explorer to begin the eligibility determination process. Staff should meet with applicants prior to completing any pre-eligibility processes to clearly inform the applicant regarding what documents are needed for eligibility determination.

Document Submission Guidelines

Applicants may provide hard copies of documents to be uploaded into CalJOBS by staff. Alternatively, documents containing Personally Identifiable Information (PII), such as right-to-work documents or State ID/DL, may be uploaded directly by the applicant into their CalJOBS account. Documents that do not include PII may be sent via email, text messaging, or other electronic options to the case manager to upload on behalf of the applicant. Under no circumstances should documents or forms with PII be submitted through unencrypted email and/or other unsecured electronic means.

Signature Requirements

All documents and forms must have original and/or electronic signatures with dates, where required. Should an applicant be unable to sign the application remotely, staff shall have the applicant come into the office to sign the WIOA Application in CalJOBS. The applicant should be provided with a printed copy of the application upon completion.

Document Storage and Labeling

All documents and forms relating to the eligibility determination and/or data validation are to be uploaded to CalJOBS in the Documents (staff) section and labeled accordingly.

2.4 Eligibility Determination

The WIOA distinguishes between general program eligibility and eligibility for services for participants. WIOA is not an entitlement program and although an individual may meet program eligibility criteria it does not mean that they are guaranteed services. This is because funding for WIOA programs is limited. Services must be offered to all eligible applicants when funding is available.

General program eligibility applies to all WIOA Title I Adult, Dislocated Worker, and Youth programs and includes:

- Age
- Selective Service System Registration (as applicable)
- Authorization to work in the United States (as required)
- Resident of San Luis Obispo County (local policy – exceptions may apply for adjoining county residents with prior approval).

Eligibility for services is related to local determinations regarding the individual's need, the participant's ability to benefit, and program-specific requirements.

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Eligibility is determined at the time of enrollment. If an individual's situation changes while receiving services, the individual remains eligible until program exit. For example, an Out-of-School (OS) youth who is 24 years of age (the cut off age for OS youth) at the time of enrollment and subsequently turns 25 years of age, is still considered an OS youth until exited from the program.

(References: WIOA Sections 188[a][5], 189[h] and 194[12]; Title 20 CFR Section 681.210; TEGL 10-23 and TEGL 21-16; WSD18-03)

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2.5 Participation

Below are the criteria for participation in the WIOA Adult, Dislocated Worker, and Youth programs.

Adult and Dislocated Worker Programs

An individual becomes a participant in the Adult or Dislocated Worker programs after completing the eligibility determination, satisfying all programmatic requirements, and receiving a staff-assisted basic career service, individualized career service, or training service. An individual who uses self-services, or is assisted with information-only activities, is not considered a participant and therefore does not need to meet eligibility requirements.

Youth Program

An individual becomes a participant in the Youth program after receiving all four required components (eligibility determination, objective assessment, individual service strategy development, and receipt of one of the 14 WIOA Youth program elements).

Note – For the Adult and Dislocated Worker programs, individuals who use self-service and/or receive information-only services or activities are considered reportable individuals. For the Youth program, if an individual fails to meet one or more of the items needed to be a participant, the individual will be reported as a reportable individual and will not be included in performance calculations. Certain information about reportable individuals is required to be reported in quarterly and annual WIOA reports. Collecting and reporting information in CalJOBS allows for accurate representation of the number of individuals engaged with the workforce system.

(References: Title 20 CFR Sections 677.150 and 681.320; TEGL 14-18 and TEGL 10-16, Change 3, Attachment VII; WSD22-15)

2.6 Concurrent Participation

Individuals may be determined eligible for multiple WIOA programs and may participate concurrently in WIOA and AJCC partner programs if they meet the eligibility requirements of each program. Program operators may determine the appropriate level and balance of services for individuals participating in youth and adult programs concurrently.

Examples of concurrent participation include:

- An eligible youth is served simultaneously in the WIOA Title I Youth program and the WIOA Title II Adult Education program to meet the individual's unique needs. The WIOA Title I resources can provide career guidance, work experience, and leadership development, while the WIOA Title II resources can provide adult education and literacy activities.
- A youth participant who is 18 to 24 years of age participates in both the WIOA Title I Youth and Adult programs based on their assessed needs and readiness for adult services.

When an individual is enrolled in multiple WIOA programs, the use of funds must meet the following criteria:

1. The cost must benefit two or more programs in proportions that can be determined without undue effort or cost.
2. The cost to each funding stream must be tracked, documented, and allocated based on the proportional benefit to ensure there is no duplication of services.
3. Each funding stream must maintain its statutory requirements, including eligibility criteria and scope of authorized activities. The individuals must meet the eligibility requirements for each program from which they receive services.

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(References: 20 CFR Section 681.430; TEGL 21-16; WSD19-09)

2.7 Exited Participants

An exit occurs when the participant has not received program services for 90 consecutive calendar days, and no additional future services are scheduled. The program exit date is applied retroactively after 90 days to the last service's actual end date. Follow-up services, self-services, information-only services or activities, and supportive services do not delay, postpone, or affect the date of exit.

Refer to WSD22-15 for more detailed information on the types of exits and determining a participant's date of exit.

(References: TEGL 14-18; WSD19-06 and WSD22-15)

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Chapter 3 – General Eligibility Criteria

Chapter 3 – General Eligibility Criteria

To receive services under the WIOA Title I Adult, Dislocated Worker, or Youth programs, an individual must meet general eligibility criteria, which includes age, Selective Service registration (if applicable), and authorization to work in the United States (as required).

The three general eligibility criteria are discussed in detail in this chapter.

3.1 Selective Service System Registration

The WIOA Section 189(h) mandates that males to comply with registration requirements of the federal [Selective Service System](#) prior to participation in a WIOA Title I-funded program. Local Areas must ensure that each applicable male who participates in any local WIOA program or activity, or receives any WIOA assistance or benefit, has not knowingly and willfully violated Section 3 of the *Military Selective Service Act* (MSSA) by failing to register as required.

To be eligible to receive WIOA-funded services, males born on or after January 1, 1960, who are at least 18 years of age, but not yet 26 years of age, and who are not on active duty in the armed services, must present documentation showing compliance with Selective Service registration requirements. A male youth who reaches 18 years of age while participating in a WIOA program must register, as required, within 30 days of his 18th birthday to continue receiving WIOA-funded services.

The Selective Service System registration requirement for transsexual, transgendered, intersex, and non-binary individuals is based upon the gender assigned at birth. U.S. citizens or immigrants who are born male and changed their gender are required to register. Individuals who are born female and changed their gender are not required to register.

Males required to register include, but are not limited to:

- US citizens.
- Non-US citizens, including undocumented immigrants, legal permanent residents, asylum seekers, and refugees.
- Veterans discharged before their 26th birthday.
- Members of the Reserve and National Guard not on full-time active duty.
- Dual nationals of the US and another country.

Males who are not required to register include, but are not limited to:

- Males serving in the military on full-time active duty.
- Males attending one of the five military academies or certain military colleges.
- Male veterans discharged after their 26th birthday.
- Males who are hospitalized, institutionalized, or incarcerated are not required to register during their confinement. However, they must register within 30 days after being released if they have not yet reached their 26th birthday.
- Disabled males who meet specific criteria
- Non-US males on a valid non-immigrant visa (e.g., student, agricultural, and tourist visas) until they turn age 26.
- Non-US males who entered the US after their 26th birthday.

The above Selective Service registration requirements are not exhaustive. Refer to the Selective Service System website for a comprehensive list of who must register.

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Refer to the *WIOA Title I Acceptable Documentation List* for acceptable forms of supporting documentation to show compliance with Selective Service requirements.

Occasionally, males who were subject to registration, but did not register and are now beyond their 26th birth date, will apply for assistance from a WIOA program. If it is determined that a male who is 26 years of age or older knowingly and willfully failed to register, the MSSA requires that services must be denied to that individual. However, when it can be determined that the applicant's failure to register was not willful or knowingly, he can be considered for participation.

Local Boards must develop policy and procedures for potential male participants who are 26 years of age or older and failed to register. The local policy may request potential male participants to present a Status Information Letter (which can be obtained from the [Selective Service System](#)) before a determination is made as to whether the individual knowingly and willfully failed to register. Alternatively, the local policy may establish that the process to determine whether the individual knowingly and willfully failed to register may be initiated without first requesting a Status Information Letter.

For detailed guidance regarding Selective Service registration requirements, refer to WSD16-18.

(References: 50 USC Chapter 49, Sections 3802 and 3811[g], WSD16-18)

Local policy and procedures for determining whether an individual knowingly and willfully failed to register:

Non-Registration by Males 26 and Older

Program operators must collect sufficient information to determine if an individual knowingly and willfully failed to register for Selective Service prior to his 26th birthday. Operators may either request a Status Information Letter (SIL) before making this determination or initiate the determination process without first requesting an SIL. All documentation must be submitted to WDB for final approval prior to enrollment.

Status Information Letter (SIL)

An individual may obtain an SIL from Selective Service if he:

- Believes he was not required to register, or
- Registered but cannot provide proof of registration.

The SIL request form and instructions are available on the Selective Service website. The individual must describe the circumstances that prevented registration (e.g., hospitalization, incarceration, military service) and provide documentation, including specific dates. If the SIL indicates the individual was not required to register, he is eligible for WIOA services. If the Status Information Letter confirms the individual was required to register and did not do so, the individual is presumed ineligible unless sufficient evidence demonstrates that the failure was not knowing and willful.

Determining “Knowing and Willful” Failure to Register

If a SIL (or the individual's own acknowledgment) confirms a requirement to register, the program operator must determine whether the failure was knowing and willful. The operator evaluates evidence provided and submits a waiver request with supporting documentation to WDB.

Acceptable Documentation

Evidence may include, but is not limited to:

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- Service in the Armed Forces – DD-214 or Honorable Discharge Certificate.
- Third-Party Affidavits – statements from parents, teachers, employers, doctors, etc.
- Self-Attestation – signed statement explaining why the failure was not knowing and willful. Self-attestation may be accepted when no other documentation is available.

Model Questions

To determine whether the failure was “knowing,” ask:

- Was the individual aware of the requirement to register?
- If aware, was he misinformed about the requirement’s applicability?
- When did he first learn he was required to register?
- Where did he live between ages 18 and 26?
- Does the SIL show SSS correspondence sent to that address without response?
- To determine whether the failure was “willful,” ask:
- Was the failure deliberate and intentional?
- Did he have the mental capacity to choose and decide not to register?
- What actions did he take once he learned of the requirement?

WDB Waiver Process

Program operators must submit a waiver request with all supporting documentation to WDB before enrolling males aged 26 and older who have not registered. WDB will review the evidence and issue a written decision within two (2) business days of receiving a complete waiver request:

- If the failure was **not** knowing and willful, and the individual is otherwise eligible, services may proceed.
- If the failure **was** knowing and willful, WIOA services must be denied. Operators must inform the individual of available grievance procedures, including how to access the WDB Grievance Policy.

Documentation and Recordkeeping

All evidence and determinations must be uploaded to the individual’s CalJOBS account (Documents – staff section) and retained per WDB record-keeping requirements. Costs for services provided to individuals later found ineligible are subject to disallowance.

Refer to WDB Selective Service Registration Policy and Procedures for additional information.

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3.2 Age

An individual's age must be verified to ensure they receive appropriate services. The following chart displays the age eligibility criteria for participation in the WIOA Adult, Dislocated Worker, and Youth programs.

WIOA PROGRAM	AGE	REFERENCE
Adult	18 years or older	WIOA Section 3(2)
Dislocated Worker	18 years or older	Title 20 CFR Section 680.120
In-School Youth	16-21 years old	WIOA Section 129(a)(1)(C)(ii)
Out-of-School Youth	16-24 years old	WIOA Section 129(a)(1)(B)(ii)

Refer to the *WIOA Title I Acceptable Documentation List* for a list of identification documents that can be used to satisfy this criterion.

3.3 Authorization to Work

Verifying Work Authorization

Individuals must have their work authorization status verified **prior to enrollment** and before receiving any participant-level services. A participant, as defined by federal guidance, is an individual who has been determined eligible for a program and has received at least one staff-assisted service that triggers participation and reporting. Such services include, but are not limited to, individualized career services, training, or the provision of financial or supportive services.

Work authorization documentation must be collected and reviewed at intake, and only those individuals who demonstrate valid legal status to work in the United States may receive further program services. Acceptable documentation includes documents listed in the federal Form I-9, such as a U.S. passport, Permanent Resident Card, Employment Authorization Document (EAD), Social Security card without employment restrictions, or other approved identity and work authorization combinations.

For individuals who present documentation that reflects **time-limited employment authorization**, such as certain categories of non-citizens, WDB program operators must also implement procedures for **ongoing verification**. Specifically, the TEGL requires that these individuals' work authorization be reviewed **at least once every 90 days (every 3 months)** during the period of program participation. Staff must enter the expiration date of the initial authorization into the case file and set calendar reminders or electronic alerts to prompt timely follow-up.

Participants who present documentation of **indefinite or permanent authorization to work**, such as U.S. citizens or lawful permanent residents with no expiration or with documentation showing unrestricted work eligibility, are not subject to periodic re-verification. Their eligibility remains valid throughout their program participation, and no additional follow-up on work status is required unless otherwise mandated by law or funder guidance.

Services that do not Require Work Authorization

To ensure efficient delivery of services, program operators may deliver certain basic services without verifying an individual's work authorization. These services are identified in Training and Employment Guidance Letter (TEGL) 19-16, Attachment II and include, but are not limited to:

- Eligibility Determination

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- Outreach, Intake, Orientation
- Job Search Assistance (self-directed)
- Information on in-demand sectors, occupations or non-traditional employment, labor market employment statistics information
- Referrals and associated coordination of activities with other programs and services
- Information on job vacancies, job skills necessary to fill vacancies, demand occupations with earnings, skills requirements and opportunities for advancement.
- Performance and cost information for providers of education and training
- Information on local performance
- Information on availability of supportive services or assistance and referral to supportive services.

Services that do Require Work Authorization

These services include, but are not limited to:

- Initial assessment of skill level and supportive service needs
- Job Search Assistance (Staff-assisted)
- Placement Assistance (included “Referred to Employment”) (Staff-assisted)
- Career Counseling
- Provision of information and meaningful assistance filing UI
- Assistance establishing eligibility for financial aid
- Comprehensive and Specialized Assessments
- Development of IEP/ISS
- Job placement.
- Occupational post-secondary training.
- Work experience.
- Supportive services that represent a direct financial benefit such as a voucher or reimbursement, relocation expenses, or needs-related payments.

The lists above provide examples of work authorization verification requirements for common services, however, these lists are not exhaustive. For more detailed information on services that trigger participation and require work authorization, refer to TEGL 19-16 Attachment II.

Proof of Work Authorization

When verifying authorization to work, program operators must obtain copies of the applicant’s document that comply with the requirements for completion of Form I-9 and upload documents in the digital case file in CalJOBS at the time of eligibility determination. This confirmation ensures compliance with federal regulations and better serves employer customers who must verify authorization to work.

Refer to the *WIOA Title I Acceptable Documentation* List for a list of documentation that can be used for proof of work authorization.

Nondiscrimination Compliance

When verifying work authorization, program operators must comply with the non-discrimination regulations in accordance with WIOA Section 188[a][5] and must not discriminate based on citizenship status when determining eligibility or access to services provided under a WIOA Title I-financially assisted program or activity. Discrimination includes treating an individual differently

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from others in determining whether the individual satisfies any admission, enrollment, eligibility, membership, or other requirement or condition for any aid, benefit, service, or training provided under a WIOA Title I financially assisted program or activity.

(References: WIOA Section 188[a][5]; Title 29 CFR Sections 38.11 and 38.6[b][5]; Title 20 CFR Section 683.285[5]; TEGL 10-23; and WSD18-03)

Local policy for verifying authorization to work:

WIOA regulations require verification of authorization to work in the United States as a condition of eligibility for specific services, including enrollment in WIOA Title I Adult, Dislocated Worker, and Youth programs. The San Luis Obispo County Workforce Development Board (WDB) requires that all individuals provide proof of the right to work in the United States at the time of enrollment for any WIOA-funded service that triggers eligibility determination and participation. Verification must follow standards established under the Department of Homeland Security's Form I-9 requirements.

All documents used to verify right-to-work status, including original documents and official receipts, must be uploaded to the participant's CalJOBS file in the Documents (Staff) section. Documentation must be legible, properly labeled, and stored securely to ensure compliance with eligibility and audit requirements.

Time-limited employment authorizations are to be reviewed at least once every 90 days (3 months) during program participation. Expiration dates are to be entered and monitored in CalJOBS. Staff shall review the file for expiration dates prior to starting a new activity to ensure the employment authorization does not expire during the activity (such as OJT and/or ITA).

If a participant's work authorization expires and updated documentation is not provided by the expiration date, the participant must be exited from the program. Program operators must ensure that the exit reason reflects loss of eligibility due to lack of valid work authorization and that all documentation and case notes are updated accordingly.

In limited circumstances, an official receipt may be accepted in place of a required document if the original was lost, stolen, or damaged.

Receipt Acceptance Criteria

A valid receipt must:

- Be issued by a government agency
- Acknowledge that a replacement document has been requested
- Clearly state the date of issuance
- Be used only for documents that were previously issued and now lost, stolen, or damaged

Unacceptable Receipt Types

- Receipts for initial document applications (e.g., first-time SSN requests)
- Expired receipts (older than 90 days)
- Handwritten, unofficial, or incomplete documents

Compliance Procedures

1. Document the Receipt:

Record the type of document being replaced and the receipt issuance date in the participant's

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case file.

2. Track the 90-Day Deadline:

Implement a system to flag the participant file for follow-up before the 90-day period ends.

3. Set Reminders:

Use calendar or system alerts to notify staff before the deadline.

4. Follow-Up Actions:

- If the replacement document is received, upload it and update case notes in CalJOBS.
- If the document is not received by the deadline, services must be paused or enrollment delayed until compliance is achieved.

5. File Management:

- Upload a copy of the receipt to the participant's Documents (Staff) section in CalJOBS.
- Replace it with the final document when received.

Documentation in CalJOBS

Upon receiving the physical copy of the replacement document, provider staff must:

- Document the receipt and verification in case notes
- Upload the final document to the participant's CalJOBS profile
- Ensure the file reflects accurate and timely updates

Reference

Refer to Section 5.9 – WIOA Title I Acceptable Documentation List for a complete list of documents that may be used to verify right-to-work status.

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Chapter 5 – Eligibility Criteria for Career and Training Services

Chapter 4 – Priority of Service

4.1 Priority of Service Overview

Section 2(a) of the Jobs for Veteran's Act (JVA) mandates priority of service for veterans and eligible spouses, including widows and widowers, who otherwise meet the eligibility requirements for participation in DOL-funded programs, including the WIOA.

Priority of service means that individuals who meet established priority requirements (covered persons) must be given priority over other individuals (non-covered persons) for the receipt of employment, training, and placement services. In the context of providing priority of service in a qualified job training program, such as the WIOA, priority of service means the right of a covered person to take precedence over a non-covered person. Depending on the type of service, taking precedence may mean that covered persons receive access to the service or resource sooner than non-covered persons, or if the service or resource is limited, the covered person receives access to the service or resource instead of, or before non-covered persons.

The WIOA is not an entitlement program and funding for WIOA programs is not unlimited. Individuals who do not meet priority of service criteria may still receive services under the WIOA when funding is available.

Detailed information about applying priority of service for participants is provided within this chapter.

(References: WIOA Sections 134(c)(3)(E) and 194(12); Title 38 USC Section 4215; Title 20 CFR Section 1010.200; TEGL 10-09 and TEGL 19-16; WSD19-04)

4.2 Veterans

Program operators must provide priority of service to veterans and eligible spouses for all WIOA-funded activities. While veterans and eligible spouses continue to receive priority of service among all eligible individuals, they must also meet eligibility criteria under the respective employment or training program. Verification of status for veterans and eligible spouses is not required until the veteran or eligible spouse undergoes an eligibility determination and is enrolled in a WIOA Title I program. Until the point of enrollment, a participant who states they meet the veterans' priority eligibility criteria must be afforded veterans' priority of service on the basis of self-attestation.

In implementing priority of service, program operators must ensure that veterans and eligible spouse receive the following:

- Basic career services and individualized career services before other non-covered individuals.
- First priority on waiting lists for training slots
- Are enrolled in training prior to non-covered persons.

Note – Once a non-covered participant is enrolled in a workshop or training class, priority of service is not intended to allow a veteran or eligible spouse to bump the non-covered participant from that class or service.

(References: WIOA Sections 134(c)(3)(E) and 194(12); Title 38 USC Section 4215; Title 20 CFR

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Chapter 5 – Eligibility Criteria for Career and Training Services

Section 1010.200; TEGL 10-09 and TEGL 19-16; WSD24-15; WSD24-06)

Related Definitions

The following definitions are only for the purposes of implementing priority of service. Additionally, the definitions of “veteran” and “eligible spouse” used in this chapter are applicable to the priority of service requirement and are different from, and broader than, the definitions of “veteran” and “other eligible persons” applicable to services provided by the Disabled Veterans’ Outreach Program Specialist and Local Veterans’ Employment Representative staff.

Armed Forces – Includes the Army, Navy, Air Force, Marine Corps, Space Force, and Coast Guard.

Covered Persons – means any of the following individuals:

1. A veteran, including National Guard or Reserve personnel.
2. An eligible spouse.

Eligible Spouse - the spouse (including the same-sex spouse) of any of the following:

1. Any veteran who died of a service-connected disability.
2. Any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
 - a. Missing in action.
 - b. Captured in the line of duty by a hostile force.
 - c. Forcibly detained or interned in the line of duty by a foreign power.
3. Any veteran who has a total disability resulting from a service-connected disability, as evaluated by the US Department of Veterans Affairs (VA).
4. Any veteran who died while a disability, (as indicated in category 3) was in existence.

A spouse whose eligibility is derived from a living veteran or service member would lose their eligibility if the veteran or service member were to lose the status that is the basis for the eligibility (e.g., if a veteran with a total service-connected disability were to receive a revised disability rating at a lower level). Similarly, for a spouse whose eligibility is derived from a living veteran or service member, that eligibility would be lost upon divorce from the veteran or service member.

Non-Covered Person – Persons who are not a veteran or a veteran’s spouse as relating to priority of service application.

Qualified Job Training Program -- Any program or service for workforce preparation, development, or delivery that is funded in whole or in part by the DOL.

Veteran – A person who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable.

Local Policy and Procedures for Veteran’s Priority of Service

Program operators must ensure that veterans and eligible spouses are able to identify themselves at the point of entry and are given an opportunity to take full advantage of the priority. These policies must also ensure that veterans and eligible spouses are aware of the following:

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- Entitlement to priority of service.
- The full array of employment, training, and placement services available under priority of service.
- Any applicable eligibility requirements for those programs and/or services.

For detailed information on veteran's priority of service, refer to WSD24-15.

Local policy and procedures for implementing the priority of service requirements for veterans and eligible spouses:

Program operators must put processes in place to ensure veterans and eligible spouses are identified at their point of entry and given the opportunity to take full advantage of priority of service. Point of entry includes physical locations such as the America's Job Center of California (AJCC), as well as websites such as CalJOBS and other virtual service delivery resources. Processes should ensure that veterans and eligible spouses are aware of entitlement to priority of service, the full array of employment, training and placement services available to them, any applicable requirements to qualify for programs and services, and for online points of entry, how they may access assistance via the nearest AJCC. The information must be provided to covered persons, verbally or in writing at each point in the program including: at orientation, eligibility determination, assessment and during program activities.

Additionally, program operators must ensure the required Priority of Service signage (see WSD24-15) is clearly visible at all points of entry.

Program Operators shall maintain and make available to the public, upon request, a copy of the WDB Priority of Service policy. WDB shall monitor program operators to ensure compliance with the policy.

Program operators may identify veterans or transitioning service members by various means including but not limited to:

- Prominent signage that encourages veterans, eligible spouses and transitioning service members to self-identify
- Staff/first point of contact inquiring at the point of entry if the individual or spouse is currently serving or has ever served in the United States Military
- Ensure staff/first point of contact review Driver's License/ID card to see if the word VETERAN is displayed, if the individual does not self-identify
- Staff review of CalJOBS and/or electronic kiosk systems that allow self-identification as a covered person.

Program operators shall ensure all staff receive sufficient training to ensure they are able to identify veterans, eligible spouses and transitioning service members in compliance with all applicable laws, regulations and directives.

See WDB Priority of Service Policy for additional information

(References: Title 10 USC Section 101[4]; Title 38 USC Sections 101[2] and 4215[B]; WIOA Sections 134(c)(3)(E); 20 CFR Sections 1010.100, 1010.200 and 680.650; TEGL 10-09, 22-04, 22-04, Change 1 and 19-16; WSD24-15)

4.3 Adult Program

In addition to priority for veterans and eligible spouses, the Local Board must establish a process

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for individuals served in the adult program that gives priority of service to recipients of public assistance, other low-income individuals, and skills deficient individuals. This does not mean that only veterans, recipients of public assistance, low-income, and skills deficient individuals can receive WIOA-funded adult services. Individuals do not have to be a part of a priority population to be eligible for the adult program, however priority of service must be applied as prescribed in this chapter. Determination of an individual's low-income status is discussed in [Chapter 8](#) of this TAG.

In alignment with California's Unified Strategic Workforce Development Plan (State Plan), Local Boards may also develop a policy to establish additional priority groups for their Local Area (e.g., residents of the Local Area, individuals with disabilities, formerly incarcerated and justice-involved, etc.) provided the local policy is consistent with priority of service for veterans and the priority provisions WIOA Section 134(c)(3)(E) and Title 20 CFR Section 680.600, and any additional populations identified for priority are not to be interpreted as additional eligibility criteria. Any additional priority populations identified by the Local Board should be reflected in the local policy.

(References: WIOA Section 134(c)(3)(E); Title 20 CFR Sections 680.650, 680.120, and 680.600[b]-[c], and 1010.200; TEGL 19-16; State Plan; WSD15-14 and WSD24-06)

Local criteria for applying and monitoring priority for service for recipients of public assistance, other low-income individuals, and skills deficient individuals within the Adult program:

For individualized career and training services funded by WIOA Adult funds, priority of service must be given to recipients of public assistance, other low-income individuals, or individuals that are basic skills deficient. Priority of service is determined at the time of eligibility and does not change throughout the period of participation. Priority does not apply to the dislocated worker population.

Priority must be provided in the order below:

1. First: Veterans and eligible spouses who are also recipients of public assistance, other low-income individuals or individuals who are basic skills deficient.
2. Second: Individuals who are recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient.
3. Third: Veterans and eligible spouses who are not recipients of public assistance or other low-income individuals or are not basic skills deficient.
4. Fourth: Other individuals not included in WIOA's priority groups.

Local policy adding other priority group(s) (if applicable):
WDB has not identified any additional priority groups.

Written copies of local priority of service policies must be maintained at all service delivery points and, to the extent practicable, posted in a way that makes it possible for members of the general public to easily access the information.

4.4 Applying Priority of Service

The application of priority of service varies depending on the eligibility requirements of the particular program. The following describes how priority of service applies within certain types of DOL-funded programs:

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- *Universal Access Programs*

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Basic career services are universally accessible and must be made available to all individuals seeking employment and training services in at least one comprehensive AJCC per Local Area. While veterans and eligible spouses must receive priority of service over all other program participants, priority for low-income and basic skills deficient populations does not apply to basic career services in either the adult or dislocated worker programs.

- *Programs with Eligibility Criteria*

Eligibility criteria identify basic conditions a participant in a specific program must meet. For example, for the WIOA Title I Adult, Dislocated Worker, and Youth programs, every participant is required to meet the general program eligibility requirements listed in [Chapter 3](#) of this TAG. A veteran or eligible spouse must first meet all of these eligibility criteria in order to be considered eligible for participation in the program. Once determined eligible for participation, the veteran or eligible spouse receives priority for participation in the program and receipt of services.

- *Programs with Statutory Priorities*

Some programs are required by law to provide a priority preference for a particular group of individuals or require the program to spend a certain portion of program funds on a particular group. One example is the Adult program priority for recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. Veterans and eligible spouses must first meet both the program's eligibility criteria and statutory priority criteria to receive priority for participation in the program and receipt of services.

Note – For income-based eligibility and for priority of service determinations, many types of military service-related income are exempt, including any amounts received as military pay or allowances paid while on active duty, or paid by the VA for vocational rehabilitation disability payments, or related VA-funded programs. For detailed information on which types of military pay that are exempt, refer to TEGL 10-09, Attachment A.

Priority of Service Levels

Priority must be provided in the following order for programs that require it:

Levels of Priority of Service	
Priority 1	Veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient.
Priority 2	Individuals who are the recipient of public assistance, other low-income individuals, or individuals who are basic skills deficient.
Priority 3	Veterans and eligible spouses who are not recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient.
Priority 4	All Other individuals who do not meet the above priorities.

(References: TEGL 10-09 and TEGL 19-16; WSD15-14 and WSD19-04)

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The WIOA authorizes the following services:

- Basic Career Services
- Individualized Career Services
- Training Services

While there are distinctions made between the types of services available (basic career services, individualized career services, and training services), individuals are not required to follow a sequence of services. Local Areas have the flexibility to provide services that best meet an individual's needs for their employment and career goals.

(References: WIOA Section 134(c)(2)(A); Title 20 CFR Section 678.430; TEGL 19-16)

5.1 Eligibility for Career Services

For staff-assisted basic career services and individualized career services, Local Boards must identify the assessments to be used to determine eligibility and ensure eligibility determination procedures are consistent with state policies. AJCC staff may use recent interviews, evaluations, or assessments by partner programs to determine if individualized career services would be appropriate. Include below the local policy and procedures to be used for assessments.

(References: WIOA Section 134(c)(2); Title 20 CFR Section 678.430; TEGL 19-16)

Local policy and procedures to be used for assessments for services:

Assessment Policy and Procedures

To ensure participants are provided appropriate, individualized services, all program operators shall implement a comprehensive assessment process, which includes both informal and formal tools.

General Assessment Requirements

Assessments shall include:

Informal discussions and interviews to evaluate the participant's:

- Work history
- Strengths and values
- Career interests
- Family circumstances and service needs
- Basic skills and potential barriers
- Formal assessments as needed to support service planning and eligibility determination.

Career Interest Assessments

Participants shall complete a career interest assessment using tools embedded within CalJOBS or a similar validated assessment based on Holland Codes (RIASEC). The O*NET Interest Profiler (My Next Move) is recommended as a free, accessible, and federally supported tool. All assessments used must be available in both English and Spanish to ensure accessibility.

Basic Skills Assessments

If assessing basic skills (reading, writing, math), program operators must use tools that are

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approved by the National Reporting System for Adult Education (NRS) and listed in the most recent Federal Register.

Approved assessments include, but are not limited to:

- CASAS Reading GOALS 2 Series
- TABE 11/12 (Forms 11 & 12) through June 30, 2026

Annual Notification and Approval

Program operators must notify the San Luis Obispo County Workforce Development Board (WDB) at the beginning of each program year of:

- The specific assessments they propose to utilize
- The procedures for administering and documenting assessment results

WDB reserves the right to review, approve, or require modification of the proposed assessments to ensure compliance with federal, state, and local requirements.

5.2 Eligibility for Training Services

Training services include WIOA-funded and non-WIOA-funded partner training services. There is no sequence of service requirement for training. This means that AJCC staff may determine training is appropriate regardless of whether the individual has received any basic or individualized career services.

Before providing training services to adults and dislocated workers, AJCC staff must conduct an interview, evaluation, or assessment to determine if the individual meets any of the following criteria:

1. Unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services alone.
2. In need of training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment;
3. Has the skills and qualifications to successfully participate in the selected program of training services.
4. Unable to obtain grant assistance from other sources to pay the costs of such training, including such sources as state-funded training funds or Federal Pell Grants established under Title IV of the Higher Education Act of 1965, or requires WIOA assistance in addition to other sources of grant assistance.
5. A member of a worker group covered under a petition filed for TAA and is awaiting a determination. If the petition is certified, the worker may then transition to TAA approved training. If the petition is denied, the worker will continue training under the WIOA.
6. Selected a program of training services that is directly linked to the employment opportunities in the Local Area or region, or in another area to which the individual is willing to commute or relocate.
7. Determined eligible in accordance with the state and local priority system in effect for adults, if training services are provided through the Adult program funding stream.

Where appropriate, Local Boards are encouraged to use previous assessments when making training determinations to reduce duplicate assessments and develop enhanced alignment across partner programs. This could include common intake forms across partner programs to encourage system alignment, reduce individual burden, and ensure customers greater access to programs

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based on their need.

The case file must contain a determination of need for training services 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 Board must document the circumstances that justified its determination to provide training without first providing such services. There is no required minimum time period for an individual to participate in career services before receiving training service.

(References: WIOA Section 134(c)(3); Title 20 CFR Sections 680.210 and 680.220; TEGL 19-16)

5.3 Self-Sufficiency

In addition to providing career and training services to individuals who are unemployed, a significant number of job seekers are underemployed. Examples of underemployed individuals may include individuals who are any of the following:

- Employed less than full-time who are seeking full-time employment.
- Employed in a position that is inadequate with respect to their skills and training.
- Employed who meet the definition of a low-income individual in WIOA Section 3(36).
- Employed, but whose current job's earnings are not sufficient compared to their previous job's earnings.

To receive career or training services, employed adults and dislocated workers must be determined to be in need of those services to obtain or retain employment that allows for self-sufficiency. Local Boards must set criteria for determining whether employment leads to self-sufficiency. ***At a minimum, such criteria must provide that self-sufficiency means employment that pays at least 100 percent of the lower living standard income level (LLSIL) established for a Local Area.***

When setting criteria to determine self-sufficiency, Local Boards should consider different local conditions such as family size, an area's cost of living, and other local economic conditions. It may often occur that dislocated workers require a wage higher than the lower living standard income level to maintain self-sufficiency.

Local Boards may also consider the special needs of individuals with disabilities or other barriers to employment when setting criteria to determine self-sufficiency. This provision helps ensure that career and training services are provided to those employed individuals who are the most in need of services. These may include individuals employed in low skill/low wage jobs.

Local Boards may develop two sets of criteria for self-sufficiency: one for adults and another for dislocated workers. Self-sufficiency for dislocated workers may be defined in relation to a percentage of the layoff wage.

(References: Title 20 CFR Section 680.210; TEGL 19-16; WSD23-02)

Enter local criteria for self-sufficiency below:

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Local criteria for self-sufficiency:

Adult Program and Dislocated Worker Program

Total family income at or below 200% of the current LLSIL, adjusted for family size and published annually by the U.S. Department of Labor.

Using WIOA Assistance in Addition to Other Sources of Grant Assistance

WIOA funding for training is limited to participants who are unable to obtain grant assistance from other sources to pay the cost of their training or who require assistance beyond that which is available under grant assistance from other sources to pay the cost of such training. Programs and training providers must coordinate funds available to pay for training. In making the determination of need for WIOA assistance, Local Areas may take into account the full cost of participating in training, including support services and any other appropriate costs. (References: Title 20 CFR Section 680.230; TEGL 19-16)

5.4 Local Procedures and Eligibility Criteria

In contrast to Work First programs, which hold the philosophy that any job is a good job and that the best way to succeed is to enter the labor market, the WIOA encourages Local Boards to offer higher-quality education and training options that go beyond job search.

The State Plan describes the state's commitment to a High Road workforce development approach. The High Road system centers on meaningful industry engagement and placement of Californians in quality jobs that provide economic security. A key principle of the High Road approach is job quality by building the skills of the existing workforce and bringing new workers to the associated industry sector(s). Orienting the workforce development system toward job quality serves job seekers and workers by placing them in employment that allows them to sustain a high quality of life for themselves, their families, and broader community that depends on their earnings.

Local Boards may not adopt a “work first” approach in developing local procedures and eligibility criteria for individualized and training services. Locally developed procedures and criteria must be designed to provide employment and training opportunities to those who can benefit from, and who are most in need of, such opportunities. The appropriate mix and duration of services should be based on each participant's unique needs.

In developing local procedures and eligibility criteria for individualized and training services, WIOA-funded Adult and Dislocated Worker services may not duplicate or supplant services traditionally funded by the Wagner-Peyser Act (this does not preclude cooperative efforts among AJCC partners to provide seamless and comprehensive services to customers.)

When reviewing a participant's eligibility for basic career staff-assisted, individualized career, and training services, federal and state auditors and monitors will review a participant's eligibility for services against each Local Board's eligibility policy, procedures, and definitions. Local eligibility

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policies and procedures must comply with federal and state requirements.

(Reference: WIOA Section 194)

Include local policy and procedures for determining eligibility for services below:

Local policy and procedures for determining eligibility for training services:

POLICY:

An individual's need and ability to benefit from training shall be determined through an assessment. The assessment should take into account the individual's prior training and education, work history, skills, aptitudes, interests and ability to successfully complete a training. The assessment may include surveys, interviews and other assessments deemed appropriate by the WDB or program operator. Determination of training needs shall be documented in the participant's Individual Employment Plan (IEP). All documents relating to training activities shall be uploaded and maintained in the CalJOBS system, including but not limited to:

- Completed Individual Training Account (and/or any other contract authorizing training) with all authorized signatures, including all payment records and amendments.
- Completed On-the-Job training contract with all authorized signatures, including all payment records, timecards, evaluations and amendments.
- Completed Transitional Jobs contracts with timecards, evaluations and payments to participant.
- All contracts, payment information and any other relevant documents related to training.

General Training Eligibility/Requirements – Training services may be made available to eligible Adult and/or Dislocated Workers who:

- A. After conducting an interview, an evaluation, or assessment, and career planning, it is determined the individual meets the following criteria:
 1. Is unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services alone;
 2. Needs training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment.
 3. Has the skills and qualifications to successfully participate in the selected program of training services.
- B. Select a program of training services that is directly linked to the employment opportunities in the San Luis Obispo County area or the Regional Planning Unit, or in another area to which the individual is willing to commute or relocate.
- C. Are unable to obtain grant assistance from other sources to pay the costs of such training, including such sources as Temporary Assistance for Needy Families (TANF), State-funded training funds, and Federal Pell Grants or requires WIOA assistance in addition to other sources of grant assistance to cover training costs. WIOA funds should supplement rather than supplant other funding sources.
- D. If training services are provided through the Adult funding stream, the individual is determined eligible in accordance with the State and local priority system in effect for adults under WIOA sec. 134(c)(E) and Section 680.600.

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- E. Individuals must, at a minimum, receive either an interview, evaluation, or assessment, and career planning in sufficient detail to enable the case manager to determine that the individual is eligible for training services. Where appropriate, a recent assessment from a partner agency may be utilized. While career services are not mandatory prior to training services, if not provided, the case file must include documentation to justify the determination to provide training services without an interview, evaluation and career planning.
- F. Program operators are responsible for ensuring participant's receive sufficient information regarding training options, cost, and performance to make an informed decision when selecting a training provider. All options should be presented to a participant prior to a final determination being made on funding for training.

Program Operators shall ensure participant's meet the general eligibility for training services prior to referring to a training component. Program Operators shall also refer to specific training policies (i.e. On-the-Job Training and Individual Training Account policies) for more targeted requirements for training.

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Chapter 6 – Additional Eligibility Criteria for Dislocated Workers

Chapter 6 - Eligibility Criteria for Dislocated Workers

To be eligible to receive dislocated worker services, an individual must meet the general WIOA eligibility criteria listed in [Chapter 3](#) of this TAG and the criteria included in at least one of the dislocated worker categories outlined in this chapter. Local policy, procedures and definitions may be established wherever there is flexibility authorized by the WIOA and regulations.

Once an individual is enrolled as a dislocated worker, the individual retains their eligibility as a dislocated worker until exited from the program regardless of employment status or earnings (e.g., an anticipated lay off or termination does not take place). If a participant becomes employed in a full-time, permanent job that pays a wage defined by the Local Board as [self-sufficient or leading to self-sufficiency](#), the participant may continue to be served, as needed, until they are formally exited from the program. However, if it is expected that the participant will not receive any future services, follow-up services may begin immediately following placement into unsubsidized employment.

(Reference: TEGL 10-16, Change 3)

6.1 Determining Dislocated Worker Status

In order to receive services as a dislocated worker, an individual must meet one of the following five criteria:

1. **General Dislocation.** An individual must meet all of the following criteria:
 - a. An individual who was terminated or laid off, or who received a notice of termination or layoff, from employment. This includes a separation notice, under other than dishonorable conditions, from active military service.
 - b. Meets either of the following conditions:
 - (i) Is eligible for or has exhausted entitlement to unemployment compensation.
 - (ii) Has been employed for a duration sufficient to demonstrate attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or because they performed services for an employer not covered under a state unemployment compensation law.
 - c. Is unlikely to return to a previous industry or occupation.
2. **Dislocation from Facility Closure/Substantial Layoff.** An individual must meet criteria a or b or c.
 - a. An individual who was terminated or laid off, or who received a notice of termination or layoff, from employment as a result of any permanent closure of, or substantial layoff at, a plant, facility, or enterprise.
 - b. An individual employed at a facility at which the employer made a general announcement that such facility will close within 180 days.
 - c. For purposes of eligibility for services other than training services included in WIOA Section 134(c)(3), career services included in WIOA Section 134(c)(2)(A)(xii), or supportive services, an individual must be employed at a facility at which the employer made a general announcement that such facility will close.
3. **Self-employed Dislocation.** An individual who was self-employed (including farmers, ranchers, fishermen, independent contractors, and consultants) but is unemployed as a result

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of general economic conditions in the community in which the individual resides or because of a natural disaster.

4. **Displaced Homemaker.** An individual who has been providing unpaid services to family members in the home and meets criteria a **and** b:
 - a. Meets either of the following conditions:
 - (i) Has been dependent on the income of another family member, but is no longer supported by that income (e.g., because the other family member was laid off, or because of death or divorce).; or
 - (ii) Is the dependent spouse of a member of the US Armed Forces on active duty and whose family income has been significantly reduced because of the service member's deployment, call or order to active duty, permanent change of station, or service-connected death or disability.
 - b. Is unemployed or underemployed and having trouble obtaining or upgrading employment.
5. **Spouse of Military Service Member.** A spouse of a member of the Armed Forces on active duty who meets either criteria a **or** b:
 - a. Has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in the service member's duty station.
 - b. Is unemployed or underemployed and having trouble obtaining or upgrading employment.

(References: WIOA Sections 3(15)-(16); Title 20 CFR Sections 680.130, 680.660, and 682.305; TEGL 19-16)

Refer to Section 6.2 for local definitions and standards for the eligibility criteria.

6.2 Definitions and Standards for Eligibility Criteria

The DOL defers to states and Local Boards to define certain eligibility terms. This chapter provides recommendations for defining these terms. Local Boards need to establish definitions to use in determining an individual's eligibility as a dislocated worker so long as the definitions are consistent with the dislocated worker definition in WIOA Section 3(15).

(Reference: Title 20 CFR Section 680.130)

Attachment to the Workforce – “Attachment to the workforce” is not defined in the WIOA or DOL regulations. Local Boards may define this term to assist staff in identifying dislocated workers who are not eligible for unemployment compensation but who have been employed for a duration sufficient to demonstrate an attachment to the workforce (e.g., someone who has worked at least three consecutive months during the last 12 months). Verification of attachment to the workforce is only necessary when an applicant was employed by an employer who is not covered under UI or has not worked a sufficient amount of time to qualify for UI.

Additionally, a separating service member who was discharged or released under conditions other than dishonorable, has demonstrated attachment to the workforce.

(References: WIOA Section 3(15)(A)(ii); Title 20 CFR Section 680.660)

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Local definition of attachment to the workforce:

Sufficient attachment to the workforce is defined as a period of 90 days of cumulative full or part-time work in the past twelve months prior to the date of WIOA application. This applies to individuals are not eligible for UI due to insufficient earnings or having performed services for an employer that were not covered.

Difficulty in Obtaining or Upgrading Employment – The “difficulty in obtaining or upgrading employment” criterion is used as part of the displaced homemaker criteria but is not defined in the WIOA or regulations. Local Boards may define this term in order to assist staff in identifying displaced homemakers.

Local definition for difficulty in obtaining or upgrading employment:

Difficulty in obtaining or upgrading employment for a displaced homemaker may include one or more of the following conditions:

1. **Extended Unemployment**

The individual has been unemployed for an extended period (typically 27 weeks or more) without securing suitable reemployment.

2. **Underemployment**

The individual is employed in a position that:

- Does not utilize their previous level of skill, experience, or training; or
- Provides earnings significantly below the wage of their previous employment; or
- Is part-time or temporary, and the individual desires and is available for full-time work.

3. **Obsolete or Non-Transferable Skills**

The individual's current skills are no longer in demand in the labor market or are insufficient to secure employment in a related or comparable field.

Documentation Requirements:

Staff must document at least one of the above criteria through verifiable sources such as labor market information, employer verification, UI wage records, case notes, or assessment tools. This documentation must be retained in the participant file.

General Announcement – “General announcement” of intended layoff is not defined in the WIOA or DOL regulations. Local Boards may establish criteria for this term. Local criteria must require a credible source of information, or a documented confirmation from the employer (e.g., a newspaper article, a memorandum from the employer to all employees, a notice posted in the affected facility, notification to applicable labor unions, or any other forms of public notice).

Local criteria for general announcement:

A general announcement of intended layoff refers to any formal, written, or publicly communicated notice issued by an employer or authorized representative that indicates an impending reduction in workforce, facility closure, or elimination of positions. This can include the following:

- Written notice to employees, unions or staff (memos, letters, email notification)
- Internal company communication describing upcoming layoffs
- Employer statement to AJCC/WDB staff and/or partner agencies

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- News report or press release announcing closure or layoffs
- WARN notice
- Public social media or website postings by the employer

General Economic Conditions – “General economic conditions” is not defined in the WIOA or DOL regulations. Local Boards may establish criteria for this term. Local criteria may include, among other conditions, self-employment which locally has little demand or has been declining, or the local economy is declining.

Local criteria for general economic conditions:

General economic conditions may be defined as:

- Economic downturns or recessions that reduce demand for services or products
- Industry disruption due to automation, regulation, or market collapse
- Loss of major client(s) or contracts due to business closure, funding cuts, or downsizing
- Natural disasters, pandemics or public health emergencies that impact operations
- Commodity price fluctuations, tariffs, or trade restrictions impacting profitability
- Changes in federal/state law or local ordinances that restrict business activity

Substantial Layoff – “Substantial layoff” is not defined in the WIOA or DOL regulations. The Worker Adjustment and Retraining Notification (WARN) protects employees and communities by requiring that employers give a 60-day notice to the affected employees and both state and local representatives prior to a plant closing or mass layoff. In California, the threshold for WARN notification, which can be interpreted as a substantial layoff, is any plant closure affecting any number of employees, or a layoff of 50 or more employees within a 30-day period regardless of the percentage of the workforce, or relocation of at least 100 miles affecting any number of employees.

Unlikely to Return – “Unlikely to return” is not defined in the WIOA or DOL regulations. Local Boards may define “unlikely to return” to assist staff in identifying dislocated workers. Any of the following considerations may be helpful in defining “unlikely to return”:

- Worked in a declining industry/occupation, as documented on state or locally-developed lists of such industries/occupations. State lists are available from the EDD’s Labor Market Information Division. Local lists must be developed by an appropriate entity, such as the Chamber of Commerce, Local Board, economic development agency, a qualified consultant/educational entity, or other valid public use quality source of labor market information.
- Has had a lack of job offers as documented by local EDD Workforce Services or UI staff, rejection letters from employers in the area, or other documentation of unsuccessful efforts to obtain employment in the prior industry/occupation.
- Worked in an industry/occupation with limited job orders in the CalJOBS system at the time of eligibility determination, as certified by staff.
- Is insufficiently educated and/or does not have the necessary skills for reentry into the former industry/occupation, as documented through the assessment of the individual’s educational achievement, testing, or other suitable means.
- Has physical or other challenges which would preclude reentry into the former industry/occupation, as documented by a physician or other professional (e.g., psychiatrist, psychiatric social worker, chiropractor, etc.).

“Unlikely to return” may be defined in terms of family, personal, or financial circumstances that

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may affect the likelihood of the individual returning to their previous occupation or industry for employment. Local definitions need not be based solely on economic conditions and job availability.

If an individual is likely to return to their previous industry or occupation, they should not be served as a dislocated worker during the period leading up to the date of their return to work but may be served in the adult program.

(References: Title 20 CFR Section 680.130; TEGL 19-16)

Farmworkers, Ranchers, and Fishermen – Individuals that may have worked seasonally can be considered “unlikely to return” to work in a previous industry or occupation for a variety of reasons:

1. Change in family situation that requires higher income.
2. Disability that precludes returning to the same occupation.
3. Natural disaster that results in lost wages.
4. Loss of agricultural land.
5. Mechanization.
6. Any significant variance to normal seasonal employment patterns resulting in uncertain return-to-work dates.

Additionally, permanent closures or a substantial layoff from agricultural enterprises or facilities such as packaging or canneries are not excluded from the standard under WIOA. The WIOA Section 3(15)(C) standard regarding those that were self-employed includes employment as farmers, ranchers, or fishermen and are unemployed due to economic conditions that resulted from general economic conditions in the community in which the individual resides or because of natural disasters. These conditions may include extreme or unusual weather patterns and agricultural and fishing market downturns.

Profiled and Referred UI Claimants – UI profiling refers to a process which uses an automated system to identify claimants likely to exhaust regular UI benefits. After a UI claim is filed and a first payment is made, the EDD’s Worker Profiling and Reemployment Services System identifies claimants likely to exhaust their benefits and refers those claimants to the mandatory Reemployment Services and Eligibility Assessment (RESEA) through the CalJOBS system.

The Governor has determined that the UI profiling methodology and referral process meets the dislocated worker eligibility criteria in WIOA Section 3(15). In this instance, if an individual receives an RESEA appointment then no further documentation is needed to establish the “unlikely to return” criterion at WIOA 3(15)(A)(iii).

(Reference: Title 20 CFR Section 680.130[b][3])

Local definition of unlikely to return:

The Workforce Development Board of San Luis Obispo County (WDBSLO) defines 'unlikely to return' using a combination of labor market conditions, individual characteristics, and personal circumstances as outlined below.

Criteria for Determination

An individual may be considered 'unlikely to return' to their previous occupation or industry if one

or more of the following apply:

- Employment was in a declining occupation or industry, documented through:
 - State or local demand/decline lists (EDD LMID, local board-approved LMI sources)
 - Economic development or Chamber of Commerce reports
- Lack of job offers despite active job search, documented by:
 - Job logs, rejection letters, or EDD/UI referrals
- Limited job listings for the occupation in CalJOBS at time of eligibility determination
- Insufficient education or outdated skills for re-entry, documented by:
 - Assessment results (e.g., TABE, CASAS, occupational assessments)
 - Staff case notes citing training history and skill gaps
- Physical or mental health challenges preventing re-entry, documented by:
 - Statements from licensed professionals (e.g., physicians, psychiatrists, vocational counselors)
- Family or personal circumstances, such as:
 - Relocation due to military spouse status

Acceptable Documentation Examples

To substantiate an 'unlikely to return' determination, staff must collect relevant documentation and ensure it is uploaded to the participant's CalJOBS file. Acceptable forms of documentation include:

- Local or state labor market data (EDD LMID report, CalJOBS screenshots, economic reports)
- Job search logs with no results after 60–90 days
- Rejection letters or email communications from employers
- Printout showing limited job postings in CalJOBS
- Assessment results indicating skill mismatch or credential lapse
- Statements from a licensed physician, mental health provider, or other professionals regarding work limitation
- Staff case notes detailing family/personal circumstances impacting re-employment
- Self-attestation forms, if supported by corroborating evidence

Case File and CalJOBS Documentation

All documentation related to the 'unlikely to return' determination must be uploaded to the participant's CalJOBS Documents (Staff) section. Case notes must reference the reason(s) the individual qualifies under this criterion, the documentation reviewed, and the date of determination.

6.3 Layoffs, Furloughs, Temporary Layoffs, and Lockouts

Layoff – The permanent or temporary termination of employment of an employee due to a position being abolished, insufficient funds, lack of work, or any other reason not reflecting discredit on the employee (such as dismissal for inadequate performance, violation of workplace rules, cause, etc.).

Furlough – The placing of an employee in a temporary status without duties and pay because of lack of work or funds or other non-disciplinary reasons (Title 5 USC Section 7511[a][5]). As such, it is a temporary termination of employment or layoff.

Individuals that are furloughed are laid off. Depending on the local definition of “unlikely to return,”

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the circumstances of the applicant, and local economic conditions, furloughed individuals may or may not be likely to return to their previous industry or occupation. Local Areas are in the best position to make this determination. If these individuals are likely to return to their previous industry or occupation and need more than basic career services, they may be served as adults, provided they meet the general eligibility criteria outlined in [Chapter 3](#) of this TAG. In some cases, a business, company, or corporation's furloughs are in fact substantial layoffs and the "unlikely to return" provision does not apply. Local Boards have the discretion to define substantial layoff since the definition depends on local economic conditions.

Lockout – Any refusal by an employer to permit any group of five or more employees to work as a result of a dispute with such employees affecting wages, hours, or other terms or conditions of employment of such employees (California Labor Code Section 1132.8). A lockout does not terminate the employer-employee relationship, so locked out employees are not eligible dislocated workers since they have not been terminated or laid off, they are not eligible for unemployment compensation, and they are likely to return to the same industry or occupation once the dispute is resolved. The same guidance applies to employees that are on strike. There may be locked out employees who for financial reasons seek other employment. These individuals may be served as adults, provided they meet the general eligibility criteria outlined in [Chapter 3](#).

6.4 Veterans and Military Spouses

Veterans

One of the criteria used to establish eligibility for a dislocated worker is determining whether the worker was terminated or laid-off. Per the DOL, a separating service member with a discharge that is anything other than dishonorable qualifies the individual for dislocated worker activities provided:

1. The separating service member has received a DD Form 214 Report of Separation or other documentation showing a separation or imminent separation from the Armed Forces to satisfy the termination or layoff part of the dislocated worker eligibility criteria.
2. The separating service member qualifies for the dislocated worker eligibility criteria on eligibility for or exhaustion of unemployment compensation.
3. As a separating service member, the individual meets the dislocated worker eligibility criteria that the individual is unlikely to return to the previous industry.

(Reference: Title 20 CFR Section 680.660)

Military Spouses

The WIOA expanded the definition of dislocated workers and displaced homemakers to include military spouses. A military spouse qualifies for dislocated worker activities provided the following:

1. The military spouse meets the WIOA general eligibility criteria; and
2. The military spouse has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of the spouse, **or** is unemployed or underemployed and experiencing difficulty in obtaining or upgrading employment; or
3. The military spouse's family income is significantly reduced because of any of the following:
 - a. A deployment.
 - b. A call to active duty.

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- c. A permanent change of station.
- d. The service-connected death or disability of the service member.

(References: WIOA Sections 3[15][E] and 3[16][A]; TEGL 19-16)

The term “whose family income is significantly reduced” is not defined in the WIOA or the DOL regulations. Local Boards may establish criteria for this term.

Local criteria for significantly reduced family income for veterans and military spouses:

An individual may be determined to have a significantly reduced family income if both of the following conditions are met:

1. A qualifying military-related event occurred:
 - Deployment
 - Call or order to active duty
 - Permanent change of station (PCS)
 - Service-connected death or disability of the service member
2. The military event resulted in a measurable decrease in household income, such as:
 - Family income dropping below 150% of the Federal Poverty Level (FPL)
 - Significant reduction in hours or employment of the military spouse
 - Underemployment or unemployment following relocation or separation from service

Acceptable Documentation

To support a determination of significantly reduced family income, staff may collect one or more of the following documents:

- Military orders for deployment, PCS, or active duty
- Documentation of service-connected death or disability
- Marriage license and military ID card
- Paystubs or tax returns demonstrating a decrease in income
- Job search logs or documentation of underemployment
- Signed self-attestation form supported by case notes or third-party confirmation

Documentation and Case File Requirements

All supporting documentation must be uploaded to the participant’s CalJOBS profile in the Documents (Staff) section. Staff must create a case note summarizing the qualifying military event, evidence of income reduction, and the determination date. If self-attestation is used, it must be accompanied by case notes and, when possible, corroborating documentation.

6.5 Related Definitions

Active Duty – Full-time duty in the active military service of the United States. Active duty includes full-time training duty, annual training duty, and attendance, while in the active military services, at a school designated as a service school by law or by the Secretary of the military department concerned. Such term does not include full-time National Guard duty. (Reference: Title 10 USC Section 101[d][1])

Armed Forces – Includes the Army, Navy, Air Force, Marine Corps, Space Force, and Coast Guard. (Reference: 10 USC Section 101[4])

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Employment Status – This following information is to be collected directly from the individual, not from wage records.

1. Employed
 - a. Did any work at all as a paid, unsubsidized employee on the date participation occurs.
 - b. Worked 15 hours or more in an unpaid job on a farm or business operated by a family member. (Reference: TEGL 10-16, Change 3, Attachment 1)
2. Employed, but received notice of termination or military separation
 - a. Has received a notice of termination of employment or the employer has issued a Worker Adjustment and Retraining Notification (WARN) or other notice that the facility or enterprise will close.
 - b. Is a transitioning service member.
3. Not Employed
 - a. Those that do not meet any one of the conditions described above.
4. Underemployed
 - a. Individuals employed less than full-time who are seeking full-time employment.
 - b. Individuals who are employed in a position that is inadequate with respect to their skills and training.
 - c. Individuals who are employed and meet the definition of low-income.
 - d. Individuals who are employed, but whose current job earnings are not sufficient compared to their previous job earnings from their previous employment.

(Reference: TEGL 19-16)

Military Spouse – An individual who is married to a member of the Armed Forces on active duty or the surviving spouse of an active-duty service member who lost their life while on active-duty service. Consistent with TEGL 26-13, the definition of “military spouse” includes same-sex spouses.

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To be eligible to receive youth services, an individual must meet the general WIOA eligibility criteria listed in [Chapter 3](#) of this TAG and the additional program eligibility criteria included in this chapter. Local policy, procedures and definitions may be established wherever there is flexibility authorized by the WIOA and DOL regulations.

Local Boards are required to provide case management to all youth participants. Case management is the act of connecting youth to appropriate services and begins at the point of enrollment and must continue throughout program participation and follow-up. Note that, case management is not a program element and does not extend a youth's participation.

Local Boards must provide each participant with information on all applicable or appropriate services that are available through the AJCC system that support the participant's individual service strategy and ensure participants receive referrals to appropriate training and educational programs that have the capacity to serve the participant.

(References: WIOA Sections 129(c)(3)(A)(i) and (ii); 20 Title CFR Section 681.420(a)(3); TEGL 21-16)

7.1 Eligibility for Out-of-School Youth Services

To receive services as an OS youth, an individual must meet the following requirements.

Eligible OS Youth – Meets the definition provided below:

1. Not less than 16 years of age and not more than 24 years of age.
2. Not attending any secondary or postsecondary school.
3. Has one or more of the following barriers in the table below:
A youth only needs to meet one of these barriers. However, Local Areas should document all barriers that apply.

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The following table provides clarity on the requirements to meet OS youth eligibility:

Definition of Barriers for Eligibility of OS Youth:	
Barrier 1	A school dropout.
Barrier 2	Within the age of compulsory school attendance but has not attended school for at least the most recent complete school year quarter.
Barrier 3	A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual <u>and</u> is either basic skills deficient or an English language learner.
Barrier 4	An offender.
Barrier 5	<ul style="list-style-type: none">• A homeless individual.• A runaway.
Barrier 6	<ul style="list-style-type: none">• In foster care.• Has aged out of the foster care system.• Has attained 16 years of age and left foster care for kinship, guardianship, or adoption.• A child eligible for assistance under Section 677 of the Social Security Act (42 USC Section 677).• In an out-of-home placement.
Barrier 7	Pregnant or parenting (including custodial and non-custodial parents).
Barrier 8	A youth with a disability.
Barrier 9	A low-income individual who requires additional assistance to enter or complete an education program or to secure or hold employment.

(References: Title 20 CFR Section 681.210; WSD17-07)

7.2 Eligibility for In-School Youth Services

To receive services as an in-school (IS) youth, an individual must meet the following requirements.

Eligible IS Youth – Meets the definition provided below:

1. Is not less than 16 years of age and not more than 21 years of age (Youths with disabilities who are in an individualized education program at the age of 22 may be enrolled as an IS youth).
2. Attending school, including secondary and postsecondary school.
3. Low-income individual.
4. Has one or more of the following barriers:
A youth only needs to meet one of the IS youth barriers in the table below, however Local Areas should document all barriers with the following exception: *IS youth who require additional assistance to complete an education program or secure or hold employment.*

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The following table provides clarity on the requirements to meet IS youth eligibility.

Definition of Barriers for Eligibility of IS Youth:	
Barrier 1	Basic skills deficient.
Barrier 2	An English language learner.
Barrier 3	An offender.
Barrier 4	<ul style="list-style-type: none"> • A homeless individual. • A runaway.
Barrier 5	<ul style="list-style-type: none"> • In foster care. • Has aged out of the foster care system. • Has attained 16 years of age and left foster care for kinship, guardianship, or adoption. • A child eligible for assistance under Section 677 of the Social Security Act (42 USC Section 677). • In an out-of-home placement.
Barrier 6	Pregnant or parenting (including custodial and non-custodial parents).
Barrier 7	A youth with a disability.
Barrier 8	<p>A low-income youth who requires additional assistance to complete an education program or to secure or hold employment.</p> <p>Note: No more than five percent of IS youth enrolled in a given program year may be found eligible based solely on meeting this category. WIOA Youth programs should only report IS youth as having this barrier if it is their only barrier, and therefore the barrier is used for eligibility determination.</p>

(References: WIOA Section 129(a)(3); Title 20 CFR Sections 681.220 and 681.310; TEGL 09-22; WSD17-07)

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Five Percent Limitation for In-School Youth Eligibility

In each Local Area, not more than five percent of the IS youth newly enrolled in a given program year (PY) may be eligible based on the “requires additional assistance to complete an educational program or to secure or hold employment” criterion. To ensure as many IS youth as possible are served, Local Areas should only report a youth as having this barrier if it is their only barrier.

Note – The five percent limitation for IS youth who require additional assistance is not the same as the five percent low-income exception.

(Reference: TEGL 09-22)

7.3 Five Percent Low-Income Eligibility Exception

The WIOA maintains a five percent low-income eligibility exception under which five percent of Local Area youth who ordinarily would need to be low-income do not need to meet the low-income provision. A program must calculate the five percent based on the percent of newly enrolled youth in the Local Area’s WIOA youth program in a given PY who would ordinarily be required to meet the low-income requirement.

To determine whether a youth must be low-income in order to qualify for the youth program, the Local Area should first consider whether the participant is an OS youth or IS youth. The low income requirement applies only to OS youth with certain barriers (see the section on Eligibility for OS Youth), whereas all IS youth must be low income unless the five percent eligibility exception is applied.

The five percent low-income exception may include OS youth, IS youth, or a combination of both, but must not exceed five percent of all WIOA youth participants served in a given PY.

(References: Title 20 CFR Section 681.250; WSD17-07)

7.4 Local Definitions and Eligibility Criteria

Basic Skills Deficient – Meets the following definition with respect to an individual:

1. A youth who has English, reading, writing, or computing skills at or below the 8th grade level of a generally accepted standardized test.

In assessing basic skills, local programs must use assessment instruments that are valid and appropriate for the target population, and must provide reasonable accommodation in the assessment process, if necessary, for individuals with disabilities.

2. A youth or adult who is unable to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual’s family, or in society.

Criteria used to determine whether an individual is basic skills deficient includes the following:

- ***Lacks a high school diploma or high school equivalency and is not enrolled in secondary education.***
- ***Enrolled in a Title II Adult Education/Literacy program.***
- ***English, reading, writing, or computing skills at an 8.9 or below grade level.***
- ***Determined to be Limited English Skills proficient through staff-documented***

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observations.

- ***Other objective criteria determined to be appropriate by the Local Area and documented in its required policy.***

Refer to the *WIOA Acceptable Documentation List* for more detailed information on determining whether an individual meets the basic skills deficient criterion.

The WIOA and DOL regulations do not further define the level of literacy necessary to function on the job, in the individual's family, or in society. Survival skills such as computer skills, balancing a checkbook, budgeting a family's income, or filing a tax return, may be considerations when defining these areas. Such definitions may provide greater flexibility in achieving basic skills goals for an individual who is basic skills deficient and may have difficulty achieving an 8th grade level of literacy within a specified program period.

Describe the local definition and eligibility documentation requirements for "deficient in basic literacy skills" below:

Local definition of deficient in basic literacy skills:

An individual is considered Basic Skills Deficient if they meet any one of the following criteria:

- Lack a high school diploma or equivalency and are not enrolled in postsecondary education
- Are currently enrolled in a Title II Adult Education/Literacy program
- Score at or below the 8th-grade level (8.9 or lower) in reading, writing, or math on a standardized test
- Are assessed, through staff-documented observation, as Limited English Proficient

Documentation Guidelines for Staff

Program staff must collect and document evidence that supports Basic Skills Deficient determination. Acceptable documentation includes:

- Educational records or diploma status
- Enrollment documentation in Adult Education
- Test results (e.g., TABE, CASAS) showing scores below 8.9
- Staff observation notes indicating limited English proficiency
- Any other locally approved objective criteria with supporting explanation

(References: WIOA 3[5]; Title 20 CFR Section 681.290; WSD15-14)

Use of Funds for Youth Who Require Additional Assistance

Section 7.2 describes the five percent limitation for IS youth where no more than five percent of IS youth in a given PY may be found eligible based on the criterion "requires additional assistance to complete an educational program or to secure or hold or to secure or hold employment."

For OS youth, the criterion is similar, but the provision is changed to add the phrase "to enter": an individual who requires additional assistance to enter or complete an educational program or to secure or hold employment.

Local Boards are responsible for establishing local definitions and eligibility documentation

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requirements for “requires additional assistance” as it relates to both OS youth and IS youth. The local policy should be reasonable, quantifiable, and based on evidence that the specific characteristic of the youth identified in the policy objectively requires additional assistance. As outlined in the State Plan, examples could include, but are not limited to, the following:

- Have repeated at least one secondary grade level or are one year over age for grade.
- Have a core grade point average (GPA) of less than 1.5.
- For each year of secondary education, are at least two semester credits behind the rate required to graduate from high school.
- Are emancipated youth.
- Have aged out of foster care.
- Are previous dropouts or have been suspended five or more times or have been expelled.
- Have received court/agency referrals mandating school attendance.
- Are deemed at risk of dropping out of school by a school official.
- Have been referred to or are being treated by an agency for a substance abuse related problem.
- Have experienced recent traumatic events, are victims of abuse, or reside in an abusive environment as documented by a school official or other qualified professional.
- Have serious emotional, medical or psychological problems as documented by a professional.
- Have never held a job (applies to older youth).
- Have been fired from a job within the 12 months prior to application (applies to OS youth).
- Have never held a full-time job for more than 13 consecutive weeks (applies to OS youth).

Again, the eligibility criterion is slightly different for IS youth and OS youth, in that the criterion for OS youth contains the phrase “to enter or complete an education program” while the IS youth language states “to complete an education program.” The DOL determined that the difference is significant enough to require Local Areas to establish definition of “requires additional assistance” for both OS youth and IS youth.

(References: Title 20 Sections 681.300 – 681.310; WSD17-07)

Include the local definition for an IS youth who “requires additional assistance” below:

An individual who requires additional assistance to complete an educational program, or to secure and hold employment:

To meet the WIOA eligibility barrier of "requires additional assistance to complete an educational program or to secure and hold employment," WDB recognizes the following local criteria for ISY. An ISY may be determined to require additional assistance if they meet any one of the following:

1. Has a core grade point average of less than 1.5
2. Is attending an alternative school/education program by mandate
3. Deemed at risk of dropping out by school official
4. Suspended five (5) or more times or has been expelled
5. Emancipated youth
6. Victim of abuse, resides in abusive environment documented by school official or other qualified professional
7. Gang affiliation or risk of due to familial gang affiliation

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8. Incarcerated parent at time of eligibility

Recommended Documentation:

- School documentation (Items 1–4 & 6-7)
- Court documentation (Items 5–6 & 8)
- Statement from school counselor or administrator (Items 1-4, 6-7)
- Medical or professional documentation of trauma or abuse (Item 6)
- Case notes referencing staff interviews, forms, and uploaded supporting documents

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Include the local definition for an OS youth who “requires additional assistance” below:

An individual who requires additional assistance to enter or complete an educational program, or to secure and hold employment:

To meet the WIOA eligibility barrier of "requires additional assistance to enter or complete an educational program or to secure and hold employment," WDB recognizes the following local criteria for OSY. An OSY may be determined to require additional assistance if they meet any one of the following:

1. Emancipated youth
2. Victim of abuse, resides in abusive environment documented by school official or other qualified professional
3. Gang affiliation or risk of due to familial gang affiliation
4. Incarcerated parent at time of eligibility
5. Have never held a job
6. Has been fired from a job within 12 months prior to application
7. Have not held a full-time job for more than 13 consecutive weeks

Recommended Documentation (OSY):

- Verification of not being in school (e.g., withdrawal form, CalJOBS intake entry)
- Court or agency records (Items 1–4)
- Statement from a qualified professional (Items 1, 4)
- Medical or professional documentation of trauma or abuse (Item 2)
- Employment history, UI records, or self-attestation (Items 5–7)
- Case notes referencing staff interviews, forms, and uploaded supporting documents

Dropout – School dropouts and youth who are within the age of compulsory school attendance but have not attended school for at least the most recent complete school year quarter are two separate barriers but share many of the same characteristics. The confusion for a youth within compulsory school age is determining an exact date for when dropout occurred or if instead the Local Area must wait one school quarter for the youth to qualify for the OS youth program.

Neither the California Department of Education (CDE) nor the US Department of Education (DOE) have established a set number of days a student must miss before the school determines dropout status. Instead, the CDE and DOE define dropout for the purpose of annual statistics. Local educational agencies are responsible to report student exit codes for annual dropout rate statistics to the CDE (California Education Code 48070.6). This means Local Areas working with school districts are in the best position to determine dropout status.

Note that a school district may designate a youth as a dropout prior to the end of a school quarter, which would qualify the youth as a dropout. Conversely, a school district may not report dropout status well past a school quarter, in which case the youth may qualify under the compulsory school age barrier.

Compulsory School Age – Compulsory school attendance in California is between the ages 6 and 18. On a youth's 18th birthday, the youth is no longer subject to compulsory attendance, but they may continue to attend school until high school graduation. The CDE strongly recommend that 18-year-old high school students finish their high school education, but it is not a legal mandate for them to attend after their 18th birthday. (Reference: Education Code [EC] Section 48200) A

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youth who chooses not to attend school after their 18th birthday may be reported as a dropout.

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The following table will help Local Areas distinguish these two barriers:

Dropout	Within compulsory school age
<ul style="list-style-type: none"> Age 16-24 years old 	<ul style="list-style-type: none"> Age 16-17 years old
<ul style="list-style-type: none"> Not attending school 	<ul style="list-style-type: none"> Not attending school
<ul style="list-style-type: none"> Has not received a secondary diploma or GED 	<ul style="list-style-type: none"> Has not received a secondary diploma or GED
<p>No specific wait time:</p> <ul style="list-style-type: none"> The school district identifies a youth who is under 18 years of age as a dropout. The youth is 18 - 24 years old and self-attests to dropout status. This includes 18-year-olds who attend school on the day previous to dropping out. 	<p>Must not have attended school for a school/calendar quarter.</p>

Truancy – California defines truancy as being absent from school without a valid excuse three full days in one year or tardy or absent more than any 30-minute period during the school day without a valid excuse on three occasions in one year, or any combination thereof, unless excused or exempted. A truant (and also a dropout) is in violation of California's compulsory school attendance laws and is subject to arrest, and the parents are subject to infraction fines. Additionally, a school district is not permitted to sanction violation of truancy laws by issuing a youth a work permit. A truant (and also a dropout) is subject to arrest, and the parents are subject to infraction fines if the minor is found working without a work permit.

(References: EC Sections 48260, 48264, 48293, and 49112)

7.5 Youth Related Definitions

Attending School – an individual is considered to be attending school if the individual is enrolled in secondary or postsecondary school. If a youth is between high school graduation and postsecondary education, the youth is considered an IS youth if they are registered for postsecondary education, even if they have not yet begun postsecondary classes. However, if the youth registers for postsecondary education, but does not follow through with attending classes, the youth is considered OS youth if the eligibility determination is made after the youth decided not to attend postsecondary education. Youth on summer break are considered IS youth if they are enrolled to continue school in the fall.

Not Attending School – an individual who is not attending a secondary or postsecondary school. In addition, individuals enrolled in the following programs would be considered an OS youth for eligibility purposes:

- WIOA Title II Adult Education, YouthBuild, Job Corps, high school equivalency program, or dropout re-engagement programs. However, youth attending high school equivalency programs funded by the public K-12 school system who are classified by the school system as still enrolled in school are the exception; they are considered IS youth.
- Non-credit bearing postsecondary classes only.
Note – Youth enrolled in any credit-bearing postsecondary education classes, including credit-bearing community college classes and credit-bearing continuing education

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classes, then they are considered attending postsecondary education, and, therefore, an IS youth.

- ***A charter school program that provides instruction exclusively in partnership with WIOA, federally-funded YouthBuild programs, federal Job Corps training, instruction,–California Conservation Corps or a state certified local conservation corps (in alignment with EC Section 47612.1).***

More detailed guidance related to determining an individual's school status can be found in TEGL 21-16.

(References: 20 CFR Sections 681.210-681.230; TEGL 21-16; State Plan; WSD17-07)

Offender – Any adult or juvenile who meets the following criteria:

1. Is or has been subject to any stage of the criminal justice process, for whom services under the WIOA may be beneficial.
2. Requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction.

(Reference: WIOA Section 3[38])

Out-of-Home Placement – Encompasses the placements and services provided to youths and families when a youth must be removed from their homes because of safety concerns, as a result of serious parent-youth conflict, or to treat serious physical or behavioral health conditions which cannot be addressed within the family. Youths in out-of-home care may live in a number of possible settings. These include kinship or relatives' homes, family foster homes, treatment foster homes, or group or residential care. (US Department of Health and Human Services information)

Pregnant or Parenting Youth – An individual who is pregnant or a custodial or non-custodial parent including non-custodial fathers.

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Postsecondary School – Postsecondary education means a formal institutional educational program whose instruction is designed primarily for students who have completed or terminated their secondary education or are beyond the compulsory age of secondary education, including programs whose purpose is academic, vocational, or continuing professional education. (EC 94857)

School Dropout – an individual who is no longer attending any school and who has not received a secondary school diploma or its recognized equivalent (WIOA Section 3[54]). In accordance with TEGl 08-15, this term does not include individuals who dropped out of postsecondary school.

Secondary School – a nonprofit institutional day or resident school, including a public secondary charter school, that provides secondary education, as determined under state law, except that the term does not include any education beyond grade 12 (Title 20 USC Section 1401[27]).

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Chapter 8 – Low-Income Individual Determination

Chapter 8 - Low-Income Individual Determination

The determination of low-income status applies to the WIOA youth and adult programs.

8.1 Low-Income Individual

Low-Income Individual - An individual, who meets the following criteria:

1. Receives, or in the past six months has received, or is a member of a family that receives or in the past six months has received:
 - a. Supplemental nutrition assistance program (SNAP).
 - b. Temporary assistance for needy families (TANF).
 - c. Supplemental security income (SSI).
 - d. Local income-based public assistance.
2. Is in a family with total family income that does not exceed the higher of the following:
 - a. The [federal poverty line](#).
 - b. Seventy percent of the [LLSIL](#).
3. Qualifies as a [homeless](#) individual.
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.
6. Is an [individual with a disability](#) whose own income meets the requirements of a program described in (2), but who is a member of a family whose income does not meet such requirements.

(Reference: WIOA Section 3[36])

Low-Income Exceptions for Youth

In addition to the above criteria, an IS youth or OS youth automatically qualifies as low-income if the youth lives in a high-poverty area. A high-poverty area is one of the following that has a poverty rate of at least 25 percent as set every 5 years using American Community Survey (ACS) 5-Year data:

- A County
- A Census tract
- A set of contiguous Census tracts
- An American Indian Reservation
- Other tribal land as defined by USDOL in guidance

Local Areas may access ACS 5-Year data on the [US Census Fact Finder](#) website to determine the poverty rate. WSD17-07 provides step-by-step instruction on how to calculate the poverty rate.

(References: Title 20 CFR Section 681.260; TEGL 21-16, WSD17-07)

Additionally, an IS youth who receives or is eligible to receive free or reduced-price lunch would meet low-income requirements. However, in schools where the entire school automatically receives free or reduced-price lunch, WIOA programs must base low-income status on the individual student's eligibility to receive free or reduced-price lunch or on their ability to meet one of the other low-income categories outlined above.

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In accordance with TEGL 21-16, an OS youth who is a parent living in the same household as a child who receives or is eligible to receive free or reduced-price lunch based on their income level, can also meet low-income criteria in the same manner as IS youth based on their child's qualification.

(References: TEGL 21-16; WSD17-07)

8.2 Low-Income Related Definitions

Lower Living Standard Income Level – The income level (adjusted for regional, metropolitan, urban, and rural differences and family size), determined annually by the US Department of Labor based upon the most recent lower living family budget. The LLSIL is published annually in the Federal Register. (Reference: WIOA Section 3[36][B])

Federal Poverty Line – The income level at which families are considered to live in poverty, as annually determined by the US Department of Health and Human Services. The poverty level is published annually in the Federal Register. (Reference: Title 42 USC Section 9902[2])

Public Assistance – Federal, state, or local government cash payments for which eligibility is determined by a needs or income test. The statutory definition of public assistance contains a two-part test:

1. The program must provide cash payments.
2. Eligibility for the program must be determined by a needs or income test.

(Reference: WIOA Section 3[50])

Homeless – Any adult or youth meeting the conditions as defined in the *Violence Against Women Act of 1994* (Title 42 USC Section 14043e-2[6]) or the McKinney-Vento Homeless Assistance Act (Title 42 USC Section 11434a[2]). Conditions include the following:

1. An individual who lacks a fixed, regular, and adequate nighttime residence to include any of the following:
 - a. Sharing the housing of other persons due to loss of housing, economic hardship, or similar reason.
 - b. Living in a motel, hotel, trailer park, or campground due to lack of alternative adequate accommodations.
 - c. Living in an emergency or transitional shelter.
 - d. Abandoned in a hospital.
 - e. Awaiting foster care placement.
2. An individual who has primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation (e.g., cars, parks, public spaces, abandoned buildings, substandard housing, bus train station, or similar settings).
3. A child who is a migratory agricultural worker or fisher or living with a parent who is a migratory agricultural worker or fisher and is living in circumstances described above.

Individual with a Disability – The term disability means one of the following, with respect to an individual:

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1. A physical or mental impairment that substantially limits one or more of the major life activities:
 - a. Major life activities include, but are not limited to, caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working.
 - b. Major life activities also include the operations of a major bodily function, including but not limited to, functions of the immune system, normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, endocrine, and reproductive functions.
2. A record of such an impairment; or
3. Being regarded as having such impairment.
 - a. The individual establishes that they have been subjected to an action prohibited under the Americans with Disabilities Act (ADA) because of an actual or perceived physical or mental impairment, whether or not the impairment limits or is perceived to limit a major life activity.
 - b. “Being regarded as having such an impairment” shall not apply to impairments that are transitory and minor. A transitory impairment is an impairment with an actual or expected duration of 6 months or less.

(Reference: Title 42 USC Section 12102)

Emancipated Minor – Any person under the age of 18 who meets any of the following criteria:

- 1. Has entered into a valid marriage, whether or not such marriage was terminated by dissolution.***
- 2. Is on active duty with any of the armed forces of the United States of America.***
- 3. Has received a declaration of emancipation pursuant to California Family Code 7122.***

(Reference: California Family Code, Section 7002)

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Runaway Youth – A person under 18 years of age who absents himself or herself from home or place of legal residence without the permission of a parent or legal guardian. (Reference: Title 42 USC Section 5732 a[4])

Out-of-Family Youth – Court adjudicated youth separated from the family (including incarcerated youth), homeless, runaway, and emancipated youth. For purposes of determining income eligibility, out-of-family youth are considered a “family of one.”

Family – Two or more persons related by blood, marriage (including same-sex marriages), or decree of court, who are living in a single residence, and are included in one or more of the following categories:

1. A married couple and dependent children.
2. A parent or guardian and dependent children.
3. A married couple.

Refer to the *WIOA Title I Acceptable Documentation List* for a list of documents that can be used to determine family size.

(References: Title 20 CFR Section 675.300; TEGL 21-16)

Foster Child – A youth participant who is currently in foster care or who has aged out of the foster care system or who has attained 16 years of age and left foster care for kinship guardianship or adoption, a child eligible for assistance under the *John H. Chafee Foster Care Independence Program*, or in an out-of-home placement.

(References: Title 20 CFR Sections 681.210 and 681.220; TEGL 21-16)

8.3 Dependent Children

Dependent Children – Children who can be claimed as a dependent on their parent’s income tax return. To meet the Internal Revenue Service qualifications a child must meet relationship, age, residency, support, and joint return criteria:

1. Relationship – A child must be as follows:
 - a. A son, daughter, stepchild, foster child, or a descendant (including adopted and foster child).
2. Age – A child must be as follows:
 - a. Under age 19 at the end of the calendar year.
 - b. A student under age 24 at the end of the calendar year.
 - c. Permanently and totally disabled at any time of the year regardless of age.
3. Residency – A child must have lived with the WIOA participant for more than half the year (Exception to the time requirement include temporary absences, children who were born or died during the year, kidnapped children and children of divorced or separated parents).
 - a. Temporary absences include illness, education, business, vacation, military service, and detention in a juvenile facility.
4. Support – A child pays less than half of their own support for the year.
5. Joint return – A child cannot file a joint tax return for the year unless the joint return is only to claim a refund of income tax withheld or estimated tax paid:
 - a. Example of joint return exception: A WIOA participant’s 18-year old son and his 17-year old wife had \$800 of wages from part-time jobs and no other income. They

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lived with the WIOA participant all year. Neither is required to file a tax return, but taxes were taken out of their pay so they filed a joint return only to get a refund of the withheld taxes.

For additional examples of each qualifying criterion see [IRS publications](#) on personal exemptions and dependents.

Local Boards may establish policy and procedures for determining the dependency of youth who do not fall into one of the defined categories above, or for whom income tax information is not available. As it is not possible to develop policy that will cover every situation, Local Boards should establish policy that allows for common sense, humanity, and good case records.

Include these local policy and procedures below.

Local dependency policy and procedures:

Standard Dependency Indicators

When available, the following indicators may be used to confirm a youth is a dependent:

1. Claimed as a dependent on a parent/guardian's most recent tax return.
2. Receives more than 50% of financial support from a parent or guardian.
3. Resides with a parent, legal guardian, or relative providing financial support.

When Standard Proof is Unavailable

If tax returns or direct evidence of dependency are not available, the case manager may evaluate dependency based on the totality of the youth's circumstances, using:

- Youth's self-attestation and written explanation;
- Statements from responsible adults (e.g., social worker, school counselor, case manager);
- Documentation of living arrangement (e.g., couch surfing, shelters, letters from hosts);
- Records of financial self-sufficiency or support from others (e.g., benefit statements, paystubs, rent receipts).

Use of "Family of One" Determination

A youth may be considered a "family of one" if the following apply:

- The youth is age 18 or older and not claimed as a dependent on a parent/guardian tax return;
- The youth demonstrates financial independence or is unable to access parental support due to estrangement, abuse, abandonment, or refusal;
- The youth lives apart from parents/guardians or is transient/homeless.

A minor under 18 may also be determined a family of one under exceptional circumstances (e.g., documented abandonment, unaccompanied minor, or court involvement).

Documentation Requirements

When utilizing a "family of one" determination, the reason must be clearly documented in the participant's file and CalJOBS case notes. The file must include:

1. Youth's signed statement describing their situation and the reason for the lack of documentation.
2. Any third-party statements or supporting records (letters from adults, school/housing officials, etc.).
3. Staff rationale summarizing the decision.
4. Supervisor review and approval, documented in the file.

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Safeguards and Oversight

This policy does not eliminate the need for income eligibility determination where required but instead ensures that youth are not excluded due to a lack of traditional documentation.

Program operators must ensure:

- All determinations are based on reasonable, case-specific evidence;
- No youth is denied services solely because a parent refuses to cooperate;
- Decisions reflect the intent of WIOA to serve youth most in need.

The family of one determination, based on parental refusal to provide documentation, is subject to monitoring. Failure to properly document the determination may lead to disallowed costs and/or a determination that the youth was originally ineligible for services. If there are questions, please consult with the WDB Program Manager prior to enrolling the youth.

8.4 Determining Low-Income Status

Income Sources

Low-income status is one of the barriers to employment and is used in determining priority of service for the Adult program and eligibility for the Youth program. Income is also used to calculate economic self-sufficiency and is a part of the definition of displaced homemaker. The guidance below outlines the type of income that can be considered for these purposes.

Included Income

The following income sources should be included in an individual's income calculation:

1. Monetary compensation for services, including wages, tips, salary, commissions, or fees before any deductions.
2. Net receipts from non-farm self-employment (receipts from a person's own unincorporated business, professional enterprise, or partnership, after deductions for business expense).
3. Net receipts from farm self-employment (receipts from a farm which one operates as an owner, renter, or sharecropper, after deductions for farm operating expenses).
4. Regular payments from railroad retirement, strike benefits from union funds, worker's compensation, and training stipends (e.g., wages from the California Conservation Corp).
5. Alimony, military family allotments, or other regular support from an absent family member or someone not living in the household.
6. Private pensions, government employee pensions (including military retirement pay).
7. Regular insurance or annuity payments (including state disability insurance).
8. College or university scholarships (not needs-based), grants, fellowships, and assistantships.
9. Net gambling or lottery winnings.
10. Severance payments.
11. Terminal leave pay.
12. Social Security Disability Insurance (SSDI) payments.
13. Social Security old age and survivors' insurance benefits.
14. Unemployment insurance.
15. Regular child support payments (including foster care child payments).

The following income sources should **not** be included in an individual's income calculation:

1. Financial assistance under Title IV of the Higher Education Act, i.e., Pell Grants.
2. Supplemental Educational Opportunity Grants and Federal Work Study.

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3. Needs-based scholarship assistance.
4. Loans.
5. Veterans' benefits.
6. All pay and/or financial allowances earned while the veteran was on active military duty and certain other veterans' benefits, i.e., compensation for service-connected disability, compensation for service-connected death, vocational rehabilitation, and education assistance. (Title 20 CFR Section 683.230)
7. Capital gains.
8. Any assets drawn down as withdrawals from a bank, the sale of property, a house or a car.
9. Tax refunds, gifts, loans, lump-sum inheritances, one-time insurance payments, or compensation for injury.
10. Non-cash benefits such as employer paid or union-paid portion of health insurance or other fringe benefits, food or housing received in lieu of wages.
11. The value of food and fuel produced and consumed on farms.
12. The imputed value of rent from owner occupied nonfarm or farm housing.
13. Indian General Welfare Benefits (Reference: [Title 26 USC Section 139E](#))
14. Medicare, Medicaid, food stamps, school meals, and housing assistance, and other state or local income-based public assistance.
15. Allowances, earnings, and payments to individuals participating in programs under WIOA Title 1. (Reference: Title 20 CFR Section 683.275[d])
16. When a federal statute excludes income received under that statute in determining eligibility for programs operated under other federal laws, such income is *excluded* in WIOA eligibility determination as well.

(Reference: WIOA Section 3[36])

Calculating Income

Individuals normally receive income as salary, varying, or intermittent payments. Local Areas may calculate an individual's income using the following methods:

1. **Salary** – Salary is income received without variation in gross pay from pay period to pay period. Salary information may be provided in a series of pay stubs or one, cumulative pay stub.

To determine an individual's gross income for the most recent six-month time period, multiply the individual's weekly gross pay by 26, bi-weekly pay by 13, bi-monthly pay by 12, or monthly pay by 6.

Example: Bi-weekly pay stubs indicate a gross amount of \$548.

$\$548 \times 13 = \$7,124$, the income for the most recent six-month time period

To determine the individual's annual gross income, multiply their weekly gross pay by 52, bi-weekly pay by 26, bi-monthly pay by 12, or monthly pay by 12.

Example: Year-to-date earnings of \$16,812 with bi-monthly payments. There were 18 bi-monthly payments of \$934.

$\$16,812 \div 18 = \934 , the bi-monthly payment amount

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$\$934 \times 24 = \$22,416$, the annual gross income

2. Varying – When reported earnings vary from pay period to pay period, annualize the average of the earnings submitted. The earnings may be submitted on a number of pay stubs or on one cumulative pay stub.

Example: Six weekly pay stubs report the following gross earnings: \$534, \$475, \$398, \$534, \$498, and \$534.
Add: $\$534 + \$475 + \$398 + \$534 + \$498 + \$534 = \$2,973$
Divide: $\$2,973 \div 6 = \495.50 , the average gross weekly earnings
Multiply: $\$495.50 \times 52 = \$25,766$, the annual gross income

3. Intermittent – Earnings are varied and include periods of unemployment. With as much data as possible, determine the annual gross income by adding the reported earnings.

The Lower Living Standard Income Level and Poverty Guidelines

The LLSIL and poverty guidelines are used to establish low-income status for WIOA Title I programs. Local Areas use the LLSIL and poverty guidelines respectively to determine eligibility for certain youth, eligibility for employed adults for certain services, and self-sufficiency. The LLSIL and poverty guidelines can be found in the EDD LLSIL and Poverty Guidelines webpage.

The WIOA specifies that only the income received during the six-month period immediately prior to the individual's application for WIOA-funded services is used for income determination. Depending on an individual's situation, their income for eligibility purposes may include only their income (e.g., out-of-family youth) or their total family income. The total family income includes the income from each family member.

For more information on how to use the LLSIL and poverty guidelines to determine low-income status or self-sufficiency for WIOA Title I programs, refer to the [LLSIL and Poverty Guidelines Directive WSD24-02](#).

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Below is a list of terms defined throughout the TAG.

Active Duty – Full-time duty in the active military service of the United States. Active duty includes full-time training duty, annual training duty, and attendance, while in the active military services, at a school designated as a service school by law or by the Secretary of the military department concerned. Such term does not include full-time National Guard duty. (Reference: Title 10 USC Section 101[d][1])

Armed Forces – Includes the Army, Navy, Air Force, Marine Corps, Space Force, and Coast Guard. (Reference: 10 USC Section 101[4])

Attachment to the Workforce – Locally defined. Click on the term to go to the local definition.

Barriers to Employment – As defined in the WIOA Section 3(24), the term “individual with a barrier to employment” means a member of *one or more* of the following populations:

1. [Displaced Homemakers](#)
2. [Low-income individuals](#)
3. Indians, Alaska Natives, and Native Hawaiians (WIOA Section 166)
4. Individuals with disabilities, including youth who are individuals with disabilities (WIOA Section 3(25))
5. Older individuals (WIOA Section 3[39])
6. [Offender/Ex-offenders](#)
7. [Homeless Individuals](#)
8. Youth who are in or have aged out of the [foster care](#) system
9. Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers (WIOA Sections 3[21] and 203[7])
10. Eligible migrant and seasonal farmworkers (WIOA Section 167[i])
11. Individuals within 2 years of exhausting lifetime eligibility under part A of Title IV of the Social Security Act (42 USC Section 601 et seq.)
12. Single parents (including single pregnant women)
13. Long-term unemployed individuals (TEGL 19-16)
14. Such other groups as the Governor involved determines to have barriers to employment. As of January 1, 2018, California includes:
 - **Transgender and gender non-confirming individuals** ([Senate Bill 396](#)) (Workforce Services Information Notice WSIN17-22)

Basic Skills Deficient – The following definition applies with respect to an individual:

1. A youth who has English, reading, writing, or computing skills at or below the 8th grade level of a generally accepted standardized test. In assessing basic skills, local programs must use assessment instruments that are valid and appropriate for the target population, and must provide reasonable accommodation in the assessment process, if necessary, for individuals with disabilities. (Reference: Title 20 CFR Section 681.290)
2. A youth or adult who is unable to compute or solve problems, or read, write, or speak English at a level necessary to function on the job in the individual's family or in society. (Reference: WIOA Section 3[5])

CalJOBSSM – CalJOBS is California's online resource to help job seekers and employers navigate

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the state's workforce services and serves California's WIOA Titles I and III federally recognized "system of record" for the participant tracking and reporting for the WIOA and the W-P.

Covered Person – Related to the application of priority of service, a covered person is a veteran or eligible spouse.

Deficient in Basic Literacy Skills – Locally defined. Click on the term to go to the local definition.

Dependent Children – Children who can be claimed as a dependent on their parent's income tax. To meet the Internal Revenue Service qualifications a child must meet relationship, age, residency, support, and joint return criteria.

Displaced Homemaker –An individual who has been providing unpaid services to family members in the home and meets criteria a **and** b:

- a. Meets either of the following conditions:
 - (i) Has been dependent on the income of another family member, but is no longer supported by that income (e.g., because the other family member was laid off, or because of death or divorce); or
 - (ii) Is the dependent spouse of a member of the US Armed Forces on active duty and whose family income has been significantly reduced because of the service member's deployment, call or order to active duty, permanent change of station, or service-connected death or disability.
- b. Is unemployed or underemployed and having trouble obtaining or upgrading employment.

Eligible Spouse – The spouse (including the same-sex spouse) of any of the following:

1. Any veteran who died of a service-connected disability.
2. Any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
 - a. Missing in action.
 - b. Captured in the line of duty by a hostile force.
 - c. Forcibly detained or interned in the line of duty by a foreign power.
3. Any veteran who has a total disability resulting from a service-connected disability, as evaluated by the VA.
4. Any veteran who died while a disability was in existence.

(Reference: Title 38 USC Section 4215[a]).

Emancipated Minor – *Any person under the age of 18 who meets the following criteria:*

1. *Has entered into a valid marriage, whether or not such marriage was terminated by dissolution.*
2. *Is on active duty with any of the armed forces of the United States of America.*
3. *Has received a declaration of emancipation pursuant to California Family Code 7122.*

(Reference: The California Family Code, Section 7002)

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Employed – An individual is considered employed at the date of participation if they meet any of the following criteria:

1. Employed
 - a. Did any work at all as a paid, unsubsidized employee on the date participation occurs.
 - b. Worked 15 hours or more in an unpaid job on a farm or business operated by a family member. (Reference: TEGL 10-16, Change 3, Attachment 1)
2. Employed, but received notice of termination or military separation
 - a. Has received a notice of termination of employment or the employer has issued a Worker Adjustment and Retraining Notification (WARN) or other notice that the facility or enterprise will close.
 - b. Is a transitioning service member.

(Reference: TEGL 10-16, Change 3, Attachment 1)

Equal Opportunity (EO) Data – Data on race and ethnicity, age, sex, and disability required by 29 CFR Part 38 governing nondiscrimination. Although staff must ask, participants are not required to provide information.

Family – Two or more persons related by blood, marriage (including same-sex marriages), or decree of court, who are living in a single residence, and are included in one or more of the following categories:

1. A married couple and dependent children.
2. A parent or guardian and dependent children.
3. A married couple.

(References: Title 20 CFR Section 675.300; TEGL 21-16 and TEGL 26-13)

Foster Child – A youth participant who is currently in foster care or who has aged out of the foster care system or who has attained 16 years of age and left foster care for kinship guardianship or adoption, a child eligible for assistance under the *John H. Chafee Foster Care Independence Program*, or in an out-of-home placement.

(References: Title 20 CFR Sections 681.210 and 681.220; TEGL 21-16)

Furlough – The placing of an employee in a temporary status without duties and pay because of lack of work or funds or other non-disciplinary reasons [Title 5 USC Section 7511(a)(5)]. As such, it is a temporary termination of employment or layoff.

General Announcement – Locally defined. Click on the term to go to the local definition.

General Economic Conditions – Locally defined. Click on the term to go to the local definition.

Homeless – The term homeless, homeless individual, or homeless person includes the following:

1. An individual who lacks a fixed, regular, and adequate nighttime residence.
2. An individual with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings,

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including a car, park, abandoned building, bus or train station, airport, or camping ground.

3. An individual living in a supervised publicly or privately operated shelter designed to provide temporary living accommodations (including hotels and motels paid for by federal, state, or local government programs for low-income individuals or by charitable organizations, congregate shelters, and transitional housing).
4. An individual who resided in a shelter or place not meant for human habitation and who is exiting an institution where he or she temporarily resided.
5. An individual who meets the following criteria:
 - a. Will imminently lose their housing, including housing they own, rent, or live in without paying rent, are sharing with others, and rooms in hotels or motels not paid for by Federal, State, or local government programs for low-income individuals or by charitable organizations, as evidenced by any of the following:
 - i. A court order resulting from an eviction action that notifies the individual or family that they must leave within 14 days.
 - ii. The individual or family having a primary nighttime residence that is a room in a hotel or motel and where they lack the resources necessary to reside there for more than 14 days.
 - iii. Credible evidence indicating that the owner or renter of the housing will not allow the individual or family to stay for more than 14 days, and any oral statement from an individual or family seeking homeless assistance that is found to be credible shall be considered credible evidence for purposes of this clause.
 - b. Has no subsequent residence identified.
 - c. Lacks the resources or support networks needed to obtain other permanent housing.
6. Unaccompanied youth and homeless families with children and youth defined as homeless under other federal statutes who meet the following criteria:
 - a. Have experienced a long-term period without living independently in permanent housing.
 - b. Have experienced persistent instability as measured by frequent moves over such period.
 - c. Can be expected to continue in such status for an extended period of time because of chronic disabilities, chronic physical health or mental health conditions, substance addiction, histories of domestic violence or childhood abuse, the presence of a child or youth with a disability, or multiple barriers to employment.

Individual Employment Plan – An individualized career service, that is developed jointly by the participant and career planner when determined appropriate by the one-stop center or one-stop partner. The plan is an ongoing strategy to identify employment goals, achievement objectives, and an appropriate combination of services for the participant to achieve the employment goals.

Individual with a Disability – The term disability means, with respect to an individual, one of the following:

1. A physical or mental impairment that substantially limits one or more of the major life activities:
 - a. Major life activities include, but are not limited to, caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating,

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- and working.
- b. Major life activities also include the operations of a major bodily function, including but not limited to, functions of the immune system, normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, endocrine, and reproductive functions.
- 2. A record of such an impairment; or
- 3. Being regarded as having such impairment.
 - a. The individual establishes that they have been subjected to an action prohibited under the Americans with Disabilities Act (ADA) because of an actual or perceived physical or mental impairment whether or not the impairment limits or is perceived to limit a major life activity.
 - b. “Being regarded as having such an impairment” shall not apply to impairments that are transitory and minor. A transitory impairment is an impairment with an actual or expected duration of 6 months or less.

(Reference: Title 42 USC Section 12102)

Layoff – The permanent or temporary termination of employment of an employee due to a position being abolished, insufficient funds, lack of work, or any other reason not reflecting discredit on the employee (e.g., dismissal for inadequate performance, violation of workplace rules, cause, etc.).

Lockout – Any refusal by an employer to permit any group of five or more employees to work as a result of a dispute with such employees affecting wages, hours or other terms or conditions of employment of such employees (California Labor Code Section 1132.8). A lockout does not terminate the employer-employee relationship, so locked out employees are not eligible dislocated workers since they have not been terminated or laid off, are not eligible for unemployment compensation, and are likely to return to the same industry or occupation once the dispute is resolved. The same guidance applies to employees that are on strike. There may be locked out employees who for financial reasons seek other employment. These individuals may be served as adults.

Low-Income Individual – An individual, who meets any of the following criteria:

1. Receives, or in the past six months has received, or is a member of a family that receives or in the past six months has received any of the following:
 - a. Supplemental nutrition assistance program (SNAP).
 - b. Temporary assistance for needy families (TANF).
 - c. Supplemental security income (SSI).
 - d. Local income-based public assistance.
2. Is in a family with total family income that does not exceed the higher of the following:
 - a. The poverty line.
 - b. Seventy percent of the LLSIL.
3. Qualifies as a homeless individual.
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.
6. Is an individual with a disability whose own income meets the requirements of a program described in (2), but who is a member of a family whose income does not meet such requirements.

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(Reference: WIOA Section 3[36])

WIOA Section 129(a)(2) states that low-income additionally includes youth living in a census tract that has a poverty rate of at least 25 percent as set every five years using the American Community Survey 5-year data.

LLSIL – The income level (adjusted for regional, metropolitan, urban, and rural differences and family size), determined annually by the DOL based upon the most recent lower living family budget. The LLSIL is published annually in the [Federal Register](#).

Military Spouse – An individual who is married to an active-duty service member, including National Guard or Reserve personnel on active duty. The surviving spouse of an active-duty service member who lost his/her life while on active-duty service in Afghanistan, Iraq, or other combat-related areas is considered to be a military spouse.

Consistent with TEGL 26-13, the definition of “military spouse” includes same-sex spouses.

Non-Covered Person – Persons who is not a veteran or spouse as relating to priority of service application.

Not Employed – An individual is considered not employed at the date of participation when he/she meets any of the following criteria:

1. Is not a paid employee in an unsubsidized job.
2. Did not work more than 15 hours in an unpaid job on a farm or business operated by a family member. (Reference: TEGL 10-16, Change 3, Attachment 1)
3. Has received a notice of termination of employment or the employer has issued a WARN or other notice that the facility or enterprise will close.
4. Is a transitioning service member.

Offender – The term offender means any adult or juvenile who meets any of the following criteria:

1. Is or has been subject to any stage of the criminal justice process, for whom services under this act may be beneficial.
2. Requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction.

Out-of-Family Youth – Court adjudicated youth separated from the family (including incarcerated youth), homeless, runaway, and emancipated youth. For purposes of determining income eligibility, out-of-family youth are considered a “family of one.”

Poverty Line – The income level at which families are considered to live in poverty, as annually determined by the US Department of Health and Human Services. The poverty level is published annually in the Federal Register.

Pregnant or Parenting Youth – An individual who is pregnant or a custodial or non-custodial parent.

Priority of Service – “Priority of service” means the right to take precedence over a person with a lower priority in obtaining employment and training services. Veterans and eligible spouses are entitled to receive precedence over non-covered persons for employment, training, and

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placement services. Specifically, a veteran or an eligible spouse either receives access to a service earlier in time than a non-covered person or, if the resource is limited, the veteran or eligible spouse receives access to the service instead of or before the non-covered person.

Program Year – Often abbreviated as PY, a WIOA program year begins on July 1 and ends on June 30.

Public Assistance – Federal, state, or local government cash payments for which eligibility is determined by a needs or income test.

Runaway Youth – A person under 18 years of age who absents himself or herself from home or place of legal residence without the permission of his or her family.

Self-Attestation – Self-attestation, also referred to as a participant statement or self-certification, occurs when a participant declares their status for eligibility in writing or via an electronic/digital method. The key elements for self-attestation are as follows:

1. The participant identifying their status for permitted elements/eligibility criteria, and
2. Signing and dating a form attesting to this self-identification (e.g., a signed WIOA Program Application).

Electronic/digital signatures or a submission from the participant such as an email, text, or unique online survey response is considered an electronic signature or verification; it must be participant generated and traceable to the participant. Grantees must retain documentation of the self-attestation, such as hard copies or in CalJOBS with a remote signature.

School Dropout – An individual who is no longer attending any school and who has not received a secondary school diploma or its recognized equivalent (WIOA Section 3[54]). Per TEGL 8-15, this term does not include individuals who dropped out of postsecondary school.

Self-Service or Informational Activities – Services an individual can access in an AJCC with minimal or no staff assistance (e.g., self-service labor market research, resume preparation, job search, etc.). These services are general in nature and not customized to an individual's needs.

Self-Sufficiency – Locally defined. Click on the term to go to the local definition.

Substantial Layoff – Locally defined. Click on the term to go to the local definition.

Transitioning Service Member – A service member in active-duty status (including separation leave) who participates in employment services and is within 24 months of retirement or 12 months of separation.

Truancy – A truant is in violation of California's compulsory school attendance laws and a school district is not permitted to sanction violation of those laws by issuing a permit to work. A truant/dropout is subject to arrest, and the parents are subject to infraction fines if the minor is found working without a work permit.

Underemployed – An individual who is working part-time but desires full time employment, or who is working in employment not commensurate with the individual's demonstrated level of educational attainment.

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Unlikely to Return – Locally defined. Click on the term to go to the local definition.

Veteran – A person who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable, as specified in 38 USC Section 101(2). A recently separated veteran means any veteran who applies for participation under the WIOA within 48 months after the discharge or release from active military, naval, or air service.

Work First – Work first programs share the philosophy that any job is a good job and that the best way to succeed in the labor market is to join it, developing work habits and skills on the job rather than in a classroom.