
POLICY MANUAL 2026-27

Delaware County Workforce Development Board

Approved by DCWDB September 10, 2026



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Delaware County Workforce Development Board

DCWDB Equal Opportunity and Nondiscrimination Complaint Policy

July 2026 (REV)

Reference:

Code of Federal Regulations, Part 38, Implementation of Nondiscrimination and Equal Opportunity Provisions of the Workforce Innovation and Opportunity Act

Policy:

It is the policy of the Delaware County Workforce Development Board (DCWDB) that no customer/staff experience discrimination within programs funded through the DCWDB or within the PA CareerLink® Delaware County. All activities sanctioned by the DCWDB will be free of discrimination including, but not limited to, deciding who will be admitted, or have access, to any WIOA Title I financially assisted program or activity; or in providing opportunities in, or treating any person about, such a program or activity; or in making employment decisions in the administration of, or in connection with, such a program or activity.

Any person, specific classes of individuals, or authorized representatives may file written complaints of discrimination who believes they have been/are being discriminated against on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, and in accordance with all federal and state protected groups <https://www.eeoc.gov/prohibited-employment-policiespractices>), national origin (including limited English proficiency), age, disability, political affiliation or belief, or against any beneficiary of programs financially assisted under Title I of the Workforce Innovation and Opportunity Act of 2014 (WIOA) on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or on his or her participation in any WIOA Title I financially assisted program or activity.

DCWDB prohibits retaliation or reprisal against a customer/staff that:

- Has filed a complaint,
- Opposed a practice prohibited by the nondiscrimination and EO provisions of WIOA,
- Furnished information to, or assisted or participated in any manner in, an investigation, review, hearing, or any other activity related to the administration of the WIOA nondiscrimination and EO provisions.

The DCWDB will provide initial and continuing notice that they do not discriminate through:

- Applicable signage and posted notices within the PA CareerLink® Delaware County and any other site receiving funding,
- The inclusion of applicable notices in customer/staff handbooks, etc.,
- The inclusion of the applicable required tag line on all applicable documentation, advertisement, and notifications provided to the general population and customers/staff.

The definition of customer/staff shall include the following:

- Applicants/registrants,

- Eligible applicants/registrants,
- Participants,
- Applicants for employment,
- Employees,
- Unions or professional organizations holding collective bargaining or professional agreements with the DCWDB,
- Sub-recipients of WIOA Title I Funds,
- Members of the public, including those with impaired vision or hearing.

The WDB has developed and adopted procedures for processing complaints alleging violations of the equal opportunity and nondiscrimination provisions of WIOA Title I assisted programs and/or activities. All customer/staff of WIOA Title I financially assisted programs or activities will be required to comply with this procedure as provided.

Complaint forms, in English and Spanish, for filing allegations of discrimination can be accessed by clicking the link below or can be obtained from the Equal Opportunity Liaison, the Equal Opportunity Officer, the Office of Equal Opportunity, or directly from the Civil Rights Center (CRC). A snapshot of the complaint form is below. Complaints must be filed within 180 days from the date of the alleged occurrence of discrimination.

[How to File a Complaint with External Enforcement | U.S. Department of Labor \(dol.gov\)](#)

Complaint Information Form

U.S. Department of Labor
Office of the Assistant Secretary for Administration and Management
Civil Rights Center



DL 1-2014A (Rev 7/2015)

OMB Control Number 1225-0077 Expiration Date: 2/28/2021

Please read the form carefully. **Type or print your answers.** Answer each question as completely as possible. If you cannot fit your whole answer in the space on this form, you may add more pages.

If a question or field has a star next to it, you must answer that question. You do not have to answer the other questions, but if you do, it will help us to process your complaint. If you do not know the answer to a question, put "not known" in the space for the answer. If the question does not apply to your case, put "n/a."

*1. Are you the complainant or a representative of the complainant? Please check the correct box. ☐ Complainant ☐ Representative

*2. Please give your name and the other information we ask you for on the lines below. If you are a representative, please give the complainant's name and contact information in this section, and your own name and contact information in section 2A.

*Complainant's Name

*Street Address

*City

*State

*Zip Code

Individuals, specific classes of individuals, or authorized representatives may file complaints/allegations of discrimination about LWDA programs or services with the WDB Equal Opportunity Officer, or directly with the State Equal Opportunity Officer. Complaints are also made aware of their right to file allegations directly with the USDOL Civil Rights Center.

NOTE: Complaints/allegations do not have to be submitted on the prescribed complaint form for them to be considered valid complaints or allegations. Discrimination complaints may be submitted to:

Tatiana Moskatova
Equal Opportunity Officer
Workforce Development
Department
2 West Baltimore Ave.
Suite 340
Media, PA 19063
Phone: 610-713-2219
MoskatovaT@co.delaware.pa.us

Colette Al-Qaadir
(she/her/hers)
Director, Office of Equal
Opportunity
Department of Labor &
Industry
Room 1402, Labor & Industry
Building
651 Boas Street
Harrisburg, PA 17121
Phone: 223-231-9644
TDD/TTY 1-800-654-5984
calqaadir@pa.gov

Civil Rights Center
U.S. Department of Labor
200 Constitution Avenue,
NW
Room N-4123
Washington, DC 20210
Phone: (202) 219-7026
TDD (202) 219-7003
www.dol.gov/agencies/oasam/centers-offices/civil-rights-center

Complaints filed by the complainant or his/her authorized representative must be filed in writing and must contain:

- complainant's and respondent's name and address,
- date alleged incident of discrimination occurred,
- description of the allegations with sufficient details to allow a determination by the Civil Rights Center (CRC) or Department of Labor & Industry or The Office of Equal Opportunity about jurisdiction over the complaint, whether the complaint was filed in a timely manner, apparent merit, and, if true, whether the allegations would violate any of the nondiscrimination and equal opportunity provisions of WIOA
- the complainant's or his/her authorized representative's signature.

Who May File a Complaint:

Any person, or specific classes of individuals, or authorized representatives may file a written complaint. This includes:

- DCWDB Board Members
- Applicants/registrants,
- Eligible applicants/registrants,
- Participants,
- Applicants for employment,
- Employees,
- Unions or professional organizations holding collective bargaining or professional agreements with the WDB,
- Sub-recipients of WIOA Title I Funds,
- Members of the public, including those with impaired vision or hearing

Timeframe to File a Complaint:

Generally, a complaint must be filed within 180 days of the alleged discrimination or retaliation (may be extended by OEO for good cause).

What the Complaint Should Include:

Complaints filed by the complainant or his/her authorized representative must be filed in writing, either electronically or hard copy, and contain all required information on the CRC Complaint Form and Privacy Act Consent Forms (available from the LWDA EO Officer, OEO, or the CRC website) including:

- the complainant's and respondent's name and address,
- date alleged incident of discrimination occurred,
- a description of the allegations with enough details to allow a determination by the Civil Rights Center (CRC) or Department of Labor & Industry about jurisdiction over the complaint, whether the complaint was filed in a timely manner, apparent merit, and, if true, whether the allegations would violate any of the nondiscrimination and equal opportunity provisions of WIOA, and
- the complainant's or his/her authorized representative's signature.

Due Process Elements of Complaint Review:

Representation:

Both the Complainant and the Respondent have the right to representation.

Determine the level of complaint review:

Upon notification of a discrimination complaint, the DCWDB Equal Opportunity Officer will inform the complainant of their right to file a complaint and have it investigated at the local, state, or federal level. All complaints filed with the DCWDB Equal Opportunity

Officer will be immediately reported to the Equal Opportunity Officer in the Department of Labor & Industry.

Local-level Complaint Review:

Local fact-finding investigation

If the complainant elects to attempt resolution at the local level, the DCWDB Equal Opportunity Officer, based on consultation with the State OEO, will conduct fact-finding/investigation in consonance with procedures outlined in the WIOA. The DCWDB Equal Opportunity Officer shall meet with the complainant or his/her authorized representative within thirty (30) business days from the date of receipt of the written allegations, to conduct a fact-finding or investigation of the circumstances under-lying the allegations and attempt to informally resolve the issue(s).

Local Fact-Finding Reporting:

The DCWDB Equal Opportunity Officer's findings will be submitted in writing to the complainant no later than ten (10) business days following the fact-finding/investigation. The written notification shall include notice of the complainant's right to request a formal investigation by the Equal Opportunity Officer at the state level if a satisfactory resolution is not accomplished at the local level.

Escalation to State Level:

If the Complainant is dissatisfied with the attempted informal resolution, he/she must inform the DCWDB Equal Opportunity Officer and the Equal Opportunity Officer at the State level within five (5) business days of receipt of the unsatisfactory decision and request a formal investigation by the State Equal Opportunity Office.

Local Record Keeping:

All complaints filed at the local level will be documented on the DCWDB local complaint log that is submitted to the State Equal Opportunity Officer on a quarterly basis.
State-level Complaint Review

Acceptance of Complaint:

If it is determined that the OEO has jurisdiction over the complaint/allegation filed, within ten (10) days of receipt, the State Equal Opportunity Officer will send an acknowledgment of receipt of the letter to the complainant and advise him/her of the following:

1. Their right to be represented in the complaint process,
2. A list of the issues raised in the complaint,
3. A statement of whether the issue will be accepted for investigation or rejected by the OEO; if rejected, the reason for the rejection; and
4. The right to seek resolution through the Alternate Dispute Resolution (ADR) process.

State-level Investigation:

The Respondent will be notified that a complaint alleging discrimination has been filed and is being processed. He/she will also be advised if the complainant elects' mediation as the means of resolution. Otherwise, the Equal Opportunity Officer will meet with the complainant and/or his/her authorized representative and the respondent, within 15 days from the date of receipt of the written allegations, to initiate a fact-finding or investigation of the circumstances underlying the allegations and attempt to informally resolve the issue(s). If the complaint is resolved informally, the resolution will be documented and maintained in the OEO files.

State-level Formal Investigation:

If the complainant is dissatisfied with the attempted informal resolution or prefers to have a formal investigation, an investigator will be assigned to the case. The investigator will interview the complainant, respondent, and witnesses for both parties as identified by the parties. At the conclusion of the investigation, a *Notice of Final Determination* will be issued. The *Notice of Final*

Determination will be strictly based on the evidence obtained during the investigation. The notice will be issued within 90 days of filing the complaint. The written notice will include, for each issue raised, a decision on the issue(s), an explanation of the reason underlying the decision, or a description of the way the parties resolved the issue(s), and notifications of recourse.

Escalation to Federal Level:

If by the end of the 180 days, the OEO has not completed processing the complaint or fails to issue a *Notice of Final Determination*, the complainant or his/her representative may, within 30 days of the expiration of the 180-day period, file a complaint with the Director, Civil Rights Center (CRC) who may extend the 30-day time period for good cause shown.

If the *Notice of Final Determination* is issued during the 180-day period and the complainant is dissatisfied with the decision, the complainant is advised of his/her right to file a complaint with the CRC within 30 days of the date on which the complainant received the *Notice of Final Determination*.

Non-Acceptance of Complaint

If a complaint is not within the jurisdiction of the OEO or CRC, is not timely filed, or does not have apparent merit, the complainant will be immediately notified in writing stating the reason for the lack of jurisdiction, i.e.,

- the basis for the complaint is not covered by the prohibitions set forth by 29 CFR Part 38,
- the complaint was not filed within the prescribed 180-day timeframe or,
- the complaint is against an entity that is not a recipient of WIOA Title I financial assistance as defined by 29 CFR Part 38.

If the complaint is not within the jurisdiction of the Office of Equal Opportunity or the Civil Rights Center, but within the jurisdiction of another federal grant-making agency, the complaint will be returned to the complainant, stating the reason(s) for the lack of jurisdiction. The complainant will be advised of the appropriate agency that handles the complaint.

If a complaint alleges discrimination by an entity that operates a program or activity financially assisted by a federal grant agency other than DOL but participants as a partner in a PA CareerLink® Delaware County, the following will apply:

- If the complaint alleges discrimination on a basis prohibited by Section 188 or Civil Rights laws, the OEO and the grant-making agency will have dual jurisdiction over the complaint.
- If the complaint alleges discrimination on a basis that is prohibited by Section 188 of WIOA but not by any Civil Right laws enforced by the federal grant-maker, the complaint will be referred to CRC who has sole jurisdiction over the complaint.

**DELAWARE COUNTY WORKFORCE DEVELOPMENT BOARD EQUAL OPPORTUNITY & NONDISCRIMINATION COMPLAINT
PROCEDURE ACKNOWLEDGEMENT FORM**

- DCWDB has assured the United States Department of Labor and Pennsylvania Department of Labor and Industry that no person shall, on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, and in accordance with all federal and state protected groups national origin (including limited English proficiency), age, disability, or political affiliation or belief, or
- Against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act, on the basis of the individual's citizenship status or participation in any WIOA Title I—financially assisted program or activity.

This Means:

- You have the right to make a complaint.
- No individual will be discriminated against with regard to recruitment, examination, appointment, training, promotion, retention, discipline or any other aspect of personnel administration
- No aid, benefit, service or training may be denied you because of your race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, and in accordance with all federal and state protected groups, national origin (including limited English proficiency), age, disability, or political affiliation or belief, or,
- You may not be segregated or treated any differently from other applicants, participants or enrollees because of your race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, and in accordance with all federal and state protected groups, national origin (including limited English proficiency), age, disability, or political affiliation or belief, while you are being registered, interviewed, counseled, or tested; or while you are working or attending classes as part of the program.

If you have any [questions regarding the above](#) information, contact the *Workforce Innovation and opportunity Act (WIOA) Equal Opportunity Officer* at the following address:

MoskatovaT@co.delaware.pa.us Tatiana Moskatova
Delaware County Workforce Development Board
2 West Baltimore Avenue Suite 340
Media, PA 19063
610-713-2219

The Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, and the Job Training Partnership Act of 1982 guarantee you the right to file a complaint of alleged action in any area stated above. You must contact the EEO Officer to acquire the necessary form to register an allegation of discrimination based on race, color, and national origin with the L&I Office of Equal Opportunity and/or DOL Civil Right center-within 180 days of occurrence. All complaints will be handled confidentially with a response provided within three working days. I have received, read, and understand the above statement of my civil rights and acknowledge receipt therefore by my signature on the statement of receipt form to be included in my applicant/participant/enrollee file.

I understand the statement above.

Print Name _____ Applicant Initial _____ Date _____

Staff Representative Initial _____ Date _____

PA CareerLink® center is an equal opportunity employer program. Auxiliary aids and services are available upon request to Individuals with disabilities. For Equal Opportunity concerns, please contact Tatiana Moskatova, EO Compliance Officer at moskatovat@co.delaware.pa.us or 610-359-5020[TTYJ]. Language Assistance Services are available free of cost.



Purpose:

The Delaware County Workforce Development System seeks to maintain a high level of WIOA Title I satisfaction for all individuals. However, since misunderstandings can occur in any program situation, a WIOA Title I complaint and grievance procedure is available to address these concerns. This policy is not a method for requesting changes in the Delaware County Workforce Development Board (DCWDB) or WIOA policies. The purpose of this policy is to establish and maintain procedures that represent a uniform process for receiving, processing, resolving, and appealing complaints and grievances alleging violations of the requirements of Title I of Workforce Innovation and Opportunity Act (WIOA).

References:

- WIOA Section 181(c) Grievance Procedure
- WIOA Section 188 Nondiscrimination
- 20 Code of Federal Regulations (CFR) Part 683 Subpart F_ Grievance Procedures, Complaints and State Appeals Processes (20 CFR 683.600-620)
- 20 Code of Federal Regulations (CFR) 38 Implementation of the Nondiscrimination and Equal Opportunity Provisions of the WIOA
- Pennsylvania Department of Labor and Industry's (L&I) *Employment Service and Employment-Related Law Complaint System*
- *Pennsylvania Guidelines for PA CareerLink Employment Services Customer Complaints*
- Pennsylvania Department of Labor and Industry's (L&I) Office of Equal Opportunity (OEO) Nondiscrimination Plan

Scope and Audience:

This *DCWDB WIOA Title I Complaint and Grievance Procedures and Appeal Process Policy* applies to all direct recipients of WIOA Title I funds. It is designed to ensure individuals, program participants and other interested parties that are affected by the local workforce development system can file grievances or complaints alleging violations of the requirements of WIOA Title I. Access to this policy is provided to all WIOA Title I contractors service providers, staff, PA CareerLink[®] administrators and staff, program partners, One-Stop-Operator, and other stakeholders.

Complaints or grievances may originate from WIOA Title I-funded facilities, programs, services and activities administered by or operated by the DCWDB, One-Stop-Operator (OSO) and other affiliated entities including One-Stop program partners, WIOA Title I program service providers and contractors, eligible training providers and other entities providing training services, and affiliated entities which provide services, activities and supportive services within DCWDB's workforce delivery system.

Individuals or entities who may file a complaint or grievance alleging violations of the requirements of Title I of WIOA include program applicants and participants, former participants, employees, employers, service providers, contractors, training providers, labor organizations, community-based organizations, and other interested parties.

Complaint Types:

DCWDB WIOA Title I Complaint and Grievance Procedures and Appeal Process Policy allow for the collection, referral, logging, investigation, and resolution of different complaint types that alleged violations found within WIOA Title I. Examples of complaints or grievances covered under these procedures include:

- Denial of program access
- Eligibility disputes
- Improper termination from services
- Failure to provide required services
- Violations of WIOA Title I requirements
- Procurement disputes
- Misuse of WIOA funds
- Service delivery concerns
- Violations of local policy

Methods of Filing:

Distribution of Responsibilities

PA CareerLink[®] Site Administrators are responsible for the day-to-day operation of the PA CareerLink[®]. Complaints can be initiated with PA CareerLink[®] Site Administrators who will refer the WIOA Title I complaints to DCWDB's Complaint Coordinator. If the complaint indicates potential violations of discrimination or civil rights, the complaint will be referred to DCWDB's Equal Opportunity Officer. If the complaint indicates potential violations of WIOA Title III (Wagner-Peyser) services, the complaint will be referred to Employment Services' Complaint System Representative.

DCWDB's Complaint Coordinator

Complaints/grievances may also be filed directly with DCWDB's Complaint Coordinator. If the complaint indicates potential violations of discrimination or civil rights, the complaint will be referred to DCWDB's Equal Opportunity Officer. If the complaint indicates potential violations of WIOA Title III (Wagner-Peyser) services, the complaint will be referred to Employment Services' Complaint System Representative.

Individuals or entities may file their complaints in-person, by mail, email, electronically, and telephone:

Name: Jennifer Kacimi

Title: DCWDB Deputy Director, Complaint Coordinator

Address: 2 west Baltimore Avenue, Suite 340, Media PA, 19063

Email: kacimij@co.delaware.pa.us

Phone: 610-713-2201

Content of Complaint:

Individuals or entities filing a complaint should give a clear, detailed statement of the complaint, including the name and contact information of complainant, name of respondent or other parties involved (if known), description of allegations, relevant dates, and supporting documentation (if available). The party concerned should also state the specific action/resolution desired regarding the complaint and the reason why this action should be taken. The DCWDB Complaint Coordinator will collect the following information on the *DCWDB Complaint Intake Form* regardless of how the complaint was filed:

- a. Complainant name,
- b. Complainants contact details,
- c. Name of respondent/entity,
- d. Description of allegations,
- e. Relevant dates,
- f. Requested resolution, and
- g. Supporting documents

Time Limit for Filing:

Complaints must be filed within 12 months or one (1) year of the alleged violation.

Informal Resolution:

Complaints submitted to the DCWDB's Complaint Coordinator will be investigated, including the collection of other relevant facts and details, from all individuals and entities involved. A written response and determination letter will be sent to the complainant within 10 calendar days of the complaint. The determination letter will contain the following:

- a. A summary of the allegations,
- b. Findings of fact,
- c. Applicable regulatory basis for decision,
- d. Appeal rights,
- e. Filing deadlines, and
- f. The address/contact information for filing appeals

A variety of methods can be used during/as a result of this process to resolve the alleged complaint and/or violation including staff conferences, mediation, corrective actions, and settlement discussions. Informal resolution efforts shall not delay the complainant's right to a hearing.

Finally, the DCWDB Executive Director and concerned parties will be informed, the complaint will be recorded on DCWDB's *Complaint Activity Log*, and filed electronically and/or within locked storage. Each complaint will be filed and maintained individually as either a paper file or electronic document:

- a. There will be a separate folder for each complaint,
- b. All original copies will be kept in the folder,
- c. All related forms will be kept in the folder,
- d. Only factual information will be recorded in file,
- e. All records associated with complaints or grievances will be kept for seven years.

Hearing Procedures:***Right to A Hearing***

A request for a hearing can be made by an individual or entity who is not satisfied with the outcome of their complaint. The hearing request must be received by DCWDB Deputy Director within 10 calendar days of receiving the written decision from the DCWDB Complaint Coordinator. Requests for a Hearing should be directed to:

Name: Jennifer Kacimi
Title: DCWDB Deputy Director
Address: 2 west Baltimore Avenue, Suite 340, Media PA, 19063
Email: kacimij@co.delaware.pa.us
Phone: 610-713-2201

The following information must be included in the request:

- a. Reason(s) why they disagree with the decision,
- b. Supporting evidence (if available), and
- c. The action/resolution they are seeking.

The DCWDB Deputy Director or designee will respond in writing to the complainant, and the decision for a Hearing request will be forwarded to the individual within 10 calendar days.

Hearing Timelines and Requirements

Complainants have the right to a hearing with the DCWDB Executive Director to be scheduled and conducted within 30 days of the Informal Resolution outcome. The DCWDB Deputy Director will coordinate the activities for the Hearing including preparing and providing original documents and investigative forms, times and locations for the Hearing, and communication with the Hearing Officer and all relative parties.

Both parties involved in the complaint are permitted to have representation by counsel (or other), present evidence, and bring witness testimony.

Written Decision:

After the hearing is conducted, the Hearing Officer will issue a written decision within 60 calendar days of the filing of the complaint. The written determination will include a summary of allegations, findings of facts, applicable laws or regulations, conclusions, corrective actions (if applicable), and appeal rights and deadlines. DCWDB will provide technical assistance to complainants in this process.

Complaints will be considered resolved when the complainant expresses satisfaction with the investigation and outcome in writing, or:

1. The complainant chooses not to elevate the complaint to the next level of review.
2. The complainant or the complainant's authorized representative fails to respond to a request for information within 20 working days.
3. The complainant exhausts all available options for review.
4. A final determination has been made by the enforcement agency to which the complaint was referred.

An official record of the proceedings will be maintained by the DCWDB Deputy Director and filed in accordance with DCWDB's *Record Retention*.

Appeals Process:

A request for a local level appeal (20 CFR 683.600(c)(4)) to L&I can be made by either a complainant or a respondent not satisfied with local area's hearing decision or no local area decision was reached within 60 calendar days of the filing of the grievance or complaint. State hearings or appeals will be conducted in accordance with the Memorandum of Understanding for Independent Hearing Examiner Services between the L&I and the PA Department of State as well as regulatory provisions found at Title 20 CFR 683.600-620. The designated Agency Liaison for the SWA shall be BWPO's Customer Service Coordination Unit Supervisor. The Agency Liaison is responsible for coordinating activities with the appointed hearing examiner.

Grievances or complaints under 20 CFR 683.600, submitted directly to US DOL, will be referred to the appropriate state or local area for resolution, unless US DOL notifies the parties involved that US DOL will investigate the submitted complaint or grievance.

Pursuant to 20 CFR 683.610(a) US DOL will investigate allegations arising through the grievance procedures found in 20 CFR 683.600 when:

1. A decision on a grievance or complaint under 20 CFR 683.600(d) [*i.e., State Procedures*] has not been reached within 60 days of receipt of the grievance or complaint or within 60 days of receipt of the request for appeal of a local level grievance and either party appeals to US DOL. Appeals made under either of these scenarios must be filed within 120 days of the filing of the grievance with the state, or the filing of the appeal of a local grievance with the state.
2. A decision on a grievance or complaint under § 683.600(d) [*i.e., State Procedures*] has been reached and the party to which such decision is adverse appeals to US DOL. Appeals made under this scenario must be filed within 60 days of the receipt of the decision being appealed.

Under the scenarios listed above US DOL must make a final decision on the filed appeal no later than 120 days after receiving the appeal. All appeals must be submitted by certified mail, return receipt requested, to:

Secretary
U.S. Department of Labor
200 Constitution Ave. NW
Washington, DC 20210
Attention: ASET

Accessibility Requirements:

The DCWDB will ensure reasonable accommodation for parties involved including individuals with disabilities, language assistance services for LEP individuals, auxiliary aids and services (upon request), and accessible formats and communications. Meaningful access to complaint procedures have been provided to all WIOA Title I Individuals or entities connected to the system as program applicants and participants, former participants, employees, employers, service providers, contractors, training providers, labor organizations, and community-based organizations through the publication of this policy on DCWDB's website, training with contractors, WIOA Title I orientation and enrollment, and notification in DCWDB contracts. Individuals or entities who require help filing complaints may receive assistance from PA CareerLink® Site Administrators, DCWDB's Complaint Coordinator, and/or be provided with assisted technology and equipment available in Chester and Media PA CareerLink® locations. English Language Learners may utilize *Propio One Services* for translation needs.

PA CareerLink®: Chester City
Address: 701 Crosby Street, Chester, PA 19013
Phone: 610-447-33500
OR
PA CareerLink®: Media (at DCCC campus)
Address: 901 South Media Line Road, Media, PA, 19063
Phone: 610-723-1220

Confidentiality and Prohibited Retaliation:

Complaint information shall be maintained confidentially to the maximum extent permitted by law.

DCWDB prohibits retaliation or reprisal against a person or entity involved in the complaint process. No person may intimidate, threaten, coerce, discriminate against, or retaliate against any individual because they filed a complaint, participated in a complaint investigation, assisted in complaint processing, and/or opposed unlawful practices.

Record Retention:

DCWDB shall maintain all complaint records for a minimum of seven (7) years following final resolution unless a longer retention period is otherwise required by law. Records shall include complaint forms, correspondence, investigation materials, hearing records, determinations, appeals, and resolution documentation. Complaints and supporting documents will be filed electronically and/or stored within locked file cabinets.

Public Notice:

Public:

DCWDB's *WIOA Title I Complaint and Grievance Procedures and Appeal Processes Policy* is publicly posted on www.delcoworks.org and/or available upon request. All PA CareerLink® locations will prominently display WIOA Title I Complaint & Grievance Process Posters.

Participants, customers, and workforce system users:

WIOA Title I participant materials include complaint rights and processes as explained on the DCWDB's *WIOA Title I Complaint and Grievance Procedures and Appeal Processes Form*. WIOA Title I staff explain the content of this form to participants and ask for signature as indication they understand the process.

DCWDB Contractors and service providers

Reference to DCWDB's *WIOA Title I Complaint and Grievance Procedures and Appeal Processes Policy* will be listed on DCWDB contract documents.

DCWDB staff and PA CareerLink System Staff

DCWDB and PA CareerLink® system staff are trained yearly regarding WIOA Title I complaint procedures and rights. As well as the EO and ES complaint system policies and procedures.

Equal Opportunity (EO) Complaints:

Complaints alleging discrimination or retaliation based on protected status must immediately be referred to DCWDB's Equal Opportunity (EO) Officer, Tatiana Moskatova.

WIOA Section 188 and 29 CFR Part 38 prohibit discrimination in WIOA Title I-funded programs, activities, and employment practices.

Protected groups include race, color, religion, sex (including pregnancy, gender identity, transgender status, and sex stereotyping), national origin, age, disability, political affiliation or belief, and for beneficiaries, applicants, and participants, citizenship status and participation in a WIOA Title I-funded program or activity.

Recipients must designate an EO Officer when required, post and disseminate the 'Equal Opportunity Is the Law' notice, provide meaningful access for LEP individuals, provide reasonable accommodation and auxiliary aids/services, ensure accessibility, maintain complaint records, and conduct monitoring and corrective action as needed.

Discrimination complaints may be filed with the recipient's EO Officer or directly with the U.S. Department of Labor Civil Rights Center. Such complaints are generally subject to a 180-day filing period and are governed by 29 CFR Part 38 rather than the grievance procedures in 20 CFR 683.600.

EO complaints are governed by:

WIOA Section 188

29 CFR Part 38

Applicable equal opportunity; nondiscrimination and civil rights statute

Fraud and Waste:

Pursuant to 20 CFR 683.620, additional procedures address allegations of fraud, abuse, criminal misconduct, and misuse of WIOA funds. In the event that the DCWDB's Complaint Coordinator has information or knowledge that fraud has been committed, funds misused or wasted, and/or evidence of criminal misconduct, such allegations will be referred to appropriate enforcement authorities and handled separately from standard grievance procedures.

Appropriate enforcement/investigative authorities include but are not limited to: Pennsylvania Labor & Industry, Delaware County Government, law enforcement, etc.



Delaware County Workforce Development Board

DCWDB Personally Identifiable Information Policy

July 2026 (REV)

Purpose:

To provide guidance to Delaware County Workforce Development Board (DCWDB) grantees and employees on the requirements of handling and protecting Personally Identifiable Information Policy (PII) for all Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker, and Youth participants.

Reference:

PA Department of Labor and Industry, Workforce System Policy, System of Record, 2025

Background:

DCWDB grantees and employees may have in their possession large quantities of Personally Identifiable Information (PII), which is defined as information that can be used to distinguish or trace an individual's identity, either alone or when combined with other personal or identifying information that is linked to a specific individual. This information is generally found in personnel files, participant data sets, performance reports, program evaluations, grant and contract files, or other sources.

Policy:

Commonwealth Workforce Development System (CWDS)/PA CareerLink® is the system of record for the participant tracking of WIOA, WIA, Wagner-Peyser Act and TAA programs. Secondary databases must not be used for any PII. All participants, employers, and providers served by these funding streams (for all levels of service, including career planning) must have their services and/or activities entered into CWDS/PA CareerLink® expeditiously to ensure a common record and, when appropriate, assignment of a common exit date.

All DCWDB grantees, employees, vendors, and sub-contractors who receive funds from the DCWDB agree to use every precaution in securing all participants' personal information.

At all times participants will be identified by their assigned participant ID numbers when discussing said person either by email or fax. All employees are required to protect PII when transmitting information and are required to protect PII sensitive information when collecting, storing, or disposing of information. All PII data must be processed in a manner that will protect the confidentiality of the records and documents and is designed to prevent unauthorized persons from retrieving such records by computer, remote terminal, or any other means. If a participant's Social Security Number is required to be communicated via email, staff members are required to utilize email encryption.

In addition, employees will not leave records containing PII open and unattended. Paperwork with confidential information will be secured in locked file cabinets. Utilization of the Participant

Identification (PID) number will be used whenever possible, not the SSN. Confidential data will not be sent in clear text, including Excel spreadsheet attachments.

Finally, Artificial Intelligence (AI) tools enhance productivity and user experience. However, it is important to approach the use of these tools cautiously to protect customers Personally Identifiable Information (PII).

Microsoft Copilot, as part of the Microsoft Office Suite, is available on Career Resource Computers in PA CareerLink offices. To protect PII and ensure compliance with privacy regulations, the following information must not be put into Microsoft Office Copilot:

- Customer Names
- Customer Addresses
- Customer Phone Numbers
- Customer Social Security Numbers
- Customer Personal Identification Numbers (PIDs)
- Your own name or Personal Information.

Staff responsibilities include regularly monitoring the use of Copilot and immediately reporting incidents of misuse or abuse to ensure compliance with these guidelines.



Purpose:

This policy provides guidance to Local Workforce Development Board (Local WIOA Administrative) staff and contracted services providers, on the protections of Personally Identifiable Information (PII) and file management practices including record retention under the Workforce Innovation and Opportunity Act (WIOA).

References:

Training and Employment Guidance Letter (TEGL) No. 39-11
Code of Federal Regulations 29 CFR § 95.53 - Retention and access requirements for records
Code of Federal Regulations 29 CFR § 37.39 How long must grant applicants & recipients maintain the records required under this part?
Financial Management Guide Pennsylvania Department of Labor and Industry 2026

Background:

As part of WIOA programming and eligibility requirements, there are large amounts of PII available to staff and contractors. This information is typically found in participant hard copy and digital records including through the Commonwealth Workforce Development System (CWDS)/PA CareerLink® Online. It is essential that the nature of this information be maintained with the utmost security and sensitivity to protect individuals accessing the public workforce development system. The Delaware County Workforce Development Board will monitor subcontractors and vendors for data security and ensure all employees who handle PII sign a Policy Acknowledgment Checklist.

Policy:

The following requirements apply to all Local WIOA Administrative and service provider staff (referred to as grantees and sub-grantees in this section) as relates to file management and record retention.

- A grantee must maintain records as required by law, regulations, or adopted policies relating to its performance under fully executed grant agreements and must permit the access by the appropriate DCWDB officials to all records directly related to the administration of all grants under the grant agreement. The grantee must make available to the DCWDB, or any duly authorized representative, any books, documents, papers, and records for the purpose of monitoring, audits, examination, excerpts, and transcriptions. Records must be maintained for a period of seven years from the date the DCWDB submits its final expenditure report.
- If any investigation or litigation has begun, or a claim is instituted involving the grant covered by the records prior to the expiration of the seven-year retention period, the grantee must retain the records beyond the seven-year period until instructed otherwise by the DCWDB.
- Grantees agree to maintain any statistical records required by the DCWDB and to produce statistical data at times and on forms prescribed by the DCWDB.
- Grantees are responsible for adequate safekeeping and record retention that the grantee may have entered into with agreements, contracts, understandings, sub-grants, etc.

- Records must be retained and stored in a manner that will preserve their integrity and admissibility as evidence in any audit or other proceeding. The burden of production and authentication of the records is placed on the custodian of the records.
- Additionally, records related to non-discrimination and equal opportunity provisions must be retained for a period of not less than seven years from the close of the applicable PY. This includes the following:
 - The records of applicants, registrants, eligible applicants/registrants, participants, exiters, employees, and applicants for employment; and
 - Such other records as are required under part 29 CFR 37.39.
- Records regarding complaints, and actions taken on the complaints, must be maintained for a period of not less than seven years from the date of resolution of the complaint.



Delaware County Workforce Development Board

DCWDB Professional Development Policy

July 2026 (REV)

Purpose:

The purpose of this policy is to provide guidance to Delaware County Workforce Development Board (DCWDB) staff and contractors on how DCWDB complies with Federal and State guidance to ensure all contractors are maintaining a skilled staff capable of offering high quality services and adapting to the evolving needs of the workforce and local employers.

Reference:

WIOA Adult Program Activities – Annual Funding Agreement, H (I.)
Pennsylvania Department of Labor & Industry, CWDS WIOA Title I Learning Path
PA Department of Labor and Industry, Workforce System Policy, Local Workforce Delivery System – PA CareerLink® Certification and Continuous Improvement, 2017

Background:

The DCWDB expects ongoing training and development of contractor staff in workforce development programs. This policy ensures that contractors are aware of required trainings locally and through PA Department of Labor and Industry. Continuous professional development ensures consistent, high-quality services are provided to customers and participants.

Policy:

The DCWDB established minimum expectations for WIOA staff who are Career Advisors, Case Managers and Data Quality Professional. The DCWDB staff will communicate with the contractor required professional development trainings. There are several required PA Department of Labor and Industry trainings for WIOA Title I staff to complete as noted on the following chart.

Minimum onboarding professional development for WIOA-funded Staff in these roles include:

CA	CM	DQ	
			BWPO mandated for Title I staff:
X	X	X	CWDS Foundational Training
X	X	X	Virtual CareerLink 101 (CL101)
X	X	X	The Labor Market Information Toolbox 2026
X	X	X	WIOA Title I Hard and Soft Exits and Hold Outcomes
X	X	X	WIOA Primary Indicators of Performance 2025
X	X	X	Measurable Skill Gains Training 2026
X	X	X	Overview of OVR Services 101
X	X	X	Business Services 101 Training
X	X	X	Scam Prevention Training
X	X	X	Piece It Together: Financial Aid 2025
X	X	X	Follow-Up Services in WIOA Title I ADW Programs
X	X	X	UC Source Documentation for WIOA Title I DW Eligibility
			Workforce Staff Training: www.workforcestafftraining.com .
X	X	X	Collaborating for Success: A Shared Customer-Centered Approach to Service Delivery
X	X	X	Introduction to the PA CareerLink System
			From Delco PA CareerLink Administration:
X	X		Navigate Financial Aid Resources
X	X		Delco Pre-enrollment Career Advising
X	X		Intake and Orientation training
			United Way or Another Trainor:
X	X		Trauma-Informed Care

Methods:

The following activities will be employed by the DCWDB staff:

- Data Entry Training – Required for WIOA Title I case managers, secondary reviewers, data entry staff, and administrators. This training is designed locally by DCWDB but is required by PA Department of Labor and Industry.
- Quarterly coaching visits with DCWDB Provider Support Team. These visits are designed to support quality programming, staffing and services of WIOA and TANF funded contractors.
- Emails sharing the Bureau of Workforce Partnership Operations (BWPO's) *Biweekly Newsletter and CWDS Trainings*.
- Online trainings as needed and/or required during the program year to ensure compliance with applicable local, state, and federal regulations.
- The CareerLink® System, overseen by the One-Stop-Operator, sets professional development trainings for WIOA Title I and Partner Staff including:
 - In-Service training for all WIOA Title I contractors and all Partners co-located at Chester and Media CareerLink®s.
 - Career Services training for WIOA Title I Staff who are co-located at Chester and Media CareerLink® and required to provide career services to customers.

Reporting:

Contractor participation will be tracked by the contractor's agency. Participation in PA Department of Labor and Industry required trainings will be tracked by BWPO, shared with, and tracked by DCWDB staff.



Delaware County Workforce Development Board

DCWDB Monitoring Policy

July 2026 (REV)

Purpose:

The purpose of this policy is to provide guidance to Delaware County Workforce Development Board (DCWDB) staff and contractors on how DCWDB complies with Federal and State guidance to ensure all contracts are properly operating.

Reference:

Pennsylvania Department of Labor & Industry Workforce System Policy (WSP) No. 183-01 (Change 1), April 15, 2019

Pennsylvania Department of Labor & Industry Workforce System Policy 184-02 (Change 1), February 13, 2019.

Background:

The DCWDB, in partnership with the Delaware County Council, ensures compliance with applicable federal, state, and local laws and regulations, as well as contract provisions, policies, official directives and grant agreements. Oversight includes compliance with the uniform administrative and fiscal requirements as well as program performance. These activities ensure compliance with federal, state, and local requirements, ensure that the programs achieve intended results, and that grant funds and other assets are adequately safeguarded.

Policy:

It is the policy of DCWDB to assess the risk exhibited by each contract and/or contractor. Based on the determined risk, DCWDB uses the methods of oversight outlined below at the appropriate frequency to monitor contracts. Each year the DCWDB Monitor creates a Monitoring Plan to outline the monitoring process based on contemporaneous information.

Methods of Oversight:

The following activities may be employed by DCWDB monitoring staff:

- On-site visit. DCWDB staff will perform fiscal and programmatic monitoring to ensure all funds allocated by the DCWDB are adequately safeguarded, program performance goals are met, and local sub-contractors are programmatically, operationally, and fiscally compliant.
- Synchronist video-based meeting. DCWDB staff will perform regular video-based meetings to review monitoring tools, and interview contractors' staff and participants.
- Desk review. DCWDB staff will perform desk reviews of programs and related financial and participant data to test compliance to identify potential or recurring problems, prepare for more in-depth on-site visits, and to conduct more systematic and continuous oversight.
- Random sampling. DCWDB staff may select a pre-defined volume of samples at random to be used to help identify compliance violations, questioned costs and/or potential weaknesses in performance.

- Survey. Surveys may be used to help identify compliance violations, questioned costs or potential weaknesses in performance, as well as to capture promising practices or needs for technical assistance.

Oversight Process:

- *Local Oversight Plan.* DCWDB staff creates, and annually reviews, an oversight plan to ensure the successful completion of requirements of the grant agreement, on time, and within cost limits.
- *Risk Assessment.* DCWDB incorporates a risk-assessment approach into the oversight plan. Risk assessment results inform the frequency and way oversight will take place. DCWDB's risk assessment plan includes the following:
 - Assess Risks. DCWDB considers which contract(s) involve the most risks that may expose DCWDB to adverse consequences.
 - Identify frequency in which to monitor sub-recipients. DCWDB considers the level of vulnerability if a contractor's compliance with programmatic and fiscal system requirements is not systematically and regularly monitored.
 - Evaluate the factors used to assess risk:

Delaware County Workforce Development Board Sub-Recipient Monitoring Risk Factor Analysis PY26					
Factor	Points	Comments	Significant	Moderate	Minimal
General	0		0	0	0
1 Does the sub-recipient have any contract compliance irregularities?					0
2 Does the sub-recipient have a significant history of oversight/monitoring findings?					0
3 What is the sub-recipient share of the Delaware County WDB allocation?					0
4 Is the sub-recipient a first-time service provider?					0
5 Has the sub-recipient had staff and/or customer complaints?					0
6 Does the sub-recipient receive direct awards from any federal awarding agency, and if so, what was the extent, scope, and specific findings/results of the most recent federal monitoring reviews?					
	0		0	0	0
Program Requirements	0		0	0	0
7 Does the sub-recipient have prior experience with the same or similar sub-awards?					0
8 Does the sub-recipient have a new personnel or a new or substantially changed systems?					0
9 Does the provider lack effective operational controls?					0
10 Is the sub-recipient performance meeting or exceeding contract requirements?					0

Delaware County Workforce Development Board

Sub-Recipient Fiscal Risk Factor Analysis FY26

Factor	Points	Comments	Significant	Moderate	Minimal
Fiscal					
1 Does the sub-recipient have new fiscal personnel?					0
2 Does the provider lack effective fiscal controls/policies?					0
3 Does the provider invoice on time?					
4 Does the provider have any invoice irregularities?					0
5 Does the provider submit all required documentation?					
6 Does the sub-recipient have any disallowed costs?					0
7 What is the extent of the most recent single audit?					0
TOTAL	0		0	0	0

- Project the risk. DCWDB assigns well-defined, supported point values to the scoring system. The numerical ratings must be used to determine the overall risk associated with, and how often to monitor, each sub-recipient. DCWDB classifies contractors as high-risk, medium-risk, or low-risk:

Delaware County Workforce Development Board Risk Assessment System

General Policies & Procedures

1 Rating factors are provided as follows:

High Risk: Monitored fully on site quarterly

Medium Risk: Monitored fully on site annually plus a mix of on-site, desk review, random sampling quarterly

Low Risk: Monitored fully on site annually

2 Selection Criteria Guide provided as follows:

High Risk: Minimum 50% of total score OR 65% of any one factor area

Moderate Risk: 30% of total score OR 40% of any one factor area

Low Risk: Less than 30% of total score or 40% of any one factor area

Special Determination: At WDB discretion, any of these levels can be higher designation based upon significant factors, including but not limited to a recent complaint, new and emerging findings from initial audit, special request by funders or appropriate authority, or other determinations

3 Frequency of Monitoring

Fiscal Oversight: Fiscal monitoring of all sub-contracts is done monthly with invoices that are submitted monthly. Sub-contracts whose risk assessment is 'medium' or 'high' will be monitored onsite (i.e. high-risk must be monitored at least quarterly and medium risk biannually).

- *Frequency.* DCWDB monitors contractors based on the level of risk assessment and formal monitoring is conducted at least once per program year. Monitoring may occur as established in the local oversight plan or may be prompted by some event such as a complaint, poor performance, negative managerial patterns.
- *Oversight Process.* DCWDB staff ensures that all monitoring reports are reviewed and acted upon by the local board.

Formal Monitoring:

In accordance with DCWDB contract agreements, entities are subject to formal monitoring. Entities who do not participate in the formal monitoring process would be out of compliance with their contract and subject to cancellation at the DCWDB's discretion. Below is a list of the *Formal Monitoring* sections:

- *Schedule and Timeline.* Based on the scores of the *Risk Assessment*, a schedule or timetable for program year planned oversight activities.
- *Administrative oversight.* Monitoring of administrative functions must be conducted at least once each program year as part of the formal monitoring conducted by the local board.
- *Programmatic oversight.* A review of each service contractor's programmatic activities must be conducted at least quarterly. These reviews are conducted as desk monitoring.
- *Fiscal oversight.* Fiscal monitoring of all contracts must be conducted at least once during the contract period. Contracts whose risk assessment is "medium-risk" or "high-risk" must be monitored more frequently (i.e., high-risk sub-contractors must be monitored at least quarterly and medium-risk, biannually).

Monitoring Plan Program Year 2026

In the 2026-27 Program Year, Delaware County Workforce Development Board (DCWDB) staff will implement a hybrid monitoring plan based on contractor's risk-assessment results. Monitoring comprises of in-person site visits, synchronous video-based quarterly site visits, and monthly desk reviews.

Monitoring Calendar:

The initial monitoring plan will be based on each entity's Risk Assessment Tool (Attachment 1). The full online monitoring schedule will be set no later than September 1, 2026.

Full In-Person Monitoring:

- Each full in-person monitoring visit will be announced 10 business days before the meeting between the DCWDB staff and the entity.
- The entity will receive an electronic copy of the appropriate monitoring tool with directions to complete it within 8 business days.
- DCWDB staff will receive and review the completed monitoring tool with DCWDB staff who are knowledgeable about the program requirements.
- The in-person site visit will be used to interview entity staff and program participants as applicable. Any questions the DCWDB staff have about responses to the monitoring tool will be addressed.
- Within 30 business days of the in-person meeting, DCWDB staff will submit a monitoring report to the entity and the DCWDB Executive Director.
- If the entity receives any findings, a Corrective Action Plan or Appeal must be submitted within 10 business days of receiving the findings.

Synchronous Video-Based Quarterly Site Visits:

Based on high risk-assessment results and/or PY25 findings, applicable entities will receive quarterly video-based monitoring of their program outcomes and fiscal reporting.

Monthly Desk Reviews:

All entities will be desk-reviewed monthly by the Deputy Director of Fiscal Operations. Programmatic and participant financial documents will be tested for compliance and to identify potential or recurring problems.

PY 2026 Quarter One	PY 2026 Quarter Two
Administrative	WIOA Youth Contractors
One Stop Operator	TANF Youth Funds/Summer Programs
CareerLink Administration	ITA Contracts
First Steps Prison	

PY 2026 Quarter Three	PY 2026 Quarter Four
WIOA Adult and Dislocated Worker Contracts	Employment Advancement Retention Network
TANF Youth Funds/Year-Round Programs	BEP Grant
ADW Training Contract	Delaware County Chamber of Commerce
	ITA Contracts
	OJT Contracts

Reporting and Resolution Requirements:

DCWDB ensures that a copy of the oversight report is provided to the monitored entity. The oversight report identifies instances of noncompliance (if any) and provides recommendations for corrective action(s) and program quality enhancements. Based on these recommendations, the monitored entity will develop a Corrective Action Plan (CAP) to address instances of noncompliance. The CAP will be developed and submitted to the DCWDB for approval within 10 business days of the monitored entity receiving the report. Timelines will be established for the completion of corrective actions, based on the severity of the deficiency. DCWDB will work with the monitored entity to ensure prompt implementation of corrective actions. The CAP will include the monitored entity submitting monthly progress reports to the DCWDB until compliance has been reached, as determined by the DCWDB. The oversight report will also include areas of concern. Areas of concern include activity or practice which may lead to a contract becoming out of compliance with DWCD, State and Federal policies. Areas of concern must be addressed and resolved in a speedy manner to ensure they do not lead to noncompliance.

Appeals:

Service contractors may appeal a finding within 10 business days of receiving the oversight report. Appeals must be submitted in writing to the DCWDB. The request for appeal must include, but is not limited to the following:

- The purpose for the request.

- An explanation regarding why such a sanction may not be warranted.
- Mitigating factors.
- Other elements relevant to the subrecipient's appeal as deemed appropriate by such subrecipient.
-

The DCWDB will review and investigate the appeal request and issue a written initial appeal determination within 30 calendar days of receipt of the request. The determination will include:

- Initial appeal determination.
- Reason for the determination.
- Opportunity for the subrecipient to request a hearing if not satisfied with the determination.

If a service contractor remains unsatisfied with the appeal determination and subsequent hearing (if requested), they may submit an appeal to the Pennsylvania Department of Labor & Industry.



Delaware County Workforce Development Board

WIOA Title I Adult Priority of Service Policy

July 2026 (REV)

Purpose:

The purpose of the policy is to provide guidance for the implementation of priority of service for the WIOA Title I Adult program.

Reference:

Pennsylvania Department of Labor and Industry Priority of Service, rev. April 29, 2022

Policy:

Priority of service will be determined during the eligibility and enrollment process. Individuals will be considered for priority of service if they are currently receiving public assistance; are deemed low income; basic skills deficient or underemployed, Veteran, or eligible spouse of a Veteran.

Priority of service will be determined during the eligibility and enrollment process using a locally developed checklist. The targeted groups are:

- **Public Assistance:** Individuals or a family member who receives or in the past six (6) months have received through Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for the Needy Families (TANF), or Supplemental Security Income (SSI).
- **Low-income:** Public assistance (as defined above), individuals in a family with total income below the poverty line or 70 % of the lower living standards income level, homeless, foster youth, individuals with disabilities with individual income below the poverty line or 70% of the lower living standard income level.
- **Basic Skills Deficient:** A WIOA Title I 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 participant's family, or in society. We will assess basic skills, using an appropriate tool for the targeted population and reasonable accommodations will be provided.
- **Underemployed:** Individuals who are employed full-time or part-time must also meet the definition of low-income individuals in order to be eligible for the WIOA Title I Adult priority of service.
- **Local discretionary priority:** Individuals in a family with a total income below 70% of the Lower Living Standards income level.
- Individuals with barriers to employment may include but are not limited to displaced homemakers, Indians, Individuals with disabilities, older individuals, and homeless individuals.

The priority of services WIOA Title I Adult program will be applied in the following order:

- Veteran and eligible spouse who meets the statutory priority.

- Qualified Veterans and eligible spouses are identified and referred to a job by qualified staff. When a job match from an employer job order is made through Commonwealth Workforce Development System (CWDS), identified covered Veterans and eligible spouses' names appear first on the list of potential job seekers. Veterans Program staff promotes an understanding of Veterans' priority of referral with all PA CareerLink® partners. The priority of service for job referrals is as follows:
 - Special Disabled Veterans
 - Disabled Veterans
 - Newly Separated Veterans
 - Recently Separated Veterans
 - Other Veterans with Campaign Badge or Armed Forces Service Medal
 - Other Veteran with no Campaign Badge
 - Eligible Persons
 - Covered Veterans
 - Eligible Spouses
 - Non-Veterans
- Employers are informed about Tax Credits for Veterans; particularly the Work Opportunity Tax Credit (WOTC) and the Vow to Hire Heroes Act of 2011.
- Other Individuals (not Veterans or eligible spouses) who meet the statutory priority and WIOA Title I Adult program eligibility.
- All other Veterans and eligible spouses who meet WIOA Title I Adult program eligibility.
- Other individuals (not Veterans or eligible spouses) who do not meet the statutory priority but meet a local discretionary priority and WIOA Title I Adult program eligibility.
- Other individuals (not veterans or eligible spouses) who do not meet the statutory priority and do not meet the local discretion but do meet WIOA Title I Adult programs eligibility.

Services are to be provided to Delaware County residents. Priority of service will be considered for all potential customers, including individualized career services and training services using WIOA Title I Adult funds.



Delaware County Workforce Development Board

WIOA Title I Eligibility and Review Policy

July 2026 (REV)

Purpose:

To define and enforce the policies and procedures in place for eligibility determination to ensure that all Workforce Innovation and Opportunity Act (WIOA) Title I Adult, Dislocated Worker, and Youth participants receiving services are registered and eligible to receive those services. This includes the use of self-certification for data validation requirements.

References:

Pennsylvania Department of Labor & Industry Workforce System Policy, Self-Attestation, 2026
WIOA Section 3(2), (5), (15), (16), (36); WIOA Section 129(a)(1)(B) and (C),
Pennsylvania Department of Labor & Industry Workforce System Policy, WIOA Youth Eligibility Definitions, 2024

Background:

The purpose of the Workforce Innovation and Eligibility Act (WIOA) is to assist job seekers in the labor market and to match employers with the skilled workers they need to compete in the global economy. In order for participants to benefit from WIOA funding and programs, they must meet either Adult, Dislocated, or Out of School Youth (OSY) eligibility requirements.

To verify that all participants receiving Title I services meet the income eligibility thresholds and provide the correct documentation for eligibility for Adult using the Federal Poverty Guidelines, Dislocated Workers who are laid off and collecting unemployment compensation, or out-of-school youth at 70% of the lower living standard income levels LLSIL and general eligibility to include:

- Citizenship
- Social Security Number
- Date of Birth
- Selective Service
- Residency

Policy:

Adult: Individuals **must meet all of the following requirements to be eligible for WIOA services, including DCWDB's Adult Priority of Service Policy:**

- Be 18 years or older
- Be a U.S. citizen or a non-citizen authorized to work in the U.S.
- Meet selective service requirements, if applicable (reference DCWDB's *WIOA Title I Selective Service Registration Policy*)

Dislocated Worker: Individuals must meet all of the following requirements to be eligible for WIOA services as a Dislocated Worker:

- Be 18 years or older
- Be a U.S. citizen or a non-citizen authorized to work in the U.S.
- Meet selective service requirements, if applicable (reference DCWDB's WIOA Title I Selective Service Registration Policy)

Dislocated Worker must also meet one of the following criteria:

- Terminated/ Laid Off (due to no fault of their own) and be:
 - Eligible for unemployment compensation (UC) and Unlikely to Return
- Permanent Closure/Substantial Layoff
- General Announcement of Employer Closure
- Formerly Self-Employed/Currently Unemployed
- Displaced Homemaker

Out of School Youth (OSY): Individuals must meet all of the following requirements to be eligible for WIOA services as an Out of School Youth:

- Not attending any school, including secondary and post-secondary
- Be between 16 and 24 years of age

Out of School Youth (OSY) must also meet one of the following criteria:

- A school dropout
- A youth who is within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter
- A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual and is
 - basic skills deficient; as per WIOA Sec. (3)(5), is an individual: who is a youth and has English reading, writing, or computing skills at or below the eight-grade level or 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. OR
 - an English language learner as per WIOA sec. 203(7), is an individual who has limited ability in reading, writing, speaking, or comprehending the English language, and whose native language is a language other than English or who lives in a family or community environment where a language other than English is the dominant language.
- An individual who is subject to the juvenile or adult justice system
- A homeless individual, a runaway, an individual in foster care, or an individual who has aged out of the foster care system
- Pregnant or parenting
- A youth who is an individual with a disability
- A low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment.

Low income is the only OSY Program (16-24) eligibility requirement when the barrier is: Basic Skills Deficient, English Language Learner, or youth who Need Additional Assistance. Reference the WIOA Youth Requires Additional Assistance Barrier Policy for details

Low Income Individual

In General - The term "low-income individual" means an individual who

- Receives, or in the past 6 months has received, or is a member of a family that is receiving or in the past 6 months has received, assistance through the supplemental nutrition assistance program established under the Food and Nutrition Act of 2008 (7 U.S.C. 2011 et seq.), the program of block grants to States for temporary assistance for needy families program under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.), or the supplemental security income program established under title XVI of the Social Security Act (42 U.S.C. 1381 et seq.), or State or local income-based public assistance;
- Is in a family with total family income that does not exceed the higher of
 - the poverty line; or
 - 70 percent of the lower living standard income level;

NOTE: Out-of-School Youth (16-24) living in a high-poverty area are also considered “low income” for purposes of determining OSY eligibility.

Eligibility Verification Procedures:

WIOA eligibility review and verification is the responsibility of the contractor staff, the contractor staff must verify eligibility prior to an individual receiving WIOA services. Delaware County Workforce Development Board (DCWDB) staff will provide training and technical assistance for eligibility certification to designated staff. Contractors must complete the WIOA application in its entirety, and a supervisory/second-level review and verification of final eligibility for each file are required. The contractor staff must verify the WIOA application has been deemed eligible after enrollment in the Commonwealth Workforce Development System (CWDS). The WIOA application must be signed and dated by the contractor staff and the participant and retained in their file. The file is out of compliance if a signature/date is omitted.

Completed WIOA eligible files will remain with the contractor and contain all supporting documents verifying the eligibility determination in the participant’s file and available for inspection by DCWDB staff. Participant files are not to be submitted to DCWDB offices. Incomplete files are to be kept by the contractor no longer than 30 days. Files determined ineligible must be destroyed immediately.

Self-Attestation:

Self-Attestation, also referred to as an applicant statement, occurs when an individual states his or her status for a particular data entry, such as “runaway youth”, and then signs and dates a form acknowledging this status. Self-Attestation means a written declaration of information for a particular data element, signed and dated by the participant. The key elements for self-attestation are: (a) the individual identifying his or her status for permitted elements and (b) signing and dating a form attesting to this self-identification.

These statements must be participant generated and traceable to the participant. Case Note must document the circumstances that necessitated the use of self-attestation. Contractor staff must sign off on the *Self-Attestation* form, upload document as verification, and store in participant’s file. Self-attestation must be limited and only available after all other sources of eligibility verification are exhausted.

Self-Certification:

Self-Certification means an individual’s signed attestation, as mentioned above as self-attestation, that

the information said individual submitted to demonstrate eligibility for a program under title I of WIOA is true and accurate. Self-certification must be limited and only available after all other sources of eligibility verification are exhausted. Contractors must get permission from the Delaware County Workforce Development Board (DCWDB) for use of self-certification. Self-Certification also must be documented in the individual's case notes.

Statement of family size/family income is a form of self-attestation and may be used to validate family size if other means are not available. Self-attestation statements are to be used as a last resort and attempts to secure verification prior to the use of the statement must be documented in the CWDS case progress notes.

WIOA Special Circumstances: Youth

In limited, rare, or last resort situations, it is determined that providing eligibility documentation would cause undue hardship for youth, especially those with barriers to employment. Self-Certification (Applicant statement) would be permissible for the following eligibility elements only:

- English Language Learner
- Homeless
- In/Aged Out of Foster Care System
- Offender
- Pregnant and parenting
- Runaway
- School status at time of Registration
- Requires additional assistance

WIOA Special Circumstances: Adult and Dislocated Worker

Self-certification is permissible but limited and only available after all other sources are exhausted (i.e., self-certification is the “last resort” for documenting Title I program eligibility). The use of self-certification can be used for the following criteria elements:

- Date of Actual Dislocation (Dislocated Worker)
- Displaced Homemaker (Dislocated Worker)
- Reemployment Opportunity is Poor/Unlikely to Return-to-Work (Dislocated Worker)
- Permanently or Temporarily Laid Off because of a Disaster (Disaster Grant DWG)
- Long-Term Unemployed (Disaster Grant DWG)
- Homeless

Random Sampling:

Every quarter the DCWDB will conduct a random sampling to ensure the proper use of self-certification for eligibility purposes. The sample size will be one folder per 15 of the WIOA Title I Youth, Adult, Dislocated Worker but not more than 5 per 100. If less than 15 folders are available, a minimum of one folder will be randomly selected. Such sample will be randomly selected for veracity of self-attestations for program eligibility. The randomly selected files will have eligibility verified based on the requirements for WIOA Title 1 and will be given a pass or fail grade whether the file is determined eligible or not.



Delaware County Workforce Development Board

WIOA Title I Selective Service Registration Policy

July 2026 (REV)

Purpose:

To provide guidance to grantees and employees on compliance with the requirements of determining if a man has met the requirement to register for Selective Service to receive services funded by the Workforce Innovation and Opportunity Act (WIOA).

References:

Training and Employment Guidance Letter 11-11 Change 2, Selective Service Registration Requirements for Employment and Training Administration funded programs, May 16, 2012
Public Law 113-128, Workforce Information and Opportunity Act.

Background:

All male US citizens and male immigrants, who are 18 through 25, are required to register with Selective Service. Program Contractors are responsible for determining if a man has met his requirement to register for Select Service prior to receiving WIOA-funded services. Program Contractors must follow the steps approved by the Delaware County Workforce Development Board and the Pennsylvania Department of Labor and Industry to establish if that requirement has been met.

Policy:

Program Contractors will determine compliance with Selective Service Requirements for participation in WIOA Services. All men born on or after January 1, 1960, must present documentation showing compliance with the Selective Service registration requirements.

For men who have previously registered for Selective Service, Program Contractors can accept any of the following documentation to validate that a man has met the Selective Service registration requirement:

1. Selective Service Acknowledgement letter
2. Form DD-214 Report of Separation
3. Screen printout of the Selective Service Verification site <https://www.sss.gov/verify/proof/> For males who have already registered, this website can be used to confirm their Selective Service number as well as the date of registration, by entering the last name, social security number, and date of birth.)
4. Selective Service Registration Card
5. Selective Service Verification Form (Form 3A)
6. Stamped Post Office Receipt of Registration

For men under 26 years of age, Program Contractors can accept the documentation listed above or before being enrolled in WIOA-funded services, all males who are not registered with the Selective Service must register through the Selective Service website at www.sss.gov. If a man turns 18 while

participating in any applicable services, registration with Selective Service must be completed no later than 30 days after he becomes 18 in order to continue to receive WIOA-funded services. If a man under the age of 26 refuses to register with the Selective Service, WIOA-funded services must be suspended until he registers.

For men over 26 years who have not registered for Selective Service, Program Contractors can accept the following documentation to validate that a man was exempt or did not willing fail to register:

1. Documentation showing, they were not required to register or
2. Documentation establishing that their failure to register was not knowing and willful. A male applicant over age 26 or over who seeks enrollment but did not register if required to do so and asserts that failure to do so was not knowing and willful must comply with the following process to determine if enrollment may proceed.
 - a. Complete the Selective Service Questionnaire to the WIOA representative along with any relevant documentation, to establish that the failure to register was not knowing and willful. Attachment B
 - b. The individual will need to complete and have signed and witnessed the Delaware County affidavit of Selective Service.
 - c. Request for *Status Information Letter* is no longer provided by Selective Service. At the publication of this policy, Pennsylvania Labor and Industry has not published guidance regarding selective service verification letters. Contact the DCWDBB Deputy Director for more updates.

All information will be reviewed, and the individual will be notified if WIOA services can be provided. If denied services, the individuals will be advised of available WIOA grievance procedures.



Delaware County Workforce Development Board

WIOA Title I Eligibility Document Upload Policy

July 2026 (REV)

Purpose:

To provide guidance and expectations of required verification uploads in CWDS participant case files as outlined by Pennsylvania Labor & Industry and United States Department of Labor policies.

Reference:

PA Department of Labor and Industry, Workforce System Policy, System of Record, 2025
Training and Employment Guidance Letter 39-11 Guidance on Handling and Protection of Personally Identifiable Information.

Background:

There are no changes to the WIOA Title I eligibility or eligibility determination. This new function applies only to uploading digitized versions of the verification source documents already collected in hardcopy and kept on file.

Policy:

The Delaware County Workforce Development Board (DCWDB) requires all participants receiving Individual Career Services and/or Training Services have provided the correct documentation for eligibility. Such documents will be uploaded into the Commonwealth Workforce Development System (CWDS) system of record.

Requirements:

Contractor staff funded by WIOA Title I Services will review the initial eligibility determination of all participant files and upload all verification documents to the participant's WIOA application and Common Measure (WE01). Documents will be updated as required to ensure accurate record keeping.

- All files digitized for upload will be retained in hardcopy.
- All data must be uploaded within 30 days of the actual date of occurrence (e.g., service start date, hold date, entered employment, certifications, assessments, program exit dates).
- When uploading files only corresponding verification data shall be uploaded for each field. To protect participants non-sensitive PII and protected PII, program staff must upload only the corresponding verification source to each field. For example, the data element of SSN must only have the verification of SSN uploaded to that field; The upload for SSN cannot contain additional documents or information (i.e., birth certificates, passports, etc.)
- To protect PII each upload will not contain documents other than those required.
- Once documents are successfully saved in the CWDS system of record, such documents and data will not be retained by staff; it will be deleted from all staff email, computer, and cloud storage.

Directions for Uploading Verification Documents:

CWDS instructions and requirements for document upload are frequently updated. Locate the most recent instructions in CWDS under *Help > Documents > Desk Guides & Training Materials*

Once documents are successfully saved in the CWDS WIOA application and Common Measure (WE01), delete documents from your e-mail and computer file.



Delaware County Workforce Development Board

WIOA Title I Secondary Database Policy

July 2026 (REV)

Purpose:

To provide guidance to Delaware County Workforce Development Board (DCWDB) grantees and employees on the requirements of handling and protecting Personally Identifiable Information (PII) for all Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker, and Youth participants with regards to a secondary database.

Reference:

PA Department of Labor and Industry, Workforce System Policy, System of Record, 2025

Background:

DCWDB grantees and employees may have in their possession large quantities of Personally Identifiable Information (PII), which is defined as information that can be used to distinguish or trace an individual's identity, either alone or when combined with other personal or identifying information that is linked to a specific individual. This information is generally found in personnel files, participant data sets, performance reports, program evaluations, grant and contract files, or other sources.

Policy:

Commonwealth Workforce Development System (CWDS)/PA CareerLink® is the system of record for the participant tracking of WIOA, WIA, Wagner-Peyser Act and TAA programs. Secondary databases must not be used for any PII. All participants, employers, and providers served by these funding streams (for all levels of service, including career planning) must have their services and/or activities entered into CWDS/PA CareerLink® expeditiously to ensure a common record and, when appropriate, assignment of a common exit date.

CWDS/PA CareerLink® is the required entry point for all workforce investment activities. Workforce investment activity includes participant and employer registrations, job postings, job matching, career planning, case progress notes, activities and outcomes pertaining to workforce programs funded through the authorization of WIOA, WIA, the Wagner-Peyser Act, TAA and related grants. Workforce investment activities must be entered into CWDS/PA CareerLink® to ensure compliance with federal and state statutes, regulations, and policies. The use of alternative systems is prohibited for all workforce investment activity data entry and tracking, except for career planning activities.

Note: Career changing planning activities must first be entered into CWDS/ PA CareerLink®. With any alternative system, participants' Participant Identification Number (PID), employers' and providers' Federal Employer Identification Number (FEIN), and employers' job posting order numbers must identically match the identifier used within the system of record, CWDS/PA CareerLink®. The Pennsylvania Department of Labor and Industry may conduct data comparisons between Pennsylvania's system of record and any alternative system to ensure adherence to this policy.

All WIOA, WIA, Wagner-Peyser Act and TAA grant recipients are required to report individual participant data and financial data via CWDS/PA CareerLink®. All participant, employer and provider data must be entered into CWDS within 30 calendar days of the actual date of occurrence (e.g., service start date, hold date, entered employment, certifications, assessments, and program exit dates).



Delaware County Workforce Development Board

WIOA Title I Secondary Review Policy

July 2026 (REV)

Purpose:

This policy emphasizes the need for and use of secondary level review for all eligibility and participant file exits. Inaccurate data hampers the activities of the DCWDB; accurate data is important for maintaining services and funding.

References:

Pennsylvania Department of Labor & Industry Workforce System Policy, Self-Attestation, 2026
WIOA Section 3(2), (5), (15), (16), (36); WIOA Section 129(a)(1)(B) and (C),
Training and Employment Guidance Letter NO. 21-16: Workforce Innovation and Opportunity Act Title I Youth Formula Program Guidance
Pennsylvania Department of Labor & Industry Workforce System Guidance, Secondary Level Review, 2012

Background:

To establish a process for secondary review for all DCWDB-funded services as well as provide criteria that will allow for an accurate provision of such services to eligible participants.

Policy:

Secondary Review occurs at a minimum of two points within a participant's journey. The first Secondary Review occurs after determination of eligibility; examining CWDS data and paper documents. The final Secondary Review occurs when preparing the participant file for exit; examining CWDS data and paper documents.

Contractors must have an Internal Secondary Review process to present to DCWDB upon request. The process includes staff, timeline, paper file, CWDS, and how corrections are made.

I. Secondary Review After Eligibility Determination:

Once eligibility is determined by the case manager, the participant file, both paper and CWDS, must be reviewed by a second-level reviewer at enrollment. Secondary review is verified by a signature on the *Priority of Service Checklist* within seven days of enrollment.

Role of Second-Level Reviewer:

A second-level reviewer is an individual such as a supervisor, manager, or other designated quality assurance staff whose function is to review the eligibility documentation for accuracy including the following items contained in both the participants paper file and CWDS:

- Applicable signature of case manager
- Applicable signature of participant
- Completeness of CWDS application and paper application
- Required, acceptable documentation uploaded as verification

- IEP/ISS completeness and accuracy
- Completeness and accuracy of dates
- Detailed and clear case progress notes
- Completed Common Measures (WE01) with allowable verification uploads

II. Secondary Review Before Submission for Exit

When preparing a participant for exit, the participant's file, both paper and CWDS, must be reviewed by a second-level reviewer. Secondary review is verified by a signature on the exit form prior to submission to the DCWDB staff.

Role of Second-Level Reviewer:

A second-level reviewer is an individual such as a supervisor, manager, or other designated quality assurance staff whose function is to review the participant documentation for accuracy including the following items contained in both the participants paper file and CWDS:

- Applicable signature of case manager
- Applicable signature of participant
- Completeness of CWDS application and paper application
- Required, acceptable documentation uploaded as verification
- IEP/ISS completeness and accuracy
- Completeness and accuracy of information across all documents/forms
- Detailed and clear case progress notes
- Completed Common Measures (WE01) with allowable verification uploads
- Assessments
- Credential attainments
- Measurable Skills Gains
- Supportive Service Requests
- Appropriate CWDS services added
- Appropriate outcomes added to service codes

Secondary level review is done to ensure the accuracy and appropriateness of the eligibility determination and to reduce the risk of providing DCWDB funded services to ineligible individuals which may lead to disallowed costs. These are not exhaustive lists of data and documents to review because the needs of participants and programs vary. However, any/all data and documents in participant files and in CWDS need to be secondary reviewed.



Delaware County Workforce Development Board

WIOA Title I Individual Employment Plan/Individual Service Strategy Policy

July 2026 (REV)

Purpose:

WIOA requires that all Title I Adult, Dislocated and Youth participants have an Individual Employment Plan (IEP) or Individual Service Strategy (ISS) created. The IEP/ISS identifies the participant's personal development, educational, and employment goals, including, when appropriate, non-traditional employment.

Reference:

Pennsylvania Department of Labor and Industry PowerPoint, BWDA-Oversight, Touchpoint Series: Case File Monitoring.

Pennsylvania Department of Labor and Industry Individual Employment Plan (IEP) /Individual Service Strategy (ISS) Authentication and Signature

Pennsylvania Department of Labor and Industry Commonwealth Workforce Development System (CWDS)/ PA CareerLink® Individual Employment Plan (IEP)/Individual Service Strategy (ISS) Refresher Training FAQ

Background:

The IEP/ISS should include reasonable goals with a plan of action to achieve the identified goals, a needs assessment for supportive services, and the appropriate mix of services, considering the information documented in the objective assessment. Local labor market information should also be reviewed when developing goals. IEP/ISS must also be created & signed within 30 days of WIOA eligibility determination.

Policy:

The IEP/ISS and case notes shall be used to record the results of decisions made about the combination and sequence of services based on the objective assessment. The IEP/ISS should contain a post-employment strategy that matches one or more performance indicators requiring ongoing participants and case manager signatures.

Contractors must develop an IEP/ISS at the start of a participant's WIOA program participation. The IEP/ISS is created in the Commonwealth Workforce Development System (CWDS) 2.0. The IEP/ISS is a living document that should be reviewed, updated, and authenticated regularly and whenever a change is made to the participant's plan, creating an opportunity to evaluate the participant's progress and address any necessary changes. All plan updates and applicable authentication and signatures are to be reflected in CWDS 2.0 immediately or within 30 days at the latest. Revisions to the IEP/ISS plan must also be recorded in case notes. Participants and contractor staff will add their electronic signatures in the CWDS 2.0 authentication section to show authentication and completion of the IEP/ISS plan.

Components:

The IEP/ISS is a specific plan of action designed *jointly with* a WIOA participant during the objective assessment process. The IEP/ISS will assist with the case management process and act as a guide for the delivery of services. All changes to the IEP/ISS must be updated within the IEP/ISS plan, within the case notes, and service codes (if applicable). The IEP/ISS will identify and document:

- Identification information
- Time frames
- Summary of assessment information: objective assessment of current academic skill levels, basic and occupational skills, prior work experience, employability, interest and aptitudes, supportive service needs
- Appropriate career pathway and educational and employment goals
- Measurable short and long-term goals
- Start and end dates for activities/services
- Documented achievement of objectives planned
- Referral, if applicable, to other programs
- IEP should also reflect the need for training for participants seeking ITA

IEP/ISS Authentication is used in CWDS 2.0 to identify the IEP/ISS is valid. Authentication is triggered in CWDS 2.0 when the following occurs:

- A new barrier is identified.
- An existing barrier is overcome.
- A new assessment is completed and added to the IEP/ISS.
- An existing assessment is updated with post-test information.
- A new goal or objective is entered on the IEP/ISS.
- When the last objective is updated as Met or Not Met.

When prompted with the option for authentication in CWDS 2.0, users must select YES.

Electronic signatures must be obtained when any of the above items occur. CWDS case progress notes must properly document if a signature is not obtained, if there is anything out of the ordinary, or if a situation does not align with policy guidance provided in order to maintain compliance. Again, those case notes are required to be input in CWDS within 30 calendar days of the provision of the service.

It is the contractor's responsibility to ensure the IEP/ISS and case notes are always current.

Guidance on completing the IEP/ISS form can be found in the CWDS Help center, IEP-ISS Training Resources section.



Delaware County Workforce Development Board

WIOA Title I Incumbent Worker Training Policy

July 2026 (REV)

Purpose:

To provide guidance to employers to determine the eligibility of a worker or company for Incumbent Worker Training (IWT) in compliance with the Workforce Innovation and Opportunity Act (WIOA) and the Delaware County Workforce Development Board's (DCWDB) priorities.

References:

Pennsylvania Department of Labor and Industry Workforce System Guidance No. 06-PY 2015, April 1, 2016

Background:

Incumbent Worker Training is designed to meet the requirements of an employer to retain a skilled workforce or to avert the need to lay off employees by assisting the workers in obtaining the skills necessary to build and retain employment. It is expected that the employer will commit to retaining or averting the layoffs of those workers trained. Employees benefit from a stronger skill set that may expedite return to employment in the event of a future layoff.

Policy:

Employers and Incumbent Workers must meet eligibility requirements to receive WIOA-funded training support. After eligibility is determined, the employer must complete a training plan for each Incumbent Worker to ensure the training is addressing the skills gaps.

Eligibility:

Incumbent Worker Training requires both the Employer and the Employee to be determined eligible by the DCWDB.

1. Employer Eligibility

- Employer must be an organization in a targeted industry cluster.
- Employer must operate within the Delaware County Workforce Development Area.
- Employer must be registered in the CWDS system.
- Employer must not have laid off workers within 120 days of requesting for incumbent worker Training.

2. Employee Eligibility

- Employee must have established employment history with the employer for six (6) months or more.
- Employee must be employed in a High Priority Occupation as defined by the PA Department of Labor and Industry.
- Employee must work in the Commonwealth of Pennsylvania.
- Employee must have an updated account in the Commonwealth Workforce Development System (CWDS).

Funding of Incumbent Worker Training Cost:

- Employer is responsible for some training costs
- Employers with 50 or fewer employees must cover 10% of training costs, DCWDB will cover 90%
- Employers with 51-100 employees must cover 25% of training costs, DCWDB will cover 75%
- Employers with 101 or more employees must cover 50% of training costs, DCWDB will cover 50%.
- Employer can use in-kind worker wages from time in training or cash to fulfill the match requirement.
- Employer pays the training cost in full then DCWDB will reimburse the employer. The employer must invoice the DCWDB for the cost.
- The DCWDB will fund a maximum of \$5,000 per worker.

Agreement or Contracting Process with Providers of Incumbent Worker Training:

- If the Incumbent Worker Training is provided by an outside training entity, the employer must be the contract participant. DCWDB will not enter a contract with the Incumbent Worker Training provider.

Record Keeping:

- The employer must provide documentation detailing cash and in-kind training cost company match.
- The employer will comply with the federal, state, and local policies and procedures governing the collection and reporting of subsidized incumbent worker training performance information



Delaware County Workforce Development Board

WIOA Title I Individual Training Account Policy

July 2026 (REV)

Purpose:

To provide guidance to grantees and employees to determine an individual's eligibility for an Individual Training Account (ITA) in compliance with the Workforce Innovation and Opportunity Act (WIOA) guidance and the Delaware County Workforce Development Board's priorities.

Reference:

Training and Employment Guidance Letter NO. 21-22

Training and Employment Guidance Letter NO. 01-26

Pennsylvania Department of Labor and Industry, Eligible Training Providers & Pennsylvania's Eligible Provider List, June 2024

Workforce Innovation and Opportunity Act (WIOA) Section 134(c)(3)(A)

Pennsylvania Labor & Industry Workforce System Policy, WIOA Title I Performance Assessment, 2024

Background:

According to WIOA Section 134(c)(3)(A), Individual Training Accounts are designed to assist eligible individuals who, after an interview, evaluation, assessment, career planning, and career search have been determined to be in need of training services to obtain/retain employment that leads to economic self-sufficiency and have the skills and qualifications to successfully participate in the training program. Training must adequately prepare individuals for jobs in high priority occupations and be provided by approved, high-quality training institutions.

Policy:

Individual Training Accounts are an available tool for participants receiving Title I Career Services when additional assistance is needed to obtain/retain employment that leads to economic self-sufficiency. Individuals must meet eligibility requirements prior to receiving WIOA-funded services. After eligibility is determined, the individual must complete the employability and skills assessment process, interview, evaluation, assessment, career planning, and career search to ensure that training is needed, they have the skills and qualifications to successfully participate in a training program, and an informed consumer choice of training programs is completed. The individual's choice of a training program is subject to review and approval by Delaware County Workforce Development Board (DCWDB).

Eligibility:

To determine general eligibility, an individual must provide proof of:

- Delaware County residency. Individuals from other areas will be referred to their home Workforce Development Area.
- Social Security Number
- Date of birth
- US Citizenship or eligibility to work in the United States

- Selective Service Registration (if applicable)
- High School Diploma or GED

Individuals who meet general eligibility requirements may further qualify for Out-of-School Youth, Adult, or Dislocated Worker funding:

- Adult funding eligibility may be determined for unemployed or part-time employed individuals with a family income at or below 70% Lower-Level Standard Income Level (LLSIL). Priority shall be given to applicants meeting the economic eligibility and one or more documented barrier to employment.
- Dislocated Worker funding eligibility may be determined for individuals who have been terminated or laid off or have received a notice of termination or layoff from employment and are eligible for or have exhausted unemployment compensation benefits.
- Out-of-School Youth interested in training must be co-enrolled as an adult and meet adult eligibility criteria.

DCWDB priority of service policies will be followed when determining an individual's eligibility for funding if necessary.

Training Eligibility Process:

Individual Training Accounts are specifically for those who are unable to attain or retain unsubsidized employment as they complete the following PA CareerLink® and WIOA services/activities:

Phase 1: Assessment and Career Planning

Before job search begins:

- Eligibility determination
- Initial assessment
- Career interest discussion
- Resume review/development
- Labor Market Information (LMI) review
- Individual Employment Plan (IEP)
- Personal Budget to set minimum salary requirements

Outcome: Staff and participant identify a target occupation, goals, and career map for participant

Phase 2: Structured Job Search (6-12 weeks)

Rather than requiring a set number of days, require documented job search activities participant must complete:

- Professional resume, not CWDS generated, that is developed in a workshop/resume lab/with Career Advisor then imported into CWDS.
- PA CareerLink registration and online applications
- 8 to 10 documented job applications through CWDS in the targeted field
OR
- 3 to 5 employer interviews
OR
- A combination of both
- At least one job readiness workshop

- At least 3 Skill Up online training courses, unless there are no relevant trainings to their field and it is documented in CWDS case notes (i.e. CDL, only has about one SkillUp Training currently and it is on drug and alcohol)
- CASAS, If the job seeker does not have a post-secondary degree, they must complete the CASAS assessment and score at a level required for the desired training, no lower than 8th grade.
- Participant is presented in *Job Match Meeting*
- Job seeker must agree to complete the training and certification exams as a condition of being eligible for funding, this includes 12-14 months of post exit follow up

Phase 3: Review Results and Identify Skills Gap

Career Advisor reviews and documents one on one review with customer:

- Applications submitted
- Interview activity
- Employer feedback
- Wage offers
- Barriers identified

Phase 4: ITA Referral

Participant is recommended to ITA team when evidence shows a Skills Gap exists.

Training Provider's Program Pre-Requisites

Participant must meet any/all Training Program Pre-Requisites established by the training provider. This includes any medical testing, minimum education levels, drug screening, etc. In accordance with *Training and Employment Notice 01-26*, Participants interested in CDL programs are required to read and speak English sufficiently to converse with the general public. Folks who need English Language services should be co-enrolled in WIOA Title II.

ITA Request Review and Approval:

DCWDB Bi-weekly Training Case Review Meeting is when Career Advisors/Case Managers who support jobs seekers in an ITA, must present their participant for approval as well as share progress and updates on currently enrolled participants. Consideration for funding is based on a point system. All plus (+) points and minus (-) points are calculated to arrive at the total points scored. A minimum of ten points is required for approval. The DCWDB has final discretion for approving ITA applicants.

Points may be scored on the following criteria:

- Employment-Related Activities
- Economic Need
- Suitability
- Assessment

After an individual submits an application for approval, they should not commit to enroll in training or commit to tuition payment prior to being approved for the training by the DCWDB.

If an individual is approved, contracts with training providers will be initiated by the DCWDB. This process may take three weeks or more, so participants should submit applications with all relevant information a minimum of one month before the desired start date. Participants who wish to change the start date of their training are required to complete an ITA modification form. If the new start date

crosses into a new program year, a new ITA must be generated. Participants whose course end dates are changed or extended must complete an ITA modification form within 30 days of notification of the course change.

Eligible Training:

Course selection must be oriented to the obtainment of full-time, unsubsidized, permanent employment in a Delaware County High Priority Occupation (see Delaware County High Priority Occupation List). The selected course must appear on the Statewide List of Eligible Training Programs/Providers for the program year in which the training will start. The list can be viewed on the PA CareerLink® website www.pacareerlink.pa.gov.

Funding Amount:

ITA funding is not a guaranteed right. The maximum amount for approved ITA will not exceed \$5,000.00 or the actual cost of tuition, whichever is less. Individuals may access ITA funding once as a Delaware County Resident.

Additional Student Aid:

Participants enrolling in programs which are eligible for FAFSA funds must first apply for Student Aid (FAFSA) and provide a receipt of the Student Aid Report (ISAR). Participants enrolling in programs which are eligible for funding from a Pell grant must first apply for a Pell grant. FAFSA, Pell, PHEAA, and other related grants, including funds provided by the individual's former employer, must be exhausted prior to any payment made by DCWDB. Applications for student aid can be obtained through the training provider, Delaware County PA CareerLink® Offices, and the Free Application for Student Aid website <https://studentaid.gov/h/apply-for-aid> to comply with the Student Aid application process will jeopardize the payment of DCWDB funds.

Reporting Requirements:

The ITA applicant's signature on the ITA and the DCWDB Customer Responsibilities Form commits the applicant to comply with reporting requirements throughout the period determined by federal regulations regarding WIOA performance. The individual must submit employment information to the PA CareerLink® Consultant within two weeks of obtaining employment.

The DCWDB has the primary responsibility for the development and oversight of the Individual Training Account policy. The policy may be revised by the DCWDB as necessitated by federal and/or state regulation, regional oversight, or local recommendation.



Delaware County Workforce Development Board

WIOA Title I Training Provider Policy

July 2026 (REV)

Purpose:

The purpose of this policy is to provide guidance to Training Providers on how to offer occupational skills training with WIOA funds.

Reference:

Training and Employment Guidance Letter NO. 21-22
Pennsylvania Department of Labor and Industry, Eligible Training Providers & Pennsylvania's Eligible Provider List, June 2024

Policy:

Delaware County Workforce Development Board (DCWDB) is responsible for ensuring that occupational skills training funded through Workforce Innovation and Opportunity Act (WIOA) funds meets the needs of local employers.

Eligible Training Services:

Training services are defined as one or more courses or classes, or a structured regimen that leads to a recognized postsecondary credential, secondary school diploma or its equivalent; employment; or measurable skill gains toward such a credential or employment.

Eligible Providers of Training Services:

To be an eligible provider of training services and receive WIOA funds, an entity must qualify as one of the following:

- An institution of higher education that provides a program leading to a recognized postsecondary credential.
- An entity that carries out programs registered under the Act of August 16, 1937 (commonly known as the "National Apprenticeship Act"; 60 Stat. 664, Chapter 663, 29 U.S.C. 50 et seq.).
- Other public or private providers that provide training which may include community-based organizations, or CBOs, or join labor-management organizations.
- Eligible providers of adult education and literacy activities under WIOA title II, if such activities are provided in combination with occupational skills training.

Training Providers wishing to receive WIOA funds to train eligible, approved participants must be accepted for inclusion on the PA Labor & Industry's Eligible Training Provider List (ETPL). All approvals of the ETPL must meet specific criteria, which include the following:

- Providers must meet one of fourteen certification categories as determined by the PA Department of Labor & Industry.
- The providers must be in compliance with the Americans with Disabilities Act (ADA of 1990).
- The providers must be in compliance with all applicable non-discrimination and Equal Opportunity Provisions of the Workforce Innovation and Opportunity Act.

- Upload the training provider's Pennsylvania license
- All courses and programs must be available to the general public.
- Approved courses and programs must target high-priority occupations and meet established performance levels.
- Training Providers are not permitted to advertise their school as an "approved Pennsylvania Statewide Workforce Development Training Provider". The providers, however, may provide pamphlets and school catalogs to the Local PA CareerLink® offices.

Once a training provider has been deemed eligible, the entity remains eligible until it is removed from the applicable ETPL.

Requirements of Training Provider:

A prospective training provider must submit completed applications to the DCWDB through CWDS, covering each individual training course or program of study to be offered at each specific site/campus. All training providers must meet all applicable state and federal requirements for operating certain schools. A training provider may have to register, be licensed, or receive a permit/approval from one or more various state/federal agencies. Training providers must adhere to specific performance measures, which include the following:

- Program Completion (64%)
- Unsubsidized employment (41%)
- Employment Retention (42%)
- Average quarterly wage (\$5211.00)
- Program graduate/certification (52%)

The DCWDB has developed an Individual Training Account (ITA) contract which stipulates conditions, laws, and regulations applicable to an ITA. This includes a condition that ITAs must be with High Priority Occupation (HPO) training providers.

Removal of Training Provider:

Training providers or training services may be rejected and/or removed from the statewide list under specific conditions such as the following:

- Non-employment in a high-priority occupation
- Failure of the minimum level of performance
- Failure to reapply for program eligibility certification
- Inaccurate program information intentionally supplied to the PA Department of Labor & Industry
- Failure to meet ADA criteria
- Violation of state and/or local laws
- Loss of license to operate
- Financial instability and fiscal mismanagement

Appeals Process:

If a course/program is rejected, the institution will receive a system-generated email. All initial appeals must be electronically filed through the www.cwds.pa.gov website within thirty (30) calendar days from the rejection.

By completing these steps, the appeal process commences.

If the course/program is rejected by the DCWDB the following steps will occur:

- The DCWDB will have thirty (30) calendar days to review the provider's appeal.
- If the DCWDB upholds the rejection, the provider will receive an email notification of the decision. The provider then has thirty (30) calendar days from the date of the second rejection to file an appeal with the state.

Records:

The DCWDB retains all records, performance and supporting documentation for applications electronically entered into the Commonwealth Workforce Development System (CWDS)/ETPL system for a period of five years.



Delaware County Workforce Development Board

WIOA Title I On-the-Job Training Policy

July 2026 (REV)

Purpose:

To provide guidance to grantees and employees to determine an individual's and an employer's eligibility for On-the-job Training in compliance with the Workforce Innovation and Opportunity Act (WIOA) guidance and the Delaware County Workforce Development Board's (DCWDB) priorities.

Reference:

Training and Employment Guidance Letter NO. 21-22

Background:

On-the-job Training is designed to assist eligible individuals to receive work-based occupational skills training in high-priority occupations. Training must be provided as a condition of employment by approved employers in "High Priority Occupations."

Policy:

Individuals and host employers must meet eligibility requirements prior to receiving WIOA-funded services. After eligibility is determined, the individual must complete the employability and skills assessment process to ensure proper employment placement and training plan development. Employers must also complete eligibility and be approved by Delaware County Council for a contract with DCWDB.

Eligibility:

To determine general eligibility, an individual must provide proof of:

- Delaware County residency. Individuals from other areas will be referred to their home Workforce Development Area.
- Social Security Number
- Date of birth
- US Citizenship or eligibility to work in the United States
- Selective Service Registration (if applicable)
- High School Diploma or GED

Individuals who meet general eligibility requirements may qualify for Out-of-School Youth, Adult, or Dislocated Worker funding:

- Adult funding eligibility may be determined for unemployed or part-time employed individuals with a family income at or below 70% Lower-Level Standard Income Level (LLSIL). Priority shall be given to applicants meeting the economic eligibility and one or more documented barrier to employment.
- Dislocated Worker funding eligibility may be determined for individuals who have been terminated or laid off or have received a notice of termination or layoff from employment and are eligible for or have exhausted unemployment compensation benefits.

- Out-of-School Youth funding eligibility may be determined for youth 18-24 following DCWDB's *WIOA Title I Eligibility and Review Policy* guidelines and must have a barrier to employment.

A priority of service will be enforced in the event Adult funds become 75% obligated during the program year. Veterans and their spouses shall be given priority over non-veterans.

Definition:

The term On-the-Job Training (OJT) is defined as training by an employer that is provided to a paid participant while engaged in productive work in a job that provides knowledge or skills essential to the full and adequate performance of the job;

- Provides reimbursement to the employer. For the purposes of the OJT grants, the Employment & Training Administration has established a wage cap policy that the training reimbursement level is not to exceed a percentage (typically 50% up to 75%) of the state's average hourly wage rate.
- Is limited in duration as appropriate to the occupation for which the participant is being trained, taking into account the content of the training, the prior work experience of the participant, and the service strategy of the participant, as appropriate. The maximum amount of time is 26 weeks and or up to \$5,000.00.

The goal of the OJT is to provide eligible customers job opportunities in occupations that have been defined as "High Priority Occupations" by the PA Department of Labor and Industry.

Employer Outreach:

Employers will be made aware of the OJT program in a fair and transparent manner, utilizing the existing employer partnerships such as the DCWDB; the Delaware County Chamber of Commerce; the Delaware County Commerce Center; the Regional Industry Partnership; PA CareerLink® Delaware County sites and local employers utilizing the Commonwealth Workforce Development System (CWDS) system.

Employers will complete an orientation to the services, training plan assistance, and contract assistance as well as follow-up services.

Employers will be provided the following services:

- Staff assisted employee matching services
- Reimbursement for OJT services

Employer Eligibility:

Private-for-profit or private non-profit employers not in violation of local, Commonwealth or Federal laws and/or regulations that prohibit their ability to contract, and who are in compliance with such entity's rules for lawful business operation, are potentially eligible OJT contractors. All employers must register with the PA CareerLink® system and agree to utilize the system for advertising and listing all OJT opportunities.

Employers selected as OJT Contractors shall meet the following program guidelines:

- The employer must assure that the training to be provided will be in accordance with federal wage and labor standards.
- An employer will not be eligible if they previously laid-off workers within the last 6 months.
- The employer commits to providing long-term employment for successful OJT trainees.

- The employer will not use funds provided to directly or indirectly assist, promote, or deter union organizing.
- If the employer has a collective bargaining agreement, the OJT contract does not impair existing contracts for services or collective bargaining agreements.
- The employer will comply with the nondiscrimination and equal opportunity provisions of WIOA and its regulations.
- Any employer that has previously exhibited a pattern of failing to provide OJT participants with continued long-term employment with wages, benefits and working conditions that are equal to those provided to regular employees who have worked a similar length of time and are doing the same type of work will be deemed ineligible.
- It is the DCWDB's intention to give employers located in Delaware County priority; however, consideration will be given to other employers located in Southeastern PA as well as New Jersey and Delaware.

Employers are required to present **proof** of the following:

- Current Federal Tax ID Number
- Current Commonwealth Tax Number
- Current Workman's Compensation and General Liability Insurance Coverage.

Occupational Qualifications:

The following are instances in which OJT will not be approved:

- Seasonal, intermittent, part-time, or temporary jobs.
- Occupations where commissions, piece rates, and/or tips are the primary source of income.
- Occupations that involve political or religious activities or support political or religious organizations.
- Occupations that would result in the displacement of any currently employed worker at that facility.
- Instances in which the employer hires the trainee and begins employment prior to the approval date of the OJT contract.
- Licensed occupations.
- Current or Former employees of the OJT employer.

Participant Outreach:

Potential participants will be identified through orientation sessions at each PA CareerLink® Delaware County site as well as utilizing the CWDS.

Participant Eligibility:

The term participant is defined as an individual who has been determined to be eligible to participate and who is receiving services (except follow-up services) under a program authorized by Workforce Innovation and Opportunity Act (WIOA).

For an individual to qualify for OJT under WIOA guidelines, he/she is required to be determined to need the training to find employment. Delaware County Residents who meet the definition of an Adult or Dislocated Worker will be given priority.

- Adult is a person age 18 or older, a US Citizen or eligible to work, and deemed economically disadvantaged.

- Dislocated Worker is a person who has been laid off from their job, is age 18 or older, and is a US Citizen or eligible to work
- Out-of-School Youth is a person who is not engaged in school or work and faces at least one barrier listed in the OSY eligibility.

All participants will be tracked by staff utilizing the Commonwealth Workforce Development System (CWDS) to ensure that all performance goals will be achieved.

Supportive Services:

See the Supportive Services Policy for details on eligibility and services.

Employer Referrals:

Employers may refer individuals for OJT consideration under the following conditions:

- The prospective OJT trainee has not yet begun work
- The prospective OJT trainee has been to one of the two PA CareerLink® Delaware County offices and has been determined eligible and appropriate for OJT by the PA CareerLink® Delaware County staff.
- The prospective OJT trainee does not currently possess all the occupational skills needed for the job, and the PA CareerLink® Delaware County's assessment reveals that the prospective OJT trainee possesses the adequate job competencies and/or foundation skills necessary to enter into the OJT.
- The prospective OJT trainee has not formerly participated in the OJT Program.
- Employers may not use the PA CareerLink® as the sole recruitment method.

An OJT contract must be limited to the period of time required for a participant to become proficient in the occupation for which the training is being provided. In determining the appropriate length of a contract, consideration should be given to the skill requirements of the occupation, the academic and occupational skill level of the participant, prior work experience, and the participant's individual employment plan.

For each OJT position developed, an Individual Training Plan must be created. Training Plans require employers to document the manner and timeline in which training will be provided. The following should be taken into consideration when determining the length of an OJT:

- OJT's will be developed for a time period which will be no longer than six months;
- Occupations that do not require extra-ordinary training will not be considered for OJT unless they involve the training of customers with limited skill potential (e.g., learning disabilities);
- Length of OJT contracts will be reduced when the prospective employee has past experience

Since resources are limited, DCWDB has determined that the period of reimbursement will be limited to six months to maximize opportunity. This exceeds the average length of time for current OJT activities, so employers who require less time to train OJT participants should be encouraged to transition participants to permanent employment as soon as possible.

Trainee Wages:

DCWDB may enter into contracts with employers who elect to pay participants more than the state average wage; however, the employer cannot receive a training reimbursement beyond a percentage (50% to 75%) of the capped level.

Regardless of the reimbursement rate, the OJT participant must be compensated at the same rate as trainees or employees who are similarly situated in similar occupations by the same employer and who have similar training, experience, and skills.

The reimbursement rate may be based on:

- Employer size – based on the size of employment at the local operation
- 1-250 employees – up to 75 percent reimbursement
- 251 and more employees – up to 50 percent reimbursement
- Skill Gap – the gap between the participant's initial skill level and the skill level needed for the full performance of the job
- Scale established by state policy
- Policy must incorporate the use of recognized skill assessment tools

For each participant, the reimbursement rate can be based on either employer size or the gap between the participant's initial skill level and the skill level needed to perform the job.

Working Conditions:

OJT trainees must be assured of and receive the following:

- Working conditions and promotional opportunities which are neither more nor less favorable than those experienced by other employees hired by the employer in similar positions.
- Workman's Compensation or comparable accident insurance coverage.
- All other benefits to the same extent as those for other employees in similar positions.

Labor Organizations:

Appropriate labor organizations should be consulted in the design and conduct of OJT programs where collective bargaining agreements exist with the employer. The concurrence of the appropriate labor organizations must be obtained in writing when a collective bargaining agreement is applicable.

Reimbursements to the Employers:

The OJT program will reimburse the employer between 50%-75% of the trainee's wage, but no more than \$5,000.00 for the predetermined period. The employer needs to submit a Monthly Timesheet and Progress Report to the DCWDB.

For those situations in which a trainee with prior or similar experience and/or training is referred to an OJT position, the PA CareerLink® Delaware County staff will decide of appropriateness for OJT consideration, depending on the skill deficiencies identified through the assessment process. In such cases, a reduction in the maximum amount of training time allowed or maximum reimbursement to the employer will be made. Documentation will be retained on file for these situations.

OJT Master Agreement:

Before an OJT Master Agreement is executed, potential employers will be visited by the Business Service Team (BST) Coordinator. The BST Coordinator and employer will identify the skills and employment requirements needed for the OJT. Staff will review the skills required for the job and match them with a

potential participant. All Master Agreements are between an employer and the Delaware County Workforce Development Board. The DCWDB is responsible for ensuring the appropriate employer reimbursement for each executed OJT contract.

In order to execute a Master Agreement with the Delaware County Workforce Development Board the employer must submit the following:

- W-9
- Copy of workman's compensation and liability insurance
- Pre-Award Checklist

OJT Master Agreement Approval:

- After the employer signs the Master Agreement, and submits the Pre-Award Checklist, W-9, and Insurance documentation it will be reviewed and submitted to DCWDB for final approval and signatures.
- The Signed Master Agreements will be submitted to DCWDB for approval and service contract number assignment.
- Once approval and a service contract number are assigned, the employer will be informed of the approval of the Master Agreement and can hire the OJT trainee.

Individual Training Approval Requirements:

Training Plan-The training plan is a formal and written plan that structured the job training that will provide participants with an orderly combination of instruction in work maturity skills, general employment competencies, and occupationally specific skills that will enable the participant to work toward self-sufficiency.

- Trainee Information- name, the contact information of the participant and participant ID
- Employer Information- name and contact information
- OJT information- start and end dates, wage rate, and reimbursement rates.
- Occupational information- job title and descriptions, O*NET code, and number of hours per week
- Job skills- skills necessary to perform the job and the trainee's skill level for each of these skills
- Training information- list of specific skills or tasks the employer agrees to provide to the participants, estimated training hours for each skill, and acknowledgment of skill obtained
- Signatures of trainee and date, of employer and date, and of OJT provider and date.

Individual On-The-Job Training Account must be completed, signed, and submitted along with the Training Plan.

Monthly Reporting/Progress Requirements/Time Sheets:

The employer is required to complete and submit a Monthly Progress Report and Timesheets Form for payment

- A Monthly Progress Report and bi-weekly time sheets should be submitted to the DCWDB.
- The Monthly Progress Report should describe the OJT trainee's progress. The OJT trainee is required to sign the form for verification of progress, wages, and hours.
- In the event a rating of less than satisfactory is reported, a BST staff person will schedule a visit to the worksite. This visit will include a discussion with both the employer and the trainee. A record of this visit and the results should be attached to the monthly report and document in CWDS.

- Once the Progress and time sheets are received by the DCWDB staff- will review and submitted for payment. Payment will be sent directly to the employer.

Guideline for OJT Employers:

1. A monthly progress report along with a monthly invoice submitted for reimbursement.
2. The employer must maintain adequate payroll records, including OJT trainee signed time records.
No cash payments to participants will be recognized.
3. All hours will be reimbursed at the wage rate and percentage on the contract.
4. Employers will be reimbursed based on trainee hours worked only.
 - a. There are no reimbursements for:
 - i. Paid Holidays
 - ii. Vacation Days
 - iii. Lunch
 - iv. Overtime (no more than 40 hours per week)
 - v. Sick Days, etc.
5. Raises are allowable during the contract period, but a contract amendment may be needed in order to reimburse the higher wage rate.
6. Master Agreements cannot be executed with an employer that has similar employees in equivalent positions on a layoff status.
7. Employers must be EO/AA employers.
8. Complaint and hearing procedures and EO/AA Posters must be posted in a prominent place at the worksite.
9. Union Concurrence Sign-Off is necessary if employees at the worksite are covered by a collective bargaining agreement,
10. Employer must maintain all records of OJT employees for a minimum of five (5) years after the contract expiration date.
11. Training Plans are required and need to be part of the Individual Training Account.



Delaware County Workforce Development Board

WIOA Title I Supportive Services Policy

July 2026 (REV)

Purpose:

To provide guidance and instructions on the issuance of supportive services to be used by WIOA Title I contractors when assessing needs and providing supportive services to eligible participants enrolled in WIOA Title I. Contractors must exhaust all other options/resources prior to utilizing WIOA funds for supportive services.

References:

Training and Employment Notices 12-21
Pennsylvania Department of Labor and Industry Financial Management Guide 2026
2 CFR 200 OMB Uniform Administrative Requirements Cost Principles and Audit Requirements for Federal Awards-Final Rule Subpart E—Cost Principles: General Provisions
2 CFR 200.403 Factors affecting allowability of costs
2 CFR 200.404 Reasonable costs
2 CFR 200.405 Allocable costs

Background:

The Workforce Innovation and Opportunity Act Section 134(c) (2) and its regulations at 20 CFR 678.430 describe usable and understandable information on supportive services and assistance. WIOA Adult, Dislocated Worker, and Youth programs allow program funds to be used directly for supportive services. Many workforce development practitioners are experienced at helping customers find appropriate supportive services, particularly in their local community. This policy helps support and guide participant needs based on what is allowable.

Policy:

Supportive services are based on a WIOA Title I participant's individual needs and may be delivered while a participant is enrolled. Services may only be provided after it has been determined that said services are necessary for participation in program activities and determined that without the services, participation could be adversely affected.

Allowable Supportive Services:

WIOA Final Regulations define supportive services as:

- Linkages to community services
- Assistance with travel including ridesharing (Uber, Lyft, etc.)
- Driver's licensure testing fee at PA Department of Motor Vehicles (DMV)
- Assistance with referral to childcare and dependent care
- Assistance with referral to housing
- Assistance with educational testing
- Reasonable accommodations for disabilities
- Referral to Legal aid services

- Referral to health care
- Assistance with uniforms or other appropriate work attire and work-related tools, including items such as eyeglasses and protective eye gear.
- Assistance with books, fees, and
- Payments and fees for employment and training-related applications, tests, and certifications.

The local area further defines supportive services for WIOA Title I to include:

- Photo or Driver's license application fees
- College application fees

Policy Provisions of Supportive Services:

WIOA Title I contractors will determine the need to provide supportive services at the initial assessment or during WIOA participation, based on the participant's objective assessment documented in the Individual Service Strategy (ISS) or Individual Employment Plan (IEP). Case management notes should capture the circumstances that led to the decision and the service delivered. Allowable supportive services are outlined within this policy.

Eligibility for Supportive Service funds:

WIOA Adult, Youth, and Dislocated Worker participants are eligible for supportive services when the participant is:

- Participating in career or training services as defined in WIOA 134(c)(2) and (3)
- Unable to obtain supportive services through other programs providing such services
- Able to indicate that there is a barrier to workforce participation
 - Barriers will be assessed and recorded using the Supportive Services form and copy retained in the participant file.

Referral Process:

WIOA Title I contractors will be responsible for making appropriate referrals to agencies that have the capacity either on a sequential or concurrent basis to provide the service; assist the WIOA Title I in the initial contact; provide clear and concise instructions, including the reason for the referral; agency staff person contact information, address, including directions if necessary, agency hours of operation and cost of service if any. Contractors should make every effort to obtain the services at no cost to the participant whenever possible. The referral should be notated on the ISS or IEP and included in the case notes.

Non-Duplication of Supportive Services:

Supportive services shall only be provided with Title I funds when it has been verified that the participant cannot obtain supportive services through other resources, and it will adversely affect participation. Program designs should be tailored to meet the needs of participants, including historical data on the availability of services within the local community. WIOA Title I contractors are encouraged, when fiscally possible, to provide supportive services as an in-kind contribution.

Costs Limits:

The issuance of any supportive services is contingent upon the availability of funding and included in the proposed program budget narrative when developing the Request for Proposal (RFP). The number of supportive services a contractor may allocate from their budget is limited by each contractor's approved budget. These services should not be considered entitlements and should only be provided based upon a participant's individual need and only after all resources within the community are exhausted. WIOA

costs shall be limited to allowable costs that are adequately documented.

When providing supportive services, the contractor should record the cost and applicable service within the case file. Costs for supportive services provided during the follow-up phase are the responsibility of the contractor. An exception may be made for those qualified participants of the National Dislocated Worker Grant.

Documentation:

The contractor staff is responsible for determining the supportive services needed for a participant and the documentation process to include, but not be limited to, notations on the participant's ISS or IEP, commented in the case notes and include documentation for justification retained in the case file. An entry must be made into CWDS each time a supportive service occurs. Participant reimbursement should be used as a last resort, and all related receipts and back-up must be retained and submitted with monthly invoices to the DCWDB fiscal department. No participant reimbursement is allowed through DCWDB.

Case managers must enter a case note into CWDS for supportive services to:

- Substantiate the issuance and explain that all other resources/referrals have been exhausted and the individual is unable to obtain supportive services through other programs providing such services.
- Detail a one-time issuance
- Detail the first issuance in a series of supportive services or incentives (Ex: bus passes).

Documentation must include three signatures: the participants, the issuing agent, and a supervisor or authority that can verify the participant's eligibility and witness the receipt.

Adequate and sufficient source documentation must be maintained at the grantee or fiscal agent level to ensure cash disbursement requests are allowable, reasonable, necessary, and allocable. Sub-recipients must be able to provide all source documentation related to these costs within a reasonable time as determined by Delaware County Workforce Development Board.

Record Retention:

Records must be maintained for a period of seven years from the date the commonwealth submits its final expenditure report to USDOL for the applicable funding period. This record must be retained for all the participants. Recipient names, personal address and other information must also be retained. A digital and physical copy of both sources and their recipients must be kept.

Monitoring:

Monitoring of the supportive services policy may be conducted at the time or separate from the fiscal monitoring. It will include, but not be limited to, an inspection of contractor participant case files and fiscal records.

Participant Travel:

Supportive services may be issued for participant travel to eligible activities. Travel funds may cover the use of public transportation or personal vehicle.

Activities Eligible for Travel Funds:

Eligible participants who have a documented transportation barrier may access travel funds for activities

that take place outside of the program providers location, including:

- Occupational skills training funded by an Individual Training Account
- Work as part of the On-the-Job Training program
- WIOA Title I paid and unpaid work experience
- Off-site activities including job fairs, workplace tours, and other approved activities outlined in the scope of work

Transportation to the primary program location is not eligible for travel funds.

Funds for transportation services are intended to support a customer's efforts in WIOA Title I services. These funds are not intended to fully cover all costs associated with transportation.

Method for Travel Funds Distribution:

Program providers who have had participant travel costs approved in the scope of work and contract budget may cover the cost of travel by public transportation (SEPTA) or private vehicles. After an eligible participant has been enrolled in an eligible activity that has been documented in CWDS, a program may give a participant a SEPTA Key Card or a gift card for gas.

Prior to receiving a gift card for gas, the participant must provide a copy of the following documents on the private vehicle to the contractor. The vehicle is not required to be insured/registered by the participant but must be insured/registered.

- Valid driver's license
- Valid automobile liability insurance
- Valid automobile registration
- Verification of travel distance

No more than two weeks travel funds will be given at any time. Participants must return a mileage log and gas receipts or SEPTA trip history (see directions below) and attendance logs prior to receiving subsequent travel funds. Receipts, trip history, and attendance logs will be reviewed to confirm appropriate use of previously received funds before participants may receive further funds.

Ridesharing (Uber, Lyft, etc.) vouchers, not exceeding \$60 per week, are allowable costs. For a ridesharing voucher to be issued to a participant, one or more of the criteria below must be met. Service providers may refer to South Eastern Pennsylvania Transportation Authority (SEPTA) public transportation schedule or other services (e.g., Google Maps) to verify and document that these criteria are met. Documentation for supportive services must be completed and detailed in case notes.

- The Overall travel time to/from the destination by public transit would be 1 hour or more in either direction
- The public transit route to/from the destination would require more than one transfer in either direction
- The final bus stop on the route (to/from) is more than ½ of a mile from the destination or does not have a clear pedestrian route to the destination (e.g., lack of sidewalks); or
- The bus schedule for the route (to/from) the destination would require a wait time of 30 minutes or more at the bust stop or shows no buses running during the required travel time.

One-time off-site events like job fairs or workplace tours may be addressed by the use of SEPTA Travel Wallet.

The program provider must maintain a copy of the receipt of the travel funds, the signature of the eligible participant receiving the travel funds and use logs for review by DCWDB monitors. Copies of the documents must be included in monthly invoices.

Duration of Travel Funds:

Travel funds are designed to support an eligible participant to access eligible activities.

- Individual Training Account- travel may be provided for the duration of active participation in the approved training.
- On-the-Job Training- travel may be provided until the participant has received their first paycheck.
- WIOA Title I Work Experience- travel may be provided for the duration of active participation in work experience

SEPTA Trip History directions: From <https://www.septakey.org/info/fag/44> Customers can quickly check the balance on their Travel Wallet by tapping their Card at the card reader at all Fare Kiosks but that is the only thing that can be seen at the Fare Kiosk. Customers who Register their Cards have two options - they can go online to check Travel Wallet balances, the number of rides left on a current Pass, as well as review their trip history, or they can contact the SEPTA Key Customer Call Center to get an update on both the Travel Wallet funds or rides left on their current Pass.



Delaware County Workforce Development Board

WIOA Title I and TANF Youth Development Program Incentive Policy

July 2026 (REV)

Purpose:

To define the procedures for purchasing, securing, tracking, distributing, reporting, documenting, and monitoring gift cards to provide WIOA and TANF eligible, enrolled participants in good standing with incentives based on achievement of the following performance objectives:

References:

WIOA Section 681.640

2CFR Part 200

Pennsylvania Department of Labor and Industry Financial Management Guide 2026

Temporary Assistance for Needy Families (TANF) Desk Guide 2026-2027

Policy:

Provides direction for YANF and WIOA Out-of-School Youth contractors to provide incentives after participants have achieved a defined milestone/outcome in their program. This policy outlines who can receive incentives, outcomes for which incentives can be awarded, and documenting, tracking, and record keeping of incentives.

WIOA Funded Enrolled Youth:

- Achievement after 90 days or more of an educational functioning level (EFL) increase using CASAS pre- & post-testing National Reporting System (NRS) table
- Attainment of a Secondary Education diploma or its recognized equivalent
- Attainment of unsubsidized employment or enrollment in post-secondary Education
- Attainment of an industry-recognized credential

TANF Funded Enrolled Youth:

- Consistent attendance and participation, with no more than six unexcused absences
- Completion of at least 75% of the program training or activities by the program end
- Completion of some or all of 14 program elements provided
- Achievement of a Secondary Education diploma
- Attained unsubsidized employment or enrolled in post-secondary Education
- Attainment of an industry-recognized credential

Definition:

An incentive payment is an allowable activity, provided in a gift card for an enrolled youth participant to achieve planned outcomes. Incentives are directly linked to achievement and must be related to training or education activity that addresses a minimum of one of the fourteen (14) required program elements. Achievements must be documented in the youth's Individual Service Strategy (ISS) and noted in case notes.

- Incentives may not exceed \$100.00 total per participant and are contingent upon available

- funding
- No cash payments are permitted
- May not be purchased for movie theatre tickets or other venues whose sole source is entertainment
- The maximum number of gift cards purchased may not exceed the estimated number of participants expected to reach an established goal
- WIOA youth incentives are allowed after completion of a module relating to the training or education activity

Procedures:

Each Subcontractor agency is responsible for designating a staff person responsible for managing and reporting and should have the authorization to purchase, distribute, and securely store the gift cards.

Purchasing:

1. Gift cards from local retailers are allowable
2. Only designated staff person(s) authorized may buy gift cards
3. Upon purchase, the designated staff person(s) signs the original receipt and retains a copy on file

Securing:

1. Gift cards are to be securely stored always in a locked container and accessible only by the designated staff person(s)
2. The Program Supervisors will verify the count and amounts on the gift cards once received.
3. A copy of each gift card (front and back) on subcontractor agency letterhead is to be retained on file for future submission to the WDB staff for individual participant records
4. Develop and secure the attached DCWDB Gift tracking excel form and handle the information per your Personally Identifiable Information (PII) policy

Tracking:

1. Complete the *Incentive Gift Card Tracking Form* emailed to contractors June 2026.
2. Verify individuals receiving gift cards were eligible to receive gift cards from the correct funding source
3. Verify eligibility and performance benchmark documentation for each individual's achieved goals are available and verifiable.
4. Submit copy of the *Incentive Gift Card Tracking Form* and relevant back-up, such as copies of the gift card receipts, along with monthly invoices

Distributing:

Gift card distribution must adhere to the following process and be submitted along with the *Incentive Gift Card Tracking Form* with monthly invoices :

1. Prepare an individual gift card receipt form on letterhead to include:
 - a. Date gift card was purchased
 - b. Funding source
 - c. Name of retail company
 - d. Copy of the gift card (front and back) with serial numbers visible
 - e. Copy of gift card receipt
 - f. Gift card number
 - g. Gift card dollar amount
 - h. Participant name and CWDS PID #

- i. Date of issuance
- j. Reason for issuance (performance goal)
- k. Signatures & Dates: (1) Participant, (2) Subcontractor agency Staff (3) Supervisor authorized to verify the participant's eligibility and witness the receipt of card

Reporting:

- 1. Individual requirements:
 - a. Original gift card receipt retained in subcontractor participant file
 - b. Copy included for submission to DCWDB fiscal department

Monitoring:

- 1. Monitoring of the incentive policy may be conducted at or separate from the fiscal monitoring. Specific documents are monitored to include, but may not be limited to, the following:
 - a. Copy of eligible recipients
 - b. Inspection of the location of gift cards
 - c. Review of required staff signatures
 - d. Receipts of purchase of gift cards
 - e. Verification of completed goal(s) and issuance of gift card



Delaware County Workforce Development Board

WIOA Youth Requires Additional Assistance Barrier Policy

July 2026 (REV)

Purpose:

To provide a definition and criteria on the appropriate use of the “Requires Additional Assistance” barrier during eligibility determination requirements of the Workforce Innovation and Opportunity Act (WIOA) Title I youth programs.

Reference:

WIOA 129(a)(1)(B)(i) & 129(a)(1)(c)(iv)(VII).

Pennsylvania Department of Labor & Industry Workforce System Policy, WIOA Youth Eligibility Definitions, 2024

TEGL No. 21-16, Workforce Innovation and Opportunity Act (WIOA) Title I Youth Formula Program Guidance, July 30, 2021

Policy:

A low-income youth who requires additional assistance to enter or complete an educational program or to secure or hold employment.

Criteria:

1. Lacks Significant Work History-defined as:

- No employment history
- Limited employment history
- History of sporadic employment
- Significant gaps in employment
- Fired from one or more jobs
- Unemployed for more than 10 weeks out of the last six months

Acceptable Source Documentation:

Paystubs, unemployment documents, employer contact or information, social security award letter, a notarized statement, case notes from applicant interview, resume, signed and dated preliminary application (in its entirety) and WIOA Application, self-attestation on self-certification form at eligibility determination.

2. Employed or Under Employed-defined as:

- Actively seeking employment but remaining unemployed or under-employed for at least the last 6 months
- Have limited part-time employment to include working on an as needed or seasonal basis
- Employed part-time but seeking full-time employment
- Employed but seeking better hours, wages and/or employer
- Employed but lacks necessary skills for advancement

- Ages 20 through 24 working at a minimum wage job
- Held several jobs in a year and was fired or voluntarily quit
- Employed at an “under the table” cash paying employer

Acceptable Source Documentation:

Paystubs, unemployment (U.I.) documents, employer contact or information, social security award letter, public assistance printout, a notarized statement, quarterly estimated tax for a self-employed applicant, resume, case notes, signed and dated preliminary application (in its entirety) and WIOA Application, self-attestation on self-certification form at eligibility determination.

3. *Housing & Income Issues*-defined as:

- Temporarily Displaced (18 -24 yrs. old living with non-relatives on and off and not in a shelter or HPA in the last six months)
- No income source in the last six months (18-24 yrs. old assisted by family or non-relatives with basic necessities only)

Acceptable Source Documentation:

A written statement from the individual providing temporary residence or temporary support, case note, signed and dated Preliminary Application (in its entirety) and WIOA Application, self-attestation on self-certification form at eligibility determination

4. *Lack of Family Support- No Role Model*-defined as:

- Does not possess one of the WIOA barriers but lacks a support network or positive influence in their life to provide them with the necessary tools to remain or return to school, obtain, or retain employment and/or achieve a credential
- Lacks work readiness and/or job search skills

Acceptable Source Documentation:

Case note based on interview discussion or observation, school records, resume, signed and dated Preliminary Application (in its entirety) and WIOA Application, self-attestation on self-certification form at eligibility determination

WIOA ISY 5% Limitation:

At the inception of this policy, the Delaware County Workforce Development Board (DCWDB) does not serve ISY with WIOA funds. In the event this decision changes, the DCWDB will ensure in any given year:

- That no more than 5% of ISY enrolled in a program year will be determined eligible based only on the “additional assistance “criterion contained in this policy
- That the criteria referenced in this policy are different from the WIOA 5% low-income eligibility exception (window) which allows 5% of local area participants who meet all of the other eligibility requirements to not be required to meet the low-income threshold
- That the 5% low-income eligibility exception (window) is calculated based on the 5% of participants enrolled in the program year who are required to be low-income to be eligible
- That the “WIOA Youth 5% Eligibility Exception” (RPT 232) standardized report created in the “Program Management” public folder in the Reporting Tool of the CWDS system will be utilized to ensure that enrollment limits are not exceeded

The acceptable source documentation is not inclusive of all sources and can be modified at the discretion of the DCWDB.



Delaware County Workforce Development Board

WIOA and TANF Youth Work Experience Policy

July 2026 (REV)

Purpose:

This Youth Payment Policy summarizes the policies and program design considerations when developing work experience activities and clarifies the different classifications of allowable youth payments and the related regulations.

Reference:

Training and Employment Guidance Letter 8-15

Training and Employment Guidance Letter 21-16

Training and Employment Guidance Letter No. 16-15, Change 1: One-stop Operations Guidance for The American Job Center® Network.

23 PA C.S. § 6344

PA 2012 Act 151 – Child Labor Act

Pennsylvania's Minimum Wage Act Pennsylvania's Equal Pay Law

Pennsylvania's Unemployment Compensation Law

Pennsylvania's Workers' Compensation Act

Policy:

The Workforce Innovation and Opportunity Act (WIOA) and Temporary Assistance for Needy Families Youth Development Program (TANF YDP) prioritize work experiences for youth programs. Funds are allocated to the Delaware County Workforce Development Board (DCWDB) to provide payments to youth, including wages and incentives. Providers are responsible for issuing participant wages and statutory deductions for those wages to be paid directly to the participants. Work experiences are designed as trainee positions and not used to fill the vacancy of an employer's current, open position for hire. Wages must not exceed those of entry-level positions. Youth are compensated according to minimum wage standards or the prevailing wage of employees with similar training, experience, and skills for a similar occupation, following employer standards. If an employer-employee relationship exists, then wages must be paid following the labor standard outlined in the Fair Labor Standards Act (FLSA), and state, and local rules and regulations.

Program Requirements:

All work experience opportunities must meet the following requirements:

- Take place in an approved workplace for six to ten weeks, as appropriate for the youth's skill level and employment goals as reflected in the Individual Service Strategy (ISS); OR
- Take place during school breaks, weekends, or after school hours;
- Provide up to a maximum of 40 hours per week, not to exceed a total of 500 hours during participation;
- Be in job categories that are High Priority Occupations in the local area;
- Help gain the competency and experience to meet employer demands;

- Be related to a career choice and provide learning experiences;
- Pay an hourly wage at \$15 an hour and/or market rate for comparable positions;
 - If requesting wage higher than \$15 an hour, the work experience form must be completed and submitted to the DCWDB for approval
- Complete a worksite agreement form and maintain a copy in the youth file

Employer Requirements:

- All employees that supervise minors through an internship, externship, co-operative, work study, or similar program must obtain the following required clearances:
 - Report of criminal history from the Pennsylvania State Police
 - Child Abuse History Clearance from the PA Department of Human Services
 - Fingerprint-based federal crime history submitted through the Pennsylvania State Police or its authorized agent (FBI)
- Clearances must be less than 60 months, or five years, old. It is the responsibility of the contractor to verify and document this.
- The employer is responsible for maintaining the documentation and producing it to the LWDB staff upon request and when conducting monitoring.
- Employers are required to post the following notices in a conspicuous place:
 - Abstract of the Pennsylvania Child Labor Act (Form No. LLC-5 & Form No. LLC-5 (ESP))
 - Hours of Work for Minors Under Eighteen (Form No. LLC-17 & Form No. LLC-17 (ESP))
 - Minimum Wage Law Poster and Fact Sheet (Form No. LLC-1)
 - Abstract Law of Equal Pay (Form No. LLC-8 & Form No. LLC-8 (ESP))
 - Unemployment Compensation (Form No. UC-700 & Form No. UC-700 (ESP))
 - Worker's Compensation Insurance Posting (Form No. LIBC-500)

Work Experience Program Element:

Work experience is a planned, structured learning experience that occurs in a workplace for a limited time period. Work experiences may be paid or unpaid, as appropriate. Work experience may occur in the private for-profit sector, non-profit sector, or public sector. Work experiences must include academic and occupational education. The types of work experiences include the following categories:

- Summer employment opportunities and other employment opportunities available throughout the year;
- Pre-apprenticeship programs;
- Internships and job shadowing; and
- On-the-job training opportunities

NOTE: Employers must agree to provide qualified personnel who possess all applicable required clearances to the youth assigned to the site supervisor, maintain a copy of the clearances at the worksite, and make documents available for review upon request.

Academic and Occupational Education:

Work experiences must include an academic and occupational education component, which:

- Refers to contextual learning that accompanies a work experience;
- May occur concurrently or sequentially with the work experience;
- May occur inside or outside the work site;
- Includes information needed to understand and work in specific industries or occupations; and
- Can be provided by the employer or separately in the classroom or through other means

Wages:

A wage is a payment for services rendered where an employer/employee relationship exists. This type of compensation is usually paid through a payroll system and is subject to the taxes applicable to the employer of record and participants. Paying a wage usually indicates that a program views youth as employees or trainees. Paid work experiences and internships fall under the Fair Labor Standards Act (FLSA). The FLSA implemented by the U.S. Department of Labor's Wage and Hour Division requires that individuals are compensated under the law for the services they perform for an employer. Wages associated with paid work experience must be paid based on agreed-upon hourly rates above the minimum wage rate and prescribed by the Workforce Development Board. Providing incorrect wage payments will result in disallowed costs for the provider.

Documentation:

Providers are responsible for documenting the participant activity with timesheets and copies of the youth's paystub attached to validate these activities and expenses bi-weekly. In addition, all youth payments must be aligned with federal, state, and local regulations and follow the cost requirements contained in 2 CFR Part 200.

20% Expenditure Rate:

Providers must spend a minimum of 20 percent on work experience. Program expenditures on the program element include more than just wages paid to youth. Allowable expenditures that may count toward the work experience expenditure requirement include the following:

- Wages paid for participation in work experience;
- Staff time working to identify and develop a work experience opportunity, including staff time spent working with employers to identify and develop work experience;
- Staff time working with employers to ensure a successful work experience, including staff time spent managing the work experience;
- Staff time spent evaluating the work experience;
- Participant work experience orientation sessions;
- Employer work experience orientation sessions;
- Classroom training or the required academic education component directly related to the work experience;
- Employability skills or job readiness training to prepare youth for a work experience
- Supportive services that enable WIOA participants to participate in work experiences can count towards work experience expenditure requirement



Delaware County Workforce Development Board

WIOA Title I Exit & Follow-Up Services Policy

July 2026 (REV)

Purpose:

To provide guidance on requirements for WIOA participation and exit.

Reference:

Pennsylvania Department of Labor & Industry Workforce System Policy, WIOA Title I Performance Assessment, 2025
Commonwealth Workforce Development System, Basics of Hard Exits Versus Soft Exits
WIOA 134(c)(2)(xiii)
CWDS Services Desk Guide April 2026
Pennsylvania Labor & Industry, Bureau of Workforce Partnership Opportunities, *WIOA Title I Follow-Up Services Training* July 2026

Background:

Participation occurs in WIOA when an individual is determined eligible to participate in a WIOA Title I funded program and receives a service. WIOA Exit occurs if a participant is not engaged in services according to the timeframe below. Follow-up services are required after participants have been exited.

Exit Policy:

The Delaware County Workforce Development Board (DCWDB) staff requires all exit paperwork submitted by provider staff to be completed if any of the following has occurred:

- A participant has not received any services funded by the program or a partner program for 75 consecutive calendar days
- Is not scheduled for future services
- Has achieved performance objectives as outlined in the Individual Service Strategy (ISS) or Individualized Employment Plan (IEP).

The exit date is applied retroactively to the last day the individual received a service funded by the program or a partner program.

Categories of Exits:

Positive Exits: Exiting a client with any of the following reasons would be considered a positive exit for the WIOA Adult and Dislocated Worker program:

- Unsubsidized Employment: The participant is employed in a position that is not subsidized by any federally funded program.
- Entered Military Service: The participant enters any branch of active service.
- Entered a Qualified Apprenticeship: The participant has begun an apprenticeship program that is recognized by the Employment and Training

Administration Bureau of Apprenticeship and Training or by a recognized State Apprenticeship Agency.

- Self-Employment: A participant begins an enterprise that is registered or licensed as a business in the State of Pennsylvania.
- Youth Only: Post-Secondary Education or Advanced Training - the participant has begun an education or training program that will advance their current skills.
- Youth Only: Credential Attainment – the participant earns a credential that will allow them to acquire unsubsidized employment in a specific field.

Negative Exits: The following exits are considered negative for the Adult and Dislocated Worker program and would negatively affect at least one performance measure. Prior to submitting a file for negative exit, the case manager must exhaust all methods of contact and attempts to re-engage a client in services. This should include but not be limited to daily attempts to contact client via phone, email and mail, contacting collateral contacts as well as other programs the client is involved with. All contacts must be documented in case notes.

- Retirement: Participant intends to retire and not seek further employment.
- Cannot Locate: Participant has been unreachable by the case manager for 75 days. Contact information is no longer valid and further contact information is not available.
- Services Complete: Participant has completed all services as indicated in their IEP/ISS but has not been able to obtain employment.
- Services Not Completed: Participant has not completed services indicated in IEP/ISS and is no longer utilizing services to achieve completion.

Excluded Exits: Exiting a client with any of the following reasons excludes them from performance measures. If a client is exited using any of these reasons, documentation must be obtained indicating they are unable to work and/or seek employment.

- Family Care: Participant is no longer able to continue program services due to responsibility for the care of one or more family members.
- Health/Medical: A participant is no longer able to continue program services due to a health or medical reason that is expected to last for more than 90 days.
- Institutionalized: Participant is institutionalized and requires 24-hour care and/or supervision.

DCWDB staff will complete the final exit. Contractors will receive an exit form template via email. The completed exit form with documentation to substantiate outcomes achieved attached to the participant file is to be submitted within five days of services completed for a participant who has not been active for up to 75 days. If the exit form is submitted incomplete or incorrect, it will be returned, with an immediate resubmission required. If the form and supporting documentation are not resubmitted within one week, the DCWDB staff will contact the provider staff with one reminder. If paperwork continues to be submitted incorrectly or late, a mandatory review training session to correct any deficiencies will be required. Note: Exit outcomes must be entered within 30 days of occurrence.

Follow-Up Services Policy:

All follow-up services must help and/or support the participant in retaining their unsubsidized employment. Staff must evaluate, determine, and document which follow up service would best suit the individual participant's circumstance since the need and type of follow-up service needed may vary for each participant. Participants who have multiple employment barriers and limited work histories may need significant follow-up services to ensure long-term success in the labor market. Post-exit participant contacts and services must be case noted in CWDS. Follow-up services must be provided as appropriate for participants who are exited to Unsubsidized Employment and have a Program Completion recorded in CWDS for no less than 12 months.

Adult & Dislocated Worker Follow up Services:

Follow up services must be provided as appropriate to Adult & Dislocated Worker participants for a minimum of 12 months for clients placed in unsubsidized employment. The intensity or need for follow-up services will depend on the needs of the participant and will be determined on a case-by-case basis. The plan for follow-up services must be documented in the client's IEP and in the case notes. Follow-up services must include more than simply a contact for securing documentation in order to report a performance outcome; they are two-way exchanges between the client and the service provider and/or case manager. Follow up services may include but are not limited to:

- Assistance in securing a better paying job
- Additional career planning and counseling
- Assistance with work related problems
- Peer support groups
- Information about additional educational/employment opportunities
- Referral to other community services
- *Supportive services are NOT allowed in follow-up*

It is the responsibility of the Career Advisor to determine, in conjunction with the participant, which follow-up services after exit would best suit the needs of the participant. In the Adult and Dislocated Worker Programs these services are a way to determine if adults or dislocated workers need support for retaining employment, earning wages, or advancing in the workplace.

An evaluation should occur to determine the need and the level of intensity for follow follow-up, and follow-up should be as often as necessary throughout the required 12 months.

- At a minimum, follow-up should occur at least every (30) days for the first (3) months and then must occur once a quarter for the remainder of the (12) months.
- Some participants may not be responsive to attempted contacts for follow-up, and others may be difficult to locate making it impossible to provide follow-up services. After the 90 days following exit, if a customer is non-responsive, cannot be located, or refuses to provide information, the Career Planner may close follow-up services. A case note must be entered into CWDS and the IEP
- Contact needs to be two-way communication by telephone, in person, email or other social media. If client does not respond to the contact attempt, it is not considered a two-way communication.
- All attempts (successful or unsuccessful) to contact the customer must be case noted in CWDS.
- Upon completion of all follow up services, the service must be case noted in CWDS along with a an update of IEP with follow up end date.

Youth Follow up Services:

Follow up services are critical services provided following a youth's exit from the program. Follow-up services help to ensure the youth is successful in employment and /or post-secondary education and training. Follow-up services must include more than simply a contact for securing documentation in order to report a performance outcome; they are two-way exchanges between the client and the service provider and/or case manager. Follow up services may include the following program elements:

- Adult Mentoring
- Financial Literacy Education
- Providing labor market and employment information regarding in demand industry sector or in demand occupation in the local area including career awareness, career counseling and career exploration
- Activities that help youth prepare for transition to post-secondary education
- Referral to other community services
- *Supportive services are NOT allowed in follow-up*

All youth participants must be offered the opportunity to receive follow-up services aligned with their ISS:

- Follow-up services must be provided to all participants for a minimum of 12 months as appropriate and as it aligns with the ISS.
- A participant who is enrolled in follow-up services must have a meaningful monthly contact to fulfill this requirement. This must include more than only a contact attempted or a contact made for the sole purpose of securing documentation to report a performance outcome. Contact needs to be two-way communication by telephone, in person, email or other social media. If client does not respond to the contact attempt, it is not considered a two-way communication.
- Some participants may not be responsive to attempted contacts for follow-up, and others may be difficult to locate making it impossible to provide follow-up services. Participant may opt out of the twelve (12) month follow-up period at any point in time. The request to opt out or discontinue follow-up services must be clearly documented in the case notes.

A corrective action plan may be required if a provider is not compliant based on DCWDB findings from a programmatic review. If applicable, results will be emailed or a direct phone call to staff assigned to the task and their immediate supervisor. A written response will be due within two weeks of the findings.



Delaware County Workforce Development Board

WIOA and TANF Program Close-Out Policy

July 2026 (REV)

Purpose:

To provide guidance to contractors on the programmatic, administrative, and financial process required at the end of a contract that is not renewed. This policy ensures that participants are smoothly transitioned into alternate services and that all fiscal and administrative requirements are achieved.

Reference:

Pennsylvania Department of Labor & Industry, Financial Management Guide 2026

Background:

By accepting a contract with DCWDB, contractors agree to the orderly transfer of programmatic and administrative elements at the end of the contract period.

Policy:

When a program contract is not renewed, the contractor must complete the following closeout steps prior to June 30 of the final program year.

- Turn in all exit files to the Quality Assurance Manager according to the exit policy
- Return equipment and assets purchased with WIOA and TANF funds to DCWDB, 2 West Baltimore Avenue, Media, PA. The contractor must provide an inventory list that includes equipment and assets purchased and returned to DCWDB
- Retain all participant files for 7 years
- Create a list of current participants and actions taken to refer them to another program or exit for employment. The list is to be sent to DCWDB Deputy Director
- All fiscal invoices are due per the guidance and deadlines of the DCWDB Fiscal Deputy Director
- Complete data entry for all transferred and exit participants in CWDS and appropriate/matching data and documents placed in participant files
- Program providers who do not return equipment and assets bought with DCWDB money will need to reimburse costs to the DCCWDB



Delaware County Workforce Development Board

One- Stop Operator Policy

July 2026 (REV

Purpose:

The purpose of the policy is to guide the DCWDB staff in avoiding perceived or real conflicts of interest between the One-Stop Operator and the PA CareerLink® staff.

Reference:

PA Department of Labor & Industry, Local Workforce Delivery System Policy, PA CAREERLINK® System Operator 2021

Policy:

DCWDB will use a competitive procurement process to secure One-Stop Operator services. Eligible bidders for the contract may not have any other WIOA-funded contracts with DCWD

