



**WILLAMETTE WORKFORCE**  
**WORKFORCE GLOSSARY- ADULT/DW**

**Revised: July 1, 2018**

**Standard: ST23**

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**DEFINITIONS**



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### **Adult Basic Education (ABE)**

Basic skills education for adults whose inability to read, write or speak English or to effectively use mathematics is a barrier to their ability to get or keep employment.

### **Apprenticeship Program**

*Reference: National Apprenticeship Act*

A formal program of training that combines on-the-job training and related classroom instruction under the supervision of a journey-level craft person or trade professional, in which workers learn the practical and theoretical aspects of a highly skilled occupation. Apprenticeship programs are registered with the state, can be sponsored by individual employers, joint employer and labor groups and/or employer associations.

### **Basic Computer Skills**

The ability to log in/log out of a computer profile, use keyboard and mouse, open, write, and send emails, browse internet, and create and save a document.

### **Basic Skills Deficient**

*Reference: 20 CFR 680.600 and 20 CFR 681.290*

An individual who has English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test (or is an individual who is unable to compute or solve problems, read, write, or speak English at a level necessary to function on the job, in the family or in society).

### **Career Pathway**

*Reference: WIOA Section 3 (7)*

A combination of rigorous and high-quality education, training and other services that:

- Aligns with the skill needs of industries in the state and/or local economy.
- Prepares a participant to be successful in any of a full range of education, including secondary, post-secondary and apprenticeships.
- Includes counseling to support a participant in achieving their education and career goals.
- May include education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.
- Organizes education, training and other services to meet the particular needs of the participant in a manner that accelerates the educational and career advancement of the participant to the extent practical.
- Enables a participant to attain a secondary school diploma or equivalent and at least one recognized post-secondary credential.
- Helps a participant enter or advance within a specific occupation or occupational cluster.

### **Career Services**



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*Reference: 20 CFR 678.430.*

These are activities required to be available through the WorkSource Centers to assist customers in securing employment. Services are broken out as Basic and Individualized.

- *Basic Career Services*  
Generally informational and lighter-touch services which carry no additional costs that must be paid to outside vendors on behalf of the participants. May be staff delivered or self-service.
- *Individualized Career Services*  
Includes services that are delivered by WorkSource staff either through workshops, one-on-one engagement or through a third-party vendor that are designed to assist customers in developing career plans, determining skill levels and training needs, and securing basic employment skills. Includes services for which there are outside costs associated with the engagement.
- *Self-Service/Information Only*  
Services that do not require staff interaction or substantive assistance and do not extend the participant's WorkSource enrollment. An electronically delivered service is not automatically defined as self-service. Each product or service must be reviewed and categorized during development.

### **Co-enrolled**

Enrollment and participation in multiple programs for which a customer is eligible and occurring at the same point or overlapping points in time.

### **Credential**

*Reference: PIRL/TEGL 15-10*

Within the context of education, workforce development, and employment and training for the labor market, the term credential refers to a verification of qualification or competence issued to an individual by a third party with the relevant authority or jurisdiction to issue such credentials (such as an accredited educational institution, an industry recognized association, an occupational association or professional society). Certificates of participation issued by a Local Workforce Development Board and the National Career Readiness Certificate (NCRC) are not considered Credentials for WIOA reporting purposes. The range of different types of credentials include:

- Educational diplomas, certificates and degrees
- Registered apprenticeship certificates
- Occupational licenses (typically awarded by State government agencies)
- Certifications and certificates awarded from or recognized by industry or professional associations

### **Disability**

*Reference: Americans with Disabilities Act of 1990 42 USC 12102*

A physical or mental impairment that substantially limits one or more of a person's major life activities.

### **Eligible Training Provider**



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*Reference: State of Oregon Workforce Programs Policy – Eligible Training Provider*

An entity that is authorized to receive ITA payment for WIOA training services. To be an eligible training provider, an entity must qualify as one of the following:

- An accredited institution of higher education that provides a program leading to a recognized post-secondary 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.)
- Another public or private provider of a program of training services, which may include joint labor-management organizations, and eligible providers of adult education and literacy activities under WIOA title II, if such activities are provided in combination with occupational skills training
- Community Based Organizations (CBOs) or private organizations of demonstrated effectiveness that provide training under contract with the Local Workforce Development Board

### **Eligible Training Provider List (ETPL)**

A statewide collection of education and training providers that are approved to provide WIOA ITA training through the WorkSource system. For a current list, go to <http://wioa.weebly.com/eligible-training-providers.html>

### **Eligibility**

- Adult

An individual who is age 18 or older, has complied with Selective Service Registration requirements and is Legal to Work in the US.

- Dislocated Worker

*Reference: WIOA Section 3 (15) and TEGL 22-04*

An individual who meets one of the following four definitions and is Legal to Work:

- 1) has been terminated or laid off, or who has received a notice of termination or layoff, from employment; and is eligible for or has exhausted entitlement to unemployment compensation;

OR

has been employed for a duration sufficient to demonstrate attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under a State unemployment compensation law;

AND

is unlikely to return to a previous industry or occupation.

- 2) Has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise;

OR



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is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days;

OR

for purposes of eligibility to receive services other than Individualized Career Services or Training services or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close.

- 3) Was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters.
- 4) Is a displaced homemaker.

**Note:**

To determine a laid-off customer's eligibility for dislocated worker-funded services, the participant's last date of employment (the Date of Actual Qualifying Dislocation) must be within 48 months prior to registration. This aligns with the timeframe described in the TEGL definition of a "Recently Separated Veteran."

Separating military service members (non-retiree) and military spouses may be enrolled for services as dislocated workers if they meet the definitions set forth in TEGL 22-04 Section 4. Recently separated veterans and transitioning service members are considered to have received a notice of termination or layoff from their employer (DD-214).

- Displaced Homemaker

*Reference: WIOA Section 3 (16)*

For Dislocated Worker Purposes, an individual who has been providing unpaid services to family members in the home and who:

- Has been dependent on the income of another family member but is no longer supported by that income;
- OR
- Is the dependent spouse of a member of the Armed Forces on activity duty and whose family income is significantly reduced because of a deployment, a call or order to active duty, a permanent change of station, or the service-connected death or disability of the member of the Armed Forces;
- AND
- Is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

**Note:** Consistent with ETA's policy, Oregon honors all marriages that are valid in the state of celebration. Oregon includes both genders as "homemakers" and includes same-sex married couples as within the word "family."

- National Dislocated Worker Grant (DWG)



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The eligibility requirements of Dislocated Worker, plus any additional eligibility requirements for the employer- or industry-specific layoff or dislocated worker subpopulation the award is designed to serve. Each grant will have different additional requirements.

### **English as a Second Language (ESL)**

English language education for those who have limited ability in speaking, reading, writing or understanding 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.

### **Enrollment**

The period of participation in a specific program from receipt of first qualifying program-funded service through exit.

### **Exit**

*Reference: PIRL/WIOA Section 225*

The date that a participant stopped receiving services funded by a program or grant that are not self-service, informational or follow-up. Occurs when a participant does not receive a service funded by the program or funded by a partner program for ninety (90) consecutive calendar days and is not scheduled for future services; services do not include self-service, information-only services or activities or follow-up services. Rules apply to all programs and funding streams concurrently. The exit date is the date of the last qualifying service received.

- Global Exclusion Exit  
Result only when an individual meet one of the following criteria:
  - Institutionalized – Became incarcerated in a correctional institution or has been a resident of an institution or facility providing 24-hour support such as a hospital or treatment center during the course of receiving services.
  - Criminal Offender – Participant received services during incarceration and is still incarcerated at exit. Note: This exit reason does not remove participant from all performance indicators.
  - Health and Medical – Exits program because of a medical treatment and that treatment is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation.
  - Deceased
  - Reserve Forces; Called to Active Duty – For 90 days or more.
  - Ineligible – A participant who was determined eligible and is later determined not to have met eligibility criteria.



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**Incumbent Worker**

*Reference: 20 CFR 680.780*

As it relates to WIOA 20 percent set-aside provision, to be eligible for Incumbent Worker services, a person must be employed, meet the Fair Labor Standards Act requirements for an employer-employee relationship, and have an established employment history with the employer for six months or more.

In the event that an incumbent worker training is being provided to a cohort of employees, not every employee in the cohort must have an established employment history with the employer for six months or more, as long as a majority of those employees being trained do meet the employment history requirement.

An incumbent worker does not have to meet the eligibility requirements for career and training services for adult and dislocated workers under WIOA, unless they are also enrolled as a participant in the WIOA adult and/or dislocated worker program. Under these training programs, the business/employer is the customer.

**Individual Employment Plan**

*Reference: 20 CFR 680.170*

Developed with a participant, an ongoing strategy to identify employment goals, achievement objectives and appropriate combination of services for the participant in order to achieve their employment goal.

**Individual Training Account (ITA)**

Defines the training services and associated costs to secure training from eligible training providers.

**Internship**

See Work Experience.

**Lower Living Standard Income Level (LLSIL)**

*Reference: WIOA Section 3 (36) (B)*

The income level (adjusted for regional, metropolitan, urban, rural and family size differences) determined annually by the Secretary of Labor based on the most recent lower living family budget issued by the Secretary.

**National Career Readiness Certificate (NCRC)**

A nationally-recognized career aptitude certification that validates, through assessment, a participant's skills in mathematics, reading and locating information (interpreting charts, graphs, and maps). Does not qualify as a credential for WIOA performance reporting purposes.

**One-Stop Operator**

*Reference: 20 CFR 678.620*

An entity (public, private or non-profit) or consortium of entities certified through a competitive process to oversee the operations and coordinate services delivered by One Stop Partners and service providers in a WorkSource Center.





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### **Participant**

*Reference: 20 CFR 677.150 (a)*

A Reportable Individual who has been determined eligible for the program and has received a Career Service funded by the program other than self-service or information-only. Participants are included in performance cohorts.

### **Performance Measures**

*Reference: 20 CFR 677.155*

- Employment – The percentage of participants who are in unsubsidized employment during the second quarter after exit from the program.
  - The percentage of participants who are in unsubsidized employment during the fourth quarter after exit from the program.
- Median Earnings – The median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program.
- Credential – The percentage of those participants enrolled in an education or training program (excluding OJT and Customized Training) who attained a recognized postsecondary credential or a secondary school diploma or its recognized equivalent during participation in or within one year after exit from the program.
  - A participant who has attained a secondary school diploma or its recognized equivalent is included in the percentage only if the participant also is employed or is enrolled in an education or training program leading to a recognized postsecondary credential within one year after exit from the program.
- Skill Gain – The percentage of participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains. These are defined as documented academic, technical, occupational, or other forms of progress towards a credential or employment.

### **Pre-Apprenticeship Program**

*Reference: 20 CFR 681.480*

A program or set of strategies designed to prepare individuals to enter and succeed in a registered apprenticeship program and has a documented partnership with at least one, if not more, registered apprenticeship program(s) that assist in placing individuals who complete the pre-apprenticeship program in a registered apprenticeship program.

### **Priority Populations**

*Reference: 20 CFR 680.600*

In the WIOA Adult program, priority for Individualized Career Services and Training must be given to recipients of public assistance, other low income individuals, and individuals who are basic skills deficient.



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### **Rapid Response Activities**

*Reference: 20 CFR 682.300 to 370*

Strategies and activities necessary to plan for and respond as quickly as possible to announcements or notifications of permanent closure; mass layoff; mass job dislocation resulting from a natural or other disaster; or the filing of a Trade Adjustment Assistance (TAA) petition. Activities include information and access or connection to the WorkSource system and services that enable dislocated workers to transition to new employment as quickly as possible.

### **Reportable Individual**

*Reference: 20 CFR 677.150 (b)*

An individual who provides identifying information (as required by the PIRL) who only uses the self-service system or information-only services or activities. These individuals are not included in WIOA performance cohorts and do not have participation or exit dates as they are not enrolled in WIOA services, but reported as a customer count.

### **Sector Strategies**

Services and interventions for a targeted industry identified by the Local Workforce Development Board that possess high- demand occupations that may be filled by WorkSource participants.

### **Selective Service**

*Reference: WIOA Section 189(h)/TEGL 11-11*

The Selective Service System is an independent agency of the United States government that maintains information on those potentially subject to military conscription. Virtually all male U.S. citizens and male immigrant non-citizens between the ages of 18 and 25 are required by law to have registered within 30 days of their 18th birthdays. Compliance with the Military Selective Service Act is a requirement of WIOA eligibility.

### **Self-Attestation**

An individual's signed attestation (physical or electronic) that the information submitted to demonstrate eligibility for a program under Title I of WIOA is true and accurate. Synonymous to "self-certification."

### **Support Service**

*Reference: 20 CFR 680.900*

Payment for services that are necessary to enable a participant to actively engage in Career Services and Training activities. Services may include, but are not limited to, assistance with transportation, child care, housing, educational testing, uniforms or other work attire, books, fees, school supplies, etc. Support Services may only be provided when it is determined they are unable to be obtained through other programs that provide such service.

### **Training**

*Reference: 20 CFR 680.200*

A variety of training types are available through WIOA for eligible participants, including but not limited to those defined below. To access Training funds a participant must receive either an interview, evaluation or assessment and career planning with WIOA staff to determine the need for training



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services; that the participant is unlikely or unable to obtain or retain employment that leads to economic self-sufficiency; is in need of training services to obtain or retain employment; and have the skills and qualifications to successfully participate in training services. Training types include:

- **Customized Training**  
*Reference: 20 CFR 680.760*  
Training designed to meet the special requirements of an employer (including a group of employers) which is defined by a contract, is conducted with a commitment by the employer to employ an individual(s) upon successful completion of the training, and for which the employer pays a significant share of the cost of the training as determined by the Local Workforce Development Board.
- **Incumbent Worker Training**  
*Reference: 20 CFR 680.790*  
A program of training designed to meet the special requirements of an employer (including a group of employers) to retain a skilled workforce or avert the need to lay off employees by assisting the workers in obtaining the skills necessary to retain employment. Must be conducted with a commitment by the employer to retain or avert the layoffs of the incumbent workers trained.
- **Occupational Skills Training**  
*Reference: 20 CFR 681.540*  
An organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels.
- **On-the-Job Training (OJT)**  
*Reference: 20 CFR 680.700*  
Hire first training, provided to a participant by an employer that is defined by a contract and:
  - Provides knowledge or skills essential to the full and adequate performance of the job;
  - Provides reimbursement to the employer of up to a certain percent – typically 50 percent but may be more based on certain circumstances and Local Workforce Development Board policy – of the wage-rate of the participant, for the extraordinary costs of providing the training and the additional supervision related to the training;

AND

  - 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.

**Transitional Job**

*Reference: 20 CFR 680.190*

Time limited work experience that is wage-paid, subsidized and with a public, private and/or non-profit employer. Reserved for participants with barriers to employment, who are chronically unemployed or have an inconsistent work history. Combined with comprehensive employment and support services,



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designed to assist the participant to establish a work history, demonstrate success in the workplace and develop the skills that lead to entry and retention in unsubsidized employment.

### **Unsubsidized Employment**

A job for which wages are paid directly by the employer and that is not subsidized through any government program.

### **Veteran**

*Reference: TEGL 22-04 and Veterans' Program Letter 07-09*

A person who served in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable, which may include National Guard or Reserve personnel.

- **Eligible Spouse**  
Means the spouse of any of the following:
  - a. a veteran who died of a service-connected disability;
  - b. a member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been listed for a total of more than 90 days: missing in action; captured in the line of duty by a hostile force; or forcibly detained or interned in the line of duty by a foreign government or power;
  - c. a veteran who has a total disability resulting from a service-connected disability, or
  - d. a veteran who died while a disability was in existence.

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

The veterans' priority of service regulations refers to those veterans and spouses who are eligible for priority of service as "covered persons" and is the Veteran and Eligible Spouse as defined above.

Note: Consistent with ETA's policy, Oregon includes as a "covered person" the same-sex spouse of a veteran who is in one of the above categories where the marriage was valid in the state of celebration.

### **Work Experience**

*Reference: 20 CFR 680.180*

Planned, structured learning experience Career Service that takes place in a workplace for a limited period of time, may be paid or unpaid, and is consistent with other laws such as fair labor. The Work Experience may be with a public, private and/or non-profit employer. Also referred to as internship.



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### **Workforce Preparation Activities**

*Reference: WIOA Section 2(69) and Section 203(17)*

Activities, programs or services designed to help an individual acquire any combination of the skills necessary for the successful transition into and completion of postsecondary education or training, or successfully entering employment. Activities may include but are not limited to:

- Basic academic skills
- Critical thinking
- Digital literacy (computer)
- Self-management skills
- Utilizing resources and using information

### **Workforce Innovation and Opportunity Act (WIOA)**

An Act of the United States Congress to establish programs to prepare youth and unskilled adults for entry into the labor force and to give job training to those economically disadvantaged individuals and other individuals who face serious barriers to employment and who are in need of such training to obtain prospective employment. Titles include:

- Title I Adult, Youth and Dislocated Worker services
- IB – Adult, Dislocated Workers, Youth
- IC – Job Corps
- ID – Native American, Migrant and Seasonal Farmworker, Veterans, etc.
- Title II Adult Basic Education
- Title III Wagner-Peyser (Employment Service)
- Title IV Vocational Rehabilitation
- Title V General Provisions

### **WorkSource Oregon Operational Standards**

*Reference: WorkSource Oregon Operational Standards*

A set of guidelines, rules and service designations offered statewide through WorkSource Centers that align all partners in the workforce development system.



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## **DEFINITIONS**

### **Adult Mentoring**

*Reference: 20 CFR 681.490 (Required Youth Program Element)*

Adult Mentoring is a formal relationship between a youth participant and an adult mentor that includes structured activities where the mentor offers guidance, support and encouragement to develop the competence and character of the youth participant. Group and electronic mentoring is allowable but at minimum the youth must be matched with an individual mentor with whom the youth interacts on a face to face basis. The expected outcome of the mentoring relationship will connect to the goals set forth in the Individual Service Strategy. Adult mentoring services must last for at least 12 months' duration and may occur both during and after (follow-up) program participation.

### **Alternative Secondary School**

*Reference: 20 CFR 681.460 (Required Youth Program Element)*

An accredited/registered school or educational program that serves youth who have not been successful in mainstream "traditional" academic programs and provides instruction leading to a high school diploma or GED.

### **Applicant Statement**

A signed attestation (physical or electronic) that the information submitted to demonstrate eligibility for a program under Title I of WIOA is true and accurate. Synonymous to "self-certification." Participants who are age 18 or older may sign/attest on their own; participants under the age of 18 must also have the signature of a parent/guardian attesting to the accuracy of the information provided.

### **Apprenticeship Program**

*Reference: National Apprenticeship Act*

A formal program of training that combines on-the-job training and related classroom instruction under the supervision of a journey-level craft person or trade professional, in which workers learn the practical and theoretical aspects of a highly skilled occupation. Apprenticeship programs are registered with the state, can be sponsored by individual employers, joint employer and labor groups and/or employer associations.

### **Basic Skills Assessment**

A standardized test to determine the level at which a participant computes or solves problems, reads, writes, or speaks English. Tests determine participant's ability in each category.

### **Basic Skills Deficient**

*Reference: 20 CFR 680.600 and 20 CFR 681.290*

An individual who has English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test (or is an individual who is unable to compute or solve problems, read, write, or speak English at a level necessary to function on the job, in the family or in society).

### **Career Pathway**

*Reference: WIOA Section 3 (7)*

A combination of rigorous and high-quality education, training and other services that:





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- Aligns with the skill needs of industries in the state and/or local economy.
- Prepares a participant to be successful in any of a full range of education, including secondary, post-secondary and apprenticeships.
- Includes counseling to support a participant in achieving their education and career goals.
- May include education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.
- Organizes education, training and other services to meet the particular needs of the participant in a manner that accelerates the educational and career advancement of the participant to the extent practical.
- Enables a participant to attain a secondary school diploma or equivalent and at least one recognized post-secondary credential.
- Helps a participant enter or advance within a specific occupation or occupational cluster.

### **Comprehensive Guidance and Counseling**

*Reference: 20 CFR 681.510 (Required Youth Program Element)*

The staff provision of individualized guidance through program services that support the Individual Service Strategy. This also may include drug and alcohol abuse counseling, mental health counseling and referral to specialized partner programs as appropriate. These types of counseling can be provided through referral, with the WIOA service provider coordinating with the referral agency to assure continuity of service.

### **Concurrent Education and Workforce Preparation Activities**

*Reference: 20 CFR 681.630 (Required Youth Program Element)*

The provision of education services integrated in and provided concurrent with – and in the same context as – workforce preparation activities and training within specific occupations or occupational clusters. The program design may include, in addition to workforce preparation activities (see related definition), basic academic and hands-on occupation skills training taught within the same timeframe and connected to a specific occupation, occupational cluster or career pathway.

### **Credential**

*Reference: PIRL/TEGL 15-10*

Within the context of education, workforce development, and employment and training for the labor market, the term credential refers to a verification of qualification or competence issued to an individual by a third party with the relevant authority or jurisdiction to issue such credentials (such as an accredited educational institution, an industry recognized association, an occupational association or professional society). Certificates of participation issued by a Local Workforce Development Board and the National Career Readiness Certificate (NCRC) are not considered Credentials for WIOA reporting purposes. The range of different types of credentials include:

- Educational diplomas, certificates and degrees
- Registered apprenticeship certificates



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- Occupational licenses (typically awarded by State government agencies)
- Certifications and certificates awarded from or recognized by industry or professional associations

### **Disability**

*Reference: Americans with Disabilities Act of 1990 42 USC 12102*

A physical or mental impairment that substantially limits one or more of a person's major life activities.

### **Eligible Youth**

*Reference: 20 CFR 681.200 to 681.220*

A person between the ages of 14 and 24 years of age that meets the eligibility requirements for WIOA In-School or Out-of-School. Refer to WIOA Youth Eligibility document located at I-Trac Resources for the most current, detailed eligibility requirements and subsequent in- or out-of-school designation. Attachments A and B to this Glossary identify income types that must be included or excluded from the low income calculation.

### **English as a Second Language (ESL)**

English language education for those who have limited ability in speaking, reading, writing or understanding 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.

### **Enrollment**

See participation

### **Entrepreneurial Skills Training**

*Reference: 20 CFR 681.560 (Required Youth Program Element)*

Education and training that develops the knowledge and skills around the basics of starting and operating a small business.

### **Exit**

*Reference: PIRL/WIOA Section 225*

The date that a participant stopped receiving services funded by a program or grant that are not follow-up. Occurs when a participant does not receive a service funded by the program or for ninety (90) consecutive calendar days and is not scheduled for future services; services do not include follow-up services. Rules apply to all programs and funding streams concurrently. The exit date is the date of the last qualifying service received.

- Global Exclusion Exit  
Result only when an individual meet one of the following criteria:
  - Institutionalized – Became incarcerated in a correctional institution or has been a resident of an institution or facility providing 24-hour support such as a hospital or treatment center during the course of receiving services.



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- Criminal Offender – Participant received services during incarceration and is still incarcerated at exit. Note: This exit reason does not remove participant from all performance indicators.
- Health and Medical – Exits program because of a medical treatment and that treatment is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation.
- Deceased
- Reserve Forces; Called to Active Duty – For 90 days or more.
- Foster Care – the participant is in the foster care system [as defined by 45 CFR 1355.20(a)] and has moved from the area as part of the program.
- Ineligible – A participant who was determined eligible and is later determined not to have met eligibility criteria.

### **Financial Literacy Education**

*Reference: 20 CFR 681.500 (Required Youth Program Element)*

Activities that support and teach participants about personal financial management, such as (but not limited to) budgeting, bank accounts, loans, credit/credit reports, how to shop for financial products, and identity theft.

### **Follow-Up Services**

*Reference: 20 CFR 681.580 (Required Youth Program Element)*

Services provided to youth after exit to facilitate and support youth development, retention and advancement in employment, and/or education placements. Services may include: Support Services, Adult Mentoring, Financial Literacy education; career counseling and exploration services and activities that help youth prepare for and transition to postsecondary education and training. Follow-up services must be provided to all youth participants for a minimum of 12 months unless the participant declines to receive follow-up services or the participant cannot be located or contacted.

### **High Poverty Area**

*Reference: 20 CFR 681.260*

Defined by the American Community Survey, a high poverty area is a census tract or set of contiguous census tracts that has a poverty rate of at least 25 percent as reviewed and set every five years. The Area may also be established based on the boundaries of an American Indian Reservation or other tribal land as defined by the Secretary of Labor in published guidance or a county.

### **Homeless**

*Reference: 42 U.S.C. 11302*

The term “homeless,” “homeless individual” or “homeless person” includes:

1. An individual or family who lacks a fixed, regular, and adequate nighttime residence.
2. An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground.



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

### **Incentive Payment**

*Reference: 20 CFR 681.640*

A financially-based reward for recognition and achievement directly tied to training activities and work experience.

- Tied to the goals of the specific program
- Outlined in writing prior to beginning the program services to be incented



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- Align with the local program's organizational policies
- Allowable under the Uniform Guidance (2 CFR 200)

### **Individual Service Strategy**

An individual plan for a participant that includes an employment goal (including, when appropriate, employment in a non- traditional vocation), appropriate achievement objectives (including educational goals), and appropriate services that take into account what is learned from assessment. The Individual Service Strategy is the basis for the overall case management strategy, and should be developed in concert with the participant, updated as appropriate, reflect the participant's interests and incorporate career pathway planning.

### **In-School Youth**

*Reference: 20 CFR 681.220*

Youth ages 14-21 who, at registration, are attending school in any of the following categories:

- Alternative High School for GED
- Alternative High School for Diploma
- High School or less
- College or Post High School Technical Training

**Note:** Alternative School includes schools funded in part or in full with Department of Education funds where the school receives ADM money from the State of Oregon for the student enrolled. Title II programs funded by the Department of Labor and YouthBuild or Job Corps are not considered to be Alternative Schools.

### **Labor Market Employment Information**

*Reference: 20 CFR 681.460 (Required Youth Program Element)*

Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as (but not limited to) career awareness, career counseling and career exploration.

### **Leadership Development**

*Reference: 20 CFR 681.520 (Required Youth Program Element)*

Services that include, but are not limited to, opportunities that encourage responsibility, employability, and other positive social behaviors such as:

- Exposure to post-secondary educational opportunities
- Community and service learning projects
- Peer-centered activities, including peer mentoring and tutoring
- Organizational and team work training, including team leadership training
- Training in decision making, including determining priorities
- Citizenship training, including life skills such as parenting, work behavior, and budgeting of resources



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- Civic engagement activities which promote the quality of life in a community
- Activities that place youth in a leadership role such as youth leadership committees

### **Low Income**

Refer to Eligible Youth

### **National Career Readiness Certificate (NCRC)**

A nationally-recognized career aptitude certification that validates, through assessment, a participant's skills in mathematics, reading and locating information (interpreting charts, graphs, and maps). Does not qualify as a credential for WIOA performance reporting purposes.

### **Occupational Skills Training**

*Reference: 20 CFR 681.540 (Required Youth Program Element)*

An organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels.

### **Objective Assessment**

A review by qualified staff and/or using a valid and reliable assessment instrument(s) with reliable accommodations to determine a youth participant's:

- Academic skills
- Basic literacy skills
- College readiness
- Career interests and aptitudes (including interests and aptitudes for nontraditional jobs)
- Work readiness
- Personal strengths, barriers, and life skills
- Support service needs

The results of these assessments are applied to the development of an on-going Individual Service Strategy.

### **Offender**

*Reference: WIOA Section 3 (38)*

An adult or juvenile who is or has been subject to any stage of the criminal justice process and for whom services under WIOA may be beneficial or who requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction.

### **Out-Of-School Youth**

*Reference: 20 CFR 681.210*

Youth ages 16 to 24 who, at registration, are not attending school in any of the following categories:

- Completed HS Diploma/GED/Equivalent



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- Dropped out or expelled from High School or less
- School age (16-18) and not attending school for at least one

### **Parent Youth**

A youth (male or female) who is providing custodial care of a dependent child(ren) under the age of 18 at the time of program registration.

### **Participation**

*Reference: 20 CFR 681.320*

Participation (enrollment) in the WIOA funded youth program may happen only after all of the following have occurred:

- Eligibility determination (including collection of required documentation)
- The provision of an Objective Assessment
- Development of an Individual Service Strategy
- Participation in a service that is one of the Required Youth Program Elements

The participation date is the date of the service that is one of the Required Youth Program Elements.

### **Performance Measures**

*Reference: 20 CFR 677.155*

- **Employment** – The percentage of participants who are in unsubsidized employment during the second quarter after exit from the program.  
The percentage of participants who are in unsubsidized employment during the fourth quarter after exit from the program.
- **Median Earnings** – The median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program.
- **Credential** – The percentage of those participants enrolled in an education or training program (excluding OJT and Customized Training) who attained a recognized postsecondary credential or a secondary school diploma or its recognized equivalent during participation in or within one year after exit from the program.

A participant who has attained a secondary school diploma or its recognized equivalent is included in the percentage only if the participant also is employed or is enrolled in an education or training program leading to a recognized postsecondary credential within one year after exit from the program.

- **Skill Gain** – The percentage of participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains. These are defined as documented academic, technical, occupational, or other forms of progress towards a credential or employment.



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**Post-Secondary Preparation and Transition**

*Reference: 20 CFR 681.460 (Required Youth Program Element)*

Activities that help youth participants prepare for and successfully transition to post-secondary education or training.

**Pre-Apprenticeship Program**

*Reference: 20 CFR 681.480*

A program or set of strategies designed to prepare individuals to enter and succeed in a registered apprenticeship program and has a documented partnership with at least one, if not more, registered apprenticeship program(s) that assist in placing individuals who complete the pre-apprenticeship program in a registered apprenticeship program.

**Pregnant Youth**

An eligible participant who is pregnant at the time of program registration.

**Public Assistance Recipient**

A participant that is listed on the public assistance grant and/or is receiving assistance under any of the following programs at the time of program registration or during the previous six months:

- General Assistance
- Refugee Cash Assistance
- Social Security Disability Income (SSDI)
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI Title XVI)
- Temporary Assistance to Needy Families (TANF)

**Required Youth Program Elements**

*Reference: 20 CFR 681.460*

Each of the following 14 program elements must be made available to youth participants:

- Activities that help youth prepare for and transition to postsecondary education and training.
- Adult Mentoring
- Alternative secondary school or drop out recovery services, as appropriate.
- Comprehensive Guidance and Counseling
- Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.
- Entrepreneurial Skills Training
- Financial Literacy Education
- Follow-Up Services
- Leadership Development
- Occupational Skills Training which includes priority consideration for training programs





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that lead to recognized postsecondary credentials that are aligned with in demand industry sectors or occupations in the local area.

- Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services.
- Support Services
- Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies that leads to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential.
- Work Experience that have academic and occupational education as a component of the work experience, which may include (i) summer employment opportunities and other employment opportunities available throughout the school year; (ii) pre-apprenticeship programs; (iii) internships and job shadowing; and (iv) on-the-job training opportunities.

### **Requires Additional Assistance**

*Reference 20 CFR 681.300 and 681.310*

Youth that require additional assistance to enter or complete an educational program or to secure and hold employment.

### **School Drop Out**

*Reference: Oregon Department of Education*

A student who withdrew from school and did not graduate or transfer to another school that leads to graduation. Dropouts **do not include** students who:

- Are deceased
- Are being home schooled
- Are enrolled in an alternative school or hospital education program
- Are enrolled in a juvenile detention facility
- Are enrolled in a foreign exchange program
- Are temporarily absent because of suspension, a family emergency, or severe health problems that prevent attendance at school
- Received a GED certificate
- Received an adult high school diploma from a community college

### **Selective Service**

*Reference: WIOA Section 189(h)/TEGL 11-11*

The Selective Service System is an independent agency of the United States government that maintains information on those potentially subject to military conscription. Virtually all male U.S. citizens and male immigrant non-citizens between the ages of 18 and 25 are required by law to have registered within 30



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days of their 18th birthdays. Compliance with the Military Selective Service Act is a requirement of WIOA eligibility.

### **Support Service**

*Reference: 20 CFR 681.570 (Required Youth Program Element)*

Payment for services that enable a participant to actively engage in WIOA program activities. Services may include, but are not limited to, assistance with transportation, child care, housing, educational testing, uniforms or other work attire, books, fees, school supplies, etc.

### **Tutoring**

*Reference: 20 CFR 681.460 (Required Youth Program Element)*

Instruction designed to coach, teach and guide youth participants to increase academic success. This service may be provided as a group activity, one-on-one, via computer-based programs or through partnering agencies or WorkSource Centers.

### **Work Experience**

*Reference: 20 CFR 681.600 (Required Youth Program Element)*

Planned, structured learning experience that takes place in a workplace for a limited period of time. Work Experiences may be paid or un-paid as appropriate and may take place in the private for-profit, non-profit or public sector; must include academic and occupational education, which may occur concurrently or sequential basis.

### **Workforce Preparation Activities**

*Reference: WIOA Section 2(69) and Section 203(17)*

Activities, programs or services designed to help an individual acquire any combination of the skills necessary for the successful transition into and completion of postsecondary education or training, or successfully entering employment. Activities may include but are not limited to:

- Basic academic skills
- Critical thinking
- Digital literacy (computer)
- Self-management skills
- Utilizing resources and using information

### **Workforce Innovation and Opportunity Act (WIOA)**

An Act of the United States Congress to establish programs to prepare youth and unskilled adults for entry into the labor force and to give job training to those economically disadvantaged individuals and other individuals who face serious barriers to employment and who are in need of such training to obtain prospective employment. Titles include:

- Title I Adult, Youth and Dislocated Worker services
- IB – Adult, Dislocated Workers, Youth
- IC – Job Corps



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- ID – Native American, Migrant and Seasonal Farmworker, Veterans, etc.
- Title II Adult Basic Education
- Title III Wagner-Peyser (Employment Service)
- Title IV Vocational Rehabilitation
- Title V General Provisions