

GLOSSARY OF TERMS, ACRONYMS, AND DEFINITIONS

LEGISLATIVE/GOVERNMENT

The Employment and Training Administration (ETA) – The division of the US DOL that administers WIOA-funded programs.

United States Department of Labor (USDOL) – The administrative department at the federal level responsible for the administration of WIOA.

Workforce Innovation and Opportunity Act (WIOA) – WIOA was signed into law by President Barack Obama on July 22, 2014 and took effect on July 22, 2014. WIOA superseded the Workforce Investment Act of 1998 (WIA) and amends the Adult Education and Family Literacy Act (AEFLA), the Wagner-Peyser Act, and the Rehabilitation Act of 1973. WIOA is the legislation that provides funding, guidance and alignment of public workforce development systems across the United States. The intent of WIOA is to equip workers with the skills necessary to meet business needs and to provide businesses with access to the talent pool need to compete in their local, regional and global economies.

Workforce Investment Board (WIB) – A governing board, required under WIOA legislation, made up of mandated WIOA partners, non-mandated partners, and businesses. In Tulare County, the WIB is a 15-member board.

WORKFORCE TERMS

America's Job Center of California (AJCC) – The California Workforce Development Board (CWDB) identified One-Stop Centers as America's Job Centers of California in order to increase job seekers and businesses to find and access the services available in the workforce system. The Department of Labor Employment & Training Administration announced the American Job Center network as a unifying name and brand for a virtual and in-person publicly-funded workforce development services.

Assessment – A review of educational skill levels, occupational skills, prior work experience, employability, interests, aptitudes (including interest in non-traditional jobs), and supportive service needs. Where appropriate, recent assessments (within 1 year) could be used in lieu of additional assessments. The goal is to accurately evaluate the customer in order to develop an appropriate service strategy to meet his individual needs.

Barriers to Employment – Any demonstrable characteristic(s) of an applicant that serves to limit, hinder, or prohibit that person's opportunities for employment or promotion. Examples of barriers to employment are limited English language proficiency, ex-offender, disabilities, substance abuse, homelessness, and basic skills deficiencies.

Basic Skills Deficient – English reading, writing, or computing skills at or below the 8th grade level (8.9) on a generally accepted standardized test or a comparable score on a criterion referenced test, or an inability 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.

Collaboration – working jointly with other agencies to achieve common goals by developing a mutually beneficial and well-defined relationship. The relationship includes a jointly developed structure and responsibility, mutual authority, and accountability for success and sharing of resources.

Employer Information and Support Services – Staff-assisted services designed to educate businesses to engage them in the local job market/economy and the range of services available through the local One-Stop delivery system. Establishment information services may be provided in a variety of service interventions including orientation sessions, workshops, or other business consultations (e.g., initial site visits). Information and support services that are delivered to establishments through mass mailings or communications, “cold” calling or other follow-up contacts, and regular establishment newsletters, brochures, or publications are not reportable services under this category.

Employer Penetration Rate – The term used for a performance measure that calculates the percentage of employers who use core program services out of all the employers in the state. This indicator will assist in determining if the core programs are serving a large number of employers, as well as evaluate how well the area’s workforce needs are being met. This measure is a unique count of employers using WIOA core program services. The total number of BLS QCEW establishments that received a service or are continuing to receive an ongoing service and/or assistance during the reporting period (numerator) DIVIDED BY the total number of BLS QCEW establishments (denominator).

Employment Rate – The term used for a performance measure that calculates the percentage of customers who were employed at exit and retained their jobs during the first calendar quarter following their exit from the program, calculated 2nd and 4th quarter after exit (Calendar quarters are July – September, October – December, January – March, and April – June.)

Exit – The time at which a participant completes services, or the quarter within which he has not received any WIOA services for 90 days, except follow-up, and has no future services scheduled.

Human Centered Design – Human Centered Design is a creative approach to problem solving that starts with the people you’re designing for and ends with new solutions that are tailor-made to suit their needs. It is about building a deep empathy with the people you’re designing for; generating tons of ideas; building a

bunch of prototypes; sharing what you've made with the people you're designing for; and eventually putting your innovative new solution out in the world.

IEP – Individual Employment Plan identifies employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals, including providing information on eligible providers of training services and career pathways to attain career objectives.

Incumbent Worker Training – Industry or job-specific training designed to enhance the skills of a business' existing workforce. Also known as UpSkill Tulare County, this training initiative helps businesses increase the skills of entry level workers while promoting advancement opportunities in the workplace.

Individual Training Accounts (ITAs) – Authorizations used by Employment Connection One- Stop Center customers to purchase classroom training that will prepare them for employment in demand occupations in Tulare County.

Job Placement – Services provided to help a customer obtain a specific placement in unsubsidized employment.

Job Search Assistance – The provision of instruction and support to give a participant skills in acquiring full time employment. The services provided may include, but are not limited to:

- Resume writing
- Interviewing skills
- Labor market guidance
- Telephone techniques
- Information on job openings
- Job acquisition strategies

Job Readiness Training – Services that teach skills needed to be successful in the workplace, rather than skills needed to get into the workplace. Provides customers with specific occupational competencies needed to perform specific work tasks on the job. For example, job readiness training courses could teach skills such as how to communicate in an office environment, how to function as part of a team, or how to work in a deadline driven workplace. In each of these instances, the focus of the training would be on competencies needed to succeed during the workday while on the job (rather than the skills needed to find and apply for a job). Job Readiness Training does not include skills needed to find and apply for a job, (e.g., job search, interview, or resume writing skills). Under WIOA Section 134, services that teach skills necessary to find and apply for a job are classified either as basic career services or individualized career services. For example, job search assistance is defined as a basic career service, while group counseling or prevocational services focused on resume writing and interview skills are classified as individualized career services. These types of services do not qualify as training because they do not provide the client with competencies needed to perform specific tasks on the job. As such they do not qualify as training expenditures under the CUIIC Section 14211.

Labor Market Information (LMI) – Up-to-date information on the local labor market, emerging occupations, industry trends, and other economic data. Labor market information is provided to businesses through formal reports and publications as well as through newsletters and on-line resources. This data helps businesses remain competitive by helping them understand industry trends, skills gaps, and the regional jobs landscape.

Occupational Skills Training – Skill training for a specific occupation.

On-the-job Training (OJT) – Training by an employer that is provided to WIOA participants while they are engaged in productive work and earning a wage in a job that (TUL 19-02):

- Provides knowledge or skills essential to the full and adequate performance of the job;
- Provides WIOA-funded reimbursement to the employer of up to fifty percent (50%) of the wage rate of the participant, for the extraordinary costs of providing the training and 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 IEP of the participant as appropriate.

One-Stop Center – WIOA services are provided through a streamlined service delivery system at One-Stop Centers. One-Stop Centers house numerous partners with expertise in different types of services, such as the Employment Development Department, the Department of Rehabilitation, and the Health and Human Services Agency.

Participant – An individual who has been determined to be eligible to participate in and who is receiving services under a program authorized by WIOA Title I. Participation shall commence on the first day, following determination of eligibility, on which the individual began receiving WIOA basic career services.

Post-Secondary Education – A program at an accredited, degree-granting institution that leads to an academic degree (e.g. AA, AS, BA, BS). Does not include programs offered by degree-granting institutions that do not lead to an academic degree.

Rapid Response – Support to local businesses that are planning for, or in the midst of, closing, relocating, or a significant layoff or staffing reduction. These services involve responding to State-issued WARN notices and other local indicators, and involve meeting with businesses to assess their needs, coordinating the participation of all appropriate Employment Connection One-Stop system partners, and making formal presentations to impacted workers outlining the resources and services available through the Employment Connection System.

Recruitment Assistance – The term that encompasses many strategies to help businesses fill job openings including: marketing positions on CalJobs and on Social Media, pre-screening Job Ready Candidates from the Employment Connection Talent Pool, leveraging work-based training to make Job Ready Candidates more competitive, and providing logistical support for in-person or virtual recruitment events. The level of recruitment provided to the business will be dependent upon the industry of the business, the number of positions being filled, and the wages of those positions.

Registered Apprenticeships – A training program that connects job seekers looking to learn new skills with employers looking for qualified workers. Employers, known as sponsors, provide the apprentices with paid on-the-job learning and academic instruction that reflects their industry needs. These are administered by the USDOL Office of Apprenticeship in conjunction with both the Bureau of Apprenticeship and Training, and the State Apprenticeship Agencies.

Repeat Business Customers – The term used for a performance measure that calculates the percentage of employers who have used qualifying core program services in the current program year and had received services in any of the three preceding program years. This allows the state to determine if business customers are sufficiently satisfied to seek core program services again, and to develop and maintain durable employer relationships. The total number of Bureau of Labor Statistics (BLS) Quarterly Census of Employment and Wages (QCEW) establishments served during the current reporting period, and who have used qualifying core program services in the current program year and in any of the three previous reporting periods (numerator) DIVIDED BY the total number of establishments served during the current reporting period (denominator).

Sector Partnerships – The term used to describe the WIB's strategy to keep industry at the center of its business engagement efforts. Sector Partnerships of businesses from similar industries in a shared labor market region, who work with government, education and training, workforce development, economic development and community organizations to address the workforce and other competitiveness needs of their industry.

Supportive Services – Services necessary to enable an individual to participate in activities authorized under Title I of WIOA and are consistent with the provisions of the Act. Such services include but are not limited to, transportation, clothing/uniforms, work related tools, and license/certification fees (TUL 17-02).

Transitional Jobs – A limited paid work experience for an individual with barriers to employment which is subsidized up to 100 percent of the wages (TUL 18-03).

Unemployed Individual – An individual who is without a job and who wants and is available for work.

Unsubsidized Employment – Full or part-time permanent employment not financed with state or federal funds. Includes entry into the Armed Forces, entry into employment in a registered apprenticeship program, and self-employment.

Workforce Development – Services that help individuals find employment and receive training that leads to job placement and career advancement, while simultaneously helping businesses meet their needs for qualified personnel. The services overseen by the TCWIB and delivered via the Employment Connection One-Stop Centers are workforce development services.

PROCUREMENT TERMS

Qualified Applicant List (QAL) – Those organizations whose RFQ has been approved are placed on the QAL as eligible for a contract award from the Workforce Investment Board.

Request for Proposals (RFP) – A solicitation for proposals for the purchase of products or services.

Request for Qualifications (RFQ) – An application the Workforce Investment Board uses to determine an organization's administrative and fiscal capacity to meet Workforce Investment Board, state, and federal government requirements for the provision of WIOA services.

INFORMATION TECHNOLOGY

CalJOBS – Statewide customer tracking and data management system used for tracking customer data, performance, and outcomes.

EmploymentConnect.org – Information system for customer tracking and data management is also used to track performance which is assessed on local measures by state.

POPULATION

English Language Learners – defined by the ETA 9170 as a person who has limited ability in speaking, reading, writing or understanding the English language and also meets at least one of the following two conditions (a) his or her native language is a language other than English, or (b) he or she lives in a family or community environment where a language other than English is the dominant language.

Homeless – An individual who lacks a fixed, regular, adequate nighttime residence; and any adult or youth who has a primary nighttime residence that is a publicly or privately operated shelter for temporary accommodation, an institution providing temporary residence for individuals intended to be institutionalized, or a public or private place not designated for ordinary use as a regular sleeping accommodation

for human beings. (NOTE: Does not include a person imprisoned or detained pursuant to an Act of Congress or State Law.)

Individual with a Disability – The Americans with Disabilities Act (ADA) has a three-part definition of "disability" that reflects the specific types of discrimination experienced by people with disabilities. Accordingly, it is not the same as the definition of disability in other laws, such as state workers' compensation laws or other federal or state laws that provide benefits for people with disabilities and disabled veterans. Under the ADA, an individual with a disability is a person who:

- Has a physical or mental impairment that substantially limits one or more major life activities;
- Has a record of such an impairment; or
- Is regarded as having such an impairment.

Justice Involved – Individuals (adult or juvenile) who are on parole, probation, mandatory supervision, post-release community supervision, or are otherwise supervised population as defined in Penal Code §1234(d), and/or under the jurisdiction of a county or the California Department of Corrections and Rehabilitation (CDCR). This also includes individuals who are on county informal probation, county deferred entry of judgement, or any other county diversion program such as drug courts, veterans courts, community courts or other specialty courts.

Offender – An individual (adult or juvenile) who:

- Is or has been subject to any stage of the criminal justice process, for whom services under WIOA may be beneficial; or
- Requires assistance in overcoming barriers to employment resulting from a record of arrest or conviction. (For either violent or non-violent crimes.)

Veteran – An individual who served in the active US military, naval, army, coast guard, marines, or air service and who was discharged or released from such service under conditions other than dishonorable.

OTHER

In-kind Contribution – Contributions of equipment, supplies, or other tangible resources, as distinguished from a cash contribution or monetary grant. Some businesses, individuals, or non-profit organizations may also donate the use of space or staff time as an in-kind contribution. In-kind contributions are assessed at their current fair value, not the new retail value of the items in question.