

## General Questions About WIOA

### 1. What is the Workforce Innovation and Opportunity Act (WIOA)?

A federally grant-funded program designed to help job seekers access employment, training and support services to succeed in employment. Basic services provided at the Career One Stop Centers include free computer labs, basic computer classes, resume and interview workshops, and referrals to other community agencies.

WIOA training funds can be used toward jobs and careers, which provide hourly or salary pay. Commission based occupational training (real estate, cosmetology, massage therapy and nail technicians for example) are not approved for WIOA funding.

If you are determined eligible WIOA training funds can be applied toward tuition, fees, books and certification exams at eligible schools & programs. Individuals can find a list of eligible training providers and programs by logging into [www.worksourcegaportal.com](http://www.worksourcegaportal.com). Not all training programs listed are currently funded. When choosing a program, make sure to select only those identified with a green checkmark. Further ask your local WorkSource staff for a list of their locally approved training providers.

### 2. What services are available?

At Career Resource Centers, basic career services such as self-directed job search assistance are available to all customers; however, training services depend upon a number of factors including WIOA eligibility, choice of training and whether the a training program is included on the approve local training provider list.

Youth Service Programs provides no cost services to WIOA eligible individuals between the ages of 16-24 years old who have barriers to education, training, and employment. The program focuses on individuals who are school dropouts, in the last year(s) of high school, have a disability, English language learners, have exposure to the foster care or justice systems, as well as other individuals who are considered at-risk.

## Step 1. Determine if you are applying as an Adult or Dislocated Worker?

### 3. Under WIOA, who is considered an Adult?

Adults are age 18 and older who are unemployed or under employed at time the of application. This can include individuals who are:

- Unemployed **OR**
- Receiving SNAP or TANF **OR**
- An individual with a disability whose personal income meets low-income guidelines but is a member of family whose income does not meet these deadlines.

### 4. What does it mean to be an Underemployed Adult?

For someone to qualify as an underemployed adult they must:

- Meet family size and income guidelines, **OR**
- Be employed part-time or seeking full time employment, **OR**
- Be employed in a position not commensurate with the individual's demonstrated level of education and skills, **OR**
- Be employed but current job earnings are not sufficient compared to previous earnings.

### 5. Under WIOA, who is considered a Dislocated Worker?

Individuals with significant attachment to the workforce who have lost their employment or income from employment for one or more of the following reasons:

- Has been terminated through no fault of their own or laid off, or received a notice of no-fault termination or layoff from employment and is eligible for or has exhausted unemployment compensation (Unemployment Insurance) **or**
  - Is not eligible for Unemployment Insurance due to insufficient earnings or having performed work for an employer not covered by State unemployment compensation law, but has been employed for a duration to demonstrate attachment to the workforce (= 6 months) **and**
  - is unlikely to return a previous occupation without additional services or training;
- Has been terminated through no fault of their own or laid off, or has received a notice of no-fault termination of layoff, from employment as a result of any permanent closure of, or any substantial layoff at a plant, facility, military installation or enterprise;
- Is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days;
- Previously self-employed and unemployed due to natural disaster or general economic conditions;
- Being discharged (under honorable circumstances) either voluntarily or involuntarily from the military and unlikely to return to a previous industry or occupation. TEN 22-04;
- Military spouses who have lost employment as a direct result of relocation to accommodate a permanent change in duty station of the spouse.
- Military spouses whose dependent spouse is a member of Armed Forces on active duty whose family income is significantly reduced, as determined by State or local area, because of deployment, call or order to active duty, permanent change in duty station, or the service-connected death or disability of a service member.

*If a person quits/resigns work, he/she is not considered a dislocated worker.*

**6. What is a Displaced Homemaker (Dislocated Worker)?**

An individual (female or male) 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 and is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment (may include spouses of dislocated workers).

Examples might include: Divorced, Widowed, Spouse is Laid-off

**7. What if I have been fired (terminated) from my job? Do I qualify?**

If you have been fired (terminated) due to no fault of your own may be considered for dislocated worker training services depending on the conditions of termination. (See definitions in Question 5).

**8. What if I am a dislocated worker who is employed?**

May be determined eligible for services if the customer is currently making less than 85% of former wages, and/or is in employment that uses significantly less skills or abilities than the job of dislocation and is not commensurate with the individual's demonstrated level of educational attainment.

**10. What is a Veteran?**

A person who served at least one day in the active military, naval or air service, and who was discharged or released under conditions other than dishonorable. Active service includes full-time Federal service in the National Guard or a Reserve component. The definition of "active service" does not include full-time duty performed strictly for training purposes (i.e., that which is often referred to as "weekend" or "annual" training), nor does it include full-time active duty performed by National Guard personnel who are mobilized by State rather than Federal authorities.

### 11. What is a Spouse of a Veteran?

A spouse of any one of the following individuals:

- A veteran who died of a service-connected disability, **OR**
- 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 so listed for a total of more than 90 days:
  - Missing in action,
  - Captured in line of duty by a hostile force,
  - Forcibly detained or interned in the line of duty by a foreign government or power **OR**
- A veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs, **OR**
- A veteran who died with a total service-connected disability as evaluated by the Department of Veterans Affairs was in existence.

### 12. Do Veterans Receive Priority of Service?

Yes, first priority will be given to Veterans and eligible spouses (Jobs for Veterans Act PL107-288).

Priority of service for veterans means that if they meet minimum eligibility standards they would move ahead of others without their priority in the processing of their application as funding is available.

## Steps 2-3. Fill Out Required Documents & Gather Required Documents

### 13. How do I qualify for training funds?

You must qualify for WIOA training funds if you meet one of the following:

- Laid-off from a job (eligible for unemployment benefits)
- Currently unemployed
- Receive SNAP or TANF benefits in the last 6 months
- Underemployed (family size and income for last 6 months)

### 14. What documents are required?

You will be asked to provide proof of:

- Work authorization (US Citizen or Permanent Resident with Work Authorization)
- Age
- Social Security Number
- Current address/residency
- Selective Service Registration (males only, born after 1/1/1960)
- Adult or Dislocated Worker Eligibility

#### Adult

- Verification of SNAP/TANF benefits **OR**
- Verification of all household wages received in the last 6 months

#### Dislocated Worker

- Verification of lay off from job and unemployment benefits **OR**
- Statement of unemployed status

Please review the Adult or Dislocated Worker Eligibility Checklist to determine which documents you can submit for each category

### 15. What if I don't have a Driver License or State ID?

Any person that is old enough to sign their name, or make a mark indicating their legal signature can apply for an identification card. You must provide acceptable proof of identification. You can apply

for an identification card if your Georgia driver license is suspended or revoked. You do not have to surrender a Georgia identification card when you get a Georgia driver license, or your Georgia driver license is reinstated

- You must furnish proof that you reside in Georgia and must provide a valid Georgia residence address.
- You must surrender all previous driver licenses, identification cards, and instructional permits to the Examiner.
- If you are a first-time applicant for a Georgia license or permit or identification card you must show some type of personal identification that includes full name and date of birth, documents will be returned immediately to you.
- You must provide a social security number at the time of issuance. It is not necessary to provide your original card; however, penalties will occur if an incorrect social security number is provided.

If you have additional questions, please reach out to your local Department of Driver Services (<https://dds.georgia.gov/id-card-faqs>).

#### 16. What if I don't have a Social Security Card?

If you do not have a social security card go to <https://www.ssa.gov/ssnumber/> and either apply online or complete application and mail it or visit your local Social Security Office.

You will need a state issued photo ID to receive a replacement card; visit website above for additional required documents.

#### 17. What if I don't have a Selective Service Registration?

Contact the Selective Service System, [www.sss.gov](http://www.sss.gov) or 1-888-655-1825 to request a Status Information Letter.

### Steps 4-5 Are you Eligible?

#### 18. Once I submit my WIOA Eligibility Application, when will I receive notice of whether or not I am eligible for training?

The Eligibility Specialist at your local WorkSource office will provide you with your eligibility determination in 7 business days after you submit a completed eligibility checklist with all supporting documentation.

#### 19. Once I submit my WIOA Eligibility Application, how long before I can begin my training

After being determined eligible for training funds, you will attend the WIOA Program Orientation to discuss next steps. Next steps will include skills testing, program/school research & labor market research to help you select the best training option. You will meet with a Career Advisor to discuss your interests and goals. Every effort is made to help Individuals begin training as soon as possible.

#### 20. How long is my WIOA Eligibility Valid?

You will need to contact the Navigator at your local WorkSource office to discuss how long your WIOA Eligibility is valid for.

#### 21. Does WIOA approve training if I recently graduated?

Customers applying for training services with recent training or attainment of a recognized technical school certificate, college degree or diploma (one year or less) may not be considered for training services. Please speak with the Navigator at your local WorkSource office to see if you will be able to apply for WIOA funded training.

#### 22. What if I have previously used WIOA funding?

Please speak with the Navigator at your local Worksource office to see if you will be able to apply for WIOA funded training.

## Steps 6–7 WIOA Program Orientation and WIOA Program Packet

### 23. Can I attend any school or training program I wish?

See the list approved on training providers on the statewide training and education provider list on [www.worksourcegeorgiaportal.com](http://www.worksourcegeorgiaportal.com). The name of the school and the program must be on the list.

Presently skills training is only provided for occupational specific jobs and careers where hourly rates and salaries are paid. Totally commission, fee-based careers such as real estate, cosmetology, massage therapy and nail technicians are not approved for funding. Lists of additional sources of financial aid are available for clients who wish to pursue these careers. Short-term certification and exam preparation courses are offered based on individual need. There are also limits on the amount of funding available for training (\$7,000 for up to one year of training; \$10,000 for up to two years of training).

There are careers in education, information technology, accounting, health care and truck driving into which a person with a criminal background will not be hired. Information on the specific careers and the regulations regarding career certification is available in the Career Resource Center.

Not all schools or programs on the statewide training and education provider list are approved by your local Workforce Board. Contact your local WDB for more information. Programs offered completely online are not generally approved.

### 24. What are some of the training programs that are most frequently funded by WIOA?

Some of the most popular programs include: health care occupations, clerical and office technology, accounting, advanced computer technology, industrial maintenance, electronics, welding, truck driving, heating, ventilation and air-conditioning repair, and teacher certification.

### 25. How long can my training last?

WIOA funded training must be completed in 2 years or less.

Programs should not exceed 104 weeks (2 years). Exceptions to this policy may be approved on a case-by-case basis and requests should include evidence that financial support is available during extended training periods.

### 26. Am I eligible to receive Trade benefits for Training?

Trade Adjustment Training assistance is handled through the local GA Department of Labor Career Centers. Currently, trade-eligible workers have until the 26th week after the certification date or the mass qualifying separation date, whichever is later, to enroll in training. The maximum length of training under Trade is 156 weeks.

### 27. Does WIOA Funding approve training to change careers?

When choosing training programs, customers are encouraged to build on existing skills to move up the career ladder in their current career path. Short-term training for skills upgrade will take precedence over longer term training for a new occupation. Demands of the labor market and limited training dollars are heavily weighted factors in the training choice activity.

In cases where customers' occupational experience is listed in one of the area's declining industries or occupations, or a career change is required for health reasons, customers will be encouraged to use assessment exercises to determine occupations where their skills and experience will transfer. Assessment results will be used to assist the customer in selecting a training option for skills upgrade and moving up the career ladder.

### 28. Do I have to apply for financial Aid?

WIOA requires participants to apply for other financial aid ([www.FAFSA.ed.gov](http://www.FAFSA.ed.gov)), including Federal Pell Grant and Hope Scholarship to help cover the total cost of training. WIOA funds would be combined



with these and other financial aid you may receive. Do not accept any loans until you know what other grants/scholarships you may be eligible to receive.

**29. Will I have to apply for a loan to supplement WIOA?**

Do not attend classes or pay in advance for any training that you expect to be paid for by WIOA funding until your training plan is completed, signed and approved by you and your Career Advisor.

**30. Why do some programs require additional testing or experience for approval?**

WIOA monitors the labor market and industry demands. Some career areas such as Information Technology, Project Management and Human Resources require previous work experience in the field. WIOA will assess your previous work experience and skills to determine your suitability for these areas.

**31. Will WIOA pay for prerequisite courses?**

No, WIOA does not cover pre-requisite or developmental courses. Applicants must be fully accepted into their program of study for funding approval. Applicants are encouraged to use other financial aid (See question 28) to pay for pre-requisite or developmental studies courses.

**32. I have been out of school for many years. Do you have staff that can help me choose a career and adjust to returning to school?**

Yes, a Career Advisor will be assigned to work with you throughout your training and until you find a job. Career Advisors can help you research labor market information, provide interest and aptitude assessments, schedule computerized self-help inventories and a variety of tools to assist you in planning your career. You should inform your Career Advisor when you are having problems, either personal or academic, which may interfere with training.

**33. I have a bachelor's degree. Will WIOA pay for me to receive a master's degree?**

Not generally. Exceptions may be reviewed individually. Educators seeking teacher certification in STEM (Science Tech Engineer Math) related subject areas will be reviewed on an individual basis.

**34. Will WIOA pay for a laptop and other computer related supplies for me to use while in training?**

No. The following items **are not provided** by WIOA: computers, computer equipment, computer program software, peripherals, electronic and wireless equipment.

**35. Is childcare assistance available? What is needed for documentation?**

If dependent care is not otherwise available from the Georgia Division of Child and Family Services other funding sources, WIOA assistance may be available to reimburse cost of dependent children under age six and those ages 6 - 14 during times when school is not in session. This is available while a customer is enrolled and attending training. You will need to get the list of required documentation for your Career Advisor from childcare assistance.

## Steps 8 – 9 Enrollment Determination

## Steps 10 Attend & Complete Training

**Q36. Can I continue to receive unemployment insurance while in training?**

Yes. You will be given a special claimant trainee status while you're in an approved training program. This means that you may continue to draw unemployment insurance while you are in full-time training (full-time as defined by the school). Please note that you may exhaust unemployment insurance before you finish training if you select a training program longer than your employment benefits are scheduled to last.