

<b>Key: Black Font - No Change</b> <b>Green Font - New Service</b> <b>Blue Font - Service Name Change</b>		<b>WIOA Youth Program Services - ICM</b>			
Service Name	WIOA Category/ ICM Service Type	Staff Assisted	Enrollment Required	Cost Entry Required	Definition
ALEXsys Registration	Basic (B) & Follow-up (F)	No	No	No	Participant registration in the Alaska Labor Exchange System (ALEXsys).
Case Maintenance/Review	Basic (B) & Follow-up (F)	No	Yes	No	Reviewing, monitoring, assessing and tracking participant progress in activities and employment goals. Includes making a phone call or sending an email to check in with the participant or employer.
Determination of Eligibility	Basic (B)	No	No	No	Determination and proof that a participant has met program eligibility requirements (including priority of service, if applicable). This service is automatically entered by ICM when a participant is enrolled. Case managers do not need to enter this service.
Job Interview Skills	Basic (B)	Yes	Yes	No	Training participants in job seeking and job holding techniques through interactive presentations, which may be combined with support group (job club) interaction and activities designed to reinforce the customers' resolve in their job search efforts.
Job Referrals	Basic (B)	Yes	Yes	No	The act of arranging interviews with employers, for participants, that may lead to employment.
Job Search Planning; Workshops, Resume Assistance	Basic (B)	Yes	Yes	No	A participant, through self-directed or staff assisted means, is assisted with career counseling or locating employment appropriate to their skill level.
Labor Market or Workforce Information	Basic (B) & Follow-up (F)	No	No	No	Informational services including state and local labor market conditions; industries, occupations and characteristic of the workforce; area business identified skills needs; employer wage and benefit trends; short and long term industry and occupational projections; worker supply and demand; and job vacancies survey results. Workforce information also includes local employment dynamics information such as workforce availability; business turnover rates; job creation; and job identification of high growth and high demand industries.
WIOA Ineligible	Basic (B)	Yes	No	No	This service is entered into ICM when an applicant is determined ineligible for WIOA services due to not meeting program eligibility requirements or is not suitable for program services.
Work Keys	Basic (B)	No	No	No	The facilitation of Work Keys testing, which measures the "real world" skills employers believe are critical to job success. The system is designed to match prospective employees to jobs and careers and prepare students for the workplace.
Workshops and Vocational Education Counseling	Basic (B) & Follow-up (F)	No	Yes	No	Educational and vocational counseling to assess participants vocational interests, aptitudes and abilities, explore vocational career opportunities and select an appropriate vocational goal.

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Adult Mentoring	Individualized (I) & Follow-up (F)	Yes	Yes	No	The purpose of mentoring is to provide a participant with the opportunity to develop a positive relationship with an adult. The adult mentor should provide a positive role model for educational, work skills, or personal or social development. Mentoring for youth must be categorized as either: · Academic (primarily provided to assist youth in achieving academic success); · Employment-related (primarily provided to assist youth in achieving employment-related success); or · Personal or social development-related (primarily provided to assist youth in achieving personal and decision-making skills necessary to become successful members of communities and workplaces.
Clothing	Individualized (I) & Follow-up (F)	Yes	Yes	Yes	Basic necessary clothing costs needed for a participant to successfully participate in program activities. This may include job interview clothing or specialized work or training gear.
Combined Room and Board	Individualized (I) & Follow-up (F)	Yes	Yes	Yes	The costs for housing and food are combined into one set amount.
Community Service	Individualized (I)	Yes	Yes	No	Structured workplace or community-based learning experience, through which participants learn and develop by participating in organized community service work activities that meet identified community needs. Community and Service Learning Projects are designed collaboratively by the program and participant(s) to further understanding of course content, acquire a broader appreciation of the discipline, enrich the learning experience, and promote a lifelong civic engagement and enhanced sense of civic responsibility.
Compreh. Guidance and Counseling	Individualized (I) & Follow-up (F)	Yes	Yes	No	To advise a single participant at a time. Such counseling may be career related, financial or vocational or personal.
Comprehensive and Specialized Assessment	Individualized (I)	Yes	Yes	No	Specialized evaluation of the skill levels and service needs of a participant, which may include diagnostic testing and use of other assessment tools, and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
Dental Care	Individualized (I) & Follow-up (F)	Yes	Yes	Yes	Reasonable dental services necessary for a participant to successfully participate in program activities. An example might include repair of an abscessed tooth. Cosmetic or elective procedures may not be provided unless there is a direct relationship to training or employment requirements.
Development of An Individual Service Strategy (ISS)	Individualized (I)	Yes	Yes	No	The creation and/or modification of an Individual Service Strategy (ISS). The ISS is an ongoing strategy jointly developed by the participant and the case manager, which identifies an age appropriate employment/career goal, appropriate achievement objectives, and appropriate combination of services for the participant to reach these objectives. The ISS must be based on the objective assessment and should reflect the expressed interests and needs of the participant. The ISS should be reviewed and updated periodically to reflect the participant's progress in meeting the objective of the ISS including progress in acquiring basic, work readiness, and occupational skills and the adequacy of the support services provided.

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Educational Achievement Services	Individualized (I)	Yes	Yes	No	Instructional services designed to coach, teach, and guide youth to increased academic success potential. Educational Achievement Services can be provided as a group activity, one-on-one service or via computer based programs and are designed to improve learning ability and may include but is not limited to learning styles, time management, study habits, and listening and writing skills.
Energy Assistance	Individualized (I) & Follow-up (F)	Yes	Yes	Yes	Reasonable heating oil/fuel, electricity, propane, natural gas or wood costs necessary for a participant to successfully participate in program activities.
Eye Care	Individualized (I) & Follow-up (F)	Yes	Yes	Yes	Reasonable vision services necessary for a participant to successfully participate in program activities. Examples might include examinations, frames, and prescription lenses. Effort should be made to fund these services through non-WIOA sources such as Lion's Club first.
Family Care	Individualized (I) & Follow-up (F)	Yes	Yes	Yes	Reasonable family care services necessary for a participant to successfully participate in program activities. This may include childcare, elder care, or respite care assistance needed by a participant. Dependent care may also be provided for a participant placed in unsubsidized employment; however, whenever possible, efforts should first be made to fund these services through non-WIOA sources such as PASS.
Financial Literacy Services	Individualized (I) & Follow-up (F)	Yes	Yes	No	Financial Literacy services designed to help the participant understand and analyze their finances and financial opportunities. This includes understanding the future impacts of decisions such as choosing which student loan to borrow, to how to use a credit card.
Health Care	Individualized (I) & Follow-up (F)	Yes	Yes	Yes	Necessary medical services for a participant to successfully participate in program activities. Examples might include a physical exam required for employment.
Housing and Lodging	Individualized (I) & Follow-up (F)	Yes	Yes	Yes	Reasonable housing/lodging expenses necessary for a participant to successfully participate in program activities. This may include rent or mortgage payments.
Housing Maintenance Emergency	Individualized (I) & Follow-up (F)	Yes	Yes	Yes	Reasonable housing maintenance emergency costs may be necessary to assist a participant in continuing program activities when such an emergency would prevent successful completion of a participant's program activities. This may include repair of a heating system, broken windows/doors or faulty mechanical systems that create a serious threat.
ID's and Licenses	Individualized (I) & Follow-up (F)	Yes	Yes	Yes	Reasonable identification, licensure or certification costs necessary for a participant to successfully participate in program activities. This may include TWIC, professional licensing fees, background checks, fingerprinting and photos. Also includes testing fees when the participant is not actively receiving a training service but needs to test in order to obtain a state certification, for example an NCLEX.
Incentive	Individualized (I)	Yes	Yes	Yes	Monetary payment given to a participant for successful participation and achievement of expected outcomes as defined in the ISS upon completion of established benchmarks or upon final program completion. Incentives may be used to retain youth in a program and must be tied to training, education, or work readiness. Such achievements must be documented in the participant's file as the basis for an incentive payment.

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Interpretation Services	Individualized (I) & Follow-up (F)	Yes	Yes	Yes	Reasonable interpreter costs may be necessary for non-English speaking participants to successfully participate in program activities.
Job Development	Individualized (I)	Yes	Yes	No	The promotion and development of employment and on-the-job training opportunities for program participants. Including assisting employers in revising standards which exclude applicants from jobs.
Job Shadowing	Individualized (I)	Yes	Yes	No	Job shadowing is typically a part of career exploration activities where a participant follows an employee at a firm for one or more days to learn about a particular occupation or industry. The participant observes the daily routine of an employee and "interviews" the employee about his/her work and education. Job shadowing helps explore a range of careers and specific career objectives in order to select a career pathway.
Laundry/Dry Cleaning	Individualized (I) & Follow-up (F)	Yes	Yes	Yes	Reasonable laundry costs may be necessary for a participant to successfully participate in program activities. This may include purchase of laundry supplies, use of coin operated laundry facilities and dry cleaning depending on the cleaning requirements of the uniform or clothing.
Leadership Development	Individualized (I)	Yes	Yes	No	Opportunities that encourage participation in activities related to leadership, decision-making, citizenship, and community service. Engagement by youth in such activities should assist youth in gaining skills to become more responsible, employable, and to encourage other positive social behaviors. Leadership opportunities include some of the following activities: · Exposure to post-secondary educational opportunities · Community and service learning projects · Peer-centered activities, including peer mentoring and peer tutoring · Organizational and teamwork training, including team leadership training · Training in decision-making, including determining priorities, and · Citizenship training, including life skills training such as parenting, work behavior training, and budgeting of resources · Job Readiness · Life skills training · Work readiness/Pre-employment skills
Meals/Food	Individualized (I) & Follow-up (F)	Yes	Yes	Yes	Direct vendor payments, reimbursement or fixed-rate advances to a participant for food/meal costs that will allow a participant to participate in program activities.
Other Supportive Services	Individualized (I) & Follow-up (F)	Yes	Yes	Yes	Reasonable supportive services for a participant with a disability may be necessary for the participant to successfully participate in program activities. This may include services and/or devices that cannot be provided by a partner or community source such as Vocational Rehabilitation.
Personal Care	Individualized (I) & Follow-up (F)	Yes	Yes	Yes	Reasonable hygiene and grooming costs necessary for a participant to successfully participate in program activities. This may include toothpaste, soap, toiletries, feminine hygiene products, manicures, haircuts and other grooming services.
Postsecondary Transition and Preparatory Activities	Individualized (I) & Follow-up (F)	Yes	Yes	No	Activities designed to prepare youth for a successful transition from secondary to post secondary training

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Relocation Assistance	Individualized (I) & Follow-up (F)	Yes	Yes	Yes	Reasonable expenses related to moving a participant, immediate family members and their household goods to the location of their verified employment.
Stipend	Individualized (I)	Yes	Yes	Yes	A Stipend is a fixed regular monetary payment made to a participant during his/her enrollment to encourage the youth to participate in certain activities (seat time payments). The stipend can be used for activities such as classroom instruction. Stipends may be paid based on actual hours of attendance.
Training Related Materials & Supplies & Books/Software	Individualized (I)	Yes	Yes	Yes	Assistance with the purchase of supplies primarily necessary for participation in TRAINING rather than employment.
Transitional Jobs	Individualized (I)	Yes	Yes	No	Transitional jobs are a way for participants with barriers to employment who are experiencing chronic unemployment or have an inconsistent work history to develop a work history and basic work skills essential to keeping a job. Transitional jobs are time-limited, subsidized employment in the private, non-profit, or public sectors. The difference between a transitional job and an OJT contract is that in a transitional job there is no expectation that the individual will continue his or her hire with the employer after the work experience is complete.
Transportation for Local Training or Job Search/Placement	Individualized (I) & Follow-up (F)	Yes	Yes	Yes	Direct vendor payments, reimbursement or fixed-rate advances to a participant for local commuting area transportation needs that will allow a participant to participate in program activities if safe, dependable, affordable means of transportation are not available.
Transportation for Out of Area Job Search Assistance/Placement	Individualized (I) & Follow-up (F)	Yes	Yes	Yes	Direct vendor payments, reimbursement or fixed-rate advances to a participant for out of local commuting area transportation needs that will allow a participant to participate in program activities if safe, dependable, affordable means of transportation are not available.
Transportation for Out of Area, ITA Related Training	Individualized (I)	Yes	Yes	Yes	Direct vendor payments, reimbursement or fixed-rate advances to a participant for out of local commuting area ITA related transportation needs that will allow a participant to participate in program activities if safe, dependable, affordable means of transportation are not available.
Transportation for Out of Area, Non-ITA Pre- Vocational Activities	Individualized (I)	Yes	Yes	Yes	Direct vendor payments, reimbursement or fixed-rate advances to a participant for out of local commuting area, non-ITA pre-vocational activities transportation needs that will allow a participant to participate in program activities if safe, dependable, affordable means of transportation are not available.
Work Experience - Not limited to Summer months	Individualized (I)	Yes	Yes	Yes	A program for youth that is not specifically operated during the summer months as part of a comprehensive strategy for addressing the youth's employment and training needs. The employment opportunity element is not intended to be a stand-alone program. It provides employment opportunities that link academic and occupational learning as part of the required youth program elements. This employment must provide direct linkages to academic and occupational learning, such as coordinating with school systems and may provide other elements and strategies as appropriate to serve the needs and goals of the participants.

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Work Experience - Summer Employment	Individualized (I)	Yes	Yes	Yes	A program for youth operated during the summer months as part of a comprehensive strategy for addressing the youth's employment and training needs. The summer youth employment opportunity element is not intended to be a stand-alone program. It provides summer employment opportunities that link academic and occupational learning as part of the required youth program elements. Summer youth employment must provide direct linkages to academic and occupational learning, such as coordinating with school systems and may provide other elements and strategies as appropriate to serve the needs and goals of the participants.
Work Readiness Skills	Individualized (I)	Yes	Yes	No	Education offered concurrently with workforce preparation and training for a specific occupation.
Work Related Supplies	Individualized (I) & Follow-up (F)	Yes	Yes	Yes	Reasonable work related supply costs necessary to obtain/retain employment. Such as tools.
Adult Basic Education and Literacy	Training (T)	Yes	Yes	No	Designed to upgrade a participant's basic educational skills in preparation for future training, future employment or retention in present employment. It may include such curriculum as remedial reading, writing, mathematics, literacy training, and study skills, English for non-English speakers, or GED preparation.
Alternative Secondary School	Training (T)	Yes	Yes	No	A public school or publicly contracted educational program that serves youth who have not been successful in mainstream "traditional" academic programs and provides instruction leading to a high school diploma. Specialized, structured curriculum offered inside or outside of the school system which may provide work/study and/or General Educational Development (GED) preparation for youth. Alternative secondary school offerings may: · Lead to a GED; · Provide academically rigorous preparation for work and/or post-secondary education; · Assist with the transition to work and/or post-secondary education; · Be related to the career and/or educational goals of the youth; or · Address the youth's barriers to work and/or education. Some examples of schools include: · Alternative high schools · specialty boarding schools residential treatment centers for substance abuse · behavior modification centers · wilderness treatment schools · juvenile boot camp schools.
Customized Training	Training (T)	Yes	Yes	Yes	This type of training will be arranged via a grant through the Division. This training service should not be used unless part of a customized training project. Definition: Specialized training conducted with a commitment by an employer or group of employers to employ a participant upon successful completion of training.
Entrepreneurial Training	Training (T)	Yes	Yes	Yes	Training designed to provide participants with the skills to start businesses of their own.
Job Corps	Training (T)	Yes	Yes	No	Job Corps is a free education and training program that helps young people learn a career, earn a high school diploma or GED, and find and keep a good job. For eligible young people at least 16 years of age that qualify as low income, Job Corps provides the all-around skills needed to succeed in a career and in life.

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On the Job Training	Training (T)	Yes	Yes	Yes	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.
On the Job Training – Mentorship	Training (T)	Yes	Yes	Yes	OJT Mentorship Funds are to help offset costs to employers while mentoring Apprentices/Trainees. Mentorship funds are used to help pay the wages of the Mentor.
Non-occupational skills training	Training (T)	Yes	Yes	Yes	NON - Occupation specific training provided by a public or private vendor with demonstrated training capability.
Pay for Performance Training	Training (T)	Yes	Yes	Yes	This type of training will be arranged via a grant through the Division. This training service should not be used unless part of a Pay for Performance training project. Definition: A Pay-for-Performance contract is a type of Performance-Based contract and may only be entered into when a WIOA Title 1B Pay-for-Performance strategy is created. This may include a feasibility study, and provide adult training services or youth activities. It must specify a fixed amount that will be paid to the service provider based on the achievement of specified levels of performance on the performance outcomes for target populations within a defined timetable. Outcomes must be independently validated prior to disbursement of funds.
Pre-Apprenticeship Programs	Training (T)	Yes	Yes	Yes	Pre-apprenticeship is 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).
Registered Apprenticeship	Training (T)	Yes	Yes	No	Registered Apprenticeship is a formally approved program through USDOL. It is a combination of on-the-job training and related classroom instruction in which workers learn the practical and theoretical aspects of a highly skilled occupation. Apprenticeship programs are sponsored by joint employer and labor groups, individual employers, and/or employer associations.
Youth Occupational Skills Training	Training (T)	Yes	Yes	Yes	A training program that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational field at entry, intermediate or advanced levels. Training should lead to recognized postsecondary credentials that align with in-demand industry sectors or occupations. If OSY the training provider must be listed on the Eligible Training Provider List (ETPL).
Follow-up services are limited to: supportive services; adult mentoring; financial literacy education; labor market and employment information; and activities that help youth prepare for and transition into post-secondary education and training. Any services beyond these are not permitted during the follow up period. To provide services other than what is listed during the follow up period, the youth must undergo a new eligibility determination and be re-enrolled in the program.					