


# Program Services Definition

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1. A program service is a *Workforce Innovation and Opportunity Act (WIOA)* Title IB approved activity, and in some instances, *Supportive Services*, funded or supported by WIOA Title IB, Trade, or a partner program, not including *Follow-up* services or other activities not considered a service as provided in paragraph 3 below. See the Co-enrollment of Trade Program Participants section of this policy for more information on the blending of WIOA Title IB and Trade services.
2. A supportive service is considered a WIOA Title IB program service only if the *Expenditure* is related to a current staff-assisted career service or training activity and paid by WIOA Title IB funds.
  - a. Documentation of supportive services must be in the form of a service entry in the appropriate case management system and fiscal records showing payment for a service. Supportive services are only considered active program services for WIOA Adult and Dislocated Workers until the date of exit.
  - b. Supportive services can be provided to youth participants during participation as Program Element Seven (7) (Supportive Services) or after exit as a component of Program Element Nine (9) (Follow-Up Services), though the former triggers and extends participation while the latter does not.
3. An active program service is a service provided to a *Participant* that has taken place within the last ninety (90) consecutive days.
  - a. Documentation of active program services, such as ongoing staff interaction and training activities, must initially be in the form of case management system service activities. Additional documentation of these active program activities must be in the form of *Case Notes*. The Case Note details must specify a two-way communication describing either what occurred or verifying attendance and training progress and how the service or activity moves the participant toward their objectives and goals outlined in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS).
  - b. It is a proven best practice and expectation that the review occurs, and a case note be entered at a minimum of once every thirty (30) days. The expectation is that the career planner must

- contact the participant during that timeframe to address any problems, challenges, or difficulties the participant may have.
- c. Documentation of *Same-day Service* requires that a service activity episode be entered in the *Illinois Workforce Development System (IWDS)* each time the service is provided. See the WIOA Title IB Service Matrix attachment of the Career Planning policy in the policy manual for a further description and list of same-day services.
    - 1) Documentation in the form of a case note without an update to the IWDS same-day service activity record will not cause the service to be treated as active and, therefore, will not impact exit date determination.
    - 2) IWDS entry of same-day services
      - a) After an initial same-day service is entered in IWDS, career planners can use a one-click process to indicate additional episodes of this same service.
      - b) To accomplish this, the career planner must select the initial same-day service from the service list screen. That service information (with any update) will appear as usual on the Edit Services screen. For same-day services, this screen will also contain an 'Add Additional Episode' button.
      - c) Clicking the Add Additional Episode button will display fields to enter an additional service date(s) and a text box to describe that day's activity. Once this data is added and saved, the text will be stored as part of the participant's Case Notes for the additional activity date.
  4. Non-active program services must be ended in the case management system, and the career planner must record whether the service was successfully or unsuccessfully completed. Successfully completed means having completed a task with success or receiving a grade for the course that the institution recognizes as a passing grade. Unsuccessfully completed means having not completed the task or receiving a grade for the course that the institution does not recognize as a passing grade.
  5. The term active program service does not include:
    - a. Determination of eligibility to participate in the program;
    - b. Self-directed job search that does not result in a referral to a job;
    - c. Services and activities specifically provided as follow-up services such as regular contact with the participant or employer only to obtain information regarding their employment status, educational progress, need for additional services, or income support payments (except for trade readjustment allowances and other *Needs-Related Payments* funded through the Trade program, *Dislocated Worker* program, or *Dislocated Worker Grant (DWG)* program); or
    - d. Case notes or fiscal records showing payment for support services.