



2024 Service Delivery Monitoring

Oversight Services

October 17, 2024





Training Objectives

In this training, you will learn:

- The statutory and regulatory requirements for required partners in the local workforce system.
- The required system partners.
- Access to required partner services.
- Completion and submission of the PY 2024 service delivery monitoring tool.





Statutory & Regulatory Requirements





Federal Requirements

- **WIOA 121(b)(1)(B)**

The local one-stop delivery system must make available programs and activities, including career services, at the one-stop centers (in addition to any other appropriate locations)

- **20 CFR § 678.400**

WIOA requires 13 entities that are responsible for administering programs and activities in the local area.

- **20 CFR § 678.405(b)**

The Governor may determine that TANF will not be a required partner in the State, or within some specific local areas in the State.





Required System Partners





Following are the 13 Required One-Stop Partners:

1. Programs authorized under Title I of WIOA serving:

- Adults
- Dislocated Workers
- Youth
- Job Corps
- Youth Build
- Native American Programs
- Migrant and Seasonal Farm Worker Program





Required Partners Cont'd

2. Programs authorized under the Wagner-Peyser Act (Title III)
3. Adult education and literacy activities. (Title II)
4. Programs authorized under parts A and B of Title I of the Rehabilitation Act (Title IV)
5. Senior community service employment (SCEP) activities authorized under Title V of the Older Americans Act of 1965.





Required Partners Cont'd:

6. Career and technical education programs at the post-secondary level authorized under the Carl D. Perkins Career and Technical Education Act.
7. Trade Adjustment Assistance and NAFTA Transitional Adjustment Assistance activities authorized under chapter 2 of Title II of the Trade Act of 1974
8. Jobs for Veterans State Grants programs authorized under chapter 41 of Title 38, U.S.C.
9. Employment and training activities carried out under the Community Services Block Grant.





Required Partners Cont'd:

10. Employment and training activities carried out by the Department of Housing and Urban Development
11. Programs authorized under State unemployment compensation laws (in accordance with applicable federal law)
12. Programs authorized under Sec. 212 of the Second Chance Act 2007
13. Temporary Assistance for Needy Families (TANF) programs authorized under part A of Title IV of the Social Security Act, unless exempted by the Governor under [20 CFR §678.405\(b\)](#).





Access to Required Partner Services





Access Requirements

The comprehensive one-stop center must provide:

- Access to training services.
- Access to any employment and training activities.
- Access to programs and activities carried out by one-stop partners listed in §§ 678.400 through 678.410, including the Employment Service program authorized under the Wagner-Peyser Act, as amended by WIOA title III (Wagner-Peyser Act Employment Service program).





“Access” to each partner program and its services means one of the following:

- Having a program staff member physically present at the one-stop center.
- Having a staff member from a different partner program physically present at the one-stop center appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or
- Making available a “direct linkage” through technology to program staff who can provide meaningful information or services.





Direct Linkages

- A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through a real-time Web-based communication to a program staff member who can provide program information or services to the customer.
- A “direct linkage” cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.





PY 2024 Service Delivery Monitoring Tool Completion and Submission





	PACL Name & No.	PACL Name & No.	PACL Name & No.	PACL Name & No.	PACL Name & No.	PACL Name & No.
Please enter each PA CareerLink® name and number as applicable. Include Comprehensive, Affiliate, and Special sites.						
What entity provides service for the required 13 programs listed below in each PA CareerLink® site(s)? <i>WIOA Sec. 121(b)(1)(B); 20 CFR §678.400(b)</i>	Service Provider Name Below	Service Provider Name Below	Service Provider Name Below	Service Provider Name Below	Service Provider Name Below	Service Provider Name Below
1. Programs authorized under Title I of WIOA serving: <i>WIOA Sec. 121(b)(1[B])(1); 20 CFR §678.400(b)(1)</i>						
A. Adults <i>WIOA. 121(b)(1)(B)(i); 20 CFR §678.400(b)(1)(i)</i>						
B. Dislocated Workers <i>WIOA. 121(b)(1)(B)(i); 20 CFR §678.400(b)(1)(ii)</i>						
C. Youth <i>WIOA. 121(b)(1)(B)(i); 20 CFR §678.400(b)(1)(iii)</i>						
D. Job Corps <i>WIOA. 121(b)(1)(B)(i); 20 CFR §678.400(b)(1)(iv)</i>						
E. Youth Build <i>WIOA. 121(b)(1)(B)(i); 20 CFR §678.400(b)(1)(v)</i>						
F. Native American programs <i>WIOA. 121(b)(1)(B)(i); 20 CFR §678.400(b)(1)(vi)</i>						
G. Migrant and seasonal farm worker programs <i>WIOA. 121(b)(1)(B)(i); 20 CFR §678.400(b)(1)(vii)</i>						





The Submission Process

- PY 2024 Service Delivery Monitoring will be done in CWDS.
- The release date is 11/15/24.
- When the Service Delivery monitoring activity releases, Directors and Director Alternate contacts will receive a CWDS system generated email.
- Downloading, completing, and uploading the tool.
- The due date is 11/29/24.
- Requesting extensions.





Thank you!



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