

WorkSource Glossary – Attachment A, Revision 1 (WIN 0052)

Last Updated on: June 27, 2014

Term	Definition	Citation
Business Customers	<p>Business customers include employers and other individuals representing businesses.</p> <p>WIA establishes expectations for the delivery of business services. Policy 1014 Rev. 1 provides WDCs with the minimum requirements regarding the delivery of business services.</p>	<p>Note: state policy citations are <i>italicized</i>.</p> <p>N/A</p>
Chief Local Elected Official (CLEO)	<p>The chief elected executive officer of a unit of general local government in a Workforce Development Area. In a case in which a Workforce Development Area includes more than one unit of general local government, the elected officials within a Workforce Development Area may execute an agreement that specifies the respective roles and responsibilities as described in WIA Sec. 117(c)(1)(B).</p>	<p>WIA Sec. 101(6)</p>
Coordination	<p>The collaborative functioning of partners or leveraging of resources to enhance the customer's experience within the WorkSource System.</p>	<p>N/A</p> <p><i>Policy 1014Rev1</i></p>
Core Services	<p>The first tier of service in the Sequence of Services model under WIA. Self-services and informational activities are the WIA Title 1-B Core services that do not require determination of eligibility, while Wagner-Peyser services are provided universally. A summary of core services can be found at 20 CFR 662.240.</p>	<p>20 CFR 662.240</p>
Covered Entrant	<p>A Covered Person at point of entry into the WorkSource System.</p>	<p>TEGL 4-13</p>
Covered Person	<p>A veteran or their eligible spouse.</p>	<p>TEGL 10-09</p>
Cross-Match	<p>For the purpose of DEV, a cross-match requires validating staff to find detailed supporting evidence for the data element in a database.</p>	<p>TEGL 28-11</p>
Customer	<p>Individuals (jobseekers, employers or other) who receive information or services through the WorkSource System or through a WIA-funded program or service.</p> <p>The term “customer” is different than “participant” and reflects the access or receipt of information and services within WorkSource, before or after that individual is considered a participant. All participants are considered customers.</p>	<p>N/A</p>

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Data Element Validation (DEV)	The federally mandated process by which the state annually assesses the accuracy of reported participant data. In Washington, WIA eligibility documentation requirements are established in alignment with DEV requirements to maximize efficiencies to the extent possible (Policy 1003 Rev. 1).	TEGL 28-11
Desk Side	A two-way communication between the staff member and customer. Desk side communication could occur in-person, via phone, or via email. All desk side staff assisted services require that an assessment of skills and abilities is conducted prior to service delivery.	N/A
Eligible Spouse of a Veteran	<p>The spouse of any of the following:</p> <ul style="list-style-type: none"> (1) Any veteran who died of a service-connected disability; (2) Any 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: <ul style="list-style-type: none"> (i) missing in action; (ii) captured in line of duty by a hostile force; or (iii) forcibly detained or interned in the line of duty by a foreign government or power; (3) Any veteran who has a total disability resulting from a service connected disability, as evaluated by the Department of Veterans Affairs; or (4) Any veteran who died while a disability, as indicated in paragraph (3) of this section, was in existence. 	JVA Sec. 2(a)
Eligibility Determination	<p>The staff-assisted process of determining program eligibility to facilitate a compliant program enrollment. An eligibility determination follows registration and precedes enrollment.</p> <p><i>NOTE: This term does not apply to services that are available universally as these services don't require a determination of eligibility.</i></p>	N/A
Enrollment	The staff-assisted process of enrolling an individual in a WIA program. Registration and eligibility determination precede enrollment.	N/A
In-School Youth	Youth who are attending any school and have not received a secondary school diploma, or those who are attending post-secondary school and are not basic skills deficient.	N/A

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	Note: Refer to the “School Dropout” definition for more information regarding “attending any school.”	
Integrated Front-End Services	The initial customer services that begin the customer’s personalized job search and skill improvement assistance process within the WorkSource System. Coordinated service delivery is emphasized to improve customer outcomes, rather than focusing on funding sources or program affiliation. Policy 1010 Rev 1 outlines the state’s expectations and goals regarding these front-end services.	N/A <i>Policy 1013Rev1</i>
Integration	The integrated design and delivery of programs or services within the WorkSource System, regardless of the funding source or program affiliation, to leverage resources and improve services and outcomes.	N/A <i>Policy 1010Rev1</i>
Intensive Services	The second tier of service in the Sequence of Services model under WIA. Intensive services are staff-assisted job search and occupational development services, provided universally under Wagner-Peyser and to eligible Adults and Dislocated Workers under WIA Title 1-B.	20 CFR 663.105(b)
Jobseekers	Customers striving to obtain employment, retain employment, or increase earnings, who may benefit from WorkSource services (e.g. job referrals, training, etc.).	N/A <i>Policy 1010 Rev1 and 1015</i>
Memorandum of Understanding (MOU)	The formal agreement defining roles, responsibilities and the flow of services to be provided by WorkSource partners in each local Workforce Development Area (WDA). In Washington, the maximum duration of an MOU is five years. Policy 1013 Rev. 1 provides comprehensive guidance regarding the development of MOUs by WDCs.	20 CFR 662.300
Menu of Jobseeker Service	The minimum set of self-services and staff-assisted services available to jobseekers at WorkSource centers and affiliate sites on a consistent basis. Policy 1010 Rev. 1 provides additional guidance.	N/A <i>Policy 1010 Rev1 and 1015</i>
Methods of Administration (MOA)	A document that describes the state’s adherence to the nondiscrimination and equal opportunity (EO) requirements of WIA Sec. 188 and applicable regulations. The MOA is signed by the Governor and submitted to the U.S Department of Labor Civil Rights Center (CRC) for recertification every two years, although the MOA can be revised at any time.	29 CFR 37.54
One-Stop Operator	Designated by the WDC and CLEO, the entity or entities fulfilling the roles specified in the	20 CFR 662.400

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	<p>One-Stop Operator agreement. The role of the operator may range from coordinating service providers within a center, to being the primary provider of services within a center, to coordinating activities throughout the entire WDA.</p> <p>Unlike the One-Stop (WorkSource) Center, the operator is an entity, not a location.</p>	
One-Stop Operator Agreement	An agreement between the Workforce Development Council (WDC) and the One-Stop Operator that specifies the operator’s role.	20 CFR 662.400
Out-of-School	<p>An eligible youth who is (a) a school dropout (see definition of “school dropout”); or (b) Is an eligible youth who has either graduated from high school or holds a GED, but is basic skills deficient (BSD), unemployed, or underemployed.</p> <p>Attending post-secondary school does not preclude a youth from meeting the definition under (b) above.</p> <p>Note: this definition addresses “out-of-school” for the purpose of WIA 1-B. For the purpose of literacy and numeracy it is necessary to understand the decision path and variables that apply to the definition above. Refer to TEGL 4-13 Attachment B and WorkSource Policy 1002.</p>	20 CFR 664.300
Oversight*	<p>The action a pass-through entity takes to influence its local WorkSource System and to hold WorkSource Partners accountable. Actions may include:</p> <ul style="list-style-type: none"> • Monitoring activities; • Reviewing results, outcomes, achievements, business or contract goals; • Building positive working relationships with local partner entities; and • Establishing local service delivery standards and expectations; etc. 	N/A <i>Policy 1014Rev1</i>
Participant*	<p>A participant is an individual who is determined eligible** to participate in the program <u>and</u> receives a service funded by the program (except WIA Title 1 follow-up services) in either a physical location (One-Stop Career Center or affiliate site) or remotely through electronic technologies.</p> <p>Per TEGL 17-05, a participant is only included in <i>performance</i> calculations if the participant received a level of service that required significant staff involvement. Additional guidance is provided in Policy 1002.</p>	TEGL 17-05

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	<p><i>**Important Note: “determined eligible” in this context includes universal eligibility for core services even though an official determination of eligibility isn’t necessary. TEGL 17-05 clarifies that “individuals who are age 18 and older and receive only WIA funded self-service or informational activities are to be counted as participants under the WIA Adult program” (section 6A).</i></p> <p><i>The TEGL also clarified that “individuals eligible to participate in the WIA Dislocated Worker program who only receive WIA-funded core services, including self-service or informational activities, are to be counted as participants under the WIA Dislocated Worker program” (section 6A). The State interprets this language to require the inclusion of workers attending Rapid Response activities as participants receiving a WIA DW program funded informational activity.</i></p>	
<p>Pass-through Entity</p>	<p>A non-Federal entity that provides a Federal award to a subrecipient to carry out a Federal program.</p> <p>The Employment Security Department serves as Washington’s pass-through entity for funding provided by the U.S. Department of Labor. Recipients and subrecipients are considered pass-through entities if they extend funding to a lower-tier subrecipient or contractor to carry out WIA programs or services.</p>	<p>OMB Circular A-133</p>
<p>Qualified Job Training Program</p>	<p>Any program or service for workforce preparation, development, or delivery that is directly funded, in whole or in part, by the Department of Labor.</p>	<p>TEGL 10-09</p>
<p>Recipient</p>	<p>An entity to which a WIA grant is awarded directly from the Department of Labor to carry out a program under title I of WIA. The State is the recipient of funds awarded under WIA sections 127(b)(1)(C)(I)(II), and 132(b)(1)(B) and 132(b)(2)(B).</p> <p>For the purposes of EO regulations at 29 CFR 37, the term recipient within those regulations is included within the terms recipient and subrecipient under WIA. Specific to EO regulations, WorkSource Partners (as defined by the state) are included in the definition of subrecipient in the context of 29 CFR 37.</p> <p>This distinction between recipient and subrecipient allows state guidance to maintain alignment with WIA regulations and avoid contradicting definitions within policy documents.</p>	<p>20 CFR 660.300</p>

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<p>Registration</p>	<p>The process of collecting and recording customer information, whether through staff-assisted registration procedures (SKIES) or self-registration procedures (SSMS and Go2WorkSource). <i>NOTE: Registration is a core service that establishes participation, regardless of subsequent services or enrollments.</i></p>	<p>N/A</p>
<p>Resource Sharing Agreement (RSA)</p>	<p>A document designed to detail the sharing of resources and costs within the WorkSource System. Under the RSA, resources may be in the form of cash transfers or the provision of goods and services that benefit multiple partners.</p> <p>The RSA may be included in the MOU but such a detailed cost sharing plan is not required as part of the MOU.</p>	<p>N/A</p> <p><i>Policy 1013Rev1</i></p>
<p>School Dropout</p>	<p>An individual who is no longer attending any school and who has not received a secondary school diploma or its recognized equivalent.</p> <p>Note: “attending any school” is discussed in TEGL 12-01 Attachment B. It is interpreted broadly to include other programs of study (GED prep, skills training, etc.). These other programs are initially considered as part of “any school,” but TEGL 12-01 Attachment B allows local flexibility for narrowing the definition to exclude certain programs of study.</p>	<p>WIA Sec. 101(39)</p>
<p>Self-Attestation</p>	<p>Also referred to as a self-certification or participant statement, self-attestation refers to an individual’s signed attestation that the information he/she submits to demonstrate eligibility for a program under title I of WIA is true and accurate.</p> <p>Self-attestation occurs when a participant states his or her status for a particular data element, such as pregnant or parenting youth, and then signs and dates a form acknowledging this status. The key elements for self-attestation are: (a) a participant identifying his or her status for a permitted data element and (b) signing and dating a form attesting to this self-identification.</p>	<p>20 CFR 660.300</p>
<p>Sequence of Services (Tiers of Service)*</p>	<p>A tiered service delivery approach under the WIA Title 1-B Adult and Dislocated Worker Programs. The levels of service are core, intensive, and training, with service at one level being a prerequisite to moving to the next level. This sequence of service prerequisite is in addition to the case manager’s determination of program eligibility and need for additional services.</p>	<p>20 CFR Subpart A Sec. 5.</p>

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SKIES	The Services, Knowledge and Information Exchange System (SKIES) is an Internet based application that serves as the case management tool for jobseekers and businesses. SKIES enhances ESD's accountability by tracking outcomes for the system and helps ensure a more effective, consistent and efficient approach to delivering customer services.	N/A
Skills Development Services	Skills Development Services consist of a hub of employment and training services designed to meet one of the core missions of the workforce development system: that all individuals have the opportunity to know their skills, grow their skills and get the best job possible with their skills.	N/A <i>Policy 1013Rev1</i>
State Equal Opportunity (EO) Officer	The individual designated at the state level with the oversight responsibility for coordinating, implementing, maintaining and monitoring the nondiscrimination and equal opportunity requirements.	N/A
State MIS	For the purpose of DEV, State MIS refers to specific, detailed information that is stored in the state's information system that supports a data element.	TEGL 28-11, Attachment A
Sub-recipient	<p>An entity, other than a participant or applicant, to which a recipient (or higher tier subrecipient) extends WIA Title 1 funds.</p> <p>For the purposes of EO regulations at 29 CFR 37, the term subrecipient and recipient are used to reflect the term recipient within those regulations. WorkSource Partners (as defined by the state) are also included in the definition of subrecipient in the context of 29 CFR 37.</p> <p>This distinction between recipient and subrecipient allows state guidance to maintain alignment with WIA regulations and avoid contradicting definitions within policy documents.</p>	20 CFR 660.300
Training Services	The third tier of service in the Sequence of Services model under WIA. Training services are provided by WIA-approved training programs to eligible Adults and Dislocated Workers who are determined to need additional services to achieve employment, or in the case of employed individuals, to obtain or retain self-sufficient employment.	20 CFR 663.300
Vendor	<p>An entity responsible for providing generally required goods or services to be used in the WIA program. These goods or services may be for the recipient's or subrecipient's own use or for the use of participants in the program.</p> <p>DOL's audit requirements for States, local governments, and nonprofit organizations provide</p>	20 CFR 660.300 and 29 CFR 99.210.

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	<p>guidance on distinguishing between a subrecipient and a vendor at 29 CFR 99.210. Below are characteristics of an entity that align with the definition of a vendor:</p> <ul style="list-style-type: none"> (1) Provides the goods and services within normal business operations; (2) Provides similar goods or services to many different purchasers; (3) Operates in a competitive environment; (4) Provides goods or services that are ancillary to the operation of the Federal program; and (5) Is not subject to compliance requirements of the Federal program. <p>Below are characteristics of an entity that do not align with the definition of a vendor. These characteristics are indicative of a federal award received by a subrecipient:</p> <ul style="list-style-type: none"> (1) Determines who is eligible to receive what Federal financial assistance; (2) Has its performance measured against whether the objectives of the Federal program are met; (3) Has responsibility for programmatic decision making; (4) Has responsibility for adherence to applicable Federal program compliance requirements; and (5) Uses the Federal funds to carry out a program of the organization as compared to providing goods or services for a program of the pass-through entity. <p><i>NOTE: There may be unusual circumstances or exceptions to the listed characteristics. In making the determination of whether a subrecipient or vendor relationship exists, the substance of the relationship is more important than the form of the agreement. It is not expected that all of the characteristics will be present and judgment should be used in determining whether an entity is a subrecipient or vendor.</i></p>	
WDC Certification	The process by which the Governor certifies one WDC for each WDA in the state. Certification occurs every two years, and a second or subsequent certification is based on the extent to which the local board has ensured that local workforce investment activities have enabled the local area to meet the local performance measures.	20 CFR 661.325 and WIA Sec. 117(c)(2)
WDC Equal Opportunity (EO) Officer	The WDC's designated staff person responsible for coordinating, implementing, maintaining and monitoring the nondiscrimination and equal opportunity requirements.	N/A
Workforce Development Area (WDA)	In Washington, WDA is the term used for a local workforce investment area designated by the Governor according to WIA Sec. 116.	WIA Sec. 101(20)

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	<p>WDA represents a designated region, whereas a Workforce Development Council represents an entity.</p>	
<p>Workforce Development Council (WDC)</p>	<p>In Washington, WDC is the term used for a local workforce investment board established under WIA Sec. 117 to represent the trustee body of the WDA and the local WorkSource System. WDCs are certified by the Governor.</p> <p>Under WIA, the core business of a WDC is to convene partners and stakeholders at the local level in order to assess skill gaps, to develop the region’s Workforce [Investment] System plan in coordination with economic development, to serve as the local performance management entity for workforce development, and to facilitate interagency projects and programs (Washington’s Workforce Compact).</p> <p>Washington’s WDCs may serve in capacities beyond those identified and authorized under WIA. Many WDCs are also boards, independent of their obligations under WIA, with distinct roles and responsibilities authorized under other grants, programs and activities.</p>	<p>WIA Sec. 101(21)</p>
<p>Workforce Investment System</p>	<p>Also referred to as the Workforce Development System, the state Workforce Investment System is comprised of several local workforce investment systems designed to provide workforce investment activities. Local workforce investment systems are established by local communities, together with business, labor, community-based organizations, educational institutions, and other partners, to design a customer focused, comprehensive delivery system. The WorkSource System is the cornerstone of the Workforce Investment System in Washington.</p>	<p>WIA 1-B Sec. 106 and 20 CFR Background, Principles (page 49295).</p>
<p>Workforce Training and Education Coordinating Board (Workforce Board)</p>	<p>A Governor-appointed body representing a partnership of nine voting members: three representatives of business, three representatives of labor, and, serving as ex officio members, the superintendent of public instruction, the executive director of the state board for community and technical colleges, and the commissioner of the employment security department (WIA Sec. 111 and RCW 28C.18.020). The Workforce Board was “grandfathered” in as the state’s Workforce Investment Board and, therefore, is not required to meet the business majority requirement described at WIA Sec. 111.</p> <p>The core business of the Workforce Board is to coordinate policy and planning for the Workforce [Investment] System, to evaluate results, and to facilitate demonstration projects</p>	<p>WIA Sec. 101(24)</p>

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	testing new ideas (Washington's Workforce Compact).	
WorkSource	<p>In Washington State, WorkSource is the term used for “One-Stop” and represents Washington’s brand for the One-Stop system under the Workforce Investment Act.</p> <p><i>Note: WIN 0025 describes ESD’s alignment of the WorkSource brand with the American Job Center (AJC) identity established by the DOL.</i></p>	N/A
WorkSource Affiliate*	<p>In Washington State, WorkSource Affiliate is the term used for “One-Stop Affiliate” and has the same meaning.</p> <p>Certified by the WDC, a WorkSource Center Affiliate is a location that provides customers with access to a limited array of one-stop career center services at a location other than the WorkSource Center. WorkSource Center Affiliates are often housed at local non-profits, community colleges, or other locations that meet the needs of customers and are connected to a local WorkSource Center.</p> <p><i>Note: WIN 0025 describes ESD’s alignment of the WorkSource brand with the American Job Center (AJC) identity established by the DOL.</i></p>	20 CFR 662.100
WorkSource Center*	<p>In Washington State, WorkSource Center is the term used for “One-Stop Center” and has the same meaning.</p> <p>Certified by the WDC, a WorkSource Center is a full service One-Stop location created to provide an array of required and locally determined services to meet the needs of businesses and jobseekers.</p> <p><i>Note: WIN 0025 describes ESD’s alignment of the WorkSource brand with the American Job Center (AJC) identity established by the DOL.</i></p>	20 CFR 662.100
WorkSource Partner	<p>A One-Stop partner (required or other) that participates in the operation of the local WorkSource System with the approval of the WDC and CLEO, as outlined in 20 CFR 662.200.</p> <p>For the purposes of EO regulations at 29 CFR 37, the term WorkSource Partner encompasses the definition of Service Provider used within those regulations. This alignment allows state guidance to maintain alignment between EO and WIA regulations and avoid duplicative definitions within policy documents.</p>	WIA Sec. 101(30)

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	<i>Note: WIN 0025 describes ESD's alignment of the WorkSource brand with the American Job Center (AJC) identity established by the DOL.</i>	
WorkSource Program	A program or service provided by a WorkSource Partner within the local WorkSource System.	N/A
WorkSource System*	<p>The WorkSource System is Washington's statewide comprehensive "one-stop system" for businesses and job seekers. In Washington, the cornerstone of the larger Workforce Investment System is the WorkSource system – a collaborative partnership that includes all organizations, contractors and mandated partners who have entered into official agreements to operate as an integrated one-stop service delivery system as envisioned by the Workforce Investment Act. The WorkSource system includes WorkSource Centers and Affiliate Sites and partner programs that provide services at these sites.</p> <p>The core business of the WorkSource System is to meet the needs of employers and individuals through assessment, career and education counseling, training referral, job search assistance, job development, and job referral (Washington's Workforce Compact).</p>	20 CFR 662.100
<p>*Terms that have been identified for additional discussion in upcoming policy discussions. Refer to WIN 0052 for additional context surrounding the intent of this glossary.</p>		