Here you will find answers to general questions about our WIOA training program

Q1:  What is WIOA?

WIOA stands for the Workforce Innovation and Opportunity Act which is designed to help job seekers access employment, education, training, and support services to succeed in the labor market. WIOA training funds are designed to serve dislocated workers, adults, and youth who are in need of training to enter or re-enter the labor market.

Q2:  What services are available?

In the NCWorks Career Centers, basic career services such as job search assistance are available to all customers; training services depend upon a number of factors including WIOA eligibility, choice of training and training provider on the NCWorks Eligible Training Provider List.

Q3:  Under WIOA, who are Adults, Dislocated Workers and Youth (In-School and Out-of-School)

**Adults** are individuals age 18 and older who may be eligible based on family size and income.

**Dislocated Workers** are individuals with significant attachment to the workforce but have lost their employment or income from employment for one or more of the following circumstances:
- 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 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
- After layoff, have become reemployed in an income maintenance position and meets the definition of a currently employed dislocated worker.
- If a person quits/resigns work, he/she is not considered a dislocated worker.

**In-School Youth** are individuals age 14-21 attending school who are eligible based on income and within one of the following categories:
- Deficient in basic literacy skills
- An English language learner
- An offender
- Homeless, a runaway, or a foster child
- Pregnant or parenting
- A youth who is an individual with a disability
- An individual who Requires Additional Assistance to complete an educational program or to secure or hold employment who:
  - Has poor attendance patterns in an educational program during the last 12 calendar months; or
  - Has been expelled from school within the last 12 calendar months; or
  - Has been suspended from school at least within the last 12 calendar months; or
  - Has below average grades; or
  - Has previously been placed in out-of-home care (foster care, group home, or kinship care) for more than 6 months between the ages of 14-21; or
  - Currently has an incarcerated parent(s)/guardian.

**Out-of-School Youth** are individuals age 16-24 not attending school who are eligible based on income and within one of the following categories:
- A school dropout
- A youth who is within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter
- A recipient of a secondary school diploma or its recognized equivalent who is is basic skills deficient; or an English language learner
- An individual who is subject to the juvenile or adult justice system
• A homeless individual, a runaway, or foster child
• Pregnant or parenting
• A youth who is an individual with a disability
• An individual who Requires Additional Assistance to enter or complete an educational program or to secure or hold employment who:
  o Has dropped out of a post-secondary educational program during the past 12 calendar months; or
  o Has a poor work history, to include no work history, or has been fired from a job in the last 6 calendar months; or
  o Has previously been placed in out-of-home care (foster care, group home, or kinship care) for more than 6 months between the ages of 16-21; or
  o Currently has an incarcerated parent(s)/guardian.

Q4: If I am eligible for WIOA training, how soon can I begin my training?

After you are determined eligible for an Individual Training Account (ITA) and completed the Tests of Adult Basic Education (TABE), and the Career Choices Assessment; every effort is made to help you begin as soon as possible. Note: community college classes are scheduled by semester. Application deadlines are many weeks earlier than actual class start dates.

Q5: What are the WIOA eligibility requirements?

You must meet the definition of Adult, Dislocated Worker or Youth as outlined in Question 3 and provide proof of:

1. U.S. Citizen/or Legal Alien
2. Social Security Number
3. 18 years old or older
4. Selective Service Registration (Males only, born on or after 1/1/1960)

Dislocated workers also need to provide:

1. Notice of layoff or no-fault termination notice
2. Verification of unemployment insurance status (Claims Determination letter)
3. Job search records (can use copies of records submitted to U.I.)

For currently employed dislocated workers eligibility documentation may include tax return information (up to 2 yrs) validating an income decrease. This will not be required if dislocation & WIOA application occur within the same year.

Q6: 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.

Q7: Am I eligible to receive Trade benefits for Training?

Trade Adjustment Training assistance is handled through the local NCWorks 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.

Q8: 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 complete, signed and approved by your Career Advisor. You will be required to apply for PELL and any other available Grants.

Q9: Can I attend any school or training program I wish?

See the link of approved occupational training programs at [www.ecwdb.org/trainingguide.cfm](http://www.ecwdb.org/trainingguide.cfm). The school and the training program must be on the NCWorks Eligible Training Provider List. Not all schools or programs on the ETPL are approved by ECWDB. Totally online programs are not generally approved. Short term prevocational services, such as certain test preparation courses, may be approved.

Q10: Will WIOA pay for any training that I wish to take?

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 ($4,000 for up to one year of training; $8,000 for up to two years of training).

There are careers in education, information technology, accounting, health care and truck driving in 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. ECWDB will not fund training in any area where a person cannot expect to be employed fulltime.

Q11: How long can my training last?

WIOA may be approved for up to 2 years. 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.

Q12: Will WIOA pay for prerequisite and/or developmental courses?

WIOA does not pay for developmental classes.

Q13: Do I need permission to change classes or programs?

Yes! Keep in mind WIOA only assists with one (1) program of study. Your choice is documented at the time of intake/application, and on your Individual Employment Plan and in NCWorks.

Q14: What happens if I need to drop out of school?

Customers are required to communicate any and all curriculum changes, or personal situations that may impact their program completion with their Career Advisor. Concerns of this nature are handled on a case by case basis.

Q15: Are a drug screen and criminal background check required?

A background check and drug screen may be required and will be provided for individuals enrolling in WIOA training programs prior to training enrollment, such as truck driving, healthcare and education.

Q16: I have been out of school for many years. Do you have staff available to help me 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.

Q17: Can you help me to choose a new career?
Yes! We have experienced Career Advisors who can help you research labor market information, provide interest and aptitude assessments, schedule computerized self-help inventories and access a variety of tools to assist you in planning your next career move.

**Q18:** 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.

**Q19:** Do Veterans receive priority service?

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

**Q21:** What if I don’t have a Selective Service Registration?

Contact the Selective Service System, www.sss.gov or 1-888-655-1825 to request a Status Information Letter.