

# A-8 Workforce Terms and Definitions (Updated 2026)

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This section provides key Workforce Innovation and Opportunity Act (WIOA) Youth program terms and definitions. These definitions align with current federal guidance, including **TEGL 21-16, TEGL 09-22, TEGL 10-16 (Change 3), TEGL 23-19, and TEGL 03-23**, as well as RochesterWorks system expectations.

These terms are intended to support **consistent understanding, service delivery, performance tracking, data validation, and compliance** across all providers.

### WIOA Youth Core Definitions

- **Basic Skills Deficient:** A youth who has reading, writing, or math skills at or below the 8th-grade level, or is unable to function effectively in the workplace or in society.
- **Career Pathway:** A structured sequence of education, training, and services aligned with industry needs and employer demand that leads to employment, advancement, and long-term career success.
- **Participant:** An individual who has been determined eligible, completed an objective assessment, developed an Individual Service Strategy (ISS), and received at least one WIOA youth service.
- **Exit:** Occurs when a participant has not received services for **90 consecutive days** and no future services are planned.
- **Follow-Up Services:** Services provided for a minimum of **12 months after exit** to support retention in employment, education, or training.
- **Recognized Postsecondary Credential:** An industry-recognized certification, degree, license, or credential aligned with in-demand industries and employment opportunities.
- **Work Experience:** Planned and structured learning in a workplace setting that supports career exploration, skill development, and work readiness, and is aligned with career pathways and employer engagement.

### RochesterWorks System Definitions

- **Navigator (Youth Advocate):** A full-time staff member responsible for case management, service coordination, employer engagement, and supporting participant outcomes.
- **Individual Service Strategy (ISS):** A required, individualized service plan based on an objective assessment that guides all program activities and aligns services to participant goals, career pathways, and performance outcomes.

- **Supportive Services:** Resources that reduce barriers to participation, such as transportation, clothing, childcare, or supplies. All supportive services must be **necessary, reasonable, documented, and aligned with participant goals.**
- **Work Experience Requirement:** A minimum of **20% of WIOA youth funds** must be expended on work experience activities, in accordance with federal requirements.
- **OSOS (One-Stop Operating System):** The official system of record used for data entry, documentation, performance tracking, and data validation.
- **SENSE Model:** A standardized case note format (Situation, Evaluation, Next Steps, Sufficient Information, Employment-Related Information Only) used to document participant progress, services provided, and next steps.

### **Performance Definitions (WIOA Primary Indicators)**

- **Employment/Education Rate (Q2 & Q4):** The percentage of participants who are in employment, education, or training during the second and fourth quarters after exit.
- **Median Earnings:** The median earnings of participants in unsubsidized employment during the second quarter after exit.
- **Credential Attainment:** The percentage of participants who earn a recognized postsecondary credential or secondary diploma (with employment or postsecondary transition) during or after participation.
- **Measurable Skill Gains (MSG):** Documented progress toward education or training goals during participation.

### **Data Validation and Documentation Expectations**

All data entered into OSOS must be:

- Accurate, complete, and timely
- Supported by **source documentation**
- Maintained in **audit-ready participant files**

Failure to properly document services and outcomes may result in **disallowed costs or performance findings**, in accordance with WIOA data validation requirements (*TEGL 23-19*).

### **System Expectations**

Providers must:

- Use these definitions consistently in service delivery, documentation, and reporting
- Align services with the ISS, career pathways, employer engagement, and WIOA performance outcomes

- Ensure all participant activities, services, and outcomes are accurately documented in OSOS
- Implement services that are **intentional, outcome-driven, and aligned with program goals**
- Follow all RochesterWorks policies and applicable federal guidance

These definitions support **consistent program implementation, monitoring, accountability, and performance outcomes** across the RochesterWorks system.