



# **LEAD CENTER**

**National Disability Institute's LEAD Center**

*Leadership for the Employment and Advancement of People with Disabilities*

## **Common Acronyms and Glossary of Terms and Definitions**

Independent Living Centers and American Job  
Centers Reference Guide

# Workforce Innovation and Opportunity Act: Guide to Common Acronyms and Glossary of Terms and Definitions

Prepared by the LEAD Center

in Partnership with the National Council on Independent Living (NCIL)

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*[NOTE: On July 22, 2014, the President signed into law the Workforce Innovation and Opportunity Act (WIOA), which replaces the Workforce Investment Act of 1998 (WIA). The WIOA restructures the career One-Stops (American Job Centers (AJCs)) and reorganizes their services. AJCs will continue operations as described here, but will be making changes in their operations during the coming year. This document will be revised to reflect the new AJC operating model as new guidance from the Employment and Training Administration becomes available.]*

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# Independent Living Centers and American Job Centers Reference Guide to the Workforce Innovation and Opportunity Act and Disability Services

This Reference Guide provides a list of acronyms and glossary of terms and definitions associated with the public workforce system represented by the Workforce Innovation and Opportunity Act (WIOA). The list of acronyms also includes many disability-related acronyms that workforce systems and other community providers may use when working with job seekers with and without disabilities. The list is presented alphabetically, with Common Acronyms for each letter followed by the Glossary of Terms and Definitions.

## A

### COMMON ACRONYMS

|              |   |
|--------------|---|
| <b>ACL</b>   | Administration on Community Living (U.S. Department of Health and Human Services) |
| <b>ADA</b>   | Americans with Disabilities Act   |
| <b>ADAAA</b> | Americans with Disabilities Act Amendments Act of 2008                            |
| <b>AIDD</b>  | Administration on Intellectual and Developmental Disabilities                     |
| <b>AJC</b>   | American Job Center (also known as a One-Stop Career Center)                      |
| <b>ASL</b>   | American Sign Language  |
| <b>AT</b>    | Assistive Technology  |

### GLOSSARY OF TERMS AND DEFINITIONS

**Administration on Intellectual and Developmental Disabilities (AIDD)** – An office of the Administration on Community Living, U.S. Department of Health and Human Services, AIDD is dedicated to ensuring that individuals with developmental disabilities and their families are able to fully participate in and contribute to all aspects of community life in the United States and its territories.

**Administration on Community Living (ACL)** - Part of the U.S. Department of Health and Human Services (HHS), ACL is the Federal agency responsible for increasing access to community supports, while focusing attention and resources on the unique needs of older Americans and people with disabilities across the lifespan. ACL oversees several disability-related agencies including the Administration on Intellectual and Developmental Disabilities and the Independent Living Administration, within the Administration on Disabilities; the National Institute on Disability, Independent Living, and Rehabilitation Research (NIDILRR); and the Office for Consumer Access and Self-determination, which houses the Assistive Technology Act programs.

**Adult** – An individual who is age 18 or older. (WIOA, Sec. 3(2).

**Adult Secondary Education Skills** – Education for adults consisting of courses in mathematics, reading, history, science, government, language arts, and other courses and classes that lead to a high school diploma or a General Educational Development (GED) Certificate. (WIOA Sec. 3(52), “Recognized Postsecondary Credential”).

**Advanced Training/Occupational Skills Training** – Training for youth that is provided as an organized program of study that provides specific vocational skills that lead to proficiency in

performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels. Such training should be outcome oriented and focused on a long-term goal as specified in an Individual Service Strategy (ISS) agreement and result in attainment of a certificate (WIOA Sec. 134(D)(i), "Training Services").

**American Job Center (AJC)** – Centers established through the Workforce Innovation and Opportunities Act to offer job seekers, students, businesses and workforce professionals access to a comprehensive array of employment-related services and tools in one convenient location. Through AJCs, referred to in the WIOA as one-stop career centers, job seekers can utilize resources such as career counseling, career planning, resume assistance, job placement, classroom and on-the-job-training, information about local and national labor markets, unemployment compensation, and more (WIOA Sec. 121, "Establishment of One-Stop Delivery Systems").

**Americans with Disabilities Act (ADA)** – A Federal law providing for comprehensive civil rights protection to individuals with disabilities in areas of employment, public accommodations, State and local government services, and telecommunications (PL101-336).

**Americans with Disabilities Act Amendments Act of 2008 (ADAAA)** – Legislation that made significant changes to the ADA's definition of "disability" to broaden the scope of coverage under both the ADA and Section 503 of the Rehabilitation Act by:

- Expanding the definition of major life activities;
- Redefining who is "regarded as" having a disability;
- Modifying the regulatory definition of "substantially limits";
- Specifying that "disability" includes any impairment that is episodic or in remission if it would substantially limit a major life activity when active; and
- Prohibiting consideration of the beneficial effects of "mitigating measures" when assessing whether an impairment substantially limits a person's major life activities, with the exception of ordinary eyeglasses and contact lenses (PL 110-325).

**American Sign Language (ASL)** - A visual language used predominantly in the United States and in many parts of Canada to convey information through the shape, placement, and movement of the hands, as well as facial expressions and body movements. ASL is its own language requiring interpreter services between ASL speakers and speakers of other languages, including English.

**Apprenticeship Training** – A program combining on-the-job training with related instruction that enables workers to master the practical and technical skills required for a skilled occupation (WIOA Sec. 3(7)(B), "Career Pathways").

**Assistive Technology (AT)** – Technology designed to promote greater independence by enabling people to perform tasks that they were formerly unable to accomplish, or had great difficulty accomplishing, by providing enhancements to, or changing methods of interacting with, the technology needed to accomplish such tasks. Assistive Technology is an umbrella term that includes

assistive, adaptive, and rehabilitative devices and services for people with disabilities (WIOA Sec. 404(3)).

## **B**

### **COMMON ACRONYMS**

|             |  |
|-------------|--|
| <b>BLN</b>  | Business Leadership Network  |
| <b>BLS</b>  | Bureau of Labor Statistics (U.S. Department of Labor)  |
| <b>BPAO</b> | Benefits Planning, Assistance, and Outreach (BPAO is the former term; now officially referred to as WIPA - see definition in this glossary.) |

### **GLOSSARY OF TERMS AND DEFINITIONS**

**Barriers to Employment** – Conditions that may make employment difficult for certain individuals. Individuals with such barriers may include: individuals with disabilities; single parents; displaced homemakers; youth; public assistance recipients; older workers; substance abusers; teenaged parents; veterans; ethnic minorities; those with limited English proficiency, a criminal record, or with a lack of education, work experience, credentials, transportation, or child care arrangements (WIOA Sec. 3 (24), “Individual with a Barrier to Employment”).

**Basic Education** – Instruction on the basic skills of communication, computation, problem solving, health, consumer development, and citizenship. Instruction is designed to raise the participant’s level of ability to improve their self-sufficiency, improve their ability to benefit from occupational training and increase their opportunities for productive and profitable employment (WIOA Sec. 203(17), “Workforce Preparation Activities”).

**Basic Literacy Skills** – Reading, writing, mathematics, problem solving, and interpersonal skills that enable adults to communicate in English, use math, obtain a high school diploma or GED, and become productive, employable citizens. To meet Basic Literacy Skills standards a person must be able to (a) compute or solve problems, read, write, or speak English at or above the eighth-grade level on a generally accepted standardized test or comparable score on a criterion-referenced test; or (b) compute or solve problems, read, write, or speak English at a level necessary to function on the job, in the individual’s family, or in society (WIOA Sec. 203).

**Basic Skills Deficiency** – Individual who is (a) reading, writing, or computing skill at or below the eighth-grade level on a generally accepted standardized test or a comparable score on a criterion-referenced test, or (b) unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual’s family, or in society (WIOA, Sec. 3(5))

**Bureau of Labor Statistics (BLS)** – BLS is the principal fact-finding agency for the Federal Government in the broad field of labor economics and statistics.





**Career Services** -- Includes services such as job search assistance, comprehensive assessments, individual career counseling, career planning, resume preparation, job clubs, internships, and so on as appropriate to obtain or retain employment (WIOA Sec. 34(c)(2)).

**Center for Independent Living (CIL)** – A consumer-controlled, community-based, cross-disability, nonresidential private nonprofit agency that is designed and operated within a local community by individuals with disabilities and provides an array of services. At a minimum, CILs provide information and referral, independent living skills training, individual and systems advocacy, and peer counseling (WIOA Sec. 482).

**Centers for Medicare and Medicaid Services (CMS)** – The U.S. Department of Health and Human Services' agency responsible for Medicare, parts of Medicaid, oversight of parts of Health Insurance Portability and Accountability Act (HIPAA), and assurance that consumers of Medicare and Medicaid programs are able to get high quality health care.

**Certificate** – A document awarded in recognition of an individual's attainment of measurable technical or occupational skills necessary to gain employment or advance within an occupation. These technical or occupational skills are based on standards developed or endorsed by employers. Work-readiness certificates are not included in this definition. Certificates are awarded by:

- A State educational agency or a State agency responsible for administering vocational and technical education within a State;
- An institution of higher education described in Section 102 of the Higher Education Act (20 USC 1002) qualified to participate in the student financial assistance programs authorized by Title IV of that Act. Such institutions include community colleges, proprietary schools, and all other institutions of higher education that are eligible to participate in Federal student financial aid programs;
- A professional, industry, or employer organization (e.g., National Institute for Automotive Service Excellence, National Institute for Metalworking Skills, Inc.) or a product manufacturer or developer (e.g., Microsoft Certified Database Administrator, Certified Novell Engineer, Sun Certified Java Programmer) using a valid and reliable assessment of an individual's knowledge, skills, and abilities;
- A Registered Apprenticeship Program, which is a public regulatory agency that awards a certificate upon an individual's fulfillment of educational, work experience, and skill requirements that are legally necessary for an individual to use an occupational or professional title or to practice an occupation or profession (e.g., FAA aviation mechanic certification, State-certified asbestos inspector);
- A program that has been approved by the U.S. Department of Veterans Affairs to offer education benefits to veterans and other eligible persons;
- Job Corps centers that issue certificates; and
- Institutions of higher education that are formally controlled, or have been formally sanctioned





employed, or receiving Social Security disability benefits. DEI incorporates the role of Disability Resource Coordinators and extensive partnerships, collaborations, and service coordination across multiple workforce, generic, and disability systems.

**Disability Resource Coordinator (DRC)** – Staff with expertise in disability and workforce development (building upon the Employment and Training Administration-funded Disability Program Navigator program prior to the Disability Employment Initiative (DEI)) hired in the local workforce system to implement DEI strategic approaches, including 1) establishing Integrated Resource Teams; 2) blending and braiding funds to leverage resources across programs and/or systems; 3) Customized and Self-Employment strategies; 4) following *Guideposts for Success* for youth; 5) asset development strategies; and 6) facilitating partnerships and collaboration to advance career pathways.

**Disabled Veteran** – A veteran entitled to compensation under laws administered by the U.S. Department of Veterans Affairs, or an individual who was discharged or released from active duty because of a service-connected disability.

**Disadvantaged Adults** – WIOA regulations define a disadvantaged adult as an individual who is age 22 through 72 who received an income, or is a member of a family that received a total family income, that, in relation to family size, does not exceed the poverty line (WIOA Sec. 132(b)(1)(v)(IV)).

**Disadvantaged Youth** – An individual who is age 16 through 21 who received an income, or is a member of a family that received a total income, that in relation to family size, does not exceed the higher of the poverty line or 70% of the lower living standard income (WIOA Sec. 127(2)(c)(i)(ii)).

**Disabled Veterans' Outreach Program (DVOP)** – A program that provides funds for DVOP specialists to provide intensive services to meet the employment needs of veterans with disabilities and other eligible veterans, with the maximum emphasis directed toward serving those who are economically and educationally disadvantaged, including homeless veterans and veterans with barriers to employment .

**Discovery** – A term used in Customized Employment for the gathering of information from the job seeker, people who know them well, and their support team (a group of formal and informal partners, including the job seeker, who is the ultimate decision-maker) to learn about and determine the job seeker's interests, skills, and preferences related to potential employment, which then guides the development of a customized job match.

**Dislocated Worker (DW) (WIOA Sec 3(15))** – An individual who meets one of the definitions below:

- Has been terminated or laid off, or has received a notice of termination or layoff from employment (A)(i);
- Is eligible for or has exhausted unemployment insurance (ii)(I);
- Has demonstrated an appropriate attachment to the workforce, but not eligible for unemployment insurance and unlikely to return to a previous industry or occupation (II);

- Has been terminated or laid off or received notification of termination or layoff from employment as a result of a permanent closure or substantial layoff (B)(i);
- Is employed at a facility, where the employer has made the general announcement that the facility will close within 180 days (B)(ii);
- Was self-employed (including employment as a farmer, a rancher, or a fisherman), but is unemployed as a result of general economic conditions in the community or because of a natural disaster (C);
- Is a military spouse who leaves his or her job to follow his or her spouse to a new duty assignment and is unlikely to return to their previous industry or occupation (E)(i); or
- Is a displaced homemaker who is no longer supported by another family member (16)(A)(i).

**Displaced Homemaker (for Dislocated Worker Purposes)** – An individual who has been providing unpaid services to family members in the home and who –

- Has been dependent on the income of another family member but is no longer supported by that income (WIOA Sec. 3(16)(A); and
- Is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment (WIOA Sec. 3(16)(B)).

## E

### COMMON ACRONYMS

|                   |   |
|-------------------|---|
| <b>EARN</b>       | Employer Assistance and Resource Network                          |
| <b>EEOC</b>       | U.S. Equal Employment Opportunity Commission                      |
| <b>EITC</b>       | Earned Income Tax Credit  |
| <b>EN</b>         | Employment Network  |
| <b>EO Officer</b> | Employment Opportunity Officer                                    |
| <b>ETA</b>        | Employment and Training Administration (U.S. Department of Labor) |
| <b>ETP</b>        | Eligible Training Provider  |
| <b>ETPL</b>       | Eligible Training Provider List                                   |

### GLOSSARY OF TERMS AND DEFINITIONS

**Economic Development Agencies** – Local planning and zoning commissions or boards, community development agencies, and other local agencies and institutions responsible for regulating, promoting, and assisting local economic development (WIOA Sec. 3(17)).

**Earned Income Tax Credit (EITC)** – A refundable Federal income tax credit for low to moderate income working individuals and families designed, in part, to offset the burden of social security taxes and to provide an incentive to work. When EITC exceeds the amount of taxes owed, it results in a tax refund to those who claim and qualify for the credit.

**Eligible Non-Citizen** – A person who is eligible to participate in programs and activities financially assisted by WIOA, which are “available to citizens and nationals of the United States, lawfully admitted permanent resident aliens, refugees, asylees, and parolees, and other immigrants authorized by the U.S. Attorney General to work in the United States.” Citizens and nationals must provide citizenship documentation, including place of birth, citizenship status, and authorization to work.

**Eligible Training Provider (ETP)** – Training providers that meet the criteria set by their State to provide training to job seekers. This typically includes post-secondary educational institutions, apprenticeship programs, and other public or private training programs that meet established criteria. Eligibility varies by State (WIOA Sec. 3(A)).

**Eligible Training Provider List (ETPL)** – A statewide collection of providers that are approved to give services through the American Job Center system. These lists contain information for consumers, including cost and performance information for each of the providers, so that participants can make informed choices on where to use their Individual Training Account funds.

**Employer Assistance and Resource Network (EARN)** – EARN, funded by the Office of Disability Employment Policy, is currently a service of the Viscardi Center. EARN’s mission is “to empower employers to source, hire, retain and advance qualified individuals with disabilities through dissemination, collaboration, and technical assistance. EARN also researches and promotes promising employer-focused disability practices and policies” (“About Earn,” AskEarn.org).

**Employment and Training Activity** – An activity described in WIOA Section 134 that is carried out for an adult or dislocated worker by the Employment and Training Administration (WIOA Sec. 3(19)).

**Employment and Training Administration (ETA)** – An Office within U.S. Department of Labor with direct responsibility for WIOA programs; the mission of the ETA is “to contribute to the more efficient functioning of the U.S. labor market by providing high quality job training, employment, labor market information, and income maintenance services primarily through state and local workforce development systems” (“ETA’s Mission,” Doleta.gov).

**Employment Network (EN)** – An entity that contracts with the Social Security Administration to provide or arrange for the provision of employment services, vocational rehabilitation services or other services that can assist Ticket Holders (Social Security disability beneficiaries) in preparing for, finding, and keeping a job. ENs can be public or private entities, including state vocational rehabilitation agencies and many American Job Centers. Social Security disability beneficiaries eligible for the Ticket to Work program are known as Ticket Holders. Ticket Holders are able to assign their Tickets to an Employment Network of their choice to obtain services and supports necessary to

maximize their economic self-sufficiency through work (Employment Networks in Social Security's Ticket to Work Program, SSA.gov).

**Equal Employment Opportunity Commission (EEOC)** – The Federal agency with lead responsibility for interpreting Federal disability nondiscrimination laws. In implementing the disability-related requirements of WIOA Section 188, the Civil Rights Center at the U.S. Department of Labor follows the EEOC's interpretations, adapting those interpretations where necessary to fit the American Job Center context.

**Equal Opportunity Officer (EO Officer)** – The staff person responsible for overseeing a recipient's civil rights responsibilities. Under WIOA, every State and Local Workforce Area is responsible for designating an Equal Opportunity Officer. Responsibilities include: 1) administering a recipient's discrimination complaint process; 2) conducting and coordinating a recipient's equal opportunity monitoring program; 3) administering the defined EO Officer designation process; and 4) coordinating the development of the State's Methods of Administration. For more information visit:

<http://www.eeoc.gov/employees/charge.cfm>.

**Extended Unemployment Benefits** – Benefits that may be offered to workers who have exhausted regular unemployment benefits during periods of high unemployment ("Unemployment Insurance Extended Benefits, <http://www.ows.doleta.gov/unemploy/extenben.asp>) .

## E

### COMMON ACRONYMS

|             |                              |
|-------------|------------------------------|
| <b>FLSA</b> | Fair Labor Standards Act     |
| <b>FMLA</b> | Family and Medical Leave Act |
| <b>FWAs</b> | Flexible Work Arrangements   |

### GLOSSARY OF TERMS AND DEFINITIONS

**Fair Labor Standards Act (FLSA)** – The FLSA establishes minimum wage, overtime pay, recordkeeping, and youth employment standards affecting employees in the private sector and in Federal, State, and local governments. Covered nonexempt workers are entitled to a minimum wage and overtime pay at a rate not less than one and one-half times the regular rate of pay for hours above 40 hours of work in a work week (29 U.S.C 206(a)(1)).

**Family and Medical Leave Act (FMLA) (PL 103-3)** – A law that entitles eligible employees of covered employers to take unpaid, job-protected leave for specified family and medical reasons with continuation of group health insurance coverage under the same terms and conditions as if the employee had not taken leave. Eligible employees are entitled to:

- Twelve work weeks of leave in a 12-month period for:

- the birth of a child and to care for the newborn child within one year of birth;
- the placement with the employee of a child for adoption or foster care and to care for the newly placed child within one year of placement;
- care for the employee’s spouse, child, or parent who has a serious health condition;
- a serious health condition that makes the employee unable to perform the essential functions of his or her job; or
- any qualifying situation arising because the employee’s spouse, child, or parent is a covered military member on “covered active duty;” or
- Twenty-six workweeks of leave during a single 12-month period to care for a covered service member with a serious injury or illness if the eligible employee is the service member’s spouse, child, parent, or next of kin (military caregiver leave).

**Family Income** – All income received by all members of the family during the six-month period prior to application or registration, annualized by multiplying the six-month income by two (6-month income x 2). The composition of the family is determined as of the date of the application or registration. Therefore, the income of prior family members who may have comprised part of the family during the past six months, but are no longer members of the household (i.e., divorced, separated or deceased spouse, or other family member) would not be counted for income determination purposes. Only the income of members of the current family should be counted and applied against the current family determination.

**Family Size** – Number of dependent children plus number of parents or guardians who reside together. [Note: An individual with a disability must, for purposes of income-eligibility determination, be considered to be an unrelated individual who is a family unit of one consistent with the definition of Low-Income Individual in WIOA (WIOA Sec. 3(36(A))).

**Federal Poverty Level (FPL)/Federal Poverty Rate (FPR)** – The threshold used to determine who receives Federal subsidies or aid. Title I of WIOA (Pub. L. 113– 128) requires the U.S. Secretary of Labor to update and publish [Lower Living Standard Income Level \(LLSIL\)](#) tables annually for uses described in the law (e.g., determining eligibility for youth). WIOA defines the term “low income individual” as one who qualifies under specific criteria listed in the Act, including an individual who received income for a six-month period that does not exceed the higher of the level of the poverty line or 70 percent of the LLSIL. Poverty measures are updated each year by the U.S. Census Bureau.

**Flexible Work Arrangements** – [Universal design strategy](#) that meets the needs of both the employer and employee regarding when, where, and how work is done.

**Follow-up Activities** – The tracking of what happens to participants when they leave the WIOA program for a period of 180 days after first job placement, including employment status, average hourly wage, and job retention (WIOA, Sec. 147 (3)(A)).



## COMMON ACRONYMS

**GED** General Educational Development

## GLOSSARY OF TERMS AND DEFINITIONS

**General Educational Development (GED)** - A high school equivalency certificate that is obtained by passing the GED Test that measures skills and knowledge generally associated with four years of traditional high school instruction.

**Grant** – An award of WIOA financial assistance by the U.S. Department of Labor (or another Federal or State government entity) to an eligible WIOA recipient (WIOA, Sec. 107(12)(B)).

**Grantee** – The direct recipient of grant funds from the DOL (or another Federal or State government entity). A grantee may also be referred to as a recipient (WIOA, Sec. 107(12)(B)).

## H

## COMMON ACRONYMS

**HHS** U.S. Department of Health and Human Services

**HUD** U.S. Department of Housing and Urban Development

## GLOSSARY OF TERMS AND DEFINITIONS

**Health and Human Services (DHHS, HHS)** – Federal agency tasked to help provide the building blocks that Americans need to live healthy, successful lives. HHS fulfills that mission by supporting programs that provide access to high-quality health care, jobs, affordable child care, and food.

**Homeless Individual** - an individual or family who lacks a fixed, regular, and adequate nighttime residence (42 U.S.C., 14043e-2(6))

**Housing and Urban Development (HUD)** – Federal agency tasked to create strong, sustainable, inclusive communities and quality affordable homes for all. HUD is working to strengthen the housing market to bolster the economy and protect consumers, meet the need for quality affordable rental homes, utilize housing as a platform for improving quality of life, and build inclusive and sustainable communities free from discrimination.

## I

## COMMON ACRONYMS

|             |   |
|-------------|---|
| <b>IDA</b>  | Individual Development Account              |
| <b>IDEA</b> | Individuals with Disabilities Education Act |
| <b>IEP</b>  | Individualized Education Program (or Plan)  |
| <b>ILC</b>  | Independent Living Center                   |
| <b>IPE</b>  | Individualized Plan for Employment          |
| <b>IRT</b>  | Integrated Resource Team                    |
| <b>ISS</b>  | Individual Service Strategy                 |
| <b>ITAs</b> | Individual Training Accounts                |
| <b>IWP</b>  | Individual Work Plan                        |

## GLOSSARY OF TERMS AND DEFINITIONS

**Individual Development Account (IDA)** – Savings accounts that include State or Federal matching funds to help individuals with limited income or wealth, including those with disabilities, save for an asset (a first home, business capitalization, higher education, or training). Individual contributions, matching contributions, and interest in a Federally-funded IDA account cannot be considered as an asset when determining eligibility or benefit levels for any Federally-funded benefit program (i.e. Social Security, Medicaid, TANF, Food Stamps).

**Individualized Education Plan (IEP)** – A document that describes the special education and related services designed to meet the unique educational needs of a student with a disability. An IEP is the guiding document for a student's educational program. It includes all of the goals, objectives, present levels of performance and related services that are recommended for the student, as mandated by the IDEA.

**Individual with a Disability** – Generally defined using the Americans with Disabilities Act Amendments Act of 2008, which uses a three-pronged approach to define a person with a disability as a person who: 1) has a physical or mental impairment that substantially limits one or more major life activities; or 2) has a record of a physical or mental impairment that substantially limits a major life activity; or 3) has an actual or perceived impairment that is not both temporary or minor (WIOA Sec. 3(25)).

**Individual Work Plan (IWP)** – Defined by SSA's Ticket to Work regulations as a formal agreement between the Ticket Holder and an Employment Network (EN) that describes how the EN's services will help the Ticket Holder to achieve their individualized employment goal. The Plan includes specific steps and a time schedule that may span several years.

**Individualized Plan for Employment (IPE)** – A written plan developed for and with a job seeker that

identifies:

- the individual's employment outcome, also referred to as the employment goal;
- the services that will be provided to achieve the employment goal and the time frames for those services; and
- the steps that will measure progress toward the employment goal (WIOA Sec. 413).

The IPE outlines how the individual will achieve a specific employment goal that is consistent with the individual's unique strengths, resources, priorities, concerns, abilities, capabilities, career interests, and informed choice.

**Individual Training Accounts (ITAs)** – Defined by WIOA regulations as a pool of funds established on behalf of eligible participants of WIOA Title I adult and dislocated worker programs to purchase training services selected in consultation with their case manager from eligible providers. Payments from ITAs may be made in a variety of ways, including the electronic transfer of funds through financial institutions, vouchers, or other appropriate methods. Payments may also be made incrementally through payment of a portion of the costs at different points in the course of a training program (WIOA Sec. 3(F)(iii)).

**Individuals with Disabilities Education Act (IDEA)** – Education law (20 U.S.C. 1400 et seq.) enacted to: 1A) ensure that all children with disabilities have available to them a free appropriate public education that emphasizes special education and related services designed to meet their unique needs and prepare them for further education, employment, and independent living; 1B) ensure that the rights of children with disabilities and parents of such children are protected; and 1C) assist States, localities, educational service agencies, and Federal agencies to provide for the education of all children with disabilities; 2) assist States in the implementation of a statewide, comprehensive, coordinated, multidisciplinary, interagency system of early intervention services for infants and toddlers with disabilities and their families; 3) ensure that educators and parents have the necessary tools to improve educational results for children with disabilities by supporting system improvement activities; coordinated research and personnel preparation; coordinated technical assistance, dissemination, and support; and technology development and media services; and 4) assess and ensure the effectiveness of efforts to educate children with disabilities.

**Initial Assessment** – A necessary activity used to determine whether a program can benefit an individual and to identify activities and services that would be appropriate to meet the individual's needs and goals. The initial assessment typically includes the initial determination of each individual's employability, aptitudes, abilities, and interests, through interviews, testing, and counseling (WIOA Sec. 2(A)(1)(III)).

**Intake** – The process of collecting and assessing basic information, which is commonly collected by all program partners (e.g., name, address, phone number, Social Security Number) and the required activities used to determine a person's eligibility for an individual program ("WIOA Glossary of Terms and Definitions," Montana Department of Labor & Industry).

**Integrated Resource Team (IRT)** – A promising practice, supported by the Disability Employment Initiative, that brings together public- and private-sector agency representatives (generic and disability specific) at a local American Job Center to coordinate services and leverage funding across multiple programs and systems to meet the employment needs of an individual job seeker with a disability.

## COMMON ACRONYMS

|             |                                      |
|-------------|--------------------------------------|
| <b>JAN</b>  | Job Accommodation Network            |
| <b>JAWS</b> | Job Access With Speech               |
| <b>JC</b>   | Job Corps (U.S. Department of Labor) |

## GLOSSARY OF TERMS AND DEFINITIONS

**Job Access With Speech (JAWS)** – Software that converts text and components of the Windows operating system into synthesized speech, allowing access to Windows-based computer systems.

**Job Accommodation Network (JAN)** – Funded by the Office of Disability Employment Policy, JAN provides free, expert, and confidential guidance on workplace accommodations and disability employment issues. Assistance is available both over the phone and online to anyone who can benefit from JAN’s services including private employers of all sizes, government agencies, employee representatives, and service providers, as well as people with disabilities and their families. JAN also provides information about the Americans with Disabilities Act.

**Job Corps** - A program administered by the U.S. Department of Labor that offers free-of-charge education and vocational training to economically disadvantaged youth ages 16 to 24 (WIOA Sec. 142(6), WIOA Sec. 143)

**Job Development** – The process of identifying potential employment and career opportunities that might be a good fit for a job seeker. Job development staff may market a program participant to employers, including negotiating a customized job description (“Veteran Workforce Investment Program (VWIP) Glossary,” U.S. Department of Labor).

**Job Placement Services** – Services that specifically assist participants in finding jobs, which may involve activities such as job search assistance, training, or job development (“WIOA Glossary of Terms and Definitions,” Montana Department of Labor & Industry).

**Job Retention** – The ability to keep a job for a certain period of time. The timeframe for successful job retention varies depending on the program, usually 90-180 days. An individual’s ability to retain employment demonstrates he or she has the skills to complete work tasks, meet the employer’s expectations, follow workplace policies and procedures, and acclimate to the workplace culture (“WIOA Glossary of Terms and Definitions,” Montana Department of Labor & Industry).

## L

### COMMON ACRONYMS

|             |   |
|-------------|---|
| <b>LEP</b>  | Limited English Proficiency               |
| <b>LMA</b>  | Labor Market Area                         |
| <b>LMI</b>  | Labor Market Information                  |
| <b>LVER</b> | Local Veterans' Employment Representative |
| <b>LWIA</b> | Local Workforce Investment Area           |
| <b>LWIB</b> | Local Workforce Investment Board          |

### GLOSSARY OF TERMS AND DEFINITIONS

**Labor Exchange** – Services provided to job seekers and employers by the State Employment Service Agencies. Services to job seekers may include assessment, testing, counseling, provision of labor market information and referral to prospective employers. Employer services may include accepting job orders, screening applicants, referring qualified applicants, and providing follow-up (WIOA Sec. 134(2)(A)(1)(iv))

**Labor Market Area (LMA)** – An economically integrated geographic area within which individuals can reside and find employment within a reasonable distance or can readily change employment without changing their residence. Such an area shall be identified in accordance with criteria used by the Bureau of Labor Statistics of the U.S. Department of Labor or similar criteria established by a Governor (WIOA Sec. 3(30).)

**Labor Market Information (LMI)** –The body of information that focuses on the functioning of the labor markets, including local and national trends and the demand for and supply of labor. It looks at changes in labor activity, the employment and unemployment by job sector, income and earnings, wage rates, benefits, etc. LMI must be provided to participants in WIOA programs (Wagner-Peyser Act, 26 U.S.C., 491-2(e)).

**Limited English Proficiency (LEP)** – An individual who has limited ability speaking, reading, writing or understanding the English language and whose native language is a language other than English.

**Literacy** – An individual's ability to 1) read, write, and speak in English, and 2) compute and solve problems, at levels of proficiency necessary (in most instances, at or above the eighth-grade level as measured on a generally accepted standardized test) to function on the job, in the family, and in society. (WIOA Sec. 3(31) and WIOA Sec. 203).

**Local Area** – The local workforce investment area(s) designated by a Governor for delivery of WIOA

services (WIOA Sec 3(32)).

**Local Board or Local Workforce Development Board (LWDB)** – Regional entities established to implement the WIOA in local communities. Established under WIOA, the LWDB members are appointed by the chief elected official (e.g., county commissioner, mayor of a lead city) and are unpaid, appointed positions in each local area of a State. At least 50 percent of the LWDB represent private businesses, along with representation by labor unions and educational institutions such as community colleges. (WIOA Sec. 106(c)(3)(A), Sec. 107(c)(4)(B)(i), Sec. 198(i)).

**Local Veterans' Employment Representatives (LVERs)** – Staff who conduct outreach to employers and engage in advocacy efforts with hiring executives to increase employment opportunities for veterans and encourage the hiring of veterans. LVER staff work with other service providers to promote and facilitate priority services to veterans and act as advocates on behalf of veterans for employment and training opportunities with business, industry, and community-based organizations (OASVET Fact Sheet, U.S. Department of Labor).

**Local Workforce Development Area (LWDA)** – Geographic areas designated by the Governor or chief elected official of a State. Factors that are considered in designating these LWDA's include geographic location, population, and commonality of labor market areas. (Previously known as Workforce Investment Areas) (WIOA Sec. 106(c)(3)(A), Sec. 101(c)(4)(B)(i), Sec. 189(i)).

**Lower Living Standard Income Level (LLSIL)** – The income level (adjusted for regional, metropolitan, urban, and rural differences and family size) determined annually by the U.S. Secretary of Labor pursuant to Title I of WIOA (WIOA Section 3(36)(B)). The U.S. Secretary of Labor is required to update and publish Lower Living Standard Income Level tables annually, for uses described in the law (e.g., determining eligibility for youth (Sec. 3(36)(B))).

**Low-income Individual** – WIOA defines the term “low income individual” as one who qualifies under specific criteria listed in the Act, including an individual who received income for a six-month period that does not exceed the poverty line or 70 percent of the Lower Living Standard Income Level (LLSIL), in addition to other criteria listed in WIOA Section 3(36)(A).

## COMMON ACRONYMS

|                   |  |
|-------------------|--|
| <b>MLR</b>        | Migrant Labor Representative                           |
| <b>MOA or MOU</b> | Memorandum of Agreement or Memorandum of Understanding |

## GLOSSARY OF TERMS AND DEFINITIONS

**Memorandum of Agreement (Understanding) (MOA or MOU)** - A document outlining the

cooperative terms of two or more entities to work in partnership on certain listed projects, or as a general partnership. The agreed responsibilities of the partners and the benefits of each party will be listed. As a part of the agreement, there is usually a list of binding terms that makes the partnership a cohesive unit, and often there is an obligation of funds attached to certain terms in the agreement.

## **N**

### **COMMON ACRONYMS**

|              |  |
|--------------|--|
| <b>NASWA</b> | National Association of State Workforce Agencies   |
| <b>NAWB</b>  | National Association of Workforce Boards   |
| <b>NAWDP</b> | National Association of Workforce Development Professionals  |
| <b>NCD</b>   | National Council on Disability   |
| <b>NCIL</b>  | National Council on Independent Living   |
| <b>NDRN</b>  | National Disability Rights Network (formerly called NAPAS—National Association of Protection and Advocacy Systems) |

### **GLOSSARY OF TERMS AND DEFINITIONS**

**National Association of State Workforce Agencies (NASWA)** – An organization of State administrators of unemployment insurance laws and programs, employment services, training programs, employment statistics and labor market information.

**National Association of Workforce Boards (NAWB)** – Association representing approximately 600 Workforce Investment Boards and their 12,000 business members that coordinate and leverage workforce strategies with education and economic development stakeholders within their local communities.

**National Association of Workforce Development Professionals (NAWDP)** – A professional organization that represents individuals who work in workforce development, career development, employment and training, and economic development fields in both the public and private sector. NAWDP provides training, policy advocacy, and a networking forum for members in the workforce industry.

**National Council on Independent Living (NCIL)** - A national cross-disability, grassroots membership organization for Centers for Independent Living and others invested in advancing independent living and the rights of people with disabilities through consumer-driven advocacy. NCIL represents thousands of organizations and individuals including: individuals with disabilities, Centers for Independent Living (CILs), Statewide Independent Living Councils (SILCs), and other organizations that advocate for the human and civil rights of people with disabilities throughout the

United States.

**Needs-Related Payments (WIOA Section 134(d)(3)(A))** – Payments established for adult participants who are:

- Unemployed;
- Do not qualify or ceased receiving Unemployment Insurance; or
- Enrolled in training services (WIOA 134(d)(4)(D)).

Needs-related payments are provided to individual participants in cases where such payments are necessary to enable individuals to participate in a training program.

## Q

### COMMON ACRONYMS

|              |   |
|--------------|---|
| <b>OAA</b>   | Older Americans Act   |
| <b>ODEP</b>  | Office of Disability Employment Policy (U.S. Department of Labor) |
| <b>OJT</b>   | On-the-Job Training   |
| <b>O*NET</b> | Occupational Information Network (U.S. Department of Labor)       |

### GLOSSARY OF TERMS AND DEFINITIONS

**Occupational Information Network (O\*NET)** – The nation's primary source of occupational information. This database contains information on hundreds of standardized and occupation-specific descriptors and is available to the public at no cost. This database is maintained by the U.S. Department of Labor.

**Occupational Skills** - A measurable set of knowledge and skills that employees need for a specific job or occupation.

**Occupational Skills Goal** –Designed to increase a primary occupational skill that encompasses the proficiency to perform actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels. Secondary occupational skills entail familiarity with and use of set-up procedures, safety measures, work-related terminology, record keeping and paperwork formats, tools, equipment and materials, and breakdown and clean-up routines.

**Occupational Skills Training** –Vocational education designed to provide individuals with the technical skills and information required to perform a specific job or group of jobs, which can include on-the-job training (WIOA Sec. 134(3)(D)).

**Offender** – Any adult or juvenile (A) who is or has been subject to any stage of the criminal justice process, and for whom services under WIOA may be beneficial; or (B) who requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction WIOA Sec. 3(38).



**Office of Disability Employment Policy (ODEP)** – An office of the U.S. Department of Labor, ODEP is tasked to develop and influence policies and practices that increase the number and quality of employment opportunities for people with disabilities. ODEP's approach is to drive systems and practice changes by disseminating ODEP policy strategies and effective practices, sharing information, and providing technical assistance to government agencies, service providers and non-governmental entities, as well as public and private employers.

**On-the-Job Training (OJT)** – Under WIOA (Section 3 (44) Definitions), The term “on-the-job training” means training by an employer that is provided to a paid participant while engaged in productive work in a job that— (A) provides knowledge or skills essential to the full and adequate performance of the job; (B) is made available through a program that provides reimbursement to the employer of up to 50 percent of the wage rate of the participant, except as provided in section 134(c)(3)(H), for the extraordinary costs of providing the training and additional supervision related to the training; and (C) is limited in duration as appropriate to the occupation for which the participant is being trained, taking into account the content of the training, the prior work experience of the participant, and the service strategy of the participant, as appropriate.

**One-Stop Career Center** – Also called American Job Centers (AJCs), a One-Stop Career Center (AJC) is a facility that makes a wide range of workforce services available at a single site, through self-service, virtually or with staff help. The number of centers, the services offered, and the manner in which they are given will vary from one area to another, according to local needs and resources. (WIOA Section 121) (Note: Many of these centers still use the term One-Stop Career Centers or One-Stops or Workforce Centers.)

**One-Stop Operator** – One or more entities designated or certified under WIOA Section 121(d) contracted to operate one or more AJCs. One-Stop operators are responsible for the operations and the coordination of all activities in an American Job Center (formerly called a One-Stop Career Center).

**One-Stop Partner** – The partners required under the Workforce Innovation and Opportunity Act can include, but are not limited to, partners to support dislocated workers, youth, adult education, vocational education, vocational rehabilitation, older Americans, veterans, Job Corps, apprenticeships, unemployment insurance; employment and training programs through the U.S. Department of Housing and Urban Development, Community Services Block Grants; etc. They could also represent transportation, Temporary Assistance for Needy Families (TANF), the U.S. Department of Agriculture's Food Stamp programs, etc. Entities are described in WIOA Section 121(b)(1) and Section 121(b)(2).

**One-Stop System (also called American Job Center Network)** – The network of workforce supports and services coordinated by the U.S. Department of Labor's Employment and Training Administration that meet business and job seeker needs in whatever manner and location is most effective and convenient for the customers. Customers can choose to use the system's products and

services by phone, virtually, or on-site at an American Job Center. The AJC Network is often described as a “seamless system of service delivery.” Information and access to services are available to customers regardless of which partner site is entered. All partners have an obligation to provide the core informational services so that individuals may access the AJC Network regardless of where they enter, including information regarding access or linkages to employment services, training services, and the programs and activities carried out by all of the AJC partners (20 CFR 662.100).

**Out-of-school Youth** – An eligible youth who, at the time of registration, is a school dropout; has received a secondary school diploma or its equivalent but is basic skills deficient, unemployed, or underemployed; or for reporting purposes, all youth except: 1) those who are attending any school and have not received a secondary school diploma or its recognized equivalent, or 2) those who are attending post-secondary school and are not basic skills deficient. (ETA TEGL 17-05 Attachment B: Definitions of Key Terms), WIOA Sec. 3(46); Sec. 129(a)(1)(B).

**Outreach** – An effort by program staff to encourage individuals in the service-delivery area to use an entity’s program services. Outreach efforts may involve the collection, publication, and dissemination of information on program services available in the community.

## **P**

### **COMMON ACRONYMS**

|                |  |
|----------------|--|
| <b>P&amp;A</b> | Protection & Advocacy  |
| <b>PABSS</b>   | Protection & Advocacy for Beneficiaries of Social Security       |
| <b>PASS</b>    | Plan for Achieving Self-Support (Social Security Administration) |
| <b>PII</b>     | Personal Identifiable Information                                |
| <b>PY</b>      | Program Year   |

### **GLOSSARY OF TERMS AND DEFINITIONS**

**Plan for Achieving Self-Support (PASS or PASS Plan)** – Social Security Administration work incentive that allows individuals eligible for Supplemental Security Income (SSI) to set aside income and resources over a reasonable timeframe to reach a work goal that improves their ability to be financially self-supporting. The Social Security Administration does not count the income and resources set aside under a PASS when deciding Supplemental Security Income eligibility and payment amount (“Plan to Achieve Self-Support (PASS),” Social Security Administration).

**Pre-apprenticeship Training** – Any training designed to increase or upgrade specific academic or physical skills required as a condition for entry into a specific type of work. Pre-apprenticeship

programs are bridges into Registered Apprenticeship programs for people who do not meet the eligibility requirements for the Registered Apprenticeship program (“Pre-Apprenticeship,” U.S. Department of Labor).

**Priority of Service (WIOA Section 134(b)(3)(E))** – With respect to funds allocated to a local area for adult employment and training activities under paragraph (2)(A) or (3) of section 133(b), priority shall be given to recipients of public assistance, other low income individuals, and individuals who are basic skills deficient for receipt of career services described in paragraph (2)(A)(xii) and training services. The appropriate local board and the Governor shall direct the one-stop operators in the local area with regard to making determinations related to such priority. (Please note that military veterans have priority of service in all WIOA programs before other individuals.)

**Public Assistance** – Federal, State, or local government support provided to families for which eligibility is determined by a needs or income test. This includes Temporary Assistance for Needy Families (TANF), childcare, food stamps (Supplemental Nutrition Assistance Program (SNAP)), housing assistance, work subsidies, and allowances or other cash payments to meet living expenses. WIOA Sec. 3(50).

## **R**

### **GLOSSARY OF TERMS AND DEFINITIONS**

**Rehabilitation Act of 1973** – Enacted on September 26, 1973, this law provides grants to States to provide vocational rehabilitation research, education, training, and employment services to individuals with disabilities, in particular those with the most significant disabilities. WIOA, Title IV, amends the Rehabilitation Act of 1973, including vocational rehabilitation services as part of the One-Stop Career Center, now called the American Job Center System.

**Rehabilitation Services Administration (RSA)** – A Federal agency within the U.S. Department of Education that provides quality comprehensive vocational services to eligible individuals with disabilities. RSA services, which include job counseling, development, placement, and retention, assist consumers to prepare for, obtain, and maintain competitive integrated employment. RSA markets the placement of its consumers in high growth and high demand employment to improve their independence and self-sufficiency.

**Remedial Education** – Educational instruction, particularly in basic skills, intended to raise an individual's general competency level to succeed in vocational education, or skills training programs, or employment (“WIOA Glossary of Terms and Definitions,” Montana Department of Labor & Industry).

## **S**

### **COMMON ACRONYMS**

|              |  |
|--------------|--|
| <b>SBA</b>   | U.S. Small Business Administration                                     |
| <b>SCSEP</b> | Senior Community Service Employment Program (U.S. Department of Labor) |
| <b>SE</b>    | Supported Employment   |
| <b>SGA</b>   | Substantial Gainful Activity   |
| <b>SNAP</b>  | Supplemental Nutrition Assistance Program                              |
| <b>SSA</b>   | U.S. Social Security Administration                                    |
| <b>SSI</b>   | Supplemental Security Income   |
| <b>SSDI</b>  | Social Security Disability Insurance                                   |
| <b>SWDB</b>  | State Workforce Development Board                                      |

## **GLOSSARY OF TERMS AND DEFINITIONS**

**School Dropout** – An individual who is no longer attending any school and who has not received a secondary school diploma or a General Education Development certificate.

**Section 188 Disability Reference Guide** – A Guide that highlights “Promising Practices in Achieving Universal Access and Equal Opportunity,” to provide updated information and technical assistance to the public workforce investment system in meeting their nondiscrimination and universal access obligations for individuals with disabilities under Section 188 of WIOA. The Section 188 Guide may be used by a State to conduct its own monitoring regarding compliance with those aspects of Section 188 pertaining to persons with disabilities and/or to introduce promising practices that have been implemented elsewhere.

**Section 503** – Section 503 of the Rehabilitation Act of 1973 prohibits discrimination by covered Federal contractors and subcontractors against individuals on the basis of disability, and requires affirmative action on behalf of qualified individuals with disabilities. Revisions to the regulations were released in 2013, adopting several key revisions that include:

- Establishing a seven percent workforce utilization goal for individuals with disabilities and requiring contractors to maintain statistics and comparisons for the number of individuals with disabilities who apply for jobs and the number hired.
- Requiring contractors to invite applicants to voluntarily self-identify as an individual with a disability at the pre-offer stage of the hiring process, in addition to the existing requirement that contractors invite applicants to voluntarily self-identify after receiving a job offer.
- Requiring specific, mandated language in subcontracts in order to provide knowledge and increase compliance by alerting subcontractors to their responsibilities as Federal contractors.
- Implementing changes necessitated by the passage of the ADA by revising the definition of “disability” and certain nondiscrimination provisions of the implementing regulations.

**Self-Employed** – A gainfully occupied individual who works for himself or herself as opposed to salaried or commissioned workers who are the employees of others (“WIOA Glossary of Terms and Definitions,” Montana Department of Labor & Industry).

**Self-Certification** – An individual’s signed confirmation that the information he or she submits to demonstrate eligibility for a program under Title I of WIOA is true and accurate (“WIOA Glossary of Terms and Definitions,” Montana Department of Labor & Industry).

**Senior Community Service Employment Program (SCSEP)** – A community-service and work-based training program for older workers. Authorized by the Older Americans Act, the program provides subsidized, service-based training for low-income persons 55 or older who are unemployed and have poor employment prospects.

**Small Business Administration (SBA)** – Created to aid, counsel, assist and protect the interests of small business concerns, to preserve free competitive enterprise and to maintain and strengthen the overall U.S. economy. Providing services through an extensive network of field offices and partnerships with public and private organizations, the SBA helps Americans start, build, and grow businesses.

**Social Security Administration (SSA)** – An independent agency of the U. S. government that administers Social Security, a social insurance program consisting of retirement, disability, and survivors' benefits.

**Social Security Disability Insurance (SSDI)** – Authorized under Title II of the Social Security Act to make benefit payments to individuals who are insured (through their own earnings or, in some cases, through the earnings of an eligible parent) and are currently unable to work at a substantial level due to a documented disability that will last for twelve months or longer or result in death.

**State Workforce Development Board (SWDB)** – Formerly known as Workforce Investment Boards (WIBs), the SWDB members are appointed by the Chief Executive in a State and includes a majority representation by business. Other representatives include chief elected officials, labor organizations, State agency heads, and individuals with related experience. The SWDB assists the Governor or Chief Executive to develop a Unified or Combined State plan, designate local workforce investment areas, and develop allocation formulas, set State performance measures, and analyze statewide employment statistics systems, etc.

**Substantial Gainful Activity (SGA)** – The Social Security Administration evaluates an individual’s work activity when applying for or receiving disability benefits under Social Security Disability Insurance, or when applying for benefits because of a disability (other than blindness) under Supplemental Security Income. Under both programs, the Social Security Administration generally uses earnings guidelines to evaluate work activity to decide whether work is substantial. The Social Security Administration sets a dollar amount for Substantial Gainful Activity (SGA) annually. In 2015, SGA is \$1,090 for non-blind individuals and \$1,820 for blind individuals.

**Supplemental Nutrition Assistance Program (SNAP)** – Federally-funded benefit providing nutrition assistance to millions of eligible, low-income individuals and families (formerly called Food Stamps).

**Supplemental Security Income (SSI)** – Authorized under Title XVI of the Social Security Act to make cash assistance payments to aged, blind, and disabled persons (including children) who have limited income and resources. To meet the adult definition of disability for SSI, an individual must have a documented medical disability that will last 12 months or longer or result in death, and that prevents the individual from working at a substantial level.

**Supported Employment** – A system of support for people with disabilities who require ongoing support to achieve and maintain employment in integrated settings. Supported employment provides assistance such as job coaching, job development, job retention support, travel training, design of job accommodations including assistive technology, specialized job training, and support to an individual’s supervisor. Supported employment often refers to both the development of employment opportunities and on-going support for those individuals to maintain employment.

**Supportive Services** – WIOA-funded services that are needed to help a person participate in job training or job search services under WIOA. Supportive services may include transportation, child care and dependent care, housing, and other needs-related payment required for participation in the program. Supportive services may only be provided to people who are 1) participating in employment and/or training services; and 2) unable to obtain supportive services through other programs providing such support.

## **I**

### **COMMON ACRONYMS**

|             |  |
|-------------|--|
| <b>TAA</b>  | Trade Adjustment Assistance  |
| <b>TANF</b> | Temporary Assistance for Needy Families  |
| <b>TAP</b>  | Transition Assistance Program  |
| <b>TEGL</b> | Training and Employment Guidance Letter  |
| <b>TEN</b>  | Training and Employment Notice (formerly TEIN–Training and Employment Information Notice (TEIN)) |
| <b>TRA</b>  | Trade Readjustment Assistance  |
| <b>TRS</b>  | Telecommunications Relay Service   |
| <b>TTW</b>  | Ticket to Work   |
| <b>TTY</b>  | Teletypewriter   |

## GLOSSARY OF TERMS AND DEFINITIONS

**Telecommunications Relay Service (TRS)** - Telephone service that allows persons with hearing or speech disabilities to place and receive telephone calls. TRS is available in all 50 States, the District of Columbia, Puerto Rico and the U.S. territories for local and long distance calls. TRS providers – generally telephone companies – are compensated for the costs of providing TRS from either a State or a Federal fund. There is no cost to the TRS user. For more information:

<http://www.fcc.gov/guides/7111-telecommunications-relay-service>

**Temporary Assistance for Needy Families (TANF)** – A Federal program providing cash, medical, or food assistance to eligible low-income parents and children. TANF recipients are required to participate in services designed to transition recipients from TANF to employment.

**Training and Employment Guidance Letter (TEGL)** – A notice from DOL used to transmit policy and operational guidance to State and local workforce systems.

**Training and Employment Notice (TEN)** – A notice from DOL used to communicate announcements of meetings, publications, or educational information.

**Ticket to Work (TTW)** – A free and voluntary program, funded by the Social Security Administration, available to eligible people ages 18 through 64 who are blind or have a disability and who receive Social Security Disability Insurance or Supplemental Security Income benefits. The goals of the Ticket to Work Program are to:

- Offer beneficiaries with disabilities expanded choices when seeking service and supports to enter, re-enter, and maintain employment;
- Increase the financial independence and self-sufficiency of beneficiaries with disabilities; and
- Reduce and, whenever possible, eliminate reliance on disability benefits.

**Ticket to Work and Work Incentives Improvement Act (TWWIIA)** – A Federal law designed to increase individual choice for Social Security benefits beneficiaries in obtaining vocational and employment services, provide increased health care coverage for workers with a disability, and eliminate some of the disincentives to work. The law also created the Medicaid Buy-In program, which enables eligible working individuals in participating States to receive Medicaid coverage by paying a health care premium.

**Trade Adjustment Assistance (TAA)** – A Federal program that provides a path for employment growth and opportunity through aid to U.S. workers who have lost their jobs as a result of foreign trade. The TAA program seeks to provide these trade-affected workers with opportunities to obtain the skills, resources, and support they need to become reemployed. TAA offers a variety of benefits and services to support workers in their search for reemployment. This includes job training, job search and relocation allowances, income support, and assistance with healthcare premium costs. These services are administered by cooperating State agencies using Federal funds.

**Trade Readjustment Allowance (TRA)** – A form of income assistance to persons who have exhausted unemployment compensation and whose jobs were affected by foreign imports. Federal TRA benefits include paid training for a new job, financial help in making a job search in other areas, or relocation to an area where jobs are more plentiful. Those who qualify may be entitled to a weekly TRA after their unemployment compensation is exhausted.

**Training Services** – As part of career development, WIOA ensures that employment and training services provided by the core programs are coordinated and complementary so that job seekers acquire skills and credentials that meet employers' needs.

**Transition Assistance Program (TAP)** – Provides comprehensive three-day workshops at selected military installations nationwide, job-search assistance, and related services to separating service members during their period of transition into civilian life.

## U

### COMMON ACRONYMS

|               |   |
|---------------|---|
| <b>UD</b>     | Universal Design  |
| <b>UI</b>     | Unemployment Insurance                                    |
| <b>USERRA</b> | Uniformed Services Employment and Reemployment Rights Act |
| <b>UWR</b>    | United We Ride (U.S. Department of Transportation)        |

### GLOSSARY OF TERMS AND DEFINITIONS

**Underemployed Individual** – A person who is working part-time but seeking full-time work; or a person who is working full-time but whose current annualized wage rate is not in excess of "a family of one" and not higher than either: 1) the poverty level, or 2) 70 percent of the lower living standard income level. (See Lower Living Standard Income Level in this glossary) Underemployment may also occur when an individual is working in employment not commensurate with their demonstrated level of educational attainment.

**Unemployed Individual** – An individual who is without a job and who wants to and is available for work. The criteria for defining individuals as unemployed are set by the Bureau of Labor Statistics of the U.S. Department of Labor.

**Unemployment Insurance** – DOL program that provide unemployment benefits to eligible workers who become unemployed through no fault of their own, and meet certain other eligibility requirements.



**Universal Design (UD)** – A strategy for making products, environments, operational systems, and services welcoming and usable to the most diverse range of people possible. Originally developed in response to the needs of the aging population and people with disabilities, UD has broader applicability that increases ease of access to products, places, and services for multiple, diverse populations with a broad range of abilities, ages, reading levels, learning styles, languages, and cultures.

**Universal Services** – Services available to every individual through the American Job Center system without regard to any specific eligibility criteria. This includes information about job vacancies, career options, employment trends, job-search techniques, resume writing, and access to the employment-training provider lists.

**[Uniformed Services Employment and Reemployment Rights Act \(USERRA\)](#)** – A law that protects service members' reemployment rights when returning from a period of service in the uniformed services, including those called up from the reserves or National Guard, and prohibits employer discrimination based on military service or obligation. The U.S. Department of Labor's Veterans' Employment and Training Service administers USERRA.

**[United We Ride](#)** – A national interagency initiative that provides coordination grants to States and local communities for developing coordinated human service delivery systems, generally focused on public transit. In addition to coordination grants, United We Ride provides State and local agencies with transportation coordination and planning funds, self-assessment tools, technical assistance, and other resources. Eleven Federal agencies participate in the United We Ride program.

## V

### COMMON ACRONYMS

|               |  |
|---------------|--|
| <b>VA</b>     | U.S. Department of Veterans Affairs                                  |
| <b>VETS</b>   | Veterans' Employment and Training Service (U.S. Department of Labor) |
| <b>VEVRAA</b> | Vietnam Era Veterans' Readjustment Assistance Act                    |
| <b>VITA</b>   | Volunteer Income Tax Assistance                                      |
| <b>Voc-Ed</b> | Vocational Education   |
| <b>VOIP</b>   | Voice Over Internet Protocol   |
| <b>VR</b>     | Vocational Rehabilitation  |

### GLOSSARY OF TERMS AND DEFINITIONS

**[U.S. Department of Veterans Affairs \(VA\)](#)** – VA operates the nation's largest integrated health care system, with more than 1,700 hospitals, clinics, community living centers, domiciliaries, readjustment

counseling centers, and other facilities. VA also administers a variety of benefits and services that provide financial and other forms of assistance to Service members, Veterans, their dependents and survivors.

**Vendor** – An approved entity responsible for providing goods or services to be used in the WIOA program. These goods or services may be for the recipient’s or sub recipient’s (i.e., service providers) own use or for the use of participants in the program.

**Veteran [WIOA Sec. 3(63)(A)]** – An individual who served in one of the armed forces, and who was discharged or released from such service under conditions other than dishonorable.

**Veteran (Recently separated) [WIOA Sec. 3(63)(B)]** – The term “recently separated veteran” means any veteran who applies for participation under this Act within 48 months after the discharge or release from active military, naval, or air service.

**Veterans’ Employment and Training Service (VETS)** – An agency of the U.S. Department of Labor that serves America’s veterans and separating service members by preparing them for meaningful careers, providing employment resources and expertise, and protecting their employment rights.

**Vietnam Era Veterans’ Readjustment Assistance Act (VEVRAA)** – A law that prohibits Federal contractors and subcontractors from discriminating in employment against protected veterans, and requires these employers to take affirmative action to recruit, hire, promote, and retain these veterans. Recent revisions to the regulations, announced in 2013, strengthen the affirmative action provisions of the regulations to aid Federal contractors in their efforts to recruit and hire protected veterans and improve job opportunities for protected veterans.

**Volunteer Income Tax Assistance (VITA)** – A program that offers free tax help to people whose income is under a designated threshold and need assistance in preparing their own tax returns. In 2015, the income limit was \$54,000 or less. IRS-certified volunteers provide free basic income tax return preparation with electronic filing to qualified individuals in local communities. They can inform taxpayers about special tax credits for which they may qualify such as Earned Income Tax Credit, Child Tax Credit, and Credit for the Elderly or the Disabled. VITA sites are generally located at community and neighborhood centers, libraries, schools, shopping malls, and other convenient locations.

**Vocational Education (Voc-Ed)** – Funded through the Carl D. Perkins Career and Technical Education Act of 2006, includes competency-based applied learning that contributes to the individual’s academic knowledge, higher-order reasoning, and problem-solving skills; work attitudes; general employability skills; technical skills; and occupation-specific skills.

**Vocational Exploration Training** – A process to find out, by testing or counseling, what job occupations will best fit a customer’s abilities and needs.

**Vocational Rehabilitation (VR)** – a program that provides individualized vocational rehabilitation and

supportive services to assist eligible individuals with disabilities to get and keep jobs compatible with their skills and abilities. Every State has a designated State agency to provide Federally-funded vocational rehabilitation services to eligible individuals with disabilities who are seeking employment or continuing education or job training leading to employment. State VR agencies are funded by the U.S. Department of Education's Rehabilitation Services Administration.

**Voice Over Internet Protocol (VOIP)** - Technology that uses the internet to make phone calls. VOIP converts the voice signal from a telephone into a digital signal that can travel over the Internet. Depending on the type of VoIP service, VoIP calls can be made from a computer, a special VoIP phone, a traditional phone with or without an adapter, or through new wireless "hot spots" in public locations such as airports, parks and cafes.

## W

### COMMON ACRONYMS

|             |  |
|-------------|--|
| <b>WPA</b>  | Wagner-Peyser Act  |
| <b>WHD</b>  | Wage and Hour Division (U.S. Department of Labor)            |
| <b>WIA</b>  | Workforce Investment Act of 1998                             |
| <b>WDB</b>  | Workforce Development Board                                  |
| <b>WIL</b>  | Work Incentive Liaison (U.S. Social Security Administration) |
| <b>WIOA</b> | Workforce Innovations and Opportunity Act                    |
| <b>WIPA</b> | Work Incentives Planning and Assistance                      |
| <b>WRIS</b> | Wage Record Interchange System                               |
| <b>WRP</b>  | Workforce Recruitment Program                                |
| <b>WSA</b>  | Workforce Service Area                                       |

### GLOSSARY OF TERMS AND DEFINITIONS

**Wage Record Interchange System (WRIS)** – Utilized to exchange wage data and assess and report on the performance and outcomes of participating States operating under a WRIS Data Sharing Agreement.

**Wagner-Peyser Act** – Amended in 2014 under Title III of WIOA, this law provides State grants to support employment services, job search and placement assistance, initial skill and work-readiness assessment, and career counseling, among other core services provided through American Job Centers.

**Wage and Hour Division (WHD)** – A division of the U.S. Department of Labor that enforces Federal minimum wage, overtime pay, recordkeeping, and child labor requirements of the Fair Labor Standards Act. WHD also enforces the Family and Medical Leave Act, wage garnishment provisions of the Consumer Credit Protection Act, and a number of other employment standards and worker protections.

**Work Experience** – A temporary activity (six months or less) that provides a person with the opportunity to gain the skills and knowledge necessary to perform a job, including work habits and behaviors, and which may be combined with classroom or other training. Work experience is an authorized activity for WIOA Adult, Dislocated Workers, and Youth participants.

**Workforce Innovation and Opportunity Act** – Signed into law on July 22, 2014, WIOA is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. WIOA replaces the Workforce Investment Act of 1998 and retains and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973. WIOA ensures that employment and training services provided by the core AJC programs are coordinated and complementary so that job seekers acquire skills and credentials that meet employers' needs. WIOA also authorizes programs for specific vulnerable populations, including the Job Corps, YouthBuild, Indian and Native Americans, and Migrant and Seasonal Farmworker programs.

**Workforce Investment Act of 1998 (WIA)** – A law, now replaced by WIOA, that established programs to prepare youth and adults for entry into the labor force and to give job training to those economically disadvantaged individuals and other individuals who face serious barriers to employment and who are in need of such training to obtain prospective employment. The law was enacted to replace the Job Training Partnership Act and certain other Federal job training laws with new workforce investment systems (or workforce development). Enacted in 1998, it represented an attempt to induce business to participate in the local delivery of workforce development services through Workforce Investment Boards chaired by private sector members of the local community.

**Workforce Investment Activity (WIOA Sec. 3(68))** – The term “workforce investment activity” means an employment and training activity, and a youth workforce investment activity

**Workforce Development Board (WDB)** – Also called Workforce Investment Board (WIB) Workforce Investment Council (WIC) and Workforce Development Council (WDC). Comprised of representatives of businesses (at least 51 percent), local educational entities, employees (such as labor organizations), community-based organizations, economic development agencies, and each of the mandated AJC partners, each State is divided into one or more workforce areas, controlled by Workforce Development Board to assess and develop a plan to meet the needs of a local workforce area.

**Workforce Recruitment Program (WRP)** – Federal program managed by the U.S. Department of Labor's Office of Disability Employment Policy and the U.S. Department of Defense's Office of

Diversity Management and Equal Opportunity to connect Federal sector employers with college students and recent graduates with disabilities for summer work experience and permanent jobs.

**Work Incentive Liaison (WIL)** – Social Security Administration staff, available at most local offices across the country, to assist outside organizations that serve people with disabilities in understanding and requesting work incentives.

**Work Incentives Planning and Assistance (WIPA)** – Social Security Administration-funded projects that provide services to Social Security beneficiaries with disabilities to ensure individuals can make informed choices about their benefits and work. Services include:

- in-depth counseling about benefits and the effect of work on those benefits;
- outreach to beneficiaries of Supplemental Security Income and Social Security Disability Insurance and their families; and
- cooperative engagement with Federal, State, and private agencies and nonprofit organizations that serve Supplemental Security Income and Social Security Disability Insurance beneficiaries with disabilities. For more information visit:

<http://www.choosework.net/resource/jsp/searchByState.jsp>

**Work Opportunity Tax Credit (WOTC)** – The WOTC is a tax incentive program designed to encourage employers to recruit and retain staff from specific population groups, such as veterans, people with disabilities, and qualified youth. The goal of the tax credit is to raise the employment rate for selected groups that may have faced what the Department of Labor calls "significant barriers to employment." For each individual that's hired, a business may qualify for a tax credit up to a maximum of \$9,600 per individual during their first year of employment, depending on the targeted group to which the employee belonged, previous unemployment, and the number of hours worked.

(Note: The legislative authority for the WOTC program expired. There is a proposal to extend the WOTC in the FY 2016 Federal budget.)

## Y

### COMMON ACRONYMS

None

### GLOSSARY OF TERMS AND DEFINITIONS

**Youth** – All youth with disabilities, ages 16-24 who are not attending school, are eligible for out-of-school services under WIOA. In-School Youth (ISY) are not younger than 14 and not older than 21 years; attend school (as defined by State law); are low-income or live in a high poverty area; and are one or more of the following: (a) basic skills deficient, (b) an English language learner; (c) an offender; (d) a homeless child or youth, a runaway, in foster care or aged-out of the foster care system; (e) a child in the foster care system eligible for assistance from the Social Security

Administration, or in an out-of-home placement; (f) pregnant or parenting; (g) an individual with a disability; or (h) requires additional assistance to enter or complete an educational program or to secure or hold employment.

**Youth Activities (All from WIOA Sec. 113, but the order is jumbled)**–Youth workforce investment activities support the attainment of a secondary school diploma or its recognized equivalent, entry into postsecondary education, and/or career readiness for participants. States shall ensure that pre-employment transition services for all students with disabilities in need of such activities who are eligible (under Title IV of WIOA) are provided with the services. Required activities (WIOA Sec. 129(2)) include (a) tutoring, study skills training, instruction, or evidence-based dropout prevention/recovery strategies that lead to completion of a secondary school diploma or its equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential; (b) alternative secondary school services or dropout recovery services, as appropriate; and/or (c) paid or unpaid work experiences that have an academic or occupational education component. Such work experiences may include summer employment opportunities and other employment opportunities available throughout the school year; pre apprenticeship programs; internships and job shadowing; and other on-the-job training opportunities.

Additional required youth activities may include: (a) services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services;(b) education offered concurrently with and in the same context as workforce preparation activities for a specific occupation or occupational cluster; (c) instruction in self-advocacy; (e) adult or peer mentoring; (f) training to develop social skills and independent living; (g) comprehensive guidance and counseling; (h) financial literacy education; and (i) entrepreneurial skills training.

Other authorized activities for youth include those designed to (a) implement strategies to increase the likelihood of independent living, as well as inclusion in communities and competitive integrated workplaces; and (b) develop strategies for youth with intellectual disabilities and significant disabilities to live independently, participate in postsecondary education experiences, and obtain and retain competitive integrated employment.

Additional authorized activities designed to promote the successful transition of youth with disabilities include: (a) providing instruction to vocational rehabilitation counselors, school transition personnel, and other persons supporting students with disabilities; (b) disseminating information about innovative and efficient approaches to achieve the effective goals; (c) coordinating activities with transition services provided by local educational agencies under the Individuals with Disabilities Education Act; (d) applying evidence-based findings to improve policy, procedure, practice, and the preparation of personnel; (e) developing model transition demonstration projects; and (f) establishing or supporting partnerships involving States, local educational agencies, designated State units, developmental disability agencies, private businesses, and/or other participants.

**Youth Council** – WIOA does not require local workforce boards to have a youth council. However, WIOA does allow local boards to establish a standing youth committee and allows them to maintain

any existing youth council established under the previous law. Members may include representatives from youth service agencies, local public housing authorities, parents of youth seeking assistance, youth, and other stakeholders. The Youth Council may engage in activities such as developing parts of the local plan related to youth, conducting oversight of youth activities, and coordinating local youth programs and initiatives.