



GLOSSARY OF TERMS

LEGISLATIVE/GOVERNMENT

One-Stop Career Center – WIA services are provided through a streamlined service delivery system at One-Stop Career Centers. One-Stop Career Centers house numerous partners with expertise in different types of services, such as the Employment Development Department, the Department of Rehabilitation, and the Health and Human Services Agency. In San Diego there are six comprehensive One-Stop Career Centers located throughout the county.

San Diego Consortium Policy Board (Policy Board) –A five-member board made up of two San Diego City Council members, two San Diego County Supervisors, and one business representative appointed by the United Way. The Policy Board serves as the local elected official required under WIA, and oversees funding and policy development under the WIA. The Policy Board appoints the members of the WIB.

United States Department of Labor (USDOL) –The administrative department at the federal level responsible for the administration of WIA.

The Employment and Training Administration (ETA) –The division of the USDOL that administers WIA-funded programs.

Workforce Investment Act (WIA) – The federal law that governs the public workforce development system in the United States. WIA was signed into law on August 7, 1998 by President Clinton. WIA reformed federal job training programs and created a new comprehensive workforce system. The reformed system is intended to be customer-focused, providing individuals, including youth, access to the tools needed for managing their careers and helping businesses find skilled workers.

Workforce Investment Board (WIB) –A governing board, required under WIA legislation, made up of mandatory WIA partners, non-mandatory partners, and businesses. In San Diego County, the WIB is a 43-member board.

WORKFORCE TERMS

Assessment –A review of educational skill levels, occupational skills, prior work experience, employability, interests, aptitudes (including interest in non-traditional jobs), and supportive service needs. Where appropriate, recent assessments (within 1 year) could be used in lieu of additional assessments. The goal is to accurately evaluate the client in order to develop an appropriate service strategy to meet his individual needs.

Barriers to Employment – Any demonstrable characteristic(s) of an applicant that serves to limit, hinder, or prohibit that person’s opportunities for employment or promotion. Examples of barriers to employment are limited English language proficiency, disabilities, substance abuse, homelessness, and basic skills deficiencies.

Basic Skills Deficient – English reading, writing, or computing skills at or below the 8th grade level (8.9) on a generally accepted standardized test or a comparable score on a criterion referenced test, or an inability to compute or solve problems, read, write, or speak English at a level necessary to function on the job, in the family, or in society.

Case Management – A client-centered approach in the delivery of all-encompassing, customized services. This is an activity used to document the general coordination of all other client services.

Collaborative – A mutually beneficial and well-defined relationship entered into by organizations to achieve common goals. The relationship includes a jointly developed structure and responsibility, mutual authority, and accountability for success and sharing of resources.

Contracted Training - Training contracts may be issued for special populations with serious barriers to employment or for special conditions or funding sources in the local area. A referral system to these types of programs will be required in all One-Stop Career Centers. Under WIA, the LWIB has the flexibility to provide contracted training to special population groups who face multiple barriers to employment. Contracted training may also be provided under special grants and projects. Contracted training programs offer training services to equip individuals to enter the workforce and retain employment.

Core A Universal Services –Services that are self-directed activities described as informational only, with no significant staff involvement on an individual basis. Core A workshops require no follow-up activity between staff and the customer, and focus on group rather than individual instruction. There is no eligibility determination required. Among the types of Core A workshops provided at the One-Stop Career Center are those that teach general job search assistance techniques and employability skills such as resume writing, interviewing, and dressing for success. These workshops are meant to serve universal access customers. Registration into WIA is not required for participation.

Core B/Intensive Services - Services provided to clients who have been determined eligible for WIA services and are registered into the grant funding source (Adult or Dislocated Worker) program. Individuals who receive Core B/Intensive Services will be included in the WIA performance measures. Because of the increased level of accountability for the outcomes of these customers, it is required by the Workforce Partnership that each registered customer be assigned a Case Manager/Workforce Development Advisor. Assignment of a case manager is an Intensive Service. Therefore, locally, Core B and Intensive Services are combined and referred to as Core B/Intensive Services.

Examples of some specific Core B/Intensive Services are documented job search, supportive services, short-term prevocational services, workforce preparation services, assessment, counseling, follow-up services, and referral to training services.

Credential – A nationally recognized degree or certificate or a state/locally recognized credential. Credentials will include, but are not limited to a high school diploma, GED, or other recognized equivalents; postsecondary degrees; or recognized skills standards and licensure or industry recognized certificates. Includes all State Education Agency recognized credentials.

Customized Training (CT) - Customized Training is a viable option in addressing the unique training needs of the business community. When local businesses are unable to secure a skilled workforce trained to meet their specific needs, businesses can utilize Customized Training to receive assistance. Customized Training is provided based on a specific training curriculum “customized” to the particular worker skill needs of the business or group of businesses. Customized Training is similar to ITAs in that it targets clients who are in need of training and prepares them for employment in demand occupations for the San Diego region. However, unlike ITAs, Customized Training is not driven by customer choice. It is business driven, meaning that the business initiates the training, selects the training provider, and chooses the trainees. The needs of each training participant should be determined based on individual assessment and as documented in the IEP.

Entered Employment Rate (EER) –The term used for a performance measure that calculates the percentage of clients who successful attain employment from WIA programs and services.

Exit – The time at which a client completes services, or the quarter within which he has not received any WIA services for 90 days, except follow-up, and has no future services scheduled. A WIA Exit Form must be completed.

Individual Employment Plan (IEP) –A plan developed with the client and his case manager that takes into account the client’s skills, abilities, interests, and aptitude to determine the course of action the client needs to follow to realize success in reaching his employment goals.

Individual Training Accounts (ITAs) –Authorizations used by One-Stop Career Center clients to purchase classroom training that will prepare them for employment in demand occupations in San Diego County.

Job Placement – Services provided to help a client obtain a specific placement in unsubsidized employment.

Job Search Assistance – The provision of instruction and support to give a client skills in acquiring full time employment. The services provided may include, but are not limited to:

- Resume writing
- Interviewing skills
- Labor market guidance
- Telephone techniques
- Information on job openings
- Job acquisition strategies

Limited English Language Proficiency – The inability of an individual, whose native language is not English, to speak, read, write, or understand the English language.

Not Employed – An individual who does not meet the definition of employed, or who although employed, has received a notice of termination of employment.

Non-traditional Employment – Employment in an occupation or field of work for which individuals of that gender (both males and females) comprise less than 25% of the individuals employed in that occupation or field of work.

Occupational Skills Training – Skill training for a specific occupation.

On-the-job Training (OJT) – Training by an employer that is provided to WIA participants while they are engaged in productive work and earning a wage in a job that:

1. Provides knowledge or skills essential to the full and adequate performance of the job; and
2. Provides WIA-funded reimbursement to the employer of up to fifty percent (50%) of the wage rate of the participant, for the extraordinary costs of providing the training and additional supervision related to the training; and
3. 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 IEP of the participant as appropriate.

Orientation – A meeting with interested members to provide information on the full services and policies that are available through the One-Stop Career Center Network and contracted programs

Participant – An individual who has been determined to be eligible to participate in and who is receiving services (except follow-up services authorized under WIA) under a program authorized by WIA, Title I. Participation shall be deemed to commence on the first day, following determination of eligibility, on which the individual began receiving staff assisted services.

Postsecondary Education – A program at an accredited, degree-granting institution that leads to an academic degree (e.g. AA, AS, BA, BS). Does not include programs offered by degree-granting institutions that do not lead to an academic degree.

Registration – All clients eligible for WIA services must be registered or enrolled in CISRS in order to receive services. At the point of registration, clients are counted for performance measurement purposes.

Retention Rate at 1st Quarter After Exit – The term used for a performance measure that calculates the percentage of clients who were employed at exit and retained their jobs during the first calendar quarter following their exit from the program. (Calendar quarters are July – September, October – December, January – March, and April – June.)

Supportive Services – Such services as transportation, child care, housing/shelter, clothing/uniforms, work related tools, license/certification fees, corrective lenses, or food that are necessary to enable an individual to participate in activities authorized under Title 1 of WIA and are consistent with the provisions of the Act.

Under-employed Individual –An individual who is working part time, but desires full time employment, or who is working in employment not commensurate with his level of educational attainment.

Unemployed Individual – An individual who is without a job and who wants and is available for work.

Unsubsidized Employment – Full or part-time permanent employment not financed with state or federal funds. Includes entry into the Armed Forces, entry into employment in a registered apprenticeship program, and self-employment.

Work Readiness Skills –Pre-employment skills (e.g. resumes, applications, and interviews), work maturity skills (e.g. problem solving, teamwork, and organization skills), employability skills (e.g. punctuality, dependability, and appearance), basic skills (reading, writing, and math), and generic occupational skills (e.g. customer service and safety procedures).

Workforce Development –Services that help individuals find employment and receive training that leads to job placement and career advancement, while simultaneously helping businesses meet their needs for qualified personnel. The services overseen by the WIB and delivered via the One-Stop Career Centers are workforce development services.

PROCUREMENT TERMS

Qualified Applicant List (QAL) – Those organizations whose RFQ has been approved are placed on the QAL as eligible for a contract award from the Workforce Partnership.

Request for Proposals (RFP) – A solicitation for proposals for the purchase of products or services.

Request for Qualifications (RFQ) – An application the Workforce Partnership uses to determine an organization's administrative and fiscal capacity to meet Workforce Partnership, state, and federal government requirements for the provision of WIA services.

OTHER

In-kind Contribution –Contributions of equipment, supplies, or other tangible resources, as distinguished from a cash contribution or monetary grant. Some businesses, individuals, or non-profit organizations may also donate the use of space or staff time as an in-kind contribution. In-kind contributions are assessed at their current fair value, not the new retail value of the items in question.

BUSINESS SERVICES DEFINITIONS

EDUCATION AND TRAINING SERVICES:

Incumbent Worker Training: Industry or job-specific training designed to enhance the skills of a business' existing workforce. (Also known as customized training.)

Subsidized Training for New Employees: Industry or job-specific training that is business driven and provides the skills entry-level workers need for employment in a specific business. Includes both on-the-job training (OJT) and classroom training , and can involve providing the employer with reimbursement for a portion of the training costs.

INFORMATION AND RESOURCE SERVICES:

Basic Facilities Services: Private office and conference room space provided to employers to conduct recruitments, informational presentations, business meetings, and hiring interviews. Use of the facilities is a basic service for any employer when linked to the use of related center services.

Business Networking: Seminars, breakfast series, and workshops for businesses that facilitate business-to-business networking.

Customized LMI: The provision of LMI in response to an employer's question that cannot be answered in a single phone call. Additional information needs to be gathered or, research and analysis needs to be conducted.

DMV Printout: Providing a printout of an individual's driving record in response to an employer's request.

Employer and Education Linkages: Developing specific strategies and projects designed to link employers with high-growth, high-demand occupations to local education and training programs. Projects primarily focus on enhancing communication and improved curriculum design.

Enhanced Facilities Services: Private office and conference room space provided to employers when they want to use the facility for their own business purposes (e.g. a staff meeting).

Federal Bonding: Assisting employers with bonding ex-offenders who cannot secure a bond from any other source.

Information and Referral: Responses to employer requests that provide information or refer the employers to the appropriate resource or partner organization. This includes information on obtaining Foreign Worker Certifications and information or referral to education and training resources.

Labor Market Information (LMI): Up-to-date information on the local labor market, emerging occupations, industry trends, and other economic data. Labor market information is provided to businesses through formal reports and publications as well as through newsletters and on-line resources.

Presentations to Employers: Formal presentations to employers regarding the resources and services available through the One-Stop Career Center Network, including presentations on unemployment insurance, labor laws, UI issues, tax credits, career center services, and other employment and training topics. Presentation may be customized for local demand and economic factors.

Tax Credit Information and Assistance: Informing employers about available tax credits and incentives and facilitating access to them.

LAY OFF ASSISTANCE SERVICES:

Enhanced Rapid Response: Services provided to employers whose lay-off affects fewer than 50 people and for whom there is no WARN notice. Regardless of the size of the employer, Rapid Response is also enhanced when it is provided off hours, helps with resume development, involves a job fair, or involves other non-standard services.

Rapid Response: Support to local businesses that are planning for, or in the midst of, closing, relocating, or a significant layoff or staffing reduction affecting 50 or more employees. These services involve responding to State-issued WARN notices and other local indicators, and involve meeting with businesses to assess their needs, coordinating the participation of all appropriate Career Center partners, and making formal presentations to impacted workers outlining the resources and services available through the Career Center Network. Rapid Response also includes providing written materials to employers with fewer than 50 employees.

RECRUITMENT SERVICES:

Applicant Screening: System-assisted screening to identify all job seekers who have certain defined characteristics, e.g. high school diploma. Applicant screening is completed electronically and can be done for all employers.

Customized Recruitment: Staff assisted hiring events, held at the Career Center or employer sites, which are organized to attract and recruit qualified jobseekers for a specific employer's job openings.

Enhanced Job Postings: Enhanced job postings include advertising job openings in media publications and developing and posting flyers.

Job Posting - A tool employers use to market their current job openings. Most job postings include the name and contact number of the business, relevant information regarding the open position(s), and application requirements. Jobs may be posted electronically, on job boards, or broadcast via e-mail.

Job Fairs: An event for multiple businesses to showcase their career opportunities and job openings to local job seekers. Job fairs can serve multiple purposes and target job seekers throughout the county. Job fairs are defined as an employer service when they are focused on serving businesses. Participation in and service to the job seeker client, such as manning a booth at a Chamber Job Fair, is not considered a business service.

Matching and Referral: Staff-assisted matching and referral of qualified applicants to specific job openings. Job matching and referral includes follow up to aid retention and improve the quality of future referrals.