

**OFFICIAL**

# **Workforce Innovation and Opportunity Act (WIOA) Manual**

For WIOA Title I Adult, Dislocated Worker and Youth Programs

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Prepared By:

Talent Development Division

Workforce Development  
State of Michigan



**WORKFORCE  
DEVELOPMENT**

## Preface

The WIOA presents an extraordinary opportunity to improve job and career options for our nation's workers and job seekers through an integrated, job-driven public workforce system that links diverse talent to businesses. The WIOA supports the development of strong, vibrant regional economies where businesses thrive, and people want to live and work. This revitalized workforce system will be characterized by three critical hallmarks of excellence:

- (1) The needs of business and workers drive workforce solutions.
- (2) One-Stop Centers provide excellent customer service to workers, job seekers, and employers, and focus on continuous improvement.
- (3) The workforce system supports strong regional economies and plays an active role in the community, economic and workforce development.

In implementing the WIOA, key operational and governing principles are:

- a. States align programs and ensure integrated services through a unified strategic plan and shared governance.
- b. Workforce Boards focus on strategy.
- c. States and local areas align workforce programs with regional economic development strategies.
- d. The One-Stop center network and partner programs are organized to provide high-quality services to individuals and employers.
- e. States and local areas promote accountability and transparency, and data drives decisions and informs customer choice.

Taking these principles into account, the purpose of the WIOA Manual is to provide policy guidance and interpretation of federal and state workforce laws. Procedural guidance is also provided to assure consistency. The manual is intended for use in conjunction with federal and state laws and regulations. It is not intended to provide comprehensive, step-by-step direction; as such guidance may be developed at the local level. Every effort has been made to match this document to existing state and federal policies and guidelines; however, if a conflict is identified, federal policy should be followed first and foremost, then state policy. The exception to this rule is if state policy is more restrictive than federal policy.

Staff should use this manual as a guide to provide clarity, information, and resources, which can enhance and improve service delivery and performance at the local level. This document is a living document that will be updated and expanded regularly. An emphasis will be placed on highlighting best practices, specifically those from local Michigan Works! Agencies (MWAs) and Prosperity Regions, whenever possible.

## Using and Maintaining the WIOA Manual

Information identified as required on the One-Stop Management Information System (OSMIS) is necessary for federal reports, eligibility determination, and for program management purposes. The OSMIS will print a completed registration upon request by local staff. The MWA officials may design forms locally that capture information for the required items in the OSMIS.

Definitions of terms will not be given each time they occur in the manual. Definitions are included in the Glossary section of the manual. A list of commonly used acronyms has been provided as well.

A text version of the WIOA, applicable Training and Employment Guidance Letters, Fact Sheets, and WIOA Regulations may be found on the U.S. Department of Labor's ([USDOL's](#)) [WIOA webpage](#).

Additionally, reference indications will not be spelled out each time they are used within this manual. The following abbreviations apply:

### **Reference:**

### **Denoted As:**

The Workforce Innovation and Opportunity Act Public Law 113-128	(WIOA) or (Act)
WIOA Regulations 20 Code of Federal Regulations (CFR), Parts 676, 677, 678, 603, 651, and 652 et al.	(CFR) or (Reg.)
Training and Employment Guidance Letter	(TEGL)
Training and Employment Notice	(TEN)

Revised and/or additional chapters, sections, and pages will be issued as necessary. Pages are numbered sequentially within each chapter.

The manual should be kept at hand in a loose-leaf notebook or binder so that changes, additions, and deletions can easily be made.

**Note:** Dates noted as "date issued" and "supersedes" refer to issuances of this manual and are not effective dates of regulations, policies, and income levels.

### **References**

TEGL 19-14 - Vision for the Workforce System and Initial Implementation of the WIOA of 2014.

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