



**To:** Workforce Development Board Directors  
WorkOne Operators

**From:** Regina Ashley *RA*  
Associate Chief Operations Officer for Policy

**Date:** June 8, 2015

**Subject:** MEMORANDUM  
Implementing WIOA; State-Level Policy and Required Local Policy

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While the Workforce Innovation and Opportunity Act (WIOA) becomes effective July 1, 2015, the proposed WIOA regulations do not become effective until early 2016. As such, both the Department of Workforce Development (DWD) and the Workforce Development Boards (WDBs) have some flexibility and the opportunity for innovation over the coming months.

Based on the above, DWD will refrain from issuing a large number of State-level policies in the coming months while continuing to work collaboratively with the WDBs to implement WIOA. DWD will issue State-level policy when necessary but will try to keep the policies broad. DWD also will issue memoranda at times to provide operational guidance when needed or requested. DWD will require that WDBs have local policies in place and have adequate local internal oversight to ensure WorkOne staff are complying with WDB policy and procedures.

DWD does not plan to issue policies in the areas below in PY15, thus WDBs must develop and maintain on file written local policies and procedures for staff for:

- **Orientation** - How and when orientation to the services of the system will be offered and the content of orientation.
- **Informational workshops** – workshops that will be available to customers that will be considered Basic Career Services and on what schedule.
- **Case management** – local requirements that WorkOne staff must follow to manage participants.

Michael R. Pence, *Governor*  
Steven J. Braun, *Commissioner*

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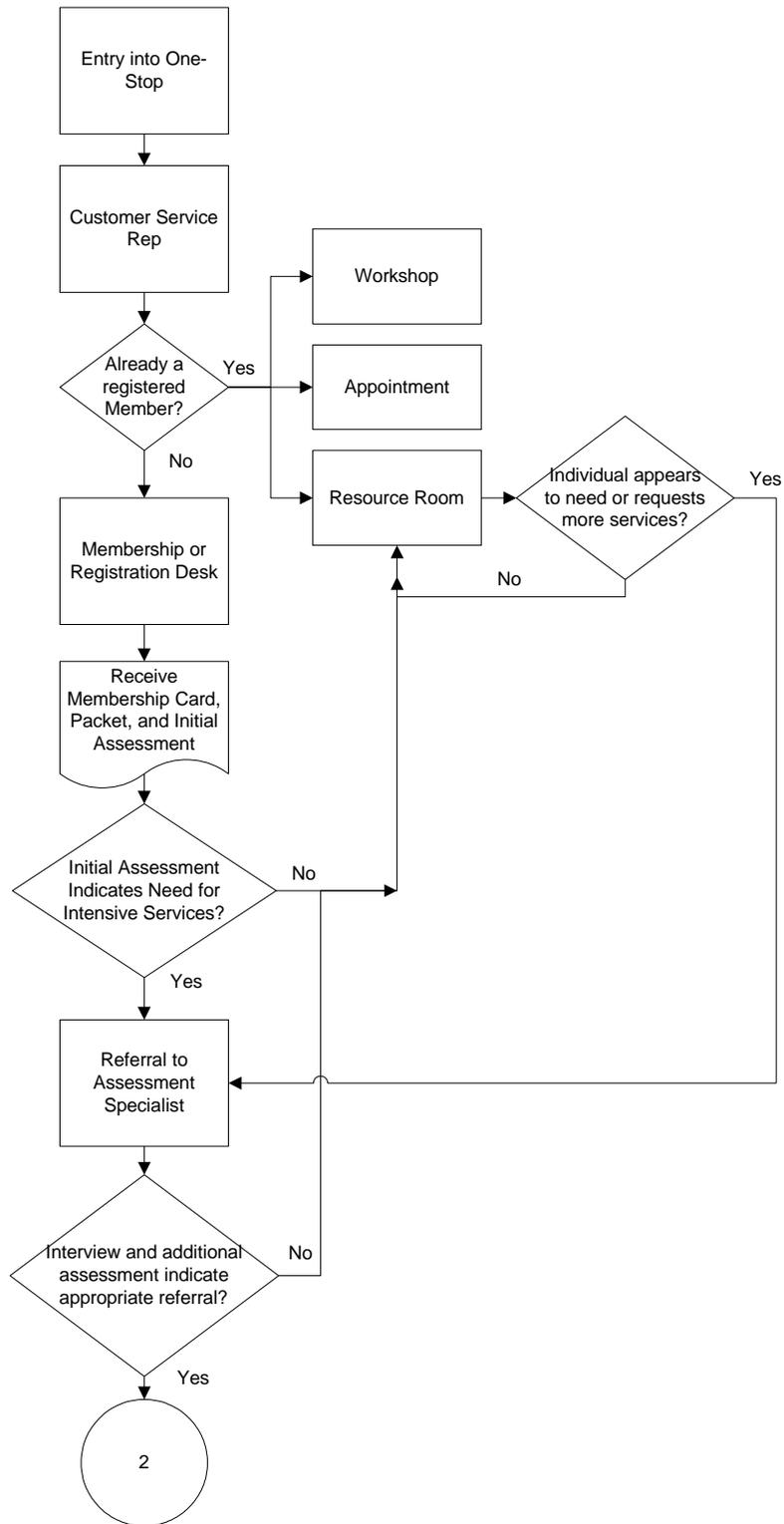
- **Assessments** - what assessment tools will be used with which populations and the standards for administering the tools.
- **Post exit follow-up** – the board’s expectations for follow-up services.
- **Customer flow** – a flow chart or logic chart of how customers are expected to access the programs and services of the WorkOne system. Examples are attached for very simplified job seeker and employer flow, more to give an idea of what a logic flow would look like than to suggest an actual flow.

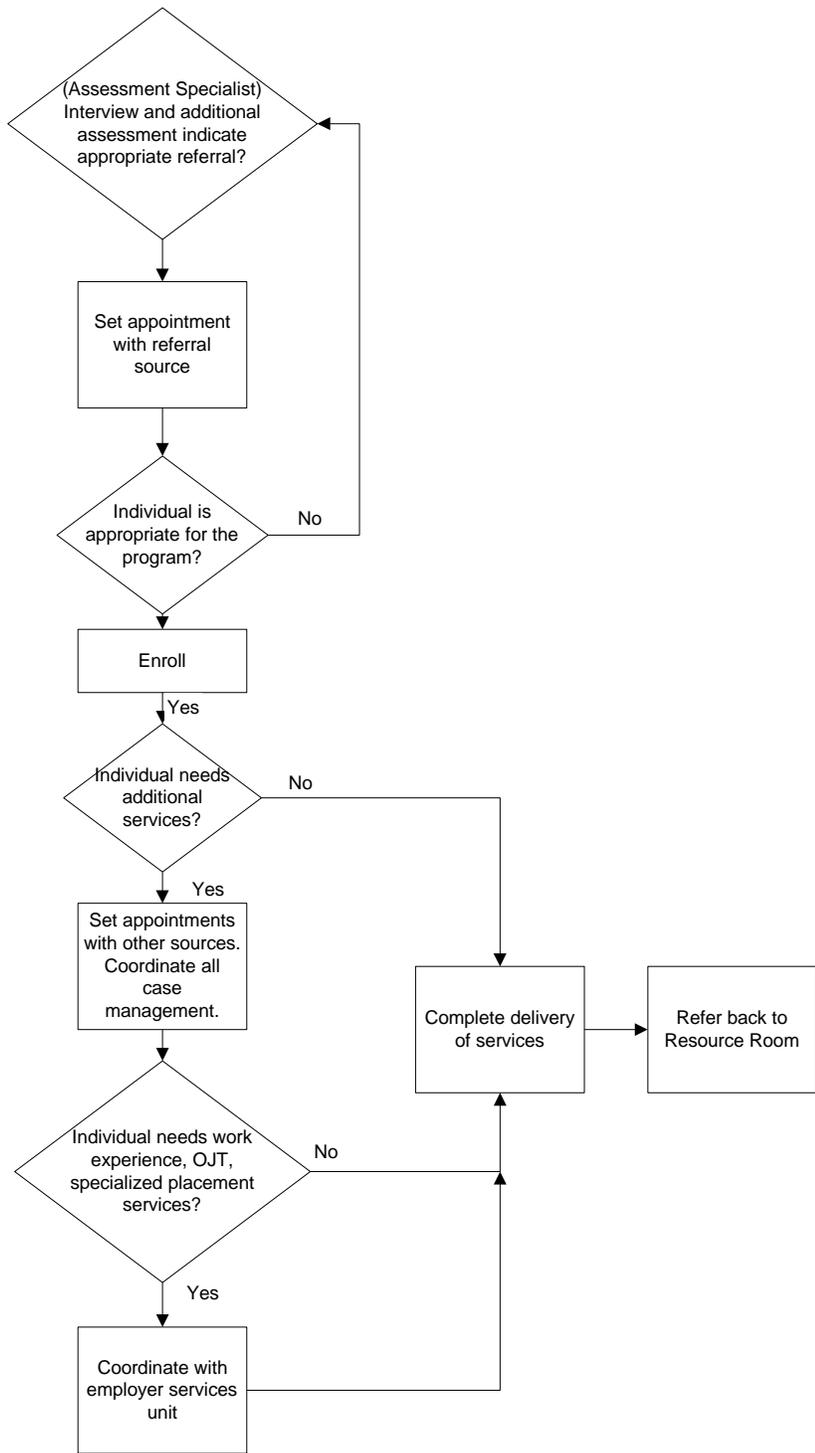
If you have questions or need technical assistance on any of these issues, please contact DWD Policy at [policy@dwd.in.gov](mailto:policy@dwd.in.gov).

*Attachment A*: Simplified Job Seeker Flow

*Attachment B*: Simplified Employer Services Flow

# Attachment A: Simplified Job Seeker Flow





## Attachment B: Simplified Employer Customer Flow

