



<p><b>Workforce Investment Act (WIA)</b> <b>Operating Policy #12-01</b></p>
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**Subject:** **Ability to Benefit from WIA Services**

**Date of Issuance:** **April 9, 2013**

**Background:**

While many applicants may be eligible for Workforce Investment Act (WIA), the program is not an entitlement where all potentially eligible applicants must be enrolled. (Reference: WIA Section 195 (12)). In addition to potential funding and budgetary limitations, an individual's documented ability to benefit from the program may be a determining factor in enrollment.

The ability to benefit from WIA relates to the assessed ability and the commitment of the customer to participate in WIA activities, to successfully complete these activities, and to acquire and retain employment at or leading to self-sufficiency. Assessment is key to determining the ability to benefit. Decisions relating to enrollment must be made using documented assessment results as part of the basis for the decision.

**Guidance:**

While not an all-encompassing list, the following circumstances may make a person not able to benefit from WIA enrollment and/or services:

- (1). Ineligible WIA applicants (Automatically not suitable)
- (2). Persons requiring extensive support (especially medical, dental, and mental health) beyond the ability of WIA to provide.
- (3). Persons whose service needs are more appropriately served by another agency.
- (4). Persons whose service desires cannot be met by WIA, or whose needs do not directly align with WIA program design parameters.
- (5). Persons whose lives are in immediate crisis and cannot participate in a WIA service at this time.
- (6). Persons who cannot allocate sufficient time for the required commitment to WIA services. (Evidence of past or present failure to show for appointments, activities, assessment, or other program services).
- (7). Persons who require or insist on services sooner than WIA can provide them.

When such individuals present to WIA staff, appropriate referrals should be made based on assessment results.