



Connecting Talent with Opportunity

Eligibility vs. Suitability

Presented by:

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Workshop Overview

- Case Study Overview
- What is Eligibility?
- What is Suitability?
- Why Both are Important
- Revisit Case Study
- Q & A and FAQ

Case Study

Take five minutes to read the case study:

1. Is Caroline Eligible for WIOA?
2. Is Caroline Suitable for WIOA?
3. What services, if any, would you enroll her in?
4. If you are enrolling Caroline in a service, is she an Adult or a Dislocated Worker?
5. Do you reach out to the Business on your own or do you contact your BSR and have them reach out?

WIOA Adult Eligibility

1. Must be either unemployed or underemployed:
2. Underemployed Individuals are persons who are:
 - i. Employed less than full-time and are seeking full-time employment;
 - ii. Are employed in a position not commensurate with the individual's demonstrated level of educational attainment and skills;
 - iii. Are working full time and meet the definition of low income, according to federal, state and/or local policies; or
 - iv. Employed, but whose current job earnings are not sufficient compared to their previous earnings.

WIOA Dislocated Worker Eligibility

1. Dislocated Workers are individuals that:
 - i. Has been terminated or laid off, or has received a notice of termination or layoff from employment;
 - ii. Is eligible for or has exhausted unemployment insurance;
 - iii. Has demonstrated an appropriate attachment to the workforce, but is not eligible for unemployment insurance and is unlikely to return to a previous industry or occupation;
 - iv. 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;
 - v. Is employed at a facility where the employer has made the general announcement that the facility will close within 180 days;
 - vi. 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; or,
 - vii. Is a displaced homemaker who is no longer supported by another family member.

What is Suitability?

Suitability relates to the assessed ability and the perceived personal commitment of the customer:

- to attend training activities,
- to successfully complete these activities, and
- to get and keep employment at or leading to self-sufficiency.

How is Suitability Determined?

Suitability is best determined by:

- Assessment of the applicant's skill level;
- Education;
- Aptitudes;
- Abilities;
- Work and wage history;
- Supportive service needs, and
- Interests, goals and aspirations

Suitability – What Should You Consider?

- Local assessments that are required
- Documentation collection
- Interview process and data collection during the interview (such as review of barriers, dependency, employment history, interest, and etc.)
- In cases of employment services the employer's input on the customers

Suitable

Unsuitable

Eligible

IDEAL FIT

These customers have may have barriers BUT should be successful in employment and/or educational training programs. They may require supportive services and coaching/guidance from their career advisor. These customers want change but may be apprehensive of change.

POOR FIT

These customers have a hard time accepting change. They are reluctant to move forward and have significate barriers that may prevent them from being successful.

Ineligible

NON-WIOA FIT

These customers perform well and are looking for new challenges and personal growth. They are looking for guidance on how to get to where they want to be in life and are typically very motivated to succeed.

NON-WIOA or NON-CONFORMING

These customers may need core services and direction. They can be guided to other options for employment and/or educational opportunities but may have significate barriers that may not allow them to be successful at this time.

Revisit Case Study

Has your opinion on Caroline changed?

1. Is Caroline Eligible for WIOA?
2. Is Caroline Suitable for WIOA?
3. What services, if any, would you enroll her in?
4. If you are enrolling Caroline in a service, is she an Adult or a Dislocated Worker?
5. Do you reach out to the Business on your own or do you contact your BSR and have them reach out?

FAQ

- 1. How and what do you tell customers who are either not eligible or suitable?**
 - Consider a formal letter/email that gives details of why the person is not eligible or suitable. Include ways they can change their suitability and all other options AKA: Plan B, C and D
- 2. Who needs to know when services are denied and why?**
 - Tell you direct manager, director and others who may get calls from the denied participant
- 3. How do you keep bias out of the decision-making process?**
 - Consider creating a committee that will approve or decline a person. The case manager will act the customers spokes person and pled their case with the committee.
 - i. The committee should be made up of individuals who understand the federal, local and state policy.
 - ii. This may work better for WIOA ITA services than for business services.

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