

## WIOA Adult Program in 10 Steps

### STEP 1

WIOA Adult is a “customer focused” program that starts with an individual seeking assistance with employment and training services.



### STEP 2

The customer will meet with one of the trained career counselors.



### STEP 3

The career counselor will then work with the customer to determine if s/he meets the eligibility and priority of service requirements for the program.



### STEP 4

The career counselor will then conduct appropriate assessments to determine the skills/interest and (possibly) math/reading levels of the customer.



### STEP 5

Together, the customer and the career counselor will develop and Individual Employment Plan to help the customer reach her/his goals.



### STEP 6

The customer will choose a WIOA Certified training program that meets her/his needs in an occupation in demand from the Eligible Training Provider List.



### STEP 7

The customer will then enroll in the approved training program and begin attending classes.



### STEP 8

The career counselor will continue to provide services throughout the customer's training and employment search.



### STEP 9

Throughout the entire process the customer will continue to have monthly contact with the career counselor to ensure the full range of services are provided.



### STEP 10

The customer completes her/his training, secures employment in the chosen field, and continues to receive follow-up services for 365 days after exiting the program.

