



September 20, 2022

Workforce Innovation and Opportunity Act Policy Letter No. 15-21.1

To: Workforce Innovation and Opportunity Act (WIOA) Local Workforce Development Boards (WDBs), Fiscal Agents, and OhioMeansJobs Center Operators

From: Matt Damschroder, Director

Subject: Reporting Requirements for OhioMeansJobs Center Universal Customers

I. Purpose

The purpose of this policy is to outline the reporting requirements for OhioMeansJobs center universal customers (reportable individuals).

II. Effective Date

Immediately

III. Background

The United States Department of Labor (DOL) Training and Employment Guidance Letter 14-18 and federal reporting instructions include the requirements for all states to report OhioMeansJobs center universal customers receiving self-directed services and workforce information services (basic career services).

The reporting of universal customers is essential for three reasons:

- The number of universal customers served (virtual and in-person) through the OhioMeansJobs centers are a direct reflection of the value of Ohio's workforce system;
- Reporting is a federal requirement; and
- The data is submitted to DOL on a quarterly basis by the state.

Failure to report OhioMeansJobs center customers on a timely basis results in an under-representation of the number of individuals served

when reports are generated from Ohio's designated case management system.

IV. Requirements

Local workforce development areas must report data elements of OhioMeansJobs center universal customers who are ages 18 and over. OhioMeansJobs center customers are included in this requirement if the services, staff, facility, or activity was funded in whole or in part by Workforce Innovation and Opportunity Act (WIOA) and/or Wagner-Peyser Employment Services funds.

A reportable individual is an individual who has taken action that demonstrates an intent to use program services and who meets specific reporting criteria of the program, including:

- 1) Individuals who provide identifying information;
- 2) Individuals who only use the self-service system; or
- 3) Individuals who only receive information-only services or activities.

The CFIS OMJ App (Kiosk) enables users to record the data elements that satisfy the federal reporting requirements. Both self-directed and workforce information services are recorded in CFIS OMJ App (Kiosk). All local workforce development areas must utilize CFIS OMJ App (Kiosk) for tracking universal customers to meet the reporting requirements. Third party uploads or alternative tracking systems are no longer supported, and the use of such will not be sufficient to meet the reporting requirements.

V. Technical Assistance

For additional information or technical assistance, you may send your questions to the Office of Workforce Development:
WIOAQNA@jfs.ohio.gov.

VI. Reference

Workforce Innovation and Opportunity Act, §§ 106 – 107, Public Law 113-128.

USDOL, Training and Employment Guidance Letter No. 14-18 Operating
Guidance for the Workforce Innovation and Opportunity Act (WIOA)
(March 25, 2019)

Ohio Administrative Code rule 5101:9-30-04, Mandated Use of the
Advancement through Resources Information and Employment Services
(ARIES) System and County Finance Information System (CFIS).

Rescission

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