

Myth Busters

WIOA American Job Center (AJC) Network



Myths perceived as fact can interfere with the ability of States to fully implement an integrated workforce development system envisioned under the Workforce Innovation and Opportunity Act (WIOA). Myths thought to be true may result from misunderstanding the law and regulations and from a lack of experience with other workforce development system partners. Described below are some myths about the changes made by WIOA and the facts that provide the real story:

Employment Services and Merit-Based Staffing in the AJCs

Myth:

Customers seeking services related to a claim for Unemployment Insurance (UI) may only be assisted by state hired merit-based staff members in the AJCs.

FACT:

Only merit staff, either in person at AJCs or remotely, may answer questions, provide advice, or make decisions that could affect a claimant's UI eligibility. However, in the context of providing meaningful assistance to UI claimants, all appropriately trained AJC staff may assist in the claims process by accepting information and providing general information and direction about the claim process and requirements. This might include such things as required documentation, how to access online tools and resources, referrals to UI staff, information about work search requirements, approved training available through state approved training/education providers, Reemployment Services and Eligibility Assessments, and available supportive services.

MYTH:

There are certain circumstances when a stand-alone Employment Service office is allowed under WIOA.

FACT:

Separate stand-alone Employment Service offices are not allowed under WIOA. For more information on the co-location requirements for the Employment Service and American Job Centers see 20 CFR 678.315 and sec. 3(d) of the Wagner-Peyser Act, as added by WIOA sec. 303(c).