

## What is the purpose of the program?

The Federal Workforce Investment Act (WIA) of 1998 is designed to provide employment and training services to eligible adult individuals who need assistance in finding meaningful employment and independence from government financial assistance and; to aid employers find the skilled workers the need to compete and succeed in business.

## What services can the customer expect?

Testing and Assessment  
Job Search  
Job Referrals  
Training  
Case Management  
Support Services (Transportation, training related items, child care and  
Universal Services (copies, fax, Internet access, free workshops, job listings, referrals, telephones, [www.workintexas.com](http://www.workintexas.com), [www.urgjobs.org](http://www.urgjobs.org)

## How do customers qualify?

U.S. citizenship or authorization to work in U.S.; and  
Military Selective Service registration (males only); and  
18 years of age or older; and  
Low-income requirement.

## What is the process/flow?

1. Attend WIA orientation.
2. Attend preliminary evaluation and eligibility appointment with WIA case manager.
3. Attend assessment/ testing appointment.
4. Receive services as outlined in individual employment plan.

## Who can assist the applicants?

WIA /TAA staff is available at all the One stop Workforce Centers.

## What documents does the customer need to provide?

- U.S. citizenship**
- US Passport or
  - Driver's license and Social Security card or birth certificate
- Military Selective Service registration (males only):**
- Selective Service Letter/Registration Letter
  - Internet Verification/ Registration Letter
  - Telephone Verification (847) 688-6888
- Age**
- Drivers License
  - Federal/ State identification card or
  - Hospital record of birth or
  - Passport
- Low-income**
- Pay stubs
  - Public assistance records printout
  - Letter from food stamp disbursing agency

## Where Customers Go For Help!

See Highlighted CAREER CENTERS

**Downtown Office**  
300 E. Main  
El Paso, Texas  
915.313.3000

**Eastside Office**  
1359 Lomaland  
El Paso, Texas  
915.887.2500

**Northeast Office**  
9740 Dyer  
El Paso, Texas  
915.887.2820

**Westside Office**  
5070 Doniphan  
El Paso, Texas  
915.887.2730

**Ft. Bliss**  
2494 Ricker Road  
El Paso, Texas  
915.566-8649

**Van Horn Office**  
704 Broadway  
Van Horn, Texas  
432.283.1170

**Alpine Office**  
710 Holland Ave.  
Alpine, Texas  
432.837.9800

**Fabens Office**  
206 S.E. 8th Street  
Fabens, Texas  
915.764-4285

**Presidio Office**  
100 Market  
Presidio, Texas  
432.229.8327

**Ysleta del Sur Pueblo Office**  
11100 Santos Sanchez  
El Paso, Texas  
915.872-8648



## Top 5 frequently asked questions

- 1) **How do I qualify?**  
Customer provides require documentation and qualifies under income guidelines
- 2) **Can you pay for my training?**  
After assessment, counselor determines training need.
- 3) **Do I get paid for attending school?**  
no, we only pay for training expense.
- 4) **Can you help me find a job?**  
Yes, job developers are available to help you.
- 5) **How old do I have to be to be in your program.**  
18 years and above.



### All Performance Measures

WIA Adult entered employment (federal)  
WIA Adult employment retention  
WIA Adult average earnings  
WIA Adult educational Achievement  
Customers served WIA Adult  
Average cost per customer served WIA Adult

### Funding Code:

95 - Adult  
111 - WIA Adult Statewide Alternative Funding – specialized  
129 - WIA Adult Local Activity – Specialized  
155 - WIA Adult Statewide Alternative  
158 - WIA adult Local Activity



### The rules that govern how the program is operated

Workforce Investment Act of 1998 Title 20 CFR Parts 660 - 671  
(Allowable services/activities: WIA §131-134 (29 USC §2861 - 2864) and 20 CFR Part 663  
Title 1, Section 173 of WIA, Section 173 (29 USC § 2918; the NEG regulations at 20 CFR Part 671; and CFDA No. 17.260 and BRAC 2005, TEGL No. 2-05, and TEGL No. 16-03, changes 2 and 4.



### Aligned with Strategic Goal(s)

1.1 Sustain and strengthen partnerships and strategic alliances that promote and impact the region's workforce readiness, academic readiness and educational attainment for both youth and adults