

RESOLUTION NO. 01-06-14

of the

ST. LAWRENCE COUNTY WORKFORCE INVESTMENT BOARD

**APPROVING WORKFORCE INVESTMENT ACT CORE,
INTENSIVE AND TRAINING SERVICES GUIDELINES**

As presented by the WIB Services Committee

June 27, 2001

WHEREAS, the Workforce Investment Act (WIA) Rules and Regulations (§§ 663.100, 663.200, 663.300) require the delivery and availability of core, intensive and training services to individuals, and

WHEREAS, WIA distinguishes the categories of service(s) to be provided at the local level and the criteria for advancement from one service level to another, and

WHEREAS, the Local One-Stop Delivery System has prepared the attached guidelines in accordance with the Rules and Regulations,

NOW, THEREFORE, BE IT RESOLVED, that the St. Lawrence County Workforce Investment Board does hereby approve the Core, Intensive and Training Services Guidelines attached hereto and made part hereof.

MOVED: Mr. Phelan

SECOND: Mr. McFaddin

AYE: 16

NAY: 0

ABSTAIN: 0

ST. LAWRENCE COUNTY
WORKFORCE INVESTMENT BOARD

WORKFORCE INVESTMENT ACT

CORE, INTENSIVE
AND
TRAINING SERVICES
GUIDELINES

INDEX

INTRODUCTION	1
CORE SERVICES	1
CORE SERVICES <u>NOT</u> <u>REQUIRING</u> REGISTRATION.....	1
CORE SERVICES <u>REQUIRING</u> REGISTRATION.....	1
ADVANCEMENT CRITERIA – CORE TO INTENSIVE SERVICES	2
INTENSIVE SERVICES.....	2
ADVANCEMENT CRITERIA – INTENSIVE TO TRAINING SERVICES.....	2
TRAINING SERVICES	3
RESOURCES	3
CATEGORIES OF SERVICES (ATTACHMENT A).....	4
INITIAL ASSESSMENT FORM (ATTACHMENT B).....	5

INTRODUCTION

In the interest of clarifying the level of services required and available to individuals in the Local One-Stop Delivery System created by the Workforce Investment Act (WIA), and to facilitate participant flow from one service level to another, the following conditions will apply:

CORE SERVICES (Refer to Attachment A)

- A. Locally Accepted Core (A) Services – Self-service and informational in nature with minimal staff assistance (**no registration required**), shall be available to individuals through the One-Stop delivery system and shall, at a minimum include; one or more of the following services:
- 1) Determination of eligibility to include EEO data, to receive assistance under Title IB;
 - 2) Outreach, intake [which may include worker profiling referral services (WPRS)] and orientation to the One-Stop Center and system;
 - 3) Initial assessment of skill levels, aptitudes, abilities and need for supportive services (Refer to Attachment B for format);
 - 4) Employment statistic information including job vacancy listings, job skills requirements for job listings, and information on demand occupations;
 - 5) Performance information and program cost information on eligible providers of training services;
 - 6) Performance information on the local One-Stop system;
 - 7) Information on supportive services and referral to supportive services;
 - 8) Information regarding filing for Unemployment Compensation;
 - 9) Assistance in establishing eligibility for Welfare-to-Work activities and programs of financial aid assistance for training and education programs;
 - 10) Internet browsing (job information and training searches);
 - 11) Referrals (informational, e.g. labor exchange referrals of resumes without further screening);
 - 12) Informational workshops and job clubs.
- B. Locally Accepted WIA Core (B) Services – (**registration required**) shall be available to participants who are adults or dislocated workers and shall at a minimum include; one or more of the following services:
- 1) Staff assisted job search and placement assistance, including career counseling;
 - 2) Staff assisted job referrals (such as listing and background checks);
 - 3) Staff assisted job development (working with employer and job seeker);
 - 4) Staff assisted workshops and job clubs;
 - 5) Follow-up services, including counseling regarding the workplace.

Advancement Criteria: In order to advance from **Core** to **Intensive Services**, the participant must satisfy the following criteria:

- 1) Is a participant who is **unemployed** and has received at least one (1) Core Service as established by the Initial Assessment or the individual's inability to obtain employment through the Core Services provided and he/she has been determined to be in need of Intensive Services to obtain or retain employment; or
- 2) Is a participant who is **employed** and has received one (1) Core Service, but does not meet the locally defined standard for self-sufficiency, and he/she has been determined to be in need of Intensive Services to obtain or retain employment that allows for self-sufficiency.

Note: Advancement from one level of service to another requires verification in the participant's case file that established criteria has been met to support the advance.

INTENSIVE SERVICES (Refer to Attachment A)

A. Locally accepted WIA Intensive Services (registration required) shall, at a minimum include one or more of the following services:

- 1) Comprehensive and specialized assessment such as diagnostic testing and in-depth interviewing;
- 2) Development of an Individual Employment Plan (IEP);
- 3) Group and individual counseling and career planning;
- 4) Case management for participants seeking training services;
- 5) Short term prevocational services of less than six (6) months that does not lead to a credential, license or certification.
- 6) Supportive services;
- 7) Follow-up services.

Advancement Criteria: In order for a participant to advance from **Intensive** to **Training Services**, he/she must satisfy the following criteria:

- 1) Have met the eligibility requirements for Intensive Services (663.240), have received at least one (1) Intensive Service and have been determined to be unable to obtain or retain employment through such services;
- 2) After an interview, evaluation or assessment, and case management, have been determined to be in need of training services and to have the skills and qualifications to successfully complete the selected training program;
- 3) Select a program of training services that is directly linked to the employment opportunities either in the local area or another area to which the individual is willing to relocate;
- 4) Are unable to obtain grant assistance from other sources to pay the cost of such training.

Note: Advancement from one level of service to another requires verification in the participant's case file that established criteria has been met to support the advance.

TRAINING SERVICES (Refer to Attachment A)

- A. Locally accepted WIA Training Services (registration required) shall include, at a minimum, one or more of the following services:
- 1) Occupational Skills Training;
 - 2) On-the-Job Training;
 - 3) Programs that combine workplace training with related instruction;
 - 4) Training programs operated by the private sector;
 - 5) Skill upgrading and retraining;
 - 6) Job readiness training;
 - 7) Adult education and literacy activities in combination with services 1 through 6 above;
 - 8) Customized training conducted with a commitment by an employer or a group of employers to employ an individual upon successful completion of the training;
 - 9) Entrepreneurial training.

Every effort should be made to ensure the timely delivery of services required by the participant. A participant must not be unnecessarily delayed in progressing from Core A to Core B services and beyond, as required. Delay caused by uncertainties in customer flow problems should be immediately directed to the appropriate Supervisor for clarification.

Resources:

- 1) Workforce Investment Act (WIA): Sec. 134(d)(1-4)
- 2) Federal Register Part II: Sub Part A, B, C; 663.100-663.320
- 3) Training and Employment Guidance Letter 7-99
- 4) Workforce Investment Act Title I-B, Standardized Record Data (WIASRD)
- 5) “Managing Your Customers’ Movement Through the WIA Title I Adult and Dislocated Worker Programs” – Melanie Arthur
- 6) Fresno WorkForce Development Board – PB-2000 Customer Flow

CATEGORIES OF SERVICES UNDER WIA

Core "A" Self-service <i>Informational</i>	Core "B"	Intensive	Training
No Registration Required	Registration Required	Registration Required	Registration Required
Determination of eligibility to include EEO data, to receive assistance under Title IB	Staff assisted job search and placement assistance, including career counseling.	Comprehensive and specialized assessment, such as diagnostic testing and interviewing.	Occupational skills training.
Outreach, intake (which may include worker profiling [WPRS]) and orientation to the One-Stop center	Staff assisted job referrals (such as listing and background checks)	Development of Individual Employment Plan (IEP)	On-The-Job Training
Initial assessment of skill levels, aptitudes, abilities and need for supportive services	Staff assisted job development (working with employer and job seeker)	Group and individual counseling and career planning	Programs that combine workplace training with related instruction
Employment statistics information including job vacancy listings, job skills requirements for job listings, and information on demand occupations.	Staff assisted workshops and job clubs	Case management for participants seeking training services	Training programs operated by the private sector
Performance information and program cost information on eligible providers of training services	Follow-up services, including counseling regarding the workplace	Short-term prevocational services	Skill upgrading and retraining
Performance information on the local One-Stop system		Supportive services	Job readiness training
Information on supportive services and referral to supportive services		Follow-up services	Adult education and literacy activities in combination with the above services
Information regarding filing for Unemployment Compensation			Customized training conducted with a commitment by an employer to employ an individual upon successful completion of the training
Assistance in establishing eligibility for welfare-to-work activities and programs of financial aid assistance for training and education programs			
Internet browsing (job information and training services)			
Referrals (informational, e.g. labor exchange referrals of resumes without further screening)			
Informational workshops and job clubs			

CORE (A) LEVEL OF SERVICES

Initial Assessment

Name:

I. Presenting Request:

II. Ability & Skills:

III. Employment History:

a. Job Search:

b. Working with any other agencies:

IV. Health:

V. Financial Situation:

VI. Support Services Necessary:

VII. Comments/Additional Information:

E&T Counselor Signature