
WorkForce West Virginia Guidance Notice No. 03-09

TO: Workforce Investment Boards/Workforce Investment Act Staff

FROM: Martha Craig-Hinchman
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Employment Service Division

DATE ISSUED: October 1, 2009

SUBJECT: Guidelines for Assigning Adult and Dislocated Worker Core, Intensive, and Training Services

EFFECTIVE DATE: March 25, 2009

I. REFERENCE(S):

Title I of the Workforce Investment Act (WIA) of 1998, Public Law 105-220, effective August 7, 1998. References for Definitions of Core, Intensive, and Training Services: TEGL 14-08 and TEGL 17-05.

II. PURPOSE:

To provide updated program guidance for assigning core, intensive, and training services to Adult and Dislocated Workers to ensure compliance under Title I of WIA. This Guideline is intended to support and expand on the information included in the email sent to WIA staff on March 24, 2009.

III. BACKGROUND:

WIA establishes three basic levels of employment and training services to eligible individuals. All adults, age 18 or older, are eligible to receive "core services". Additional "intensive services" are available to unemployed individuals who have been unable to obtain jobs through core services and those who are employed but need additional training services to reach self-sufficiency. "Training services" are also available for those who meet intensive services eligibility but were unable to find employment through those services.

DEFINITIONS OF CORE, INTENSIVE, AND TRAINING SERVICES

Core Services (available to all adults age 18 years or older):

Self-service or informational core services are designed to inform and educate individuals about the labor market, identify their employment strengths and weaknesses, and offer the full array of services available to meet their individual needs.

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Examples of self-service or informational core services include:

- Self job search
- Labor market information (which identifies job vacancies; skills needed for in-demand jobs; and local, regional, and national employment trends)
- Initial assessment of skills and needs (this includes testing)
- Training information from local training providers summarizing the types of training available and costs of training
- Follow-up services to help customers retain their jobs once they are placed
- Accessing information and tools at WorkForce West Virginia or from a remote electronic location
- Instructions on how to use all available WorkForce West Virginia resources
- Posting a resume or application
- Applying for a job

Staff-assisted core services that go beyond self-service are individualized and provided on a one-on-one basis or in small groups with the assistance of a WorkForce West Virginia staff member. These services normally are provided after job seekers have utilized self-services and are tailored to their needs.

Examples of staff-assisted core services include:

- Staff-assisted job search, job referral, and career guidance
- Staff-assisted assessment, job placement assistance, and other services, such as testing
- Staff-assisted job development (working with employers and job seekers)
- Staff-assisted workshops

Intensive Services (available to eligible adults who have been unable to find work through core services, or need additional training to reach self-sufficiency):

Intensive Services are staff-assisted job search and occupational development services. Intensive services are provided through direct interaction with WorkForce West Virginia staff. The intensive services level—in which job seekers must receive some core services before they can receive intensive services, and some intensive services before training services—is geared to provide more in-depth job search and career management assistance to eligible adults and dislocated workers.

Examples of intensive services include:

- Comprehensive assessments
- Development of individual employment plans
- Group and individual counseling
- Case management
- Short-term prevocational services
- Out-of-area job search assistance, or relocation assistance
- Individual counseling and career planning
- Supportive services

Training Services (for those who have received "intensive services" but are still unable to find employment):

Training Services cover job training costs associated with WIA-approved training programs. Training services are provided through a cooperative planning process between eligible participants and WorkForce West Virginia. Eligible adults and dislocated workers needing training services will have access to training provider information in order to make an informed training choice. WIA funds must be coordinated with other resources, such as Trade Adjustment Assistance (TAA) and federal Pell Grants.

Examples of training services include:

- Occupational skills training
- On-the-job training
- Cooperative education programs, and private sector training programs
- Job readiness training
- Adult education
- Customized employer training
- Skill upgrading and retraining
- Entrepreneurial training
- Internships
- Work experience
- Literacy activities (in combination with any training service listed above)
[see WIA Law, SEC. 134 (d) (3) (d) (3)]

IV. ACTION:

MACC PROCEDURES FOR ADULT AND DISLOCATED WORKER SERVICE ASSIGNMENT

1. Some core services may be assigned without a WIA registration. The core services that require registration will not appear until registration has been done.
2. In order to assign an intensive service, a core service must have been assigned on or after the registration date. It is recommended that when a core service is assigned prior to the date of desired registration, that the registration date be the same as the date of the first core service.
3. At least one core service is required to assign an intensive service and at least one intensive service is required to assign a training service.
4. When attempting to assign a service, the "Service Detail-Service Prerequisite" screen will list the prerequisite services, if any.
 - a. Core services do not have a prerequisite service; therefore, the screen will indicate Service Prerequisites are "Not Required".

b. Intensive and training services do require a prerequisite service. The "Service Detail-Service Prerequisite" screen will indicate Service Prerequisites:

i. In **RED**--Those services which **have not been assigned**;

--If all services are **RED**, meaning a prerequisite service has not been assigned but is required, there will be an option at the bottom of the screen to "**Return to assign services**".

ii. In **BLACK**-- Followed by "Received" in parenthesis, indicating service(s) which **have been assigned**. There will be an option at the bottom of the screen to "**Continue**".

V. IMPLEMENTATION DATE:

Effective 3-25-09

VI. INQUIRIES:

Please direct any questions regarding this Guidance Letter to WorkForce West Virginia/Employment Service Division.