



Mendocino County Workforce Investment Board
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POLICY No. 27A

CORE, INTENSIVE, AND TRAINING SERVICES

PURPOSE

To establish policy and provide guidance regarding provision of core, intensive and training services by subrecipients of Workforce Investment Act (WIA) Title I grant funds.

BACKGROUND

WIA Title I formula funds allocated to local areas for adults and dislocated workers must be used to provide core, intensive, and training services through the One-Stop delivery system. The WIB determines the most appropriate mix of these services, but all three types must be available for both adults and dislocated workers.

Adults and dislocated workers may receive the three levels of service concurrently and the determination that an individual needs intensive and/or training services can be made without regard to how long the individual has been receiving core or intensive services. Neither is it necessary for all individuals to receive staff-assisted core services before receiving intensive and/or training services. Such decisions are based on each participant's employment and training needs.

REFERENCES

- Title 20 CFR Sections 662 and 663
- WIA Section 134
- WIA Eligibility Technical Assistance Guide, Program Year 2003-2004
- Workforce Investment Board (WIB) Policy No. 11A, Individual Training Account (ITA), Adopted August 8, 2001
- EDD Draft Directive WSDD-2

POLICY

A. Minimum Level of Documentation and Verification Needed to Substantiate Eligibility for Core, Intensive, and Training Services

1. One-stop operators and applicants must make reasonable efforts to document eligibility for WIA funded programs. However the use of applicant statements is allowable to document those items that are not verifiable or are not readily available. In taking an applicant's statement, it is not necessary to obtain corroboration unless there is reason not to believe the applicant.
2. One-Stop operators only need to record equal opportunity information (the race/ethnicity, sex, age, and where known, disability status), record and document the right-to-work, age, and compliance with the Selective Service registration requirement.
3. It is not necessary to determine that an adult is eligible in accordance with the priority system until it is determined that the individual is in need of intensive services and, then, only if there is a priority system in effect.
4. If an adult is unable to obtain or retain employment through staff-assisted core services and requires intensive or training services, the remaining federal, state, and local documentation and verification requirements must be met before providing intensive or training services.
5. Eligibility for services is related to local determinations about the client's need for and ability to benefit from services. Adult and dislocated worker case files must contain determinations of the need for staff-assisted core, intensive, and training services. These may be hard copy or electronic case files.

B. Core Services

1. Definition of core services:
 - a) Core services shall be available to individuals who are adults or dislocated workers through the one-stop delivery system and shall, at a minimum, include:
 - i) All of the core services described in WIA section 134(d)(2) and 20 CFR 662.240
 - ii) Follow-up services as appropriate, for a minimum of 12 months following the first day of employment, to registered participants who are placed in unsubsidized employment.
 - b) For performance measurement of the adult and dislocated worker programs, WIA distinguishes self-service and informational activities as separate from the other activities within the WIA service categories (staff-assisted core, intensive, and training). There are two main factors to consider when determining which core services require adults and dislocated workers to be registered and counted in the performance measures:

- i) Level of staff involvement with the customer. Individuals who are primarily seeking information and do not seek direct, one-on-one staff assistance do not need to be registered. When there is significant staff involvement in terms of resources or time, individuals receiving the staff-assisted core services are required to be registered for the adult or dislocated worker programs.
- ii) Purpose of the service. The Act specifically excludes those individuals who participate in self-service activities only (such as browsing the Internet). Services that are designed to inform and educate individuals about the labor market and their employment strengths, weaknesses, and the range of services appropriate to their situations should be considered informational in nature. Staff-assisted services that are designed to impart job seeking and/or occupational skills should require registration.

2. Provision of Core Services:

- a) Core services must be provided through the One-Stop delivery system. Core services may be provided directly by the One-Stop operator or through contracts with service providers that are approved by the WIB.
- b) The decision on which core services to provide, and the timing of their delivery, may be made on a case-by-case basis by the One-Stop operator depending upon the needs of the participant.

3. Eligibility for Core Services

- a) To be eligible to receive core services as an adult in the adult and dislocated worker programs, an individual must be 18 years of age or older. To be eligible for the dislocated worker programs, an eligible adult must meet the definition of “dislocated worker” in WIA section 101(9) and as recorded in the WIA Eligibility Technical Assistance Guide Program Year 2002-2004, Section I, Local Dislocated Worker Policy and Procedures, and Section V, Additional Eligibility Criteria for Dislocated Workers.
- b) It is not necessary to establish that an adult who is receiving staff-assisted core services is a recipient of public assistance or is a low-income individual. Staff-assisted core services may be provided to any enrolled adult who has the right to work in the United States and, if male, has complied with Selective Service registration. For example, a highly paid working professional seeking career counseling and advancement through job search and placement services is eligible for staff-assisted core services. However, such an individual would not be eligible to receive intensive and training services.

C. Intensive Services

1. Definition of Intensive Services

- a) Intensive services shall be available to individuals who are adults or dislocated workers through the One-Stop delivery system. Intensive services are listed in WIA section 134(d)(3)(C). The list in the Act is not all-inclusive and other intensive services, such as out-of-area job search assistance, literacy activities related to basic workforce readiness, relocation assistance, internships, and work experience may be provided, based on an assessment or individual employment plan.
- b) For purposes of this policy, work experience is a planned, structured learning experience that takes place in a workplace for a limited period of time. Work experience may be paid or unpaid as appropriate. A work experience workplace may be in the private for profit sector, the non-profit sector, or the public sector. Labor standards apply in any work experience where an employee/employer relationship, as defined by the Fair Labor Standards Act, exists.

2. Provision of Intensive Services:

Intensive services must be provided through the One-Stop delivery system and may be provided directly by the One-Stop operator or through contracts with service providers that are approved by the WIB.

3. Eligibility for Intensive Services

- a) There are two categories of adults and dislocated workers who may receive intensive services:
 - i) Adults and dislocated workers who are unemployed and have been determined to be unable to obtain or retain employment through core services, and are determined by a One-Stop operator to be in need of more intensive services to obtain employment; and
 - ii) Adults and dislocated workers who are employed and are determined by a One-Stop operator to be in need of intensive services to obtain or retain employment that leads to self-sufficiency, as established by the WIB.
- b) The initial assessment provides preliminary information about the individual's skill levels, aptitudes, interests, and supportive services needs. The job search and placement assistance helps the individual determine whether he or she is unable to obtain employment, and thus requires more intensive services to obtain employment.
- c) There is no federally required minimum time period for participation in core services before receiving intensive services.
- d) A determination of the need for intensive services, as established by the initial assessment or the individual's inability to obtain employment through the core services provided, must be contained in the participant's case file.

D. Training Services

1. Definition of Training Services

Training services for adults and dislocated workers are listed in WIA Section 134(d)(4)(D). The list in the Act is not all-inclusive and additional training services may be provided.

2. Provision of Training Services

Training services shall be provided to eligible individuals through the One-Stop delivery system, and through the use of individual training accounts, as described in WIB Individual Training Account (ITA) policy.

3. Eligibility for Training Services

- a) Training services may be made available to employed and unemployed adults and dislocated workers who:
 - i) Have met the eligibility requirements for training services and have been determined to be unable to obtain or retain employment through core and/or intensive services;
 - ii) After an interview, evaluation, or assessment, and case management, have been determined by a One-Stop operator or One-Stop partner, to be in need of training services and to have the skills, qualifications or experience to successfully complete the selected training program;
 - iii) Select a program of training services that is directly linked to the employment opportunities either in the local area or in another area to which the individual is willing to relocate;
 - iv) Are unable to obtain grant assistance from other sources to pay the costs of such training, including such sources as Welfare-to-Work, state-funded training funds, Trade Adjustment Assistance and Federal Pell Grants established under *Title IV of the Higher Education Act of 1965*, or require WIA assistance in addition to other sources of grant assistance, including federal Pell Grants [provisions relating to fund coordination are found at Title 20 CFR Section 663.320 and WIA Section 134(d)(4)(B)]; and
 - v) For individuals whose services are provided through the adult funding stream, are determined eligible in accordance with the State and local priority system, if any, in effect for adults.
- b) The case file must contain a determination of need for training services, as identified in the initial assessment, individual employment plan, comprehensive assessment, or through any other intensive service received.

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References			
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