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Category: Workforce Investment Act
Subject#: Sequential Delivery of Services - Title I, Adult and Dislocated Worker
Source: State/Federal
Revise/Replace: N/A
Contact: Employment & Training Programs
Distribution: Workforce Investment Boards, One Stop Directors, Employment and Training Staff
Colorado One-Stop System Policy Guidance Letter #: 00-16-WIA1
Date: June 20, 2000

- I. REFERENCE (S):** Workforce Investment Act (WIA) of 1998 (Pub. L. 105-220), August 7, 1998; Interim Final Rule, 20 CFR Part 666, Section 134, Use of Funds For Employment And Training Activities; §663.100 through § 663.320.
- II. PURPOSE:** To provide general guidance to the One Stop Operators regarding the requirements that adult and dislocated worker services under WIA, Title I, must be sequential in nature, assuring that individuals have access to a series of opportunities including relevant employment trends, job referral, job placement and other Core services, prior to being registered for WIA Intensive and Training services.
- III. BACKGROUND:** The WIA represents a major national effort to streamline employment and training services through an integration of multiple programs, including Wagner-Peyser and WIA, at the local level through the One Stop operation system. Emphasis is on empowering individuals with information and resources to manage their own careers. The process includes universal access to self-directed informational job search and decision-making tools for career

selection and enhancement. If an individual is unsuccessful with job placement or job enhancement, additional levels of services are available including Intensive and Training services for eligible-determined participants under WIA, Title I.

IV: POLICY/ACTION: Local Workforce regions, through their local Workforce Board, must establish a sequential delivery of services policy and written procedures for WIA, Title I, Adult and Dislocated Workers . This sequential delivery of services must incorporate a process that assures that universal access to Core services is available to the general population. USDOL TEGL #7-99 and the USDOL WIASRD may also serve as references for your policy development.

WIA Core services are divided into two categories and **must include** at a minimum:

A. Core services – Self-Service Information (*No registration required*) may include:

- ? Determinations of whether the individuals are eligible to receive assistance under this subtitle
- ? Outreach, intake, (which may include Worker Profiling and Reemployment Services system), and orientation to the One-Stop center
- ? Initial assessment of skills levels, aptitudes, abilities and need for supportive services
- ? Employment statistics information including job vacancy listings, job skill requirements for job listings, and information on demand occupations
- ? Performance information on eligible training providers
- ? Performance information on the local One-Stop delivery system
- ? Information on supportive services and referral to supportive services
- ? Information regarding filing for Unemployment Compensation
- ? Assistance in establishing eligibility for welfare-to-work activities and for other training and education programs
- ? Resource room usage
- ? Internet browsing (job information and training searches)
- ? Internet accounts (Career Kit, Personnel Kit)
- ? Initial development of employment plan

? Talent referrals (informational, e.g. talent scouts, labor exchange referrals of resumes without further screening)

? Workshops and job clubs

The Workforce Investment Act; Interim Final Rule, §663.105 (b) states “Adults and dislocated workers who receive services funded under Title I other than self-service or informational activities **must be registered** and **determined eligible**.”

B. WIA Core Services (*Registration required*). This list may not be all inclusive.

? Staff assisted job placement assistance including career counseling

? Follow-up services, including counseling regarding the workplace.
Note - Follow up services must be available for a minimum of 12 months after employment begins, to registered participants who are placed in unsubsidized employment.

? Staff assisted job referrals (such as testing and background checks)

? Staff assisted job development (working with employer and job seeker)

? Staff assisted workshops and job clubs

Under WIA, Intensive services are designated for adults and dislocated workers who are unemployed and unable to obtain employment through Core services; or are employed but determined by the One-Stop operator to be in need of such intensive services in order to obtain or retain employment that allows for self-sufficiency. Intensive services shall be delivered by the One-Stop operator or by contracts with public, private for-profit, and nonprofit service providers approved by the local board.

C. WIA Intensive Services (*Registration required*)

The local workforce investment board will determine when the priority of services policy for Adults services under WIA title I must be applied. In order to be registered in Intensive services, a person must have received a minimum of one Core service. The justification for providing Intensive services should be documented in the participant’s case management file. Intensive services include:

? Comprehensive and specialized assessment, such as diagnostic testing and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals

? Full development of individual employment plan

- ? Group counseling
- ? Individual counseling and career planning
- ? Case management
- ? Short-term pre-vocational services including development of learning skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training; also GED, ESL & remediation and workplace literacy.
- ? Work Experience
- ? Out-of-the Area Job Search
- ? Job Relocation
- ? Supportive Services
- ? Follow-up services, including counseling for registrants (those previously receiving intensive/training services) after entering employment

WIA Section 134 refers that training services are allowable for adults and dislocated workers who have met the eligibility requirements for intensive services and who are unable to obtain or retain employment through such services. These participants, after an interview, evaluation, or assessment, and case management, have been determined by a one-stop operator to be in need of training and to have the skills and qualifications to successfully participate in training services; who select training services that are directly linked to the employment opportunities in the local area or in another area in which the adults or dislocated workers receiving such services is willing to relocate.

Training services shall be limited to only those individuals who are unable to obtain other grant assistance for such training services, including Federal Pell Grants, when appropriate and to those pending Pell grant approval notification.

D. WIA Training Services (*Registration required*).

The local workforce investment board will determine when the priority of services policy for Adults services under WIA title I must be applied. In order to be registered in training services, a person must have received a minimum of one Core service and a minimum of one Intensive service. Individuals participating in training can only utilize a training provider that is on the State's Eligible Training Provider List. Training can be provided through the Individual Training Account (ITA) process or through On-the-Job training or customized training. Training services include:

- ? Occupational skills training
- ? On-the-job training

- ? Workplace training and cooperative education programs
- ? Private sector training programs
- ? Skill upgrading and retraining
- ? Entrepreneurial training
- ? Job-readiness training
- ? Adult education and literacy activities in combination with training
- ? Customized training with a commitment of an employer or group of employers to employ an individual upon successful completion of the training

If a training program has been included on the State eligible training provider list, it is assumed that a person who completes such training will automatically be considered as having obtained a credential. Other credentials include, but may not be limited to: high school diploma; GED; postsecondary degrees; recognized skills standards and licensure; or industry recognized certificates. Your local WFB may also want to define local standards for “credentials” based on local employer needs.

V. IMPLEMENTATION DATE:

This PGL is effective July 1, 2000.

VI. INQUIRIES:

Questions regarding this PGL should be directed to your Program Support Representative at the Colorado Department of Labor.

Robert D. Hale, Director
Division of Employment & Training