

New River/ Mount Rogers Workforce Investment Board Policy on the Providing of Core, Intensive and Training Services

Policy Statement

The New River/ Mount Rogers Workforce Investment Board is devoted to the WIA policy that a one-stop delivery system provides a wide range of workforce development services for adults and dislocated workers that support a “work first” model. The “work first” model is a three tier approach beginning with a basic set of core services such as information on services available, self-help and staff assisted services. The one-stop delivery system in the New River/ Mount Rogers area will make all core services available equally to all individuals seeking a job or wishing to advance their careers.

The universally accessible core services function is a doorway to the second tier of services referred to as intensive services. As services become increasingly intensive and comprehensive, eligibility provisions, qualifications and priority requirements emerge to determine the appropriateness, the suitability and the necessity of providing the expanded intensive services. Intensive services to adults and dislocated workers are designed for the unemployed who are unable to obtain employment through core services, have been determined by the one-stop operator to be in need of additional intensive services in order to obtain employment, or are in need of intensive services to obtain and retain employment that allows for economic self-sufficiency.

The final level of services is in-depth training activities. Training may be available to those adults and dislocated workers who have met the eligibility provision for intensive service and who cannot find employment through core and intensive services. Training services may include, but are not limited to, customized training, on-the-job training, training for special populations, occupational skills training and other training programs that have been approved by the Workforce Investment Board.

Core Service

Universal Access to WIA Core Service

One-stop service delivery centers in the New River/Mount Rogers area will provide universal access to core services for all customers desiring such services without regard to any eligibility requirements. Thus, all individuals shall have equal access to WIA core services, and no individual shall be at a particular disadvantage or shall encounter unnecessary difficulty in gaining access to those services. The New River/Mount Roger Workforce Investment Board will assure that universal access includes such issues as eliminating architectural and programmatic barriers to individuals with disabilities and facilitating access for individuals with poor computer skills to computer-based information and services. In addition, the New River/Mount Rogers Workforce Investment Board will insure that universal access excludes place of residence as an eligibility criteria for receiving services and furnishes access to a physical location with minimal transportation barriers and flexible hours of operation.

WIA Mandatory Self-Service and Informational Core Services

The New River/Mount Rogers Workforce Investment Board is mandating that the following self-service and informational core services be accessible to all individuals through the local one-stop service delivery system, having no requirements for participant registration, eligibility, qualification or prioritization of service.

- 1) Outreach, intake and orientation to labor market information and other services available through the one-stop delivery system;
- 2) Initial assessment of skill levels, aptitude, abilities and supportive service needs;
- 3) Provision of employment statistics information, including the provision of accurate information relating to local, regional and national labor market areas, including:
 - (a) Job vacancy listings in such labor market areas;
 - (b) Information on job skill necessary to obtain the listed jobs; and
 - (c) Information relating to local occupations in demand and the earnings and skill requirements for such occupations;
- 4) Provision of performance information and program cost information on:
 - (a) Eligible providers of WIA training services;
 - (b) Eligible providers of WIA youth activities;
 - (c) Providers of adult education described in title II;

- (d) Providers of postsecondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Education Act; and
 - (e) Providers of vocational rehabilitation program activities described in the Rehabilitation Act of 1973;
- 5) Provision of information regarding filing claims for unemployment compensation;
- 6) Provision of accurate information relating to the availability of supportive services, including child care and transportation, available in the local area and referral to such services, as appropriate;
- 7) Provision of information regarding how the local area is performing on the local performance measures and any additional performance information with respect to the one-stop delivery system in the local area;
- 8) Information and assistance in applying for:
 - (a) Welfare-to-work activities, and
 - (b) Financial aid assistance for training and education programs that are not funded under this Act and are available in the local area;
- 9) Self-help job search and placement assistance:
 - (a) Individual or group instruction on how to conduct a job search using self-service resources of a career center and
 - (b) Make referrals that are informational in nature or referrals to labor exchange; and
- 10) Access to the core services and information about all programs of required partner agencies. The New River/Mount Rogers Workforce Investment Board is requiring at a minimum that all partners' core services be made available at the local comprehensive or "full-service" one-stop center. Local MOUs will spell out the specific core services of each one-stop partner.

The provider of core services is responsible for documenting the specific core services provided to each customer, as well as the duration and results of applicable core services provided. In addition, the core services provider can make a referral to the intensive service provider when the core service provider has determined that the customer is unable to secure suitable employment utilizing only core services and could benefit from receipt of more intensive services in their job search efforts.

Intensive Services

The New River/Mount Rogers Workforce Investment Board requires the following to occur before an adult or dislocated worker may move from Core Services to Intensive Services.

- A) The provider of core services must refer the adult or dislocated worker for intensive service for one of two reasons:
 - 1) The adult or dislocated worker is unemployed and is unable to obtain employment through core services. In addition, the provider of core services has determined that the individual is in need of further intensive services beyond core services in order to gain employment.
 - 2) Is employed, but who is determined by the provider of core services to be in need of intensive services in order to obtain or retain employment that allows for economic self-sufficiency.

In either case, the provider of core services must provide a written referral indicating that core services have been provided and additional core services will not result in employment. The New River/ Mount Rogers Workforce Investment Board requires this referral be made prior to enrollment/registration into intensive services.

- B) In order to receive WIA intensive services, an adult or dislocated worker must be determined eligible to receive intensive services and training under Title I. The New River/Mount Rogers Workforce Investment Board is following the Federal and State Policy of Priority of Service (Federal Register, Section 663.600) when determining adult eligibility only. Funds allocated for dislocated workers are not subject to this requirement.

Intensive Services Provided

The New River/Mount Rogers Workforce Investment Board requires all adult and dislocated worker participants who are enrolled into intensive services to receive an individualized comprehensive and specialized assessment of skill levels and service needs. These assessments will include diagnostic testing and use of other assessment tools as well as an in-depth evaluation to identify employment barriers. In addition, intensive services will include the development of an individual employment plan (IEP) and case management (including job search assistance). Individual counseling, group counseling, short-term prevocational instruction and job readiness classes may also be offered depending on the needs of the individual.

In addition to the above list of services, the New River/Mount Rogers Workforce Investment Board will make available additional intensive services. These services may be offered to individuals whose assessments and individual employment plans have identified particular obstacles to employment in which additional services are required to overcome those barriers.

- (a) Out-of-area job search expense payment;
- (b) Relocation expense payment;
- (c) Internships;
- (d) Work experience;
- (e) Career planning;
- (f) Referrals to community services; and
- (g) Supportive Service which may include: transportation, child care, meals and other reasonable expenses required to keep a participant in intensive services, for example auto repairs, rent etc.
- (h) Job readiness training;
- (i) Adult education and literacy activities provided in combination with other services; and

The provider of intensive services is responsible for documenting customer eligibility (to receive intensive services), the specific intensive services provided, the duration and results of applicable intensive services provided as well as the need for customer training in order to secure employment. Additionally, the intensive service providers must maintain documentation of core services provided in addition to the referral from the provider of core services.

Training

The New River/Mount Rogers Workforce Investment Board will allow program operators to refer customers to training who have been unsuccessful in core and intensive services in gaining employment or needs training to obtain and retain employment that allows for economic self-sufficiency. Training services may be made available to employed and unemployed adults and dislocated workers who meet the following conditions:

- (a) Have met the eligibility requirements for intensive services including priority of service for adults. In addition, have received a comprehensive assessment, development of individual employment plans (IEP), case management (including job search assistance) and have been determined to be unable to obtain or retain employment through such services;
- (b) After a comprehensive assessment, IEP and case management, have been determined by the Program Operator to be in need of training services and to have the skills and qualifications to successfully complete the selected training program;

- (c) The adult or dislocated worker has selected 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; or
- (d) The adult or dislocated worker is unable to obtain grant assistance from other sources to pay the costs of such training, including such resources 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. Furthermore, the adult or dislocated worker may receive training services if they require WIA assistance in addition to other sources of grant assistance, including Federal Pell Grants.

Type of Training Services

The New River/Mount Rogers Workforce Investment Board's program operators may refer customers to the following types of training service:

- (a) Occupational skills training, including training for nontraditional employment;
- (b) On-the-Job training;
- (c) Programs that combine workplace training with related instruction, which may include cooperative education programs;
- (d) Training programs provided by the private sector;
- (e) Skill upgrading and retraining;
- (f) Entrepreneurial training;
- (g) Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

The New River/Mount Rogers Workforce Investment Board's program operators may also provide needs-based and supportive services to enable adult and dislocated workers to participate in training programs under WIA. The supportive services that may be provided during training are the same as that provided during intensive services.

Selecting Training Programs and Providers

The selection of an appropriate training program must be based on the following:

- (a) Assessment results;
- (b) Ability of the participant to obtain employment once the training program has been completed;
- (c) Ability of the participant to be able to earn a wage leading to economic self-sufficiency;
- (d) Customer Choice- Program Operators must provide the participant with “report card”, information on the training program(s) and/or provider(s) being considered by the participant;
- (e) Training Providers must have been previously approved by the Workforce Investment Board Training Provider/Individual Training Account Committee; and
- (f) Participants must agree to adhere to the Individual Training Account /Voucher Policy approved by the Workforce Investment Board.

The Program Operator is responsible for ensuring compliance with all applicable rules, regulations, policies and procedures as well as the maintenance of all required documentation to verify this compliance. Workforce Investment Board staff will monitor all One-Stop Operators, Program Operators and Providers of Services on an annual basis to verify compliance.

Overview

In order to ensure a smooth and effective service delivery system, all service and training providers must communicate, coordinate and cooperate in a joint effort designed to provide the highest level of customer service with the least amount of complication and duplication. Participants’ activities, plans and needs should be discussed among the various service providers to ensure that all participants’ needs are met in an effective and efficient manner. The New River/Mount Rogers Workforce Investment Board is committed to a Workforce Development System that is customer driven, customer focused and customer friendly. In addition, the Board is dedicated to developing a system that is as effective, efficient and non-duplicative as possible. All efforts will be made to utilize the One-Stop Partner programs in the local One-Stop Delivery System to achieve this objective.