

## Adopted Policies

### Policy for Customer Flow

#### Background

The Workforce Investment Act provides three levels of services: core, intensive, and training, with service at one level a prerequisite for moving to the next level. The regulations call for the local areas to identify activities that lead or act as gateways from participation in core to intensive and training services.

#### Policy

1. When and how a customer moves through the three levels of service can vary by customer, and is based on needs, informed choice, WorkSource center staff expertise, availability of funds and resources and the regulations that determine when registration can occur. WorkSource center staff shall look at the entire array of core, intensive, and training services to ensure that the appropriate services are provided. Which core services precede intensive services and which intensive services precede training shall be determined on a case-by-case basis.
2. There must be demonstrable value added as the job seeker moves through self-service and informational core services, staff-intensive core services, intensive services and training services. Each new level must build on the past level. The WorkSource centers shall develop a method for documenting services received by a customer.
3. Self-service and informational activities fall within core services, do not require registration, and will be universally available.
4. When there is significant staff time required to provide WIA-funded services, the individuals receiving the staff-intensive core services must be registered.
5. Both mandatory and voluntary partners shall participate at the WorkSource centers to provide the core services that are required as mandated by law. The core services to be provided by each partner shall be outlined in a memorandum of understanding, which will include cost and resource sharing.
6. Access to core services shall be seamless as a result of a well-designed integrated - service strategy, and includes all the partners of a WorkSource center.
7. To move to intensive services, the job seeker must have received at least one core service, be unemployed, underemployed or seeking a better-paying job, and after conducting a "quality job search," if appropriate, be unable to find a job
8. The need to move a job seeker from core to intensive services shall be based on the inability of an individual to find or retain a job that leads to self-sufficiency through core services. If appropriate, WorkSource center staff can also accelerate a customer through core, intensive and training services in one day using only one service in each tier, if it is apparent that the customer needs to be moved quickly through the process in order to get a job.

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9. To advance to training services, the job seeker must have received at least one core service and one intensive service and been unable to find or retain employment through intensive service(s). Underemployed individuals are also eligible for training.
10. As required by a prior directive, WorkSource centers shall determine that the customer has the skills and qualifications to successfully complete the training selected by the customer (in consultation with the WorkSource center), and that the training is linked to employment opportunities in the local area, or in another area to which the individual is willing to relocate, and that other sources of grant assistance are not available.
11. If funds and resources are limited, priority for intensive and training services will be given to job seekers who fall below the City=s defined self-sufficiency level and to recipients of public assistance.

Attached is a list of core, intensive and training services for reference.

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**CUSTOMER FLOW**

<b>Core Services-Self Service Informational (no registration required)</b>	<b>WIA Core Services (registration required)</b>	<b>WIA Intensive Services (registration required)</b>	<b>WIA Training Services (registration required)</b>
Determination of Eligibility to receive Assistance under Title IB	Staff assisted job search & placement assistance, career counseling	Comprehensive & specialized assessment, e.g. diagnostic testing, interviewing	Occupational skills training
Outreach, intake (which may include WPRS referrals) & orientation to One Stop Center	Follow-up services, including counseling regarding the workplace	Full development of individual employment plan	On the Job Training
Initial assessment of skill levels, aptitudes, abilities & need for additional assistance	Staff assisted job referrals (such as testing & background checks)	Group counseling	Workplace training & cooperative education programs
Employment statistics Information, job listings, job skill requirements for job listings, & info on demand occupations	Staff assisted job development (working with employer & job seeker)	Individual counseling & career planning	Private sector training programs
Performance info on Eligible training provider	Staff assisted workshops and job clubs	Case Management	Skill upgrading & retraining
Performance info on the local One-Stop System		Short-term pre-vocational services	Entrepreneurial training
Info on filing for Unemployment Ins. self determined eligibility			Adult Education in combination w/training
Information on, referral to supportive services		Follow-up services after employment	Job readiness training
Assistance in establishing eligibility for welfare-to-work activities and for other training and education programs			Customized training
Resource room			
Internet browsing (job info and training search)			
Internet accounts			
Initial development of employment plan			
Talent referrals (informational, e.g. talent scouts, labor exchange referrals of resumes without further screening)			
Workshops and job clubs			