

WORKFORCESOLUTIONS

G R E A T E R D A L L A S

Policy Number: CM0108 <i>Rescinds: Customer Services Policy 99-06 (change 9), issued 06-08-06</i>	RE: Workforce Investment Act
Date Re-issued: 09-12-08	Effective Date: 01-18-06

Sequencing of WIA Services (Dislocated Workers and Adults)

Background

As in accordance with the Workforce Investment Act, and WIA eligibility guidelines, Workforce Solutions Greater Dallas' Sequence of Services policy requires applicants to meet certain "gateway" requirements before advancing from one level of service to another.

Policy

The ultimate goal of WIA is to prepare individuals for high skill/high wage jobs, all participants should be only enrolled in program activities that will assist participants with this goal and lead to a self-sufficient wage. All contractors will focus training efforts on industries that provide high skill/high wage jobs (see current targeted occupations list for Dallas County). Training should directly correlate to employment that provides individuals an opportunity to achieve self-sufficiency and growth opportunities (e.g. job skills enhancement and increased wages). Priority of Services for Veterans is required by Federal Law; however it is not intended to displace existing eligibility requirements.

Core Services

Self service core services are primarily self-help in nature but may require minimal staff assistance with all job seekers having access to the resource room equipment. These services are offered to job seekers without under going any type of evaluation or eligibility determination. The Greater Dallas workforce centers will provide a wide range of core services including but not limited to:

- Initial work registration
- Labor market information
- Outreach and orientation to center services
- Training provider information
- Referral information on financial aid
- Employment information such as job vacancy listings, demand occupations, skills necessary to obtain employment for certain jobs.

Staff assisted core services – go beyond self-service are individualized and provide on a one-to-one basis or in small groups with the assistance of a workforce staff member. Basic eligibility is required before a job seeker may receive staff assisted core services. For those job seekers requiring minimal levels of staff intervention, workforce staff is available to facilitate self- help

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services. There is no federally or state-required length of time for the receipt of core services prior to receiving intensive services.

These services may include:

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

During the process of providing core services, workforce staff must determine whether or not the applicant is unable to obtain employment and requires more intensive specialized services to address barriers. Transitioning to the next level of specialized services is determined by the workforce center staff to address the needs of the individual customer. It is the responsibility of the workforce center staff to ensure that barriers to employment are overcome by the referral to appropriate specialized services. To provide a basis for this determination, the applicant must meet specific gateway requirements.

Gateway requirements for progressing from Core Services to Intensive Services:

- Input customer data into Work In Texas
- Complete initial assessment of skills, abilities and aptitudes
- Collection of eligibility documents and register as a WIA participant
- Participate in the development of the Individual Employment Plan (IEP) or Core Services Plan

Based on the determination of the workforce center staff of needs for specialized services, and participant has met the gateway requirements for intensive services, they may advance to the Intensive Services level.

Intensive Services

This level of service requires considerable staff assistance.

Intensive services include but are not limited to:

- Comprehensive and specialized assessment,
- Full development of Individual Employment Plans, including evaluation of employment barriers
- Group counseling
- Individual counseling and career planning
- Case management
- Short-term prevocational services (Basic education, GED, ESL, computer skills training)
- Job search intensive
- Internships
- Work Experience

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Short-term prevocational services are provided as one of the intensive services available to WIA participants. Short-term has been defined as services provided within six (6) month period or less. Generally, if a participant has been assessed as functioning below the seventh grade level, he/she is not an appropriate candidate for short-term prevocational services. These services should be referred to non-WIA funded activities.

Documentation must be maintained to ensure that pre-vocational services are linked to employment or a plan for continued training within occupational skills training. These activities should be outlined in the individual employment plan and regularly assessed to ensure successful completion of activities and goals attained. During the process of providing intensive services, workforce center staff must determine whether or not the participant is unable to obtain employment and requires additional training services. The applicant must meet the gateway requirements for training services.

Gateway requirements for progressing from Intensive Services to Training Services.

In order for a participant to progress from Intensive services to Training Services, they must meet each of the following requirements.

The participant must have met all gateway requirements for Core and Intensive Services

- Participate in at least one (1) individual counseling session to discuss assessment results and formulate an Individual Employment Plan.
- Development of the Individual Employment Plan.
- The IEP must clearly document the need for training services and participant's lack of skills and ability to obtain employment.
- The applicant has been assessed and determined to have the skills and qualifications to successfully participate and meet the requirements for training.

Based on the judgment of the workforce center staff and assessment of job skills, education, etc., an individual may transition into training services. There is no set job search requirement.

Training Services

Following a comprehensive assessment and development of the IEP, the following specialized services are available to include:

- Occupational skills training
- Literacy activities combined with training

Training services are provided in a manner that maximizes customer choice. The customer develops in partnership with the workforce center staff an Individual Employment Plan that defines a comprehensive and realistic career plan for the participant. Once the IEP, and the participant has been determined to be in need of training service and have the skills/qualifications to successfully complete the selected training, a

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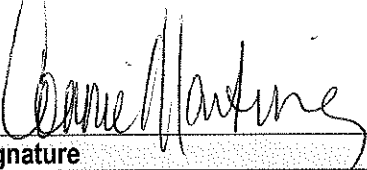
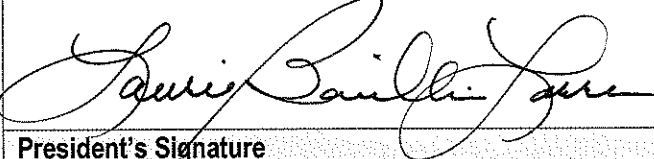
training provider is selected and presented an Individual Training Account to pay for the cost of training. Participants who are in need of supportive services are identified on a case by case basis. Individuals will be co-enrolled as appropriate with other workforce programs to ensure that the comprehensive needs of workforce customers are met.

Action Required

This policy should be distributed to all affected staff.

Contact

Inquiries regarding this policy should be directed to **Connie Martinez, Vice President, Resource Development and Deployment at 214.290.1008.**

Approved for Content:	
	9/12/08
Signature	Date
	9/12/08
President's Signature	Date