

Monterey County Workforce Investment Board (WIB)
LOCAL POLICY BULLETIN #2011-03



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TO: All Monterey County Providers of Workforce Investment Act (WIA) Title I Services

SUBJECT: Tiered Service Levels – Core, Intensive and Training Services

PURPOSE: This policy provides additional clarity and guidance to assist WIA Title I funded adult and dislocated worker clients through a tiered approach of three service levels under the provisions of the WIA for customers needing Core, Intensive and Training Services and which of those services require registration/enrollment into WIA and determination of income eligibility. The tiered service level does not apply to WIA eligible youth.

REFERENCE: WIA Directive WIAD04-18 WIA Eligibility Technical Assistance Guide (TAG); WIA §188(a)(5); WIA §189(h); 20 CFR 663.105-115; 20 CFR 664.200-240; 20 CFR 652 and 663.105(b); TEGL 17-05; TEGL 7-99; WIAD01-4; WIAD04-18; WSD08-3; WIA Final Rule, 20 Code of Federal Regulations (CFR); Part 662 – Description of the One-Stop System Under Title I of the WIA; WIA Final Rule, 20 Code of Federal Regulations (CFR), Part 663, Subpart A - Delivery of Adult and Dislocated Worker Services through the One-Stop Delivery System.

BACKGROUND: WIA Title I Adult and Dislocated Worker formula funds allocated to local areas must be used to provide Core, Intensive and Training Services through the America's Job Center of California (formerly One-Stop) delivery system. All three types of services must be made available at a comprehensive Job Center. There are different eligibility criteria for each of these types of services, which are described in the WIA Eligibility Technical Assistance Guide (TAG).

A customer's flow through the workforce system is based on the WIA concept of "customer choice" and the provision of Core (Self-Directed and/or Staff-Assisted), Intensive and Training Services. All three of these activities are directed toward the ultimate outcome of placement and retention into unsubsidized employment.

The sequence of services does not mean that the individual must go through all three tiered levels of service to prove the determination of need. The provision of training or other needed services can be provided sequentially or concurrently through a Core and/or Intensive Service, such as an assessment or development of an Individual Employment Plan.

POLICY: The following defines the three tiered service levels: Core, Intensive and Training, provided to customers accessing assistance under the provisions of the WIA and which of those services require registration/enrollment into WIA and determination of income eligibility:

Tier Service Level 1 –

- **Core A Services** – includes self-service and informational activities which can be accessed directly by the customer through the use of technology and the provision of basic information by WIA service providers. These services are available to the **general public** and do not require significant staff involvement with the individual in terms of resources or time. Some of these services include orientation, job fairs, workshops, referrals to community resources, self-directed skill aptitude testing and self-directed job search. Customers accessing Core A Services are considered "universal" customers and therefore a formal determination of eligibility and registration as a WIA customer is **not required**.
- **Core B Services** – include staff assisted services available to participants who are adults or dislocated workers. These services include staff assisted job search and placement assistance, including career counseling; staff assisted job referrals (such as listing and background checks); staff assisted job development (working with employer and job seeker); staff assisted workshops and job clubs; and/or follow-up services, including counseling regarding the workplace. Access to these services requires WIA participant



registration/enrollment and eligibility verification of age (must be 18 years of age or older), verification of registration for selective service (if male) and right to work documentation such as a social security card, passport, birth certificate, etc.

Tier Service Level 2 –

- **Intensive Services** – are provided to WIA adults and dislocated workers who are not able to obtain employment or who remain underemployed after utilizing Core Services. An individual must have received at least one Core service such as an initial assessment that determines that individual's need for these services. Some of these services include educational remediation, individualized job search assistance, individual employment planning, group and individual counseling on all aspects of career development, and in-house pre-vocational workshop training provided by Job Center or partner staff. Access to these services requires WIA participant registration/enrollment and eligibility verification of age (must be 18 years of age or older), verification of registration for selective service (if male) and right to work documentation such as a social security card, passport, birth certificate, etc.

Tier Service Level 3 –

- **Training Services** – are available to WIA dislocated workers and employed and unemployed WIA adults who are determined **income eligible for adults** (*Reference WIA Eligibility Technical Assistance Guide and WIB Policy 2011-01 Lower Living Standard Income Level and Poverty Guidelines*); have received at least one Intensive Service and have been determined to be unable to obtain or retain employment through Intensive Services; are in need of training services and have the skills and qualifications to successfully complete the selected training program; are unable to obtain grant assistance from other sources such as PELL grants or Trade Adjustment Act or require WIA assistance in addition to other sources of grant assistance; and meet the priority of services for adults established by the local workforce area. (*Reference WIB Policy 2011-02_Priority of Service and Economic Self-Sufficiency*) The training program should be directly linked to the employment opportunities in either the local area in which they reside or in areas where they are willing to locate, within the local WIB priority industry sectors. (*Reference WIB Policy 2005-08 Industry Clusters*)

Training services are provided through Individual Training Accounts (ITAs) that allow adults and dislocated workers to purchase training. Training services are intended to be provided in a manner that maximizes informed customer choice and may only be purchased through training providers registered and WIA eligible on the State's Eligible Training Provider List (ETPL) through CalJOBS, located online at: www.caljobs.ca.gov. The courses listed on the ETPL through CalJOBS are continuously updated by training providers with the most current information on training programs in order to give individuals a variety of training programs and occupational choices. A training program may consist of one or more courses or classes, or structured regimen, that leads to a certificate or degree or the skills or competencies needed for specific jobs or occupations.

As an alternative, on-the-job training may be provided.

INQUIRIES: For questions or assistance related to this policy, please contact the Monterey County Workforce Investment Board staff at (831) 796-6434.

This policy is posted on the WIB website located at: www.montereycountywib.org/policies/