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| APPROVAL DATE: 11/01/12 |
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| APPROVED BY: Carl Dudley, WIB Chair |
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**COUNTY OF SAN LUIS OBISPO
DEPARTMENT OF SOCIAL SERVICES**

POLICY NO: 24-08

TO: Service Providers

EFFECTIVE: September 15, 2009 - Revised October 24, 2012

SUBJECT: Intensive Services

REFERENCES:

- Workforce Investment Act (WIA) Sections 134(d)(3)
- Title 20 Code of Federal Regulations (CFR) Sections 662.260, 663.100, 115, 160, 165, 200-250, 310, 600-630, 665.220, and 340

PURPOSE:

This policy provides guidance regarding transitioning a participant from Universal or Core services to Intensive services under the Workforce Investment Act (WIA) program.

BACKGROUND:

The Workforce Investment Act (WIA) at Section 134(d)(3) Intensive services, states:

(A) In general --Funds allocated to a local area for adults and dislocated workers shall be used to provide intensive services to adults and dislocated workers, respectively:

- Who are unemployed and are unable to obtain employment through core services; and
- Who have been determined by a One-Stop operator to be in need of more intensive services in order to obtain employment; or
- Who are employed, but who are determined by a One-Stop operator to be in need of such intensive services in order to obtain or retain employment that allows for self-sufficiency.

POLICY AND PROCEDURES:

Intensive services shall be provided through contracts with service providers, which may include contracts with public, private for-profit, and private nonprofit service providers, approved by the local board.

Types of Services

Such intensive services may include the following:

- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include—
 - Diagnostic testing and use of other assessment tools; and
 - In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
- Development of an individual employment plan (IEP), to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals.
- Group counseling.
- Individual counseling and career planning.
- Case management for participants seeking training services
- Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.

Participant Flow

Participants considered appropriate for Intensive Services will be those participants who:

- Have fully participated in Universal and Core (Staff Assisted) services for a period of not less than one month, and remain unemployed, or have not found better employment; or
- Specifically request additional services that are considered to be intensive.

In order for a participant to qualify to receive Intensive Services, they must have completed the following steps in the WIA process:

- Participate in Universal services in a self-service information mode at the One-Stop Center.

- Complete a WIA Application and provide required documentation.
- Participate in Core (Staff Assisted) services at the One-Stop Center, including career counseling as a required step in the process.

Participants wishing to participate in WIA Intensive Services will have completed the steps outlined in Attachment I - *Core Services to Intensive Services Determination Form*, and will be required to begin an individual employment plan with assessment staff. During the career counseling session, the assessment staff will assist the participant in identifying an employment goal, and will assist in outlining the steps the participant should take in order to achieve the agreed-to goal and be determined in need of such services. These steps will include those services identified as Intensive Services in accordance with Attachment II - *Proposed Registration for WIA Services*.

Participants found eligible and agreeing to participate in the steps as outlined by the assessment staff will be assigned to a Case Manager. The Case Manager will meet with the participant and review and complete the IEP and refer the participant to the prescribed services, in accordance with the Career Plan. The Case Manager will be responsible for enrolling the participant into Intensive Services and tracking their participation through the prescribed activities. The Case Manager will maintain case notes on the activities of the participant and assist the participant by providing additional referrals to needed services. The Case Manager will be responsible for obtaining subsequent employment information and ensuring that this information is entered into the computer system as a Program Outcome.

Those participants who choose not to follow the steps as outlined by the Career Planner or determined to be not in need of Intensive Services will not be enrolled into Intensive Services, and may continue their job search activities in the areas of Universal and Core services available at the One-Stop Center.

Each Intensive Service received by the participant will be enrolled into the system individually as services are provided to the participant. Each enrollment will have a begin date and an end date of service.

ACTION:

The Administrative Entity for the WIB and its service providers shall follow this policy. This policy will remain in effect from the date of issue until such time that a revision is required.

INQUIRIES:

Inquiries should be addressed to WIB Admin at wibadmin@co.slo.ca.us.

REVISION HISTORY:

| DATE | DETAILS |
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Core Services to Intensive Services Determination Form

Participant Name: _____ SSN: _____

- Unemployed
- Employed
- Per hour earned income below self-sufficiency threshold

Received at least one (1) Core Service

- Staff-Assisted Job Development
- Staff-Assisted Job Referrals
- Staff-Assisted Job Search and Placement
- Staff-Assisted Workshops/Job Clubs
- Staff-Assisted Career Development, including strategies to address barriers
- Staff-Assisted follow-up counseling regarding the workplace
- Non-WIA funded Staff-Assisted services provided by partner agencies

Unable to obtain or retain employment that leads to self-sufficiency through Core (Staff-Assisted) Services

- Lacks marketable skills
- Unable to find job through CalJOBS
- Lack of work history
- Lack of transferable skills
- Lack of work readiness skills
- Unable to address/overcome identified barriers to employment
- Wage Variables
- Economic Conditions in the Local Workforce Investment Area
- Limited Opportunity for job sought

Requires Intensive Services to obtain or retain employment that leads to self-sufficiency

- Career Counseling and Career Planning
- Comprehensive Assessment
- Development of an Individual Employment Plan
- Structured Job Search Instruction
- Short Term Pre-vocational Services, including basic work readiness
- Case Management
- Work/Entry Employment Experience
- Non-WIA funded Intensive Services provided by partner agencies
- Other _____

Supportive Service Needs:

Proposed Registration for WIA Services

| Universal Self-Services-Informational (no registration required) | WIA Core (Staff Assisted) Services (registration required) | WIA Intensive Services (enrollment required) | WIA Training Services (enrollment required) |
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| Determination of eligibility to receive assistance under Title IB | Staff assisted job search & placement assistance, including career counseling | Comprehensive & specialized assessment, such as diagnostic testing & interviewing | Occupational skills training |
| Outreach, intake & orientation to the One-Stop center | Follow-up services, including counseling regarding the workplace. | Full development of individual employment plan | On the job training (OJT) |
| Initial assessment of skill levels, aptitudes, abilities & need for supportive services | Staff assisted job referrals (such as testing & background checks) | Group Counseling | Workplace training & cooperative education programs |
| Employment statistics information including job vacancy listings, job skill requirements for job listings, & information on demand occupations | Staff assisted job development (working with employers & jobseekers) | Individual counseling & career planning | Private sector training programs |
| Performance information on eligible training providers | Staff assisted workshops and job clubs | Case management | Skill upgrading & retraining |
| Performance information on the local One-Stop delivery system | | Short-term pre-vocational services | Entrepreneurial training |
| Universal Self Services Informational (no registration required) | WIA Core Services Staff Assisted Services (registration required) | WIA Intensive Services (registration required) | WIA Training Services (registration required) |

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| Information on the availability of supportive services and referral to supportive services in the local area | | Follow-up services, including counseling for registrants (those previously receiving intensive training services) after entering employment | Job readiness training |
| Information regarding filing for unemployment compensation | | | Adult education and literacy activities in combination with training |
| Assistance in establishing eligibility for welfare-to-work activities and for other training and education programs | | | Customized training |
| Resource room usage | | | |
| Internet browsing (job, information and training searches) | | | |
| Internet accounts (VOS, CalJOBS) | | | |
| Initial development of employment plan | | | |
| Talent referrals (informational. e.g., labor exchange referrals of resumes without further screening) | | | |