



LOS ANGELES COUNTY

WIA Adult and Dislocated Worker DIRECTIVE

NUMBER: D-DWA-02-001

SUBJECT: DEFINITIONS OF SERVICES

DATE: July 1, 2002

EFFECTIVE DATE: September 1, 2002

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DIRECTIVE FOR 45-DAY REVIEW

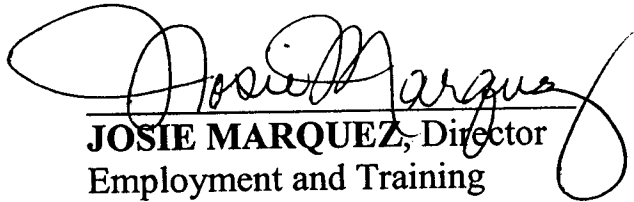
TO: ALL WORKSOURCE CENTERS
SPECIAL NEEDS CONTRACTORS

The Los Angeles County Workforce Investment Board (LAC-WIB) is issuing definitions of services. The LAC-WIB is requesting the input of the WorkSource Centers in establishing the final product to these definitions. **Workforce Investment Act (WIA) mandated partners must be included in the review of these definitions.**

These definitions of services will be the common language used in developing the Center's Memorandum of Understanding (MOU) and Resource Sharing Agreement (RSA). **Government agencies have specific definitions that impact allowable costs to which they can agree to in the development of the RSA.** These definitions of services will become policy, effective September 1, 2002.

All services listed in the enclosed draft are taken from the Workforce Investment Act (WIA) Training and Employment Guidance Letter (TEGL) No. 7-99. Definitions are taken from various government references and include definitions used by other Workforce Investment Boards.

Please review and forward your input to Bertha Urrutia by August 15, 2002. You may e-mail her at burrutia@co.la.ca.us or forward your input to her as follows: Los Angeles County, Department of Community and Senior Services, WorkSource Monitoring Unit, 3303 Wilshire Boulevard, Suite 301, Los Angeles, California 90010, Attention: Bertha Urrutia, WIB Staff.


JOSIE MARQUEZ, Director
Employment and Training

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Enclosure (1)

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WORKFORCE INVESTMENT ACT

ADULT AND DISLOCATED WORKER PROGRAMS

Definitions of Services

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CUSTOMER SERVICE PLAN WIA DEFINITIONS

Core A Services	No registration is required. Services that are designed to inform and educate individuals about the labor market and their employment strengths, weaknesses, and the range of services appropriate to their needs.
<i>Determination of eligibility to receive assistance under Title 1B</i>	The set of criteria used to determine if a job seeker is permitted to be served with WIA Title 1B funds for Core B registered activities, Intensive Services and/or Training Services.
<i>Outreach, intake (which may include WPRS referrals) & orientation to the WorkSource Center</i>	A special effort made by the WorkSource Center to increase the accessibility and utilization of services by the community or specific targeted groups. This may include services to familiarize customers with the comprehensive services provided by the WorkSource Center and its partners. It may include the WorkSource Center video, relevant handouts and/or packets detailing services.
<i>Initial assessment of skill levels, aptitudes, abilities & need for supportive services</i>	The process of determining which resources and services can best benefit each individual customer by providing preliminary information about the individual's skill level, aptitude, interest and supportive services needs. Customers may also assess their own employment and training needs by the various self-serve assessment tools.
<i>Employment statistics information including job vacancy listings, job skill requirements for job listings, & info. on demand occupations</i>	Customer Service staff will provide access to labor market information through Internet sites. LMI resources will provide customers with state, regional, and local information on economic conditions, business outlook, salary, hiring trends, qualifications, and job descriptions for different occupations. Information will also be available regarding the trends on declining and emerging occupations.
<i>Performance information on eligible training providers</i>	The universal availability of brochures, binders, flyers, and web sites providing information on training vendors and academic institutions in the local area. Information is available on-line at www.i-train.org and http://etpl.edd.ca.gov/wiaetplind.htm
<i>Performance information on the local WorkSource delivery system</i>	A monthly or quarterly WorkSource Center report that may be used to provide information on its performance.
<i>Information on supportive services and referral to supportive services</i>	Information will be provided to customers on available community resources such as transportation, childcare providers, low cost housing, and medical care.

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<i>Information regarding filing for Unemployment Compensation</i>	<p>The process of using EDD's automated Unemployment Insurance Benefits Telephone System to request financial assistance during times of involuntary unemployment. Customers file claims by dialing the telephone number provided in the UIB brochure or using direct dial telephones in the WorkSource Centers. Customer Service staff will provide direction to clients on how to file their claims. Information can also be obtained on-line at the EDD website www.edd.ca.gov</p> <p>These services are provided through the WorkSource Center partners.</p>
<i>Assistance in establishing eligibility for welfare-to-work activities and for other training and education programs</i>	
<i>Resource Room usage</i>	<p>Typically the location where Core A self-direct services and or universal access to services and products of the WorkSource Center are provided. Equipment includes, but is not limited to, ADA equipment, computers with Internet access and Internet account access. Also available may be self-assessment and resume writing software, telephone, voice mail service and fax equipment.</p> <p>Access is available to customers through Resource Room computers for job search related usage.</p>
<i>Internet browsing (job, information and training searches)</i>	
<i>Internet accounts (Career Kit, Personnel Kit)</i>	<p>Assistance is available for clients to set up free e-mail accounts through Hotmail, Yahoo, or other Internet sources. There are also links to career websites, such as CALJOBS and Monster.com</p>
<i>Initial development of employment plan</i>	<p>This plan is designed to impart job seeking and or occupational skills. It is the job-seeker's first step to an employment plan.</p> <p>Refer to your Wagner Peyser EDD contact for description of this WIA activity.</p>
<i>Talent referrals (informational, e.g., talent scouts, labor exchange referrals of resumes without further screening)</i>	
<i>Workshops and Job Clubs</i>	<p>These services are typically provided in Core and Intensive services. They may be provided by the WorkSource Center or WorkSource Center partners, depending on the MOU and RSA.</p>

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Registration and enrollment are required. Staff assisted services are designed to impart job seeking and/or occupational skills.

Staff may provide job search and placement assistance to all participants who are work ready via group and/or one-on-one sessions. Information on all work ready participants may be entered into CALJOBS. The staff may assure that appropriate personnel (i.e., Case Managers, Job Developers, or Employment Specialists) be in contact with employers (via mail, fax telephone) to acquire employer information regarding current labor market demand, job openings, and relative occupational (DOT) codes.

These services are tracked as a Core B service. The goal of these services is to assure job retention, wage gains and career progress for customers who have been referred to unsubsidized employment. The service may trigger a network of services to assist the customer in meeting these goals including the successful completion of training, acquiring a license or certificate at a specified period after utilization of agency services.

Background investigations are made before referrals to employers or when the WorkSource Center is operating as the employer's agent. Background investigations may include credit history, driving record, education and criminal records, for which the employer may be charged a fee.

Staff may provide job development services tailored to meet the needs of employers and job seekers, and directing to assure quality long-term placements in unsubsidized employment. Services may include but are not limited to employer outreach and recruitment, referral, preparation of resume, and job application preparation. This also includes the marketing of participants' skills to employers. Documentation of job development activities should be recorded on the Employment Strategy Plan.

These activities may include resume writing, interviewing skills, telephone techniques, and job acquisition skills.

Core B Services

Staff assisted job search & placement assistance, including career counseling

Follow-up services, including counseling regarding the workplace

Staff assisted job referrals (such as testing & background checks)

Staff assisted job development (working with employer & jobseeker)

Staff assisted workshops and job clubs

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INTENSIVE	Registration and enrollment are required. Intensive staff services are designed to impart job seeker and/or occupational skills through comprehensive and specialized assessment, counseling and career planning, as well as follow-up services.
<i>Comprehensive & specialized assessment, such as diagnostic testing & interviewing</i>	These services must be received before an individual receives training services under WIA section 143(d)(4)(A)(i). This includes diagnostic testing and the use of other assessment tools. It includes in-depth interviewing and evaluation, identification of barriers to employment, skill gaps, and employment goals.
<i>Full development of individual employment Plan</i>	This service entails the case manager having in-depth interviews with the customer to determine barriers to employment and special needs in order to identify an appropriate employment goal. An individual employment plan is developed as part of this plan to identify the full development. It may be part of the Comprehensive Assessment.
<i>Group counseling</i>	Assistance in a group setting for participants unable to secure employment through core services. It enables them to gain support, motivation and network with peers. Group counseling is an economical use of counselor's time.
<i>Individual counseling & career planning</i>	One-on-one advisement by WIA staff to assist a registered participant with job search, career goals, transferable skills, career exploration, etc. This may also include referrals for mental health, or drug and alcohol services.
<i>Case management</i>	One-on-one meeting between a career counselor and a registered participant using a client-centered approach. The customer-centered approach is used to determine skills, aptitudes, interests, barriers and supportive services needed. An individual employment plan (IEP) is developed to identify barriers to employment and develop goals to achieve self-sufficiency. A commitment is made by both the participant and the counselor to collaborate, so as to assure that the goals set forth are achieved. A case management file is compiled. It must contain a determination of need for training services, as identified through the intensive service received. Job and career counseling will be provided during program participation and after job placement to assist with job advancement and retention.

<p><i>Short-term prevocational services</i></p>	<p>Brief training session and /or tests to determine suitable placement of customers in a vocational school or to prepare them for the workplace environment. It may consist of assessment of basic skills, specialized skills (i.e. typing, "PC boot camp"), career skills, and career exploration. Other workshops are also included under this activity, such as life-skills (i.e. punctuality, personal hygiene, and professional conduct).</p>
<p><i>Follow-up services, including counseling for registrants (those previously receiving intensive/training services) after entering employment</i></p>	<p>Follow-up services must be available for a minimum of 12 months after employment begins. These services may include, but are not limited to:</p> <ul style="list-style-type: none"> • Additional career planning and counseling; • Contact with the participant's employer, including assistance with work-related problems that may arise; • Peer support groups; and • Information about additional educational opportunities, and referral to supportive services available in the community.
<p>DEFINITION OF SERVICES</p>	
<p>TRAINING</p>	<p>Registration and enrollment are required. Training provided through WIA mandated and non-mandated partners (i.e. Individual Training Accounts (ITAs), On-The-Job Training (OJTs) and other training options.</p>
<p><i>Occupational skills training</i></p>	<p>Vocational training provided to participants to gain the necessary skills geared towards a specific labor demand occupation.</p>
<p><i>On-the-Job Training</i></p>	<p>Training provided to a WIA participant by an employer through a contract that provides occupational skills in exchange for wage reimbursement to the employer, for a limited time as specified by the contract.</p>
<p><i>Workplace training and cooperative education programs</i></p>	<p>Training received at a work site through cooperative education classes that teach job skills with related instructions.</p>

<p><i>Private sector training programs</i></p>	<p>Training provided to a WIA participant, in the private sector, through a contract to provide employability skills and exposure to various aspects of the business and/or industry.</p>
<p><i>Skills upgrading and retraining</i></p>	<p>This is where OJT and customized training programs introduce new technologies, new production or service procedures that lead to upgrading new jobs that require additional skills, workplace literacy or other appropriate purposes as identified by the Local Board. These types of training programs reimburse for training and are provided by WorkSource Centers with a commitment from the employer that they will hire the trainee or continue to employ the incumbent worker.</p>
<p><i>Entrepreneurial training</i></p>	<p>Training provided to individuals who have an idea of a business, in order for them to learn how to operate and manage it.</p>
<p><i>Job readiness training</i></p>	<p>Training in job seeking and interviewing skills, understanding employer expectations, and enhancing a client's capacity to move toward self-sufficiency.</p>
<p><i>Adult education and literacy activities in combination with training</i></p>	<p>This service must be offered in combination with other allowable training services (not including customized training).</p>
<p><i>Customized training</i></p>	<p>Training designed to meet the special requirements of an employer, with a commitment by the employer to employ or continue to employ the participant. The employer would also agree to pay 50% of cost.</p>
<p><i>Performance Measure: Credential</i></p>	<p>A nationally recognized degree or certificate or State/locally recognized credential. Credentials include, but are not limited to, a high school diploma, GED or other recognized equivalents, post-secondary degrees/certificates, recognized skill standards, and licensure or industry-recognized certificates. State Education Agency recognized credentials should be included. Certificate programs are designed to equip individuals to enter or re-enter employment, or advance into better employment. Reference: <i>Training and Employment Guidance Letter No 7-99, pg. 15</i></p>