



# LOS ANGELES COUNTY

## WIA Adult and Dislocated Worker Programs

### DRAFT DIRECTIVE

**NUMBER:** LACOD-WIAD08-6

**SUBJECT:** Core and Intensive Services:  
Sequence and Level of Services  
Preceding Referral to Training

**DATE:** 01/16/08

**EFFECTIVE DATE:** 02/16/08

#### **OVERVIEW:**

The one-stop service delivery system operated within the Los Angeles County Local Workforce Investment Area (LWIA) offers the full range of core, intensive, and training services specified within the Workforce Investment Act (WIA). Each of the County's WorkSource Center contractors is required to provide these services in accordance policies established by the Los Angeles County Workforce Investment Board (LACWIB) and their own procedures, which must be developed to support implementation of WIB policies.

#### **Purpose:**

This directive provides information and guidance to County WIA Adult and Dislocated Worker program contractors on the WIB's policies and procedures for the provision of core and intensive services and requirements for the provision of such services to customers prior to their referral to training services.

#### **Scope:**

This directive supplements federal and State guidance and applies to all County WIA contractors operating Adult and Dislocated Worker programs, including, but not limited to, those who serve as lead agencies for County-funded WorkSource Centers.

#### **Effective Data:**

This directive is effective on the date of its issuance.

#### **Definitions:**

WIA Section 134 (Use of Funds for Employment and Training Activities) includes information regarding the core, intensive, and training services allowable or

required under the Act. A table summarizing these services is incorporated into this directive.

### ***Differentiating between Core A and Core B Services***

For the purposes of the WIA performance measurement system, it is necessary to distinguish “Core A” services (which are informational self-service activities that do not require individuals to be WIA-registered) from staff-assisted “Core B” services (which require registration). There are two key factors to consider when determining which services are to be classified “Core A” vs. “Core B;” level of staff involvement and purpose of the service.

#### Level of Staff Involvement with the Customer:

Individuals who are primarily seeking information and do not receive direct, one-on-one staff assistance do not need to be registered. These individuals are, thus, participating in “Core A” services. When there is significant staff involvement in terms of resources or time, individuals are considered to be receiving “Core B” services and, therefore, are required to be registered for either the WIA Adult and Dislocated Worker program.

#### Purpose of the Service:

WIA excludes those individuals who participate only in self-service “Core A” activities (such as browsing the Internet) from having to be registered. If the purpose of a service is information only (about topics such as the labor market, careers, or training programs), the service can be classified as “Core A.” When services are staff-assisted and are designed to impart job seeking and/or occupational skills they are classified as “Core B” services, which require WIA registration.

### ***Additional Intensive Services***

The WIA Regulations (Title 20 CFR Sections 663.150, 663.200 and 663.300) concerning core, intensive and training services suggest that the services specified in WIA Section 134 are the “minimum” services and that they are not to be considered “all-inclusive.” With regard to intensive services, the regulations (663.200) provide the following clarification regarding allowable services:

- (a) *Intensive services are listed in WIA section 134(d)(3)(C). The list in the Act is not all-inclusive and other intensive services, such as out-of-area job search assistance, literacy activities related to basic workforce readiness, relocation assistance, internships, and work experience may be provided, based on an assessment or individual employment plan.*
- (b) *For the purposes of paragraph (a) of this section, work experience is a planned, structured learning experience that takes place in a workplace for a limited period of time. Work experience may be paid or unpaid, as*

*appropriate. A work experience workplace may be in the private for profit sector, the non-profit sector, or the public sector. Labor standards apply in any work experience where an employee/employer relationship, as defined by the Fair Labor Standards Act, exists.*

## **References:**

- WIA Section 134 (d)(2) – Core Services
- WIA Section 134 (d)(3) – Intensive Services
- WIA Section 134 (d)(4) – Training Services
- Title 20 CFR Part 663.145 - *What services are WIA title I adult and dislocated workers formula funds used to provide?*
- Title 20 CFR Part 663.150 - *What core services must be provided to adults and dislocated workers?*
- Title 20 CFR Part 663.155 – *How are core services delivered?*
- Title 20 CFR Part 663.160 - *Are there particular core services an individual must receive before receiving intensive services under WIA section 134(d)(3)?*
- Title 20 CFR Part 663.165 - *How long must an individual be in core services in order to be eligible for intensive services?*
- Title 20 CFR Part 663.200 - *What are intensive services for adults and dislocated workers?*
- Title 20 CFR Part 663.210 - *How are intensive services delivered?*
- Title 20 CFR Part 663.220 - *Who may receive intensive services?*
- Title 20 CFR Part 663.230 - *What criteria must be used to determine whether an employed worker needs intensive services to obtain or retain employment leading to “self-sufficiency”?*
- Title 20 CFR Part 663.240 - *Are there particular intensive services an individual must receive before receiving training services under WIA section 134(d)(4)(A)(i)?*
- Title 20 CFR Part 663.245 - *What is the individual employment plan?*
- Title 20 CFR Part 663.250 - *How long must an individual participant be in intensive services to be eligible for training services?*
- Title 20 CFR Part 663.300 - *What are training services for adults and dislocated workers?*
- Title 20 CFR Part 663.310 - *Who may receive training services?*
- U.S. DOL ETA Training and Employment Notice No. 4-02 (September 20, 2002) – *Workforce Investment System Initiative in Support of Homeland Security As It Relates to the Federalization of the Nation's Airports* (This notice clarifies ETA’s position on sequence/level of services preceding referral to training)
- State EDD Workforce Investment Act Directive WIAD06-21 (June 29, 2007 – *Workforce Training Act (SB 293) Implementation Guidance*

## **BACKGROUND:**

WIA prescribes specific employment and training activities to be implemented at the local level through the one-stop service delivery system that is established to implement the WIA Adult and Dislocated Worker programs. The activities are specified under WIA Section 134 and are classified as core, intensive and training services.

WIA identifies a three-tiered service system for the Adult and Dislocated Worker programs that allows eligible participants to move from core services through intensive services and into training services. Since the implementation of WIA, many local areas have interpreted this tiered system as requiring a participant to be enrolled in a core and/or intensive service for a certain length of time or having a certain number of failed job applications before such participant may be referred to a training service. However, there is no federally required minimum time period for a participant to be in core and/or intensive services before moving to a training service, if it is established that the participant needs training to enter, reenter, or remain in the workforce.

The U.S. Department of Labor (DOL) Employment and Training Administration (ETA) issued a Training and Information Notice (04-02) affirming its position that a system that enforces participation for prescribed period or in a mandated number of core/intensive services is not required. This notice provides the following guidance:

*“WIA does not require any waiting time between when core services commence and when intensive services and training services are made available. When an initial assessment (staff-assisted core service) of an individual clearly indicates that the individual is unlikely to find reemployment without additional assistance, the individual may move directly to intensive services for further assessment, career counseling and development of an individual employment plan. Any of these intensive services may be used to document the need for training services. A discussion and consultation may then take place. It is feasible for this to occur in one visit to the One-Stop Career Center. Further testing in support of determining an individual’s ability to successfully complete a particular training course of interest to him/her can follow.”*

Furthermore, California’s Workforce Training Act (established under Senate Bill 293) reinforces the flexibility expressed within the DOL’s position statement (above) by requiring that “each local board shall develop a policy for identifying individuals who, because of their skills or experience, should be referred immediately to training services.”

## **POLICIES/PROCEDURES:**

The following policies and procedures have been established by the County regarding the delivery of WIA core and intensive services, along with the

sequence and level of services preceding the referral of WIA participants to training.

**Policies:**

***Core Services***

It is the policy of the Los Angeles County Workforce Investment Area that:

1. WIA contractors are required to provide all core services outlined in the Act and the WIA Regulations. Additional “Core A” and “Core B” services that are specified in the contractor’s “Statement of Work” may also be provided.
2. Such services may be provided by WIA contractors, WIA-mandated one-stop partners or other agencies. These services may be provided on-site at the WorkSource Center facility, at partner facilities or electronically.
3. The decision regarding the precise core services that should be provided to an individual job seeker and the timing of the delivery of such services should be made by the WIA contractor on a case-by-case basis to reflect the needs of the participant.

***Intensive Services***

It is the policy of the Los Angeles County Workforce Investment Area that:

1. WIA contractors are required to provide all intensive services outlined in the Act and the WIA Regulations. Additional intensive services that are specified in the contractor’s “Statement of Work” may also be provided.
2. Intensive services must be provided through the County’s WorkSource Center system and may be provided directly by the lead agency or through contracts with appropriate service providers.
3. An individual must receive at least one core service before receiving intensive services.
4. There is no minimum time period for an individual’s participation in core services before receiving intensive services.
5. It is not necessary for participants to receive staff-assisted “Core B” services before receiving intensive services.
6. A determination of the need for intensive services must be made and documentation supporting the determination must be maintained in participant’s case file.

## ***Referral to Training Services***

It is the policy of the Los Angeles County Workforce Investment Area that:

1. While core and intensive services provide the foundation for subsequent training services, they are intended to function as gateways, not obstacles, to training for participants who need training.
2. Participants may receive the three levels of services (core, intensive and training) concurrently and the determination that an individual needs training services may be made without regard to how long the participant has been enrolled into a core and/or intensive service.
3. The County's WIA Adult and Dislocated Worker programs are designed to provide employment and training opportunities to those who can benefit from, and who are most in need of, such opportunities.
4. The appropriate mix and duration of core, intensive, and training services should be based on each participant's unique needs.
5. If assessment or service planning during core or intensive services indicates that an individual needs training to enter, reenter or remain in the workforce, said individual may be immediately referred to training without required participation in any additional core or intensive services.

### **Procedures:**

In order to meet the intent of the above-described County policies, WIA contractors will need to develop and implement procedures that, at a minimum, address the following areas:

1. County policies on provision of WIA core services, including:
  - How each core service will be made available or provided to customers.
  - The organization or resources that will be used to make available or deliver each core service.
  - The location where or on-line resource through which each core service will be delivered or made available.
2. County policies on provision of WIA intensive services, including:
  - How each intensive service will be made available or provided to customers.
  - The organization or resources that will be used to make available or deliver each intensive service.

- The location where or on-line resource through which each intensive service will be delivered or made available.
  - The processes used to determine and document the need for intensive services.
3. County policies on the referral of WIA participants to training services, including:
- The processes used to determine an individual's need for training (i.e., assessment instruments, individual employment and service planning processes).
  - Processes and systems used to inform participants about available training programs.
  - Processes used to refer participants to appropriate training programs.

**ACTION:**

Los Angeles County WIA Contractors should ensure that the policies and procedures described herein are communicated throughout the operations, management and governance structure of the contractor organization and that this Directive is appropriately maintained until further notice.

**INQUIRIES:**

Inquiries regarding this directive and the policies and procedures described herein should be directed to Robert Brieff at (213) 351-8924 or [rbrieff@css.lacounty.gov](mailto:rbrieff@css.lacounty.gov).

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**Workforce Investment Act  
Core, Intensive and Training Services**

<b>Core A Services (No Registration Required)</b>	<b>Core B Services (Registration Required)</b>	<b>Intensive Services (Registration Required)</b>	<b>Training Services (Registration Required)</b>
Determination of eligibility to receive services under WIA Title IB	Staff-assisted job development	Comprehensive & specialized assessment (e.g. diagnostic testing, interviewing)	Occupational skills training
Outreach, intake and orientation to WIA and the County's WorkSource Center system	Staff-assisted job referrals	Development of an individual employment plan	On-the-job training
Initial assessment of: - skill levels, aptitudes and abilities; and - the need for additional assistance	Staff-assisted job search and placement assistance	Group counseling	Workplace training and cooperative education programs
Employment statistics information, job listings, job skills requirements for job listings, and information on demand occupations	Job readiness/ employment preparation workshops; and job club activities	Individual counseling and career planning	Private sector training programs
Information on eligible training providers, including performance information.	Follow-up services	Case management	Skill upgrading and retraining
Performance information on the local one-stop delivery system.		Short-term pre-vocational services	Entrepreneurial training
Information on filing for unemployment insurance benefits		Literacy activities related to basic workforce readiness	Adult education in combination with training
Information on partner services and referrals for support services		Work experience	Job readiness training
Information on establishing eligibility for training and education programs		Post-program follow-up services	Customized training
Other self-directed services available in the Resource Center or services available through other WorkSource Center facilities/resources.			