

OETI 01-2007
ATTACHMENT A
KEY DEFINITIONS OF INTEGRATED SERVICES FOR ADULT
PROGRAMS

Basic Employability Plan (Staff Assisted Service) - Informal plan providing preliminary information about a participant's employability based on an initial assessment of participant's skills, interests, needs and work history. This plan is essential to determining the client's next steps in the Workforce System. Details may be defined by Local Workforce Investment Board policy.

Career Guidance (Staff Assisted Service) - Services given to the job seeker that include the provision of information, materials, suggestions, or advice based on the job seeker's needs which are intended to assist the job seeker in making occupational or career decisions.

Comprehensive Assessment (Staff Assisted Service) - As an intensive service, is a more detailed examination of the issues identified by the initial assessment and may explore any number of things relevant to the development of a person's IEP.

Customized Labor Market Information (Staff Assisted Service) - Customized information provided to an individual client, on state and local labor market conditions; industries, occupations and characteristics of the workforce; area business identified skills needs; employer wage and benefit trends; short and long term industry and occupational projections; worker supply and demand; and job vacancies survey results. Workforce information also includes local employment dynamics information such as workforce availability; business turnover rates; job creation; and job identification of high growth and high demand industries.

Customized Resume Assistance (Staff Assisted Service) - A service that provides assistance with the development of customized resumes (beyond the OJL resume) and cover letters suitable for review by employers.

Customized Training (Staff Assisted Service) - A training service that must meet the following criteria:

- (a) Designed to meet the special requirements of an employer (including a group of employers);
- (b) That is conducted with a commitment by the employer to employ, or in the case of incumbent workers, continue to employ, an individual on successful completion of the training; and
- (c) For which the employer pays for at least 10-50 percent of the cost of the training.

Customized Training of an eligible employed individual may be provided for an employer (or a group of employers) when:

1. The employee is not earning a self-sufficient wage as determined by Local Board policy;
2. The requirements in (a)–(c) above are met; and
3. The customized training relates to the introduction of new technologies, introduction to new production or service procedures, upgrading to new jobs that require additional skills, workplace literacy, or other appropriate purposes identified by the Local Board.

Federal Bonding Assistance (Staff Assisted Service) - A Federal Bond is an insurance policy that protects the employer in case of loss of money or property due to employee dishonesty. Bond coverage is provided for any person whose background usually leads employers to question their honesty such as ex –offenders, ex-addicts, poor credit records, dishonorably discharged from military service or persons from low income families lacking sufficient work history. Federal bonding assistance is the determining eligibility for and completion and submission of required forms and documentation on behalf of applicants requesting issuance of a federal surety bond.

Follow-up Services-Post Placement (Staff Assisted Service) - Services provided to participants that were placed in unsubsidized employment to ensure job retention, wage gain and career progress. Follow up services must be made available for a minimum of 12 months following the first day of employment. Although intensity of service may vary, participants who have multiple barriers and limited work history may be in need of significant follow-up to ensure long term success in the labor market. Follow-up may include, but is not limited to: contact with the participant’s employer, information about additional employment opportunities and/or referrals to supportive services available in the community.

Individual Employment Plan (Staff Assisted Service) - An ongoing strategy jointly developed by the participant and the case manager that identifies the participant’s employment goals, the appropriate achievement objectives, and the appropriate combination of services for the participant to achieve the employment goals.

Information on Available Services (Informational Service) - Generally available information (that is not customized to the particular individual) on items, such as, but not limited to:

- WIA Program Performance/Cost Information
- One-Stop Delivery System Performance
- Supportive Services available in the area
- UI Filing Information
- Financial Aid Eligibility Information

Initial Assessment (Staff Assisted Service) - A process that provides preliminary information about an individual’s skill levels, aptitudes, interests and supportive service needs. An initial assessment may include, but is not limited to, OKCIS, Key Train Pre-assessment or WorkKeys.

Job Club/Workshops (Staff Assisted Service) - A period of structured application (up to 2 weeks) where job seekers attempt to obtain jobs under the guidance of staff that has all of the elements of a Job Search Workshop.

Job Development (Staff Assisted Service) - Job Development occurs when a staff member contacts an employer about a specific job seeker to discuss their qualifications and explore their potential placement with the employer. The Job Development contact may be accomplished by telephone or personal visit to the employer.

Job Referral (Staff Assisted Service) – The act of bringing to the attention of an employer an applicant or group of applicants who are available for a job and the recording of such a referral.

Job Search Planning (Staff Assisted Service) - After being determined employable, a plan (not necessarily a written plan) is jointly developed by staff and the participant that may include the necessary steps and/or timetables to achieve employment in a specific occupation, industry, or geographic area.

Job Search Workshop (Staff Assisted Service) - Workshop designed for individuals to gain successful job-hunting skills, such as resume writing, cover letter preparation, and interviewing skills.

Merit Testing (Staff Assisted Service) – Tests given at a center as part of a cooperative agreement with the Oklahoma Office of Personnel Management (OPM) as a requirement for applying to certain state jobs through OPM.

Occupational Skills Training (Staff Assisted Service) - Education or training that teaches skills required for specific occupations. Training institutions such as career techs, community colleges, universities, and private training providers provide such training.

On-the-Job Training (Staff Assisted Service) - Training provided by the employer to a participant, who is employed and paid by the employer, while he is engaged in productive work. Through the OJT contract, occupational training is provided for the participant in exchange for the reimbursement of up to 50 percent of the wage rate to compensate for the employer's extraordinary costs of providing training and additional supervision related to the training.

Proficiency Testing (Staff Assisted Service) – Tests given to clients that measure proficiencies for certain types of work related skills or applications, such as: data entry, keyboarding, spelling, math, typing or other proficiency tests.

Profiling Orientation (Staff Assisted Service) - Those individuals who have been profiled by the Unemployment Insurance model as most likely to exhaust benefits and receive an Initial Assessment and introduction to the Workforce Center or office's available services in a scheduled group setting.

Referral to Educational Services (Informational Service) - Job Seekers referred to a program or course designed to develop competency in basic educational skills such as reading comprehension, mathematics, writing, speaking and reasoning, and/or programs leading to educational credentials such as a GED or high school diploma or college degree.

Short Term Pre-Vocational Services (Staff Assisted Service) – Skills development and/or instructions intended to fill skill gaps. Short term pre-vocational services are not tied to a specific occupation and do not result in a certification or license. These services may include course-like services such as literacy and adult basic education, computer software or introduction to computer classes, GED preparation, as well as development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training.

Supportive Services On Going (Staff Assisted Service) - Services provided over a period of time that are required to allow participants the opportunity to attend work or training activities. Such on-going supportive services may include mileage allowances, needs based payments, and childcare.

Supportive Services One Time (Staff Assisted Service) - A service provided to allow participants the opportunity to attend work or training activities. Examples of one time supportive services may include tools/equipment, licensure fees, and car repairs.

TAA Form 856 Completed (Informational Service) - Information or instructions on completion of TAA application.

TAA Job Search Allowance (Staff Assisted Service) - Financial assistance granted to an adversely affected worker to assist the individual in securing a job within the United States. This assistance may include cost of travel and cost of lodging and meals.

TAA Relocation Allowance (Staff Assisted Service) – Financial assistance granted to an adversely affected worker to assist the individual and the individual’s family, if any, to relocate to accept suitable employment within the area of intended relocation.

Veterans Case Management Services – Non-VR&E (Staff Assisted Service) - Any veteran for whom a local staff member, primarily a Disabled Veterans’ Outreach Program specialist (DVOP) has elected to provide on-going, one-on-one personal assistance including, but not limited to, providing advice pertaining to vocational choice, assistance in obtaining training to reach employability and follow-up services over a period of time.

Veterans Case Management Services – VR&E (Staff Assisted Service) - All veterans for whom a local office member, primarily a Disabled Veterans’ Outreach Program specialist (DVOP) has been assigned to provide on-going, one-on-one personal assistance including, but not limited to, providing advice pertaining to vocational choice, assistance in obtaining training to reach employability and follow-up services over a period of time to obtain employment. Services are provided through a cooperative agreement between Veterans Administration and VETS for clients enrolled in, training, post training, or just employment services only.

Veterans Placed in Federal Training (Staff Assisted Service) - Disabled veterans who are eligible for training under the Department of Veterans Affairs (VA) vocational rehabilitation program may enroll for training or work experience at an agency under the terms of an agreement between the agency and the VA. The veteran is not a Federal employee for most purposes while enrolled in the program, but is a beneficiary of the VA. The training is tailored to individual needs and goals so there is no set length. If the training is intended to prepare the individual for eventual appointment in the agency rather than just work experience, the agency must ensure that the training will enable the veteran to meet qualification requirements for the position.

Veterans Referral for Credentialing Assistance (Staff Assisted Service) - Referrals made to agencies that may offer assistance in funding, teaching, issuance, and/or granting the credentials necessary to achieve employment in the required fields. *This referral will include assistance for those veterans with training and skills obtained in their military service which may qualify them to seek and*

obtain credentials such as a License, Certificate, or required certification for employment/practice. (Registration form and instructions for Licensing and Certified Occupations available in Outlook under Veterans Services)

Veterans Referral to Federal Training (Staff Assisted Service) - Veterans who are referred to any job-training program supported by the Federal Government, such as special funded projects, TAA, and Job Corps. (This does not include referrals to Disabled Veterans Administration – On the Job Training.)

Veterans Referral to Federal Job (Staff Assisted Service) - All veterans who are referred to a job opening filed with a placement office by a department or agency of the Federal Government or other entity under the jurisdiction of the U.S. Office of Personnel Management.

Veterans Referral to VR&E (Staff Assisted Service) - Referral of veteran job seeker to the Veterans Administration. The veteran so referred is part of the staff person's Case Management list of veterans who receive counseling, and all other services available under Case Managed duties. (When a veteran is accepted into VR&E, services may be extended at the end of training, rehabilitation, or employment services only, at the request of the Veterans Administration).

Veterans TAP (Staff Assisted Service) - Any veteran, spouse of a veteran, or any qualified dependent of a veteran attending the Transition Assistance Program (TAP) Workshop in conjunction with personnel exiting military service within 1 year of separation or 2 years of retirement. *(Note: Transition Assistance Program helps service members and their spouses make the initial transition from military service to the civilian workplace. TAP consists of a comprehensive three-day workshop at selected military installations nationwide. Professionally trained workshop facilitators from the state employment services, military family support services, department of Labor contractors, or VETS' staff, present the workshops.)*

Work Experience (Staff Assisted Service) - 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, and may be in the private for profit, the non-profit, or the public sector.

Work Opportunity Tax Credit (WOTC) Eligibility Determination (Staff Assisted Service) - The Work Opportunity Tax Credit was enacted to help certain groups of Job Seekers obtain employment by offering businesses a tax credit for hiring individuals from these targeted groups. The groups include long-term family assistance recipients, other family assistance recipients, veterans receiving food stamps, 18-24 year old food stamp recipients, 18-24 year old residents of Enterprise Zones, Enterprise Communities or Renewal Communities, 16-17 year old EZ/EC/RC residents, disabled persons completing rehabilitative services approved by a state certified agency or Department of Veteran Affairs, ex-felons, and SSI recipients. WOTC Eligibility Determinations involve determining eligibility for and completion and submission of required forms and documentation on behalf of employers/applicants requesting issuance of a WOTC certification.

Workforce Center Service (Informational Service) - Information or instructions on how to access the variety of services and tools available in the Workforce Center.