

# Oklahoma Employment Security Commission



Jon Brock, Executive Director

Frank Keating, Governor

## Representing Employers

George Ollie, Jr., Commissioner  
Ted Weber, Commissioner

Representing the Public  
Rev. W. B. Parker, Chairman

## Representing Employees

Mary Lowe, Commissioner  
DeWayne Goodman, Commissioner

## Oklahoma Employment and Training Issuance #43-2000

**TO:** WIA Grant Recipients

**FROM:** Eddie Foreman, Director

**DATE:** August 9, 2000

**SUBJECT:** Sequencing of WIA Services

**PURPOSE:** To transmit policy regarding the progressive level of services.

**OVERVIEW:** As a customer transitions through the varied levels of services, support from either no assistance at all to perhaps extensive assistance using funds from the Workforce Investment Act, there are important policy decisions that the designated Workforce Investment Board (WIB) must make. These policy decisions directly influence how customer needs will be met and how the One-Stop “does business”.

To begin with, Services that are “self-service” or only informational activities do not need registration. An example of this is the use of the resource room to review job listings, gain access to the Internet, or prepare a resume. However, once the customer decides that additional services are needed and the staff is used beyond the mere providing of information, adults and dislocated workers who receive services funded under WIA title I must be registered and determined eligible.

**NOTE:** The exact point where the “registration” function occurs is one of the key determinations that must be formulated at the local level.

The designated WIB will ensure that Workforce Investment Act (WIA) title I Services are provided in the following sequences: Level (1) Core Services, Level (2) Intensive Services, and Level (3) Training Services. In order to progress through the three service levels, applicants must meet the “gateway” requirement(s) for each as designated by the WIB. The following procedures describe basic guidance on how applicants will move from one level to another in order to form a framework for the Boards to refine their service policy based upon the unique needs of their represented areas.

**ACTION:** Please distribute this issuance to appropriate staff and include it as part of your permanent records.

**INQUIRIES:** Questions and comments may be directed to your Planning Coordinator or Mike Clark at 405/557-5339.

## **LEVEL 1: Core Services**

The One-Stop Career Centers will provide a wide range of Core Services including but not limited to:

- Job search, job referrals and placement assistance
- Eligibility determination
- Labor market information
- Consumer reports on eligible training providers
- Local area performance data
- Information on unemployment insurance (U. I.) benefits
- Initial assessment of skill levels; aptitudes; abilities and support services
- Information on financial aid and help in establishing eligibility for financial aid

**NOTE:** The Workforce Investment Act limits funding for training to individuals who are a) unable to obtain grant assistance from other sources to pay the costs of their training; or b) require assistance beyond that available under grant assistance from other sources to pay the costs of such training. [Reference Section 134(d)(4)(B)]. Training providers must consider the availability of Pell Grants and other sources of financial assistance to pay for training costs, so that WIA funds supplement other sources of training grants. Program operators and training providers must coordinate available funds to pay for training and avoid duplication of payments. The State of Oklahoma recommends a priority be placed on this Core Service to assist in the preparation of a smooth transition if needed into Level 2 (Intensive) and if warranted Level 3 (Training).

**NOTE:** Please remember that there is no federally required minimum time for participation in Core Services before moving into Intensive Services. [Reference Section 134(d)(3)].

During the process of providing Core Services, center operator staff must determine whether or not the applicant is unable to obtain employment and thus, requires more intensive services to meet the self-sufficiency intent of the Act. To provide a basis for this determination, the applicant needs to meet specific requirement(s) established by the WIB. Some requirements for WIB consideration when progressing from Core Services to Intensive Services:

- Complete the initial assessment of skills, abilities, interest, aptitudes and support service needs.
- Complete a job search of varying degrees during which he/she either must apply for or be referred by the Center.
- Maintain a record of job search activity reflecting:
  - Employer's name and telephone number
  - Position applied for
  - Date of application
  - Contact person

An exception to this requirement may be if, after initial assessment, the workforce center operator determines that the individual:

- a. lacks employment history that demonstrates the ability to obtain and retain self-sufficient employment for periods of at least one(1) year; i.e. sporadic employment at low wages or
- b. lacks identifiable job skills that would enable the individual to obtain employment at a wage deemed by the board appropriate for self-sufficiency or
- c. displays one or more of the following characteristics: displaced homemaker, reading below the eighth grade level, limited language skills, public assistance recipient, a single head of household or laid off from a declining industry.

The primary goal of Core Services is to assist the applicant in obtaining self-sufficient employment. If an applicant is unsuccessful in obtaining self-sufficient employment using Core Services, and has met the above requirements, he/she may be allowed to progress to the next level of services.

## **LEVEL 2: Intensive Services**

This level of service will require considerable staff assistance and possibly the dispensing of supportive services. Therefore, applicants who receive Intensive Services must be determined eligible and then registered as a WIA participant.

Intensive Services include but are not limited to:

- Job Search, Job Referrals and Placement Services
- Comprehensive/specialized assessment
- Development of the Individual Employment Plan (IEP)
- Group counseling
- Case management for customers seeking training
- Support services
- Follow-up
- Attendance at workshops
- Short-term prevocational services; i.e., Literacy, Adult Basic Education

**NOTE:** For purposes of a policy, short-term may mean a period of six months or less, unless special circumstances require a longer period as assessed and documented by the case manager. Generally, if an applicant is assessed as functioning below the sixth grade level, he/she is not an appropriate candidate for short-term Adult Basic Education Services. These applicants should be referred to non-WIA funded Adult Basic Education.

During the process of providing intensive services, center operator staff must determine whether or not the applicant is unable to obtain employment, and thus requires Training Services. In order for an applicant to progress from Intensive Services to Training Services, they must meet each of the following requirements:

- The applicant must have met all requirement(s) as established by the WIB for Core and Intensive Services.
- Actively participate in the development of an Individual Employment Plan (IEP)
- The applicant's Individual Employment Plan must clearly document the need for Training Services.
- The applicant has been determined to have the skills and qualifications to successfully participate in the selected training program.
- Understands basic information regarding the chosen training program and career field; i.e., working environment, compensation, advancement opportunities.

### **LEVEL III: Training Services**

When a participant is unsuccessful in obtaining employment through Core Services and Intensive Services, it is likely that they need Training Services in order to successfully compete in the job market.

Training Services include:

- Occupational skills training
- On-the-Job training
- Workplace training
- Private sector training
- Skills upgrading and retraining
- Job readiness training
- Adult education
- Literacy activities combined with training
- Customized training

Training Services are provided in a manner that maximizes customer choice. The customer develops, in partnership with the One-Stop Career staff, an Individual Employment Plan that defines a comprehensive and realistic career plan for the participant. Once the IEP is developed, a training provider is selected from the approved State Certified Training Provider List and the individual is presented an Individual Training Account (ITA) to pay for the cost of training. (Refer to the policy/procedure for Establishment and Coordination of Individual Training Accounts, Oklahoma Employment and Training Issuance #10-2000). Finally, participants who are in need of supportive services are identified and assisted on a case-by-case basis.