

Governor's Workforce Investment Division Policy No. 28 - 04

Subject: Point of Registration Requirements for Services Under Title 1B of the Workforce Investment Act

Effective: January 1, 2004

Purpose: To set forth policy and procedure for Local Workforce Investment Boards (LWIBs) and other impacted or interested parties regarding the requirements for program registration of individuals receiving services under Title 1B of the Workforce Investment Act of 1998 (WIA).

Reference: WIA §136; 20 CFR Part 666; U.S. Dept. Of Labor Training and Employment Guidance Letter (TEGL) 7-99

Background: The WIA and its accompanying regulations specify that certain core indicators of performance be tracked and reported for services provided under WIA Title 1B adult, dislocated worker, and youth programs. (See TEGL 7-99, attached, for the list of required measures). The core measures are reported to the U.S. Dept. of Labor on a quarterly and annual basis as required under the WIA and its regulations. Various local and state entities, such as LWIBs and the West Virginia Workforce Investment Council are also provided information related to the core performance measures. The core performance measures are used for, among other things, providing guidance in the negotiation of future state and local performance goals and program evaluation and improvement.

The State of West Virginia and its workforce delivery system utilize a customized version of the Mid Atlantic Career Consortium (MACC) system to facilitate the collection and tracking of necessary participant data in order to report the required WIA performance measures. The MACC system is a computerized, real time, Internet based management information system developed by a consortium of states. The State of West Virginia's customized version of the MACC system is known as the "WORKFORCE West Virginia" system.

While the "WORKFORCE West Virginia" system has been developed for the capturing, tracking and reporting of information related to WIA activities and the core performance indicators, further clarification is necessary regarding the appropriate timing and requirements for when in the course of service delivery a participant must be registered into the "WORKFORCE West Virginia" system and counted for purposes of reporting the WIA core performance measures.

The WIA, its accompanying regulations, and TEGL 7-99 set forth the basis for determining the point of registration for those receiving WIA Title 1B services. All youth receiving Title 1B services are registered and count toward the core performance measures. However, for those receiving services under the adult or dislocated worker categories, activities that are self-service or informational in nature are distinguished from other core, intensive and training services. Thus, only those adults or dislocated workers receiving services beyond self-service or informational services are to be registered.

As a result of the distinction for adults and dislocated workers engaged only in self-service or informational activities, certain core services do not require registration. Self-service activities do not require registration. For staff-assisted core services, two main factors determine the distinction of whether a certain core service requires registration and counts toward performance: the level of staff assistance provided to the customer and the nature of the service provided. The level of staff assistance is assessed to determine if a *significant* amount of staff time or resources has been invested. The nature or purpose of the service is examined to determine whether the service is designed to inform the individual about the labor market, their strengths and weaknesses, and the range of appropriate services available (which do not require registration) or whether the service is designed to impart job seeking or occupational skills (which require registration).

Policy: As determined under the WIA, its accompanying regulations, and TEGL 7-99, all youth receiving WIA Title 1B Services must be registered in the “WORKFORCE West Virginia” system.

For the adult and dislocated worker programs, certain distinctions are made that do not require registration for the receipt of either self-help or certain staff assisted core services. Based on the two-pronged assessment for determining the need to register adults and dislocated workers receiving core services, the following activities are determined to be either self-service or informational in nature and *do not require registration in the “WORKFORCE West Virginia” system* (See Figure 1 and TEGL 7-99, attached, for additional information):

- Outreach, intake, and orientation to the WORKFORCE West Virginia One-Stop centers and their available services
- Use of WORKFORCE West Virginia One-Stop center resource rooms
- Use of WORKFORCE West Virginia One-Stop center computer resources for activities such as internet browsing, job searches, searching for training opportunities and providers, and resume building
- Use of any self-assessment tools provided by the WORKFORCE West Virginia One-Stop center (such as interest inventories provided as a self-assessment tool)
- Reviewing WORKFORCE West Virginia One-Stop center postings, announcements, or schedules
- Reviewing performance information regarding the performance of the local WORKFORCE West Virginia One-Stop system or eligible training providers
- Reviewing information regarding employment or labor statistics, such as job vacancy listings, skill requirements for job vacancy listings, and information on demand occupations
- Receiving information regarding and/or referral to supportive services
- Receiving information regarding filing for unemployment compensation
- Attending workshops and job clubs that do not involve a significant level of staff assistance
- Initial development of an employment plan
- Talent referrals (i.e., referrals of individuals or resumes to talent scouts or other means of labor exchange without further screening)
- Assistance in establishing eligibility for non-WIA Title 1B training and education programs
- Assistance in Determining eligibility for WIA Title 1B programs
- Initial assessment of the potential benefit of WIA Title 1B programs or other services for the participant in question, including referral to partner services

Note: this initial assessment involves an initial assessment of skill levels, aptitudes, and abilities, as well as an initial assessment of the need for supportive services. Initial assessment can include the taking of limited assessment tests, scoring the initial assessment tests, and initial analysis of results. This will allow for a determination as to whether WIA Title 1B programs are those best suited for the needs of the customer at that time, or whether the customer should be referred to the services of a partner agency. For purposes of the initial assessment, testing is limited to up to 3 components of the widely used TABE or WorkKeys assessment tools, not including the use of a locator or indicator test in order to determine the appropriate TABE or WorkKeys testing needs. Other comparable initial assessment tools may also be used.

Any WIA Title I staff-assisted core service beyond those listed above that are part of an ongoing relationship or plan shall require registration in the “Workforce West Virginia” system and will count toward the core performance measures. Thus, the following activities are core services *requiring registration into the “WORKFORCE West Virginia” system* (See Figure 1 and TEGL 7-99, attached):

- Staff assisted job search and placement assistance, including career counseling
- Follow-up services (including counseling regarding the workplace)
- Staff-assisted job referrals (including additional testing and background checks)

- Staff assisted job development
- Attending workshops and job clubs involving a significant level of staff assistance

In addition to the selected core services listed above that require registration, all intensive services (e.g., comprehensive/specialized assessment, full development of an employment plan, case management) and training services (including on the job training and customized training) require registration and will count toward performance goals.

As all registrations are required to be entered into the “WORKFORCE West Virginia” computer system, entities and individuals responsible for data entry should refer to the attached list of services to identify any implications related to the point of registration.

Action: LWIBs and other impacted parties will take whatever steps are necessary to assure compliance with this policy and its contents. This policy should be placed in the binder or other filing mechanism used to maintain an updated collection of state policy issuances.

Questions: Contact the Governor’s Workforce Investment Division, Building 6, Room B-617, 1900 Kanawha Blvd., East, Charleston, WV 25305. Toll free 1-877-967-5498.

Expiration Date: Effective until rescinded or modified by the West Virginia Workforce Investment Council.