

Governor's Workforce Investment Division Policy No. 4-00

Subject: Universal Access, Service Eligibility for Adults and Dislocated Workers

Effective Date: July 1, 2000

Purpose: To set forth the eligibility requirements and conditions for adults and dislocated workers to receive intensive services and training funded under the Workforce Investment Act. This policy guidance letter will also identify the core services that will be accessible to all individuals in our WORKFORCE West Virginia service delivery system.

References: Workforce Investment Act, Section 101,121, and 134; Federal Register, April 15, 1999, Workforce Investment Act; Interim Final Rule, 20 CRF Parts 662,663.

Background: The WORKFORCE West Virginia service delivery system is intended to provide seamless workforce development services to a universal population. Seamless service delivery, development of strong linkages to employers, and economic development forms the foundation for building the new and improved system. The three-tier service approach required in the Workforce Investment Act reverses the traditional way in which services have been offered to customers. Services will be offered to customers under WIA based on a tiered services model. This model requires a set of core services to be offered to a universal customer base with job placement as the initial goal. Only after attempts have been unsuccessful to place customers in jobs within the core services framework, will they be eligible for more intensive services or training support.

Policy: The following describes criteria to be used for determining customer movement between core, intensive and training services:

a) **Core services** will be provided to all customers. Local WORKFORCE West Virginia systems must ensure that all individuals have access to core services without significant difficulty. Eliminating barriers to service access must be taken into account as systems are planned and implemented. Issues to consider are: removal of barriers to service for individuals with disabilities; assistance to customers who lack computer skills; adequate transportation options to WORKFORCE West Virginia Center location.

One-stop delivery systems have an affirmative obligation under various nondiscrimination laws and regulations to administer their programs "in the most integrated setting appropriate to the needs of qualified individuals with disabilities"; this means that One-stop delivery systems may not *require* such individuals to participate in special programs such as Vocational Rehabilitation programs, but must offer them the opportunity to participate in the same programs and activities as they offer to individuals without disabilities. (USDOL Training and Employment Information Notice No. 16-99, April 12, 2000)

All mandated WORKFORCE West Virginia One-Stop partners must make available the core services that are applicable to the partner programs through the WORKFORCE West Virginia

system. The following are required core services that must be available to all individuals through local One-Stop systems without regard to registration, eligibility or priority of service.

- Outreach, intake and orientation to the information and services available in the WORKFORCE West Virginia system.
- Initial assessment of skill levels, aptitudes, abilities, and supportive services needs
- Local, regional, and statewide labor market information
- Information on eligible training providers including performance data and cost
- Financial aid information, to include aid for training, unemployment compensation, and other support services
- Job search assistance and career information
- Job matching and referrals
- Follow-up activities
- Determination of eligibility for services from partner agencies

Local workforce area plans may include other core services that are available to all individuals.

b) Intensive services funded under Title 1 of WIA may be provided to: (1) adults and dislocated workers who are unemployed and unable to obtain employment through core services and the One-Stop provider determines that the individual is in need of more intensive services to obtain employment; and (2) adults and dislocated workers who are employed, but who are determined by the WORKFORCE West Virginia operator to be in need of intensive services to obtain or retain employment that allows for self-sufficiency.

An eligible adult under Title 1 of the Workforce Investment Act must have received a core service, be **18 years** of age or over (20 CFR Part 663.110), must be a United States citizen or have legal alien status (WIA, Section 188 (a) 5), and be in compliance with the provisions of **the Military Selective Service Act** (Section 1899(h); 20CFR Part 667.250).

Eligibility requirements for dislocated workers include the core service, citizenship or legal alien status, and military selective service requirements for adults under Title 1 as described above, but also the specific eligibility requirements for dislocated workers found in the law and applicable rules (Section 101(9), 20CFR Part 663.115).

The following is a list of intensive services from Section 134 of the Workforce Investment Act. Local Workforce Boards may provide other intensive services as local resources and market forces require. **Priority of service provisions are applicable to adults when there are limited funds in title 1 of WIA but do not apply to dislocated workers.**

- Comprehensive assessments
- Individual employment plan development
- Group counseling Individual career planning
- Individual case management
- Short-term pre-vocational and stand-alone services such as adult basic education, GED, interviewing/soft skills, basic computer literacy.

c) **Training services** will be available to adults and dislocated workers eligible under Title 1 of WIA. They must meet the following criteria:

1. Have received intensive services and are unable to obtain or retain employment through such services as documented in the individual employment plan.

2. Through interview, evaluation or assessment, and case management, been determined by the WORKFORCE West Virginia operator as appropriate,

- To be in need of training services; **and**
- To have the skills and qualifications to successfully participate in the selected program or training services; **and**
- To have selected training linked to the job opportunities in the local area or in another area that the individual is willing to relocate; **and**
- Have applied for other financial aid, including Pell grants and are unable to obtain assistance for training or require financial assistance beyond assistance made available under other grant programs

The following are training activities that may be supported by funds from Title 1 of the Workforce Investment Act:

- Occupational skill training
- On-the-job training
- Customized training
- Registered apprenticeship training programs

Action: Workforce Investment Boards should work closely with WORKFORCE West Virginia operators and other providers to ensure that the three tiered approach to service delivery and its provisions and guidelines are deployed consistently and in a manner that will best meet the needs of employers and jobseekers.

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

