



CITY AND COUNTY OF SAN FRANCISCO
GAVIN NEWSOM, MAYOR

OFFICE OF ECONOMIC
AND
WORKFORCE DEVELOPMENT

DIRECTIVE NO: 13-07

TO: WIA Service Providers

EFFECTIVE: July 1, 2007

SUBJECT: Guidelines for Registering Adult and Dislocated Workers in the Workforce Investment Act (WIA) Program and Documenting Customer Contact

REFERENCES:

- Training and Employment Guidance Letter (TEGL) No. 7-99
- WIA Regulations 20 CFR 652 and 663.105(b)

PURPOSE:

This directive provides guidelines to determine when adult and dislocated workers are to be registered in the WIA program so that they are subsequently reported to the Office of Economic and Workforce Development (OEWD) JTA System. This directive also notifies service providers that a Customer Contact Form must be developed and maintained for adult and dislocated workers who use WIA Core A funded services.

POLICY AND PROCEDURES:

Customers flow through the workforce system is based on the WIA concept of "customer choice" and the provision of Core, Intensive and Training Services. All three of these activities are directed toward the ultimate outcome of placement and retention into unsubsidized employment. Customers accessing Core A services are considered "universal" customers and therefore a formal determination of eligibility and registration as a WIA customer is not required. However, those customers who are determined by the One-Stop service provider to be unable to obtain employment without the individual services available through Core B, Intensive, or Training services must be determined eligible and enrolled to receive such services.

Both TEGL 7-99 and 20 CFR 652 and 663.105(b) state that adults and dislocated workers who receive services funded under Title IB, other than self-service or informational activities, must be determined eligible and enrolled.

There are two main factors that need to be considered by One Stop service providers when determining which Core Services require adults and dislocated workers to be registered and counted in the core measures of WIA performance: level of staff involvement and purpose of the service.

The following are highlights from pages 5 and 6 of TEGL 7-99, which provide key points for determining who is to be registered in WIA, Title IB.

1. *Level of staff involvement with the customer.* When there is significant WIA staff involvement in terms of resources or time, individuals receiving the staff-intensive Core services are required to be registered for the adult and dislocated worker programs.

2. *Purpose of the service.* Services that are designed to impart job seeking and/or occupational skills and result in minimal staff involvement do not require registration. Services that are designed to inform and educate individuals about the labor market and their employment strengths, weaknesses, and the range of services appropriate to their situations should be considered informational.

Factor 1 defines those services classified as Core B while factor 2 defines those services classified as Core A and that do not require registration.

Core Services That Require WIA Registration

TEGL 7-99 provides a list of activities in Core Services that require registration. A listing of services for Core, Intensive and Training activities are provided on page 7 and 8. These pages are provided as an attachment, for your reference.

Documenting Customer Activities

Directive No. 27-07, Documentation of Eligibility, effective July 1, 2007, establishes the requirement to document the receipt of activities for customers and makes it the responsibility of each One Stop service provider. Documentation is required through hard copy and or electronic tracking across mandated and non-mandated partners for whom Memoranda of Understanding (MOUs) have been established.

It is the responsibility of the One-Stop service provider to maintain sufficient contact with the universal customer to ensure he/she is receiving the appropriate level of service. The information collected during these contacts should be used by the One Stop service provider as an aid in determining when the universal customer is unable to obtain employment through self-service. Documentation of these contacts must be available on site at the One Stop Business and Career Center for review by OEWD monitors and other State and Federal representatives. This documentation may also

be requested for submission to OEWD along with other information that may be required to review documentation and eligibility procedures.

The One-Stop service provider must use the information collected during the universal customer's participation in Core A self-services as the basis for discussing with the customer the availability of more staff-intensive services. Discussions should be documented and occur not sooner than one but prior to two weeks of the customer's active use of the One-Stop system. The customer may request more staff-intensive services at anytime after participating in one or more of the Core A self-services available.

The attached Customer Contact Form may be used as a format for tracking the number of visits made to the center by a universal customer. It is also a means by which staff can identify if additional services need to be offered.

Page 7 and 8 of TEGL 7-99 list the required Core Services that are self-service and informational and, by their descriptions, do not require WIA registration.

- Determination of eligibility to receive assistance under Title IB.
- Outreach, intake (which may include referrals) and orientation to the One-Stop system.
- Initial assessment of skill levels, aptitudes, abilities and need for supportive services.
- Information on supportive services and referral to supportive services.
- Assistance in establishing eligibility for Welfare-to-Work activities and for other training and education programs.
- Initial development of employment plan.

ACTION:

Please ensure that the policies and procedures described herein are established in writing and followed.

INQUIRIES:

If you have any questions, you may direct them to OEWD staff.

Rhonda Simmons
Director of Workforce Development
Office of Economic and Workforce Development

Attachments

Sample Customer Contact Form
TEGL 7-99, pages 7 and 8



Office of Economic and Workforce Development
Workforce Development Division
One-Stop Business & Career Centers

SAMPLE CUSTOMER CONTACT FORM

Date _____

Customer Name _____ SS# _____

Address _____ City _____ State _____ Zip _____

Phone _____ DOB _____

Referral Source _____ Orientation Site _____ Orientation Date _____

Customer's Expectation

1. Customer Contact Date _____ Staff Initials _____ Result of Customer Contact _____
2. Customer Contact Date _____ Staff Initials _____ Result of Customer Contact _____
3. Customer Contact Date _____ Staff Initials _____ Result of Customer Contact _____

Result Codes:

1. Customer wishes to continue in self-services and requests referral for:
 - A. Determination of eligibility to receive assistance under Title IB
 - B. Outreach, intake (which may include WPRS referrals) and orientation to the One-Stop system.
 - C. Initial assessment of skills levels, aptitudes, abilities and need for supportive services.
 - D. Information on supportive services and referral to supportive services.
 - E. Assistance in establishing eligibility for welfare-to-work activities and for other training and education programs.
 - F. Initial development of employment plan.
2. Customer wishes to continue in self-services and does not request referral.
3. Customer requests more intensive services and referred to Case Manager for enrollment.

TEGL 7-99 Pager 7-8
Table 1: Proposed Registration for WIA Services

Core A Services – Self Service Informational (no registration required)	WIA Core B Services (registration required)	WIA Intensive Services (registration required)	WIA Training Services (registration required)
Determination of eligibility to receive assistance under Title IB	Staff assisted job search & placement assistance, including career counseling	Comprehensive & specialized assessment, such as diagnostic testing & interviewing	Occupational skills training
Outreach, intake (which may include WPRS referrals) & orientation to the One-Stop center	Follow-up services, including counseling regarding the workplace. (The individual would already be registered to be receiving follow-up services)	Full development of individual employment plan	On the job training
Initial assessment of skill levels, aptitudes, abilities & need for supportive services	Staff assisted job referrals (such as testing & background checks)	Group Counseling	Workplace training & cooperative education programs
Employment statistics information including job vacancy listings, job skill requirements for job listings, & information on demand occupations	Staff assisted job development (working with employers & jobseekers)	Individual counseling & career planning	Private sector training programs
Performance information on eligible training providers	Staff assisted workshops and job clubs	Case management	Skill upgrading & retraining
Performance information on the local One-Stop delivery system		Short-term pre-vocational services	Entrepreneurial training
Information on supportive services and referral to supportive services		Follow-up services, including counseling for registrants (those previously receiving intensive training services) after entering employment	Job readiness training
Information regarding filing for unemployment compensation			Adult education and literacy activities in combination with training

Core A Services – Self Service Informational (no registration required)	WIA Core B Services (registration required)	WIA Intensive Services (registration required)	WIA Training Services (registration required)
Assistance in establishing eligibility for welfare-to-work activities and for other training and education programs			Customized training
Resource room usage			
Internet browsing (job, information and training searches)			
Internet accounts (Career Kit, Personnel Kit)			
Initial development of employment plan			
Talent referrals (informational. E.g., talent scouts, labor exchange referrals of resumes without further screening)			
Workshops and job clubs			