



CITY AND COUNTY OF SAN FRANCISCO
GAVIN NEWSOM, MAYOR

OFFICE OF ECONOMIC
AND
WORKFORCE DEVELOPMENT

DIRECTIVE NO: 16-07

TO: WIA Service Providers

EFFECTIVE: July 1, 2007

SUBJECT: Intensive Services

REFERENCES:

- Workforce Investment Act (WIA) Sections 134(d)(3)
- Title 20 Code of Federal Regulations (CFR) Sections 662.260, 663.100, 115, 160, 165, 200-250, 310, 600-630, 665.220, and 340

PURPOSE:

This directive provides guidance regarding transitioning a customer from Core services to Intensive services under the Workforce Investment Act (WIA) program.

BACKGROUND:

The Workforce Investment Act (WIA) at Section 134(d)(3) Intensive services, states:

“(A) In general --Funds allocated to a local area for adults and dislocated workers shall be used to provide intensive services to adults and dislocated workers, respectively:

- Who are unemployed and are unable to obtain employment through core services; and
- Who have been determined by a one-stop operator to be in need of more intensive services in order to obtain employment; or
- Who are employed, but who are determined by a one-stop operator to be in need of such intensive services in order to obtain or retain employment that allows for self-sufficiency.

POLICY AND PROCEDURES:

Once declared in need of such services by a representative of the Office of Economic and Workforce Development (OEWD) Intensive services shall be provided through contracts with service providers, which may include contracts with public, private for-profit, and private nonprofit service providers, approved by the local board.

Types of Services

Such intensive services may include the following:

- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include—
 - Diagnostic testing and use of other assessment tools; and
 - In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
- Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the customer to achieve the employment goals.
- Group counseling.
- Individual counseling and career planning.
- Case management for customers seeking training services
- Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.

Customer Flow

Customers considered appropriate for Intensive Services will be those customers who:

- Have fully participated in Core A Services and Core B Services for a period of no more than one month, and remain unemployed, or have not found better employment; or
- Specifically request additional services that are considered to be intensive.

In order for a customer to qualify to receive Intensive Services, they must have completed the following steps in the WIA process:

- Participate in Core A Services in a self-service informational mode at the One Stop Center.
- Complete a WIA Application and provide required documentation.
- Participate in Core B Services, including career counseling as a required step in the process.

Customers wishing to participate in WIA Intensive Services will have completed the steps outlined in Attachment 1 -Staff-Assisted to Intensive Services Determination Form and will be required to begin an individual employment plan with assessment staff. During the career counseling session, the assessment staff will assist the customer in identifying an employment goal, and will assist in outlining the steps the customer should take in order to achieve the agreed-to goal and be determined in need of such services by the Case Manager. These steps will include those services identified as Intensive Services in accordance with Attachment 2 -Table 1: Proposed Registration for WIA Services, attached hereto.

Customers found eligible by the Case Manager and agreeing to participate in the steps as outlined by the assessment staff will be assigned to a Case Manager. The Case Manager will meet with the customer and review and complete the IEP and refer the customer to the prescribed services, in accordance with the Career Plan. The Case Manager will be responsible for enrolling the customer into Intensive Services and tracking their participation through the prescribed activities. The Case Manager will maintain case notes on the activities of the customer and assist the customer by providing additional referrals to needed services. The Case Manager will be responsible for obtaining subsequent employment information and ensuring that this information is entered into the computer system as a Program Outcome.

Those customers who choose not to follow the steps as outlined by the Case Manager or determined by the Case Manager to be not in need of Intensive Services will not be enrolled into Intensive Services, and may continue their job search activities in the areas of Core A and Core B services available at the One-Stop Business and Career Center.

Each Intensive Service received by the customer will be enrolled into the system individually as services provided to the customer. Each enrollment will have a beginning date and an end date of service.

ACTION:

The OEWD and its service providers shall follow this policy. This policy will remain in effect from the date of issue until such time that a revision is required.

INQUIRIES:

Inquiries should be addressed to OEWD staff.

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

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



Intensive Services to Training Services Determination

Customer Name: _____ SSN: _____

- Individual Employment Plan (IEP) completed and signed/dated by the customer**
- Based on an objective assessment of skills, aptitudes, interests, preferences and customer choice.
 - Customer determined to be in need of training and has the skills and qualifications to successfully participate.
 - Training in a demand occupation with career growth.

Unable to obtain or retain employment that leads to self-sufficiency through intensive services

- Obsolete/Inadequate job skills
- Insufficient education for job sought
- Lack of public job orders
- Lack of transferable skills
- Lack of work readiness skills
- Wage variables
- Economic conditions in the Local Workforce Investment Area
- Industry contraction/restructure

Good attendance in at least one (1) intensive service

- Case management for participants
- Comprehensive assessment
- Development of IEP
- Individual counseling and career planning
- Short term prevocational services
- Other intensive services _____
- Non-WIA funded intensive services provided by partner agencies _____

Accomplished the following tasks prior to training enrollment

- Attend mandatory workshop(s) and orientation to career assessment (obtain signature)**
- Completed Job Search History Form**
- Financial Aid as appropriate, including Pell**
- Completed a performance appraisal of several schools
- Conducted an informational interview, job shadowing, labor market research, or incumbent interview in field of interest
- Visited school, toured the facility, and talked to current faculty and students**
- Reviewed family finances with job seeker to ensure family has assessed self-sufficiency while in training
- Other** _____

Case Manager Signature: _____ Date: _____

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			