

## One Stop Career Link Center Intensive Services

Department: Office of Economic & Workforce  
Development

Effective Date: January 2011

Policy/Procedure #:

Supersedes: N/A

### Purpose

The purpose is to provide guidance on WIA Intensive Services.

### Overview

Staff-assisted or Intensive Services that go beyond self-service are individualized and provided on a one-to-one basis or in small groups with the assistance of a case manager. These services normally are provided after participants have utilized self-services, and are tailored to their needs. Intensive Services are provided to clients that do not qualify for or are not enrolled in the Workforce Investment Act program.

### Available Services

Intensive Services will be made available at each One Stop Career Link Center and will include:

- Staff-assisted job search, job referral, and career counseling;
- Job placement assistance
- Staff-assisted job development (working with employers and job seekers)
- Staff-assisted workshops and job clubs
- Administer Training funds and Supportive Services

### Individual Employment Plan

Career Advisors shall work with clients on an Individual Employment Plan (IEP) that includes an analysis of career goals, identified jobs and career paths, and the necessary job training and/or job preparation. Individual Employment Plans shall be included in the Client File.

### Career Advisement

Career Advisors are responsible for providing direct assistance to those participants who need more than self directed job search but less than skills training.

### Job Development

Many participants need career counseling and basic guidance (resume preparation, interviewing skills, etc.) and then they may be placed right out of Intensive Services. Career Advisors are expected to provide job development and placement services for such participants.

### Job Placement

When participants are placed in employment during Intensive Services period of enrollment, Career Advisors will complete an exit form, attach all of the required documentation (*see Education and Employment Verification procedure*) and submit to OEWD, then transfer file to the Retention and Follow-Up Provider (*see Transferring of Files to Other Provider*).

### Exit

When participants are no longer receiving Intensive Services within a 90 day period, Career Advisors will complete an exit form and submit to OEWD, then transfer file to the Retention and Follow-Up Provider (*see Transferring of Files to Other Provider*).

### Referral to Training

Participants who are unable to obtain or retain employment that leads to self-sufficiency through Intensive Services, the Neighborhood Workforce Center Staff may refer the client to training. An assessment must be completed before the client is referred to a training program. Participants must only be referred to training programs for which they qualify.