



CORE B SERVICES

Department: Office of Economic & Workforce
Development

Effective Date: July 1, 2008

Policy/Procedure #: WIA102-A

Supersedes: N/A

Overview

Staff-assisted or Core B 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 job seekers have utilized self-services, and are tailored to their needs. WIA eligibility determination is required before a job seeker may receive staff-assisted core services.

Available Services

Core B services will be made available at each One Stop 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

Case Management

Core B staff are responsible for providing direct assistance to those participants who need more than self directed job search (Universal Services) but less than intensive services (skills training).

Job Development

Many participants simply need some career counseling and basic guidance (resume preparation, interviewing skills, etc.) and then they may be placed right out of Core B services. Core B case managers are expected to provide job development and placement services for such participants (see *Job Development* and *Employment and Education Verification*).

Job Placement

When participants are placed in employment during the Core B period of enrollment, the Core B provider 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 WIA services within a 90 day period, the Core B provider 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 Intensive Services

Participants who are unable to obtain or retain employment that leads to self-sufficiency through staff assisted services, the Core B provider will make justification for referring participant and complete a Staff Assisted to Intensive Services Determination Form and work with the Assessment Provider to schedule a comprehensive assessment test and review, prior to referral for Intensive Services.

Participants who are or will be in concurrent participation through other Non-WIA funded training programs, such as; Trade Adjustment Act (TAA), they are not required to go through an assessment determination prior to referral for Intensive Services.

Core B Staff Availability

The Core B provider will have staff available at each One Stop site a minimum of one day each week. Visits will adhere to the visitation calendar developed by OEWD.