

# Scope of Work Administrative and Management

## NEMO Workforce Investment Board

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*The Northeast Missouri Workforce Investment Board has adopted the Next Generation Career Center Model as a means to develop an integrated delivery system that addresses the needs of the region. In this model staff will work in teams to deliver core, intensive, and training services to customers. Services will be streamlined, and it is expected more customers will receive a high quality of services meeting the needs of the communities.*

*Through the Next Generation Career Center (NGCC) Model individuals will be dually enrolled into all programs (Wagner-Peyser, WIA Adult, WIA Dislocated Worker, Trade Act, and National Emergency Grant) in which they are eligible and able to provide appropriate documentation.*

### I. General Provisions

#### A. Career Center Minimum Standards

1. All full-service Missouri Career Centers and affiliate sites in the Northeast Region must meet the minimum NGCC standards:
  - a. Centers must complete the WIN Initial Assessment on all new customers and to the greatest extent possible, on all returning customers.
  - b. Centers must have in place a functioning Welcome Team, Skills Team, and Employment (Jobs) Team. Teams will function as outlined in DWD Issuance 25-2009, Attachment 1, Implementation guide.
  - c. Centers must make available all items on the statewide products and service list.
  - d. Centers will no longer maintain a separate resource room. Career Center computers will be designated for use within the functional teams (Welcome, Skills, Employment (Jobs)).
  - e. Centers will have a Functional Leader.
  - f. Centers will document customer eligibility as outlined in DWD Issuance 29-2009 and 13-99 or any subsequent issuances that are relevant.
  - g. Centers must meet any additional minimum standards identified in future issuances.
  - h. Centers will be responsible for performance outcomes.

#### B. Integration Objectives

1. Staff will transition from co-location to developing a truly integrated system. Wagner-Peyser and WIA Program staff will work together to create a seamless delivery system. The focus will be customer-based services that will allow the customer to know their skills, upgrade their skills, and to obtain the best job possible with their skills. Services will be delivered based on customer needs; not programs, and will be focused on “skilling up” customers to prepare them for the workforce.

2. This system will move customers through an integrated flow of teams that include the three major functions of Welcome, Skills Development and Employment. The functions of these teams will be fulfilled by integrated, cross trained staff from both Wagner-Peyser and WIA. Customers will be dually enrolled into all programs they are eligible for including WIA Dislocated Worker and Trade Act during their first center visit. All Career Center customers who are dually enrolled will be included in the performance pool for all programs in which they are enrolled.

### **C. Replacement of Staff**

The contractor in conjunction with the Workforce Investment Board has identified the number of staff to be funded through the NGCC model. Allocations/shared costs may be dependent on these numbers. In the event of staff turnover, the contractor will notify the Workforce Investment Board of the vacancy within five (5) days of staff leaving. The contractor will replace staff within a maximum of 45 days.

### **D. Hours of Operation and Location**

1. The NEMO Workforce Investment Board has designated the following locations as Next Generation Career Center sites:
  - a. Hannibal Career Center
  - b. Moberly Career Center
  - c. Kirksville Career Center
  - d. Warrenton Career Center
  - e. LaBelle Satellite site
  - f. Macon Satellite site
2. The minimum operating hours for the Missouri Career Centers in the Northeast Region will be Monday through Friday from 8:00 a.m. to 5:00 p.m. Each center will remain closed until 9:00 a.m. one day weekly to allow for “all” staff training. Hours of operation are posted at each center and on the Career Center web site. Staff coverage must be available for no less than 40 hours per week.
3. The Missouri Career Centers will be closed in observance of the following holidays:
  - a. New Years Day, Martin Luther King Jr. Day, Lincoln’s Birthday, President’s Day, Washington’s Birthday, Truman’s Birthday (observed), Memorial Day (observed), Independence Day, Labor Day, Columbus Day, Veteran’s Day, Thanksgiving Day, Christmas Day, and any other dates as designated by the Governor.

### **E. Smoking in Designated Areas**

Smoking will not be allowed inside any Missouri Career Center building. Smoking will be allowed in designated areas only. Smoking will not be permitted at or near front door entrance.

**F. Dress Code Policy**

The Northeast Region will adopt a business casual dress standard with the exception of casual dress as agreed upon the Division of Economic Development.

**G. Staff Titles, Answering the phone, Introductions**

As a truly integrated team, it is important that we present ourselves as “One Team”. When answering the phone or attending meetings, or in general conversations with customers, Missouri Career Center staff, regardless of the employer of record, will address themselves as Missouri Career Center staff. Identifying yourself by the agency or employer of record should not be included.

**H. Name Tags**

All staff will wear a name tag with their first name of the same design throughout the entire region. This is a shared cost. Functional Leaders will be responsible for tracking these expenses.

**II. Functional Leader****A. General Duties**

1. Functional Leaders have the authority to organize staff by function, designate team leads, and establish the duties of each team. Functional Leaders will focus on the day-to-day supervision of service delivery. The formal supervision (hiring, firing, and appraisal) is done by the employer of record such as state merit staff or service provider agency staff. Functional Leaders will report directly to the WIB.
2. The Functional Leader will notify the NEMO Workforce Investment Board in writing of any staff changes. Qualifications of non DWD new personnel are also requested, i.e. copy of resume, shall be submitted to the NEMO Workforce Investment Board. The Functional Leader will notify the NEMO WIB of all new staff and when staff quit or is terminated and is no longer working at the center.
3. The Functional Leader will ensure that training and an orientation is provided on any contract “Scope of Work” to all applicable Career Center staff.
4. The Functional Leader agrees to attend all Program Operator and full Workforce Investment Board meetings called by the NEMO Workforce Investment Board.
5. Functional Leaders will evaluate the need for training and agree to notify the NEMO Workforce Investment Board of the need for additional technical assistance in order to effectively deliver services that are applicable to the programs/activities offered in the centers.
6. The Functional Leader will be responsible to implement any corrective action in accordance with procedures established by the NEMO Workforce Investment Board.

Note: This list is not inclusive of all the responsibilities of the Functional Leader. Please refer to the NGCC Policy and Procedures for additional items.

**B. Disciplinary Actions**

The employer of record retains the sole right to terminate, demote, and suspend its employees for disciplinary reasons. The Functional Leader will cooperate and provide information deemed necessary by the employing agency in conjunction with the proposed disciplinary actions.

**C. Leave Approval**

The Functional Leader will approve all leave requests taking into consideration the staffing needs of the center. Approved leave request will then be forwarded to the employer of record for final approval basing the decision on the staff's availability of days for leave.

**III. Team Leader**

The Team Leader will oversee the specific team they are assigned to. They will work under the direction of and report directly to the Functional Leader. The Team Leader's role is to share their knowledge and skills with other members and to perform necessary tasks to ensure all team functions are met. The role of formal supervision of staff will remain with the Functional Leader. Staff must be properly trained before being allowed to serve on a team.

**IV. General Staff Requirements**

1. All staff in the Missouri Career Centers in the Northeast Region will adhere to the provisions of all DWD and NEMO Workforce Investment Board Issuances.
2. All staff will be properly trained before being allowed to serve on any Career Center team.
3. All staff of the Northeast Region Career Centers, as well as, all other interested persons will be informed of the procedures in filing a complaint and grievance concerning WIA. The procedures shall be posted in an area of public access in the Missouri Career Centers and will be available on both MissouriCareerSource.com and the Career Center "Welcome" screens.

**V. Toolbox**

All Toolbox data corrections will be submitted to the NEMO Workforce Investment Board for correction when errors are noted. DWD and NEMO WIB procedures for completing the Toolbox Data Change Request forms will be followed.

## VI. Fiscal Requirements

1. Title I WIA funds may not use the wages of incumbent employees during their participation in economic development activities provided through a statewide workforce investment system, (WIA section 181 9b)(1))
2. The transfer of funds from one subcontractor/fiscal agent to another, or from one career center to another in the Northeast Region must have prior approval of the NEMO Workforce Investment Board. All requests for additional funds or line item budget revisions must be made in writing to the NEMO Workforce Investment Board.

## VII. Payment Process

The procedure to request payment or allocation of funds including occupational skills training, transportation, child care, support services or any other activities/services requiring an obligation of funds on behalf of a customer has several steps.

- a. Timesheets will be submitted to the appropriate Career Center and reviewed by a Skills Team member to ensure all WIA requirements have been met before forwarding to Functional Leader for approval of payment.
- b. All staff reviewing must initial timesheet indicating the information has been reviewed and is accurate.
- c. Payment will be based upon the approved time frame as documented on the timesheet.
- d. The Functional Leader will be responsible for reviewing the total cost requested to ensure sufficient funds are available.
- e. Timesheets should be submitted to fiscal agent within five (5) days of receipt.
- f. The fiscal agent will recheck invoice to ensure calculations are correct and generate payments.
- g. Customers approved to receive support services must submit their timesheets within four (4) weeks of incurring the expense. Customers who fail to submit appropriately signed timesheets to the career center in a timely fashion may not be reimbursed.
- h. Copies of timesheets will be maintained in the customer's file. Originals will be sent to the fiscal agent who will maintain the records at that location.
- i. A designated WIA staff person will be responsible for reviewing all requests for allocating Individual Training Account (ITA) training to ensure all WIA requirements have been met before submitting to the Functional Leader for approval.
- j. Once the ITA has been approved, a DESE 6 should be completed and submitted to DESE for payment.
- k. The Functional Leader will track amount of all obligations separately for each Career Center.

- l. A review of fiscal obligations should be conducted on a regular basis and any amount not being used should be deobligated.
- m. Ultimately the Functional Leader is responsible for ensuring all requests for training and obligations of funds are allowable and acceptable with State, Federal, and Local rules and regulations.

## VIII. Eligibility Verification

1. Each Career Center will gather accurate documentation in accordance with DWD and NEMO WIB Issuances. The Functional Leader will be responsible for ensuring proper eligibility documentation/verification, data entry (registration) is acquired prior to providing Core, Intensive and Training Level Services and for the maintenance of such information/records on each individual that receives services beyond Core Services.
2. An individual who is determined eligible and “registered” for Title I WIA Adult and Dislocated Worker Intensive and Training Level Services will require maintenance of the customer’s file. Each file must contain all applicable documents, verifications, statement, etc. that pertain to the individual and associated services/activities.
3. Service notes (case notes) are to be entered and retained in the Missouri Toolbox Case Tracking System. Eligibility documentation such as earned income or self-employment income assistance should be verified in hard copy.
4. Sufficient precautions should be made to prevent any erroneous eligibility determination by ensuring the following:
  - a. All eligibility will be established and documented in accordance with DWD Issuance 13-99, DWD Issuance 29-2009, 30-2009, 02-2009 Change 1, and any subsequent issuances.
  - b. Acceptable verification of general eligibility is provided by the applicant.
  - c. Acceptable verification of income is provided by the applicant, as applicable.
  - d. Eligibility based on income will be summarized on the NEMO WIB standardized “Income Determination Form” unless the amount of income claimed by the individual is zero on the applicant’s statement and they are the sole source of income considered.
  - e. All eligibility information is accurately entered into the Missouri Toolbox System in real time.
  - f. The participant is made fully aware of his/her prosecution for fraud for knowingly providing inaccurate information.
5. To make certain that errors or oversights do not occur, the WIA attestation form and eligibility information must be reviewed by a WIA designated staff to ensure all required documentation is in the file and that the individual meets the Title I WIA eligibility requirements. A designated WIA representative assigned by the WIB, will review the file within 30 days of the registration and sign the Intensive Level Service

Form verifying that all required documents are present and that the information is correct.

6. All documentation of eligibility verification must be maintained in the participant's file or Toolbox and be available for monitoring by the NEMO Workforce Investment Board or its designated independent monitoring unit.

## **IX. Program Operational Provisions**

1. The Missouri Toolbox System shall be utilized for all participants enrolled into WIA Programs which will provide tracking of participant's status and services rendered (including partner services).
2. The Functional Leader will be responsible for establishing and maintaining an internal management information system, which will provide tracking of participant's fiscal expenditures and obligations as applicable to the programs/activities funded under this contract.
3. Participant files will be maintained at each full-service center and LaBelle and Macon satellite sites to which they are assigned in Toolbox as required by the NEMO Workforce Investment Board, in order to permit proper auditing and monitoring.
4. Care shall be taken to ensure that all personal information of participants is handled in such a manner as to protect the privacy and confidentiality of participants, to the extent that, such privacy and confidentiality of participants is protected by Federal and State law and in accordance with DWD Issuance 01-2008.
5. All Career Center staff will adhere to the DWD confidentiality policy and any subsequent policies pertaining to the confidentiality of applicants and registrants.
6. The NEMO Workforce Investment Board and/or an independent monitoring unit will conduct monitoring, at least annually, of all files and worksites in accordance with the NEMO Workforce Investment Board's Sub-state Monitoring Plan for all programs/activities funded under this contract. A written monitoring report will be sent to the Career Center Functional Leader and if applicable, a written corrective action plan will be required within 30 days of receipt of the monitoring report on any noted concerns found during the monitoring review. A copy of this review will also be sent to the NEMO WIB Monitoring and Outcomes Committee.

## **X. Program Operational Worksites Provisions**

1. No participant may be assigned to, or remain working at any worksite affected by a labor dispute or a work stoppage.
2. Written concurrence will be obtained from the appropriate bargaining agent where a collective bargaining agreement exists with any worksite. The concurrence indicates that the union has been consulted and agrees with the proposed work project. If the union does not respond to the request for concurrence within 30

days, the program may proceed. Documentation of this concurrence will be maintained in the customer's file.

3. WIA Title I funds cannot be used to place any participant at any worksite where adequate supervision cannot be maintained.
4. Title I WIA funds may not be used or proposed to be used for the encouragement or inducement of a business, or part of a business, to relocate from any location in the United States, if the relocation results in any employee losing his or her job at the original location. (WIA Section 667.268)
5. WIA Title I funds shall not be used to place participants at any worksite affected by a hiring freeze, promotional freeze, or layoff from the same or substantially equivalent job within the same organizational unit.
6. All worksites must provide participants with adequate orientation to worksite rules and standard practices.
7. WIA Title I funds cannot be used to place any participant at worksites that are used for sectarian instruction or religious worship. (WIA Section 667.266)
8. All worksites must comply with the health and safety standards established under Federal and State law otherwise applicable to working conditions of employees who are equally applicable to working conditions of participants engaged in programs and activities under Title I of WIA.
9. Compliance is required of the Nondiscrimination and Equal Opportunity Provision of WIA Section 188 and its implementing regulations.
10. Employers wishing to participate in On-the-Job Training must provide proper documentation that they have registered with E-verify, and a copy of the Affidavit of Work Authorization must be retained in the customer file.
11. Individuals employed in On-the-Job Training or individuals employed in Title I WIA Programs must be provided benefits and working conditions at the same level and to the same extent as other trainees or employees working a similar length of time and doing the same type of work as described in WIA Section 667.272.

## **XI. Counseling and Case Management Services**

Linkages with other WIA and non-WIA service providers will be made throughout the participant's involvement in Career Center services to ensure that throughout the participant's involvement with WIA Title I funded programs, services are provided which will lead to self-sufficiency through unsubsidized employment. Planned and actual services shall be documented on the Individual Employment Plan (IEP) and retained in the participant's file.

## **XII. Support Services and Needs Related Payments**

### **A. Support Service**

Support services shall be available to individuals participating in Intensive or Training activities and may only be provided when they are necessary to enable individuals to

participate in Title I activities. Participants must be participating in approved Title I services and unable to obtain such supportive services through other programs. Documentation of participant's support service needs and the unavailability of such services through other programs must be maintained in the participant's file and a service note should be documented and entered into Toolbox. Refer to NEMO WIB Support Service Policy.

**B. Needs Related**

1. Needs related payments can be used for individuals enrolled into the Title I WIA Adult Program who are unemployed, not receiving unemployment compensation, and have ceased to qualify for such, and is necessary for the individual to be able to participate in training services.
2. Needs related payments can also be used for individuals enrolled into the Title I WIA Dislocated Worker Program who are:
  - a. Unemployed and have ceased to qualify for unemployment compensation or trade readjustment allowance under TAA and
  - b. Is enrolled into a training program by the end of the 13<sup>th</sup> week after the most recently layoff that resulted in a determination of the worker's eligibility as a dislocated worker or
  - c. If later, by the end of the 18<sup>th</sup> week after the worker is informed that a short-term layoff will exceed 6 months; or
  - d. Be unemployed and did not qualify for unemployment compensation or Trade Readjustment Act.

**C. Follow-Up Services**

WIA Follow-up Services must be made available to all participants enrolled in the Adult and Dislocated Worker Programs for a minimum of twelve months after the first day of unsubsidized employment. Follow-up services should be provided when the customer will benefit from these services or has requested these services. Follow-up services are not a mandated service for individuals enrolled into the WIA Adult or Dislocated Worker Programs. Service notes should document the progress of the customer who is receiving Follow-up Services each time contact is made.

**D. Volunteerism**

The contracting agency shall make opportunities available for individuals who have successfully participated in programs to volunteer assistance to participants in the form of mentoring, tutoring, and other services. The opportunity to volunteer, and any related information must be documented and maintained in the participant's file.

**E. Business Services**

Business services are much more than listing a job or making a referral. Designated staff in each center from the Employment Team and a Regional Business Representative will serve as the primary contact for Business Services. Business Services Representatives will coordinate with local businesses, local chambers, and economic development partners to keep abreast of current employment needs. These individuals should be the key staff marketing Career Center services such as WorkKeys, WIN, OJT, Work Experience, among all other services offered through the Missouri Career Centers to businesses customers. Business Service staff should also gather information from employers about their hiring practices and interview preferences so that we can best prepare our workforce customers to meet their needs. Career Center staff will follow the processes and procedures as described in the Northeast Region Workforce Investment Board's Business Services Outreach Plan.

### **XIII. Coordination and Integration of Services**

1. Missouri Career Center staff is encouraged to assure seamless integration and coordination of services for job seekers, education/training participants, and business participants utilizing services provided by Local, Regional, State, and Federal sources.
2. The key to having a fully integrated system is making customer service the centerpiece of the Career Center's goals. This requires transparent boundaries with the provision of services through team work and the development of effective relationships across agencies.
3. Customers accessing services through the Missouri Career Center will be greeted by a member of the Welcome Team who will assess their needs and basic skills through triage. Welcome Team members will hand off the customer to the appropriate team, either Skills or the Employment, based upon the outcome.
4. Resource rooms will be transformed into training labs for Career Center customers. It is assumed, that the majority of services will be provided to job seeking customers in either the Employment or the Skills Learning labs. A member from the Skills and Employment Team will staff the leaning labs at all times.
5. Customers accessing Career Center services will be provided services through the Welcome Team and the Employment and/or Skills Team.

#### **A. Welcome Team**

1. Staff serving in the Welcome Team will greet and direct the customer; provide the initial service triage assessment; collect initial registration data, complete the WIN initial assessment and connect customers to initial service delivery with either the Skills Development Team or the Employment (Jobs) Team. The Welcome Team staff is the person of first impressions. It is critically important that Welcome Team staff be knowledgeable of all services and the functions of each team. Staff must receive proper training before being allowed to serve on this team.

2. All Customers will be enrolled in every funding stream in which they are eligible as defined in DWD Issuance 29-2009. All NGCC customers must have data elements satisfied before accessing WIA-funded core services. Customers who refuse to participate in the Welcome process or those that cannot produce acceptable documentation should be provided self-services through Wagner Peyser Labor Exchange Core services only. Any customer in this situation cannot receive WIA funded services beyond the self-service informational level.

#### **B. Employment (Jobs) Team**

Employment/Jobs Team members provide services to employment-ready job seekers, and services to hiring employers. For job seekers, the services provided include: job search information, plans, support and advice, job development, assessment of job search activities, automated job-matching, referrals, and hiring process support. The Jobs Team will manage and deliver job preparedness and acquisitions services to job seeking customers. Specific staff of this team will be designated to work directly with business customers. This will create a single point of contact for business customers. Employment Team staff must be knowledgeable of the labor market needs of the business customer and have the ability to evaluate job seeking customers. Referrals to employers must be appropriate and customer's skills must match the requirements designated by the employer. Staff must receive proper training before being allowed to serve on this team.

#### **C. Skills Development Team**

The Skills Development Team will deliver job seeker skill-building services to Career Center customers, promoting, utilizing products and services. Skills Team staff must be knowledgeable of the skills needed for employment and/or training and resources for upgrading skills. Staff on this team must be knowledgeable of the eligibility criteria for Title I WIA Adult and Dislocated Worker Programs.

### **XIV. Adults and Dislocated Workers Program Services**

WIA provides for a continuum of service delivery that includes three (3) levels of services; Core, Intensive, and Training services.

#### **A. Self-Service and Informational Services**

Self-service occurs when participants serve themselves in accessing the workforce investment system informational activities in either a physical location such as a One-Stop Career Center, and those individuals who were not able to provide acceptable forms of eligibility documentation, or who remotely accessed the system via the use of electronic technology. Self-services simply imply that the customer can perform these services with little or no staff assistance and are primarily informational.

#### **B. Core Services**

1. WIA Core Level Services is defined as job search and placement assistance to include staff-assisted workshops, designed to enhance or develop customer’s skills, which may also include self-service, computer-based, skills upgrade activities. These activities are defined as Core Level Services when they are funded in a manner that allows universal access without the need to apply the regions Priority of Service Policy.
2. WIA Core Level Services are available to all NGCC customers that complete the Welcome registration process and satisfy the required eligibility requirements.
3. Customers not able to produce acceptable eligibility documentation for date of birth or who are not willing to participate in the Welcome process will be directed to self-directed services as allowable through Wagner Peyser Labor Exchange Services. Date of birth must be verified. Listed below are the required data elements for core services.

Name	Race
Mailing Address	Eligible Veteran Status
Social Security Number	Employment Status at Participation
Citizenship/Work Authorization	Low Income Status
Gender	Other Public Assistance (GA/RCA/Food Stamps, SSI)
Individual with a disability	Temporary Assistance
Homeless	Date of Birth (must be verified)
Ethnicity Hispanic/Latino	

4. At a minimum all individuals enrolled into WIA Core Level Services will be provided with the WIN Initial Assessment as required in DWD Issuance 25-2009 to identify their skills levels and a brief initial assessment to determine their cohort for service delivery. Customer will be assessed and handed off to one of three cohorts; Employment Express, Career Development or Skills Advancement.
5. Labor market information should be a guiding principal when determining a participant’s career goals and making decisions about their occupational goals. Information about occupations with high growth and high demand can be obtained through several labor market resources such as MERIC or employer identified job opportunities. Customers shall receive labor market information to provide them with the necessary tools to make informed choices about their occupational decisions.
6. Services available through the Employment and/or Skills Team considered available WIA Core Level Services may include:
  - a. Job search and placement assistance and where appropriate, career counseling.
    - Job search and placement assistance will consist of one or more brief informational seminars targeted for participants with specific transferable skills and should focus on resume preparation, basic interviewing, and proper

application completion prior to referrals to available jobs. Services provided to the customer that lead to the identification of job openings, completion of job applications, scheduling of job interviews, and hiring of a participant into an identified job.

- b. Job Referrals
- c. Workshops and Job Clubs - Training participant in job seeking and job holding techniques through interactive presentations, which may be combined with a support group (Workplace Readiness/job club) interaction and activities designed to assist in their job search efforts.
- d. Follow-up services - includes counseling regarding the workplace (for all participants who are registered in Adult or Dislocated Worker programs and placed in employment) for not less than 12 months after the first day of employment, as appropriate.

## **XV. Priority System for WIA Intensive and Training Level Services**

### **A. Determination of Need**

A determination of need for Intensive Services offered through the Skills Development function should be established by the Welcome/Employment Team if after receiving any of the Core Services indications are that the customer is unable to obtain or retain employment that leads to self-sufficiency. The customer's progress through the Welcoming function documents the justification of services necessary for a referral to the Skills Development Team. Intensive services are available to Adults and Dislocated Workers who have been determined eligible for WIA services and who have completed the Welcome process. Customers needing Intensive or Training Level Services must meet the priority of service as listed below.

### **B. Priority System Criteria**

WIA Title I Adult funds expended on Intensive and Training Services will be restricted to individuals who meet one or more of the following criteria in accordance with the Priority System found in the Northeast Region's Local Workforce Investment Act Plan (with the exception noted below). **If a Veteran meets the income guidelines as outlined below then Veterans preference would apply.** Priority of Services as follows:

1. First Priority will be given to adults who are recipients of public assistance and other low-income individuals. Low-income individual means an individual who:
  - a. Receives, or is a member of a family who receives, cash payments under a Federal, State, or Local income-based public assistance program.
  - b. Received an income, or is a member of a family that received a total family income, for the 6-month period prior to application for the program involved (exclusive of unemployment compensation, child support payments, payments described in (a) above, and old-age and survivors insurance benefits received

under Section 202 of the Social Security Act) that, in relation to family size, does not exceed the higher of:

- The poverty line, for an equivalent period; or
  - 70 percent of the lower living standard income level, for an equivalent period.
2. Is a member of a household that receives (or has been determined within the 6-month period prior to application for the program involved to be eligible to receive) food stamps.
  3. Qualifies as a homeless individual, as defined in subsections (a) and (c) of section 103 of the Stewart B. McKinney Homeless Assistance Act.
  4. Is a foster child on behalf of whom State or Local government payments are made.
  5. Is an individual with a disability whose own income meets the criteria in (a) or (b) above.
  6. Second Priority will be given to unemployed or employed individuals who are not recipients of public assistance or low-income individuals but are within 150% of the current poverty level as identified by HHS or LLSIL whichever is higher, and possess multiple barriers to employment. Those possessing the higher number of barriers will be given preference for Intensive and Training Services over those with fewer barriers. A request for wavier to serve individuals in the second priority level must be approved by the WIB prior to enrollment into Intensive or Training Services. Barriers to employment will include but not be limited to the following:
    - a. School dropout (an individual who is not attending school and has not received a high school diploma or GED certificate)
    - b. Basic skills deficient (basic skills deficient means that the individual has English reading, writing or computing skills at or below the 8<sup>th</sup> grade level based on a generally accepted standardized assessment instrument or a comparable score on a criteria-referenced test)
    - c. Offender (an individual who has a record of arrest or conviction of a misdemeanor or felony)
    - d. Older individual (age 55 or older)
    - e. Long-term unemployed (an individual who has not been employed for 15 out of the last 26 weeks, concurrently or consecutively, including those that quit or have been fired)
    - f. Lacks significant work history (an individual who has not worked full-time or part-time for the same employer longer than 3 consecutive months in the prior two-year period)
    - g. Limited English proficiency (an inability to communicate in English for an individual whose native language is not English)
    - h. Veteran (a person who served in active duty in the military, naval, or air service and was discharged, separated, or released with other than a dishonorable

discharge or was discharged or released from active duty for a service connected disability)

- i. Substance Abuse (an individual who abuses alcohol and/or other substances)
- j. Migrant and Seasonal Farm Worker (an individual whose farm work experience during the preceding 24 months required travel such that the worker was unable to return to his/her residence in the same day)
- k. Pregnant or Parenting Teen (an individual who is currently a pregnant teen, teen parent or became a parent prior to reaching age 20)
- l. Unique circumstances as approved by the WIB through a waiver request.

## **XVI. Intensive Services—WIA Registration Required**

1. To be eligible for intensive services, the NGCC customer must have received at least one Core Service and be determined to be in need of Intensive Services to obtain or retain employment.
2. There are two categories of Adults and Dislocated Workers who may receive Intensive Services:
  - a. Adults and Dislocated Workers, who are unemployed, have received an initial assessment and are determined by a One-Stop Operator to be in need of more Intensive Services to obtain employment, OR
  - b. Adults and Dislocated Workers who are employed, have received an initial assessment, and are determined by a One-Stop Operator to be in need of Intensive Services to obtain or retain employment that leads to self-sufficiency (663.230).
3. Intensive Services are provided when a determination is made and documented that the unemployed individual is unable to obtain employment through receiving Core Services or when it is determined and documented that an employed individual is in need of Intensive Services to obtain or retain employment that allows for self-sufficiency. Justification of advancement to intensive levels is required. Staff may document this determination by answering “yes” to the question “Was this customer unable to achieve self-sufficiency after receiving Core services?” on the Toolbox Eligibility screen’s application tab.

## **XVII. Intensive Services for Adults & Dislocated Workers (WIA section 134(d)(3)(C).**

### **A. Required Intensive Services (at a minimum)**

1. All customers receiving Intensive Level Services will be provided an assessment of their needs. The following tabs will be completed in the Toolbox assessment for all individuals enrolled into Intensive Level Services: employment, education, support, financial needs, legal and health.
2. In addition, staff will complete full development of an Individual Employment Plan (IEP) on all customers receiving Intensive Level Services. Creation of a documented strategy Individual Employment Plan will occur using information gathered through

self-assessment, initial assessment, and comprehensive assessment. At a minimum the IEP should identify:

- a. Employment goals
- b. Appropriate achievement objectives
- c. Appropriate combination of services for the participant to achieve employment goals; may include a combination of some or all of the following:
  - Employment
  - Educational attainment
  - Support system
  - Financial needs
  - Legal
  - Health (Emotional and physical health, including disabilities)
  - Interests and aptitudes
  - Attitudes towards work
  - Motivation
  - Supportive service needs
- d. Participants receiving Intensive Level Services shall be provided labor market information on their chosen career or occupational goals to ensure choices are made which lead the participant to an occupation which will provide for self-sufficiency.

**B. Other Intensive Services may include**

1. Comprehensive assessment, specialized skills level review, and service needs of Adults and Dislocated Workers. Tools used may include:
  - a. Diagnostic testing and other skills review instruments/processes
  - b. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals
2. Group counseling to advise several participants at one time. Such counseling may be financial, vocational or personal.
3. Individual counseling and career planning to advise one participant at a time; counseling may be financial, vocational or personal in nature.
4. Case Management is a customer-centered approach to the delivery of services designed to prepare and coordinate comprehensive employment plans such as service strategies for customers to ensure access to necessary workforce investment activities and supportive services using, where feasible, computer-based technologies; and to provide job and career counseling during program participation and after job placement.
5. Short-term, pre-vocational services such as workshops, remedial and in-house training activities, and such employer-based activities as short-term work experiences and internships are provided to develop:
  - a. Learning skills

- b. Communication skills
  - c. Interviewing skills
  - d. Punctuality
  - e. Personal maintenance skills and professional conduct
6. A workshops that is based on a charge for each use that is designed to prepare individuals for unsubsidized employment or training and for which a tuition or fee is paid with WIA funds, cannot exceed 40 hours in duration.
  7. Intensive Follow-up Services—regularly scheduled information and workplace counseling contacts for participants who are placed in unsubsidized employment through Intensive Services or contact with their employers. Follow-up should be for not less than 12 months after exit.
  8. Out of Area Job Search—reimbursement for expenses incurred by a customer seeking suitable employment or reemployment. Customers must be seeking employment within the United States and cannot be reasonably expected to find satisfactory employment within the commuting area. Reimbursements are for 90% of the customer’s reasonable and necessary job search expenses, not to exceed in any one pre-approved travel period.
  9. Relocation Expenses—reimbursement of 90% (not to exceed \$800) of customer’s reasonable and necessary expenses incurred in moving to another locality to accept employment; must be certified that the customer was unable to find satisfactory employment within the commuting area.
  10. Internship-Work Experience in the private sector—a short term, pre-vocational service designed to instill work habits and work ethics or to allow the sampling of jobs to determine if an individual has the aptitude and interests necessary for training and/or placement in a specific job or occupation. Internships are fully subsidized, short-term placements with private, for profit employers.

**XVIII. Training Services (Must be determined and documented that such services are needed.)**

1. Training Services may only be conducted after required Core and Intensive Services have been provided and the need for such services has been substantiated. The sole provision of an Individual Employment Plan does not justify enrollment into training.
2. The justification for Training Services can be met and documented by completing the appropriateness tab on the Toolbox Employment Plan provided a full and complete explanation is included in the test field. Explanations must include a clear description of the information, such as MERIC or BLS Labor Market Information to prove the chosen training is related to employment opportunity.

**A. WIA Funding for Training is Limited to Participants Who:**

1. Have met eligibility requirements for Intensive Services, and who are unable to obtain or retain employment through such services and;
2. Who after an interview, evaluation, or assessment, skills review and case management are in need of Training Services and have the skills and qualifications to successfully participate in the selected program of Training Services;
3. Who select training programs that are directly linked to employment opportunities in the local area, or in another area to which the adults or dislocated workers are willing to relocate;
4. Provisions of such Training Services shall be limited to participants who:
  - a. Are unable to obtain grant assistance from other sources to pay for the costs of their training; or
  - b. Require assistance beyond that available under grant assistance from other sources to pay the costs of such training. Career Center staff and training providers must coordinate funds available to pay for training as follows:
    - Career Center staff must coordinate training funds available and make funding arrangements with One-Stop Partners and other entities to apply the provisions above and avoid duplication of services.
    - Training providers must consider the availability of other sources of grants to pay for training costs such as TANF programs, private grants, State-funded training funds, and Federal Pell Grants, so that WIA funds supplement other sources of training grants.
    - Allocation of WIA funds towards educational expenses such as books, supplies, fees or tuition constitutes a training level service. Entry of training level activities shall be entered into the Toolbox Case Tracking System.
    - The mix of training and support services from WIA and other funds, including Pell Grants, must be documented and maintained in the participant's file and/or Toolbox.
    - A WIA participant may enroll in WIA-funded training while his/her application for a Pell Grant is pending as long as the Career Center staff has made arrangements with the training provider and the WIA participant regarding allocation of the Pell Grant, if it is subsequently awarded.
    - In the case where Pell is applied for training for the individual, the training provider must reimburse the subcontracting agency the WIA funds used to underwrite the cost of training for the amount the Pell Grant covers.
    - Reimbursement is not required from the portion of the Pell Grant assistance disbursed to the WIA participant for education-related expenses (WIA section 134 (d)(4)(B)).
    - Staff will allocate funds for ITA on the DESE 6 and submit to DESE. Any unused funds will be deobligated.
    - In the case where Pell is applied for education-related expenses, justification of needs shall be documentation on the Toolbox service notes.

- Participants are not required to apply for student loans or incur debt as a condition for WIA participation.
5. WIA designated staff will sign off on the request to allocate funds to an ITA or for any WIA Training expense requiring an expenditure to ensure all Federal and State and Local guidelines have been met and that the training is appropriate. The cost allocation form will contain an estimate of funds needed to complete training. Final approval of the requested funds will be made by the Functional Leader after they have reviewed Career Center budgets to make a determination if funds are available and training is appropriate.

## **XIX. Program Standard Services**

1. Participants receiving a Training Level Service shall be provided with a comprehensive assessment to properly assess their skills, abilities, interests, financial needs and qualifications to determine their ability to successfully participate in the selected program of Training Services.
2. Participants receiving Training Level Services shall be provided counseling services to evaluate both their personal and educational financial needs during training to ensure successful program completion.
3. Occupations with high growth and high demand should be the target for all participants.
4. Training Services shall be provided in a manner that maximizes consumer choice in the selection of an eligible provider. A state list of eligible providers of Training Services required under Section 122 (e) shall be made available through One-Stop Centers. The information includes a description of the programs through which the providers may offer training services, performance information and cost performance information relating to eligible providers.
5. Training Services (excluding On-the-Job Training) shall be provided through the use of Individual Training Accounts, (ITAs) and shall be provided to eligible individuals through the One-Stop Delivery System.

## **XX. Indicators of Performance**

Customers will be dually enrolled into all programs in which they are eligible and included in the performance for each of those programs. The Career Centers will be required to meet the negotiated performance indicators for the Northeast Region as described below:

1. Includes ALL WIA Title I registered Adults, Dislocated Workers, Wagner-Peyser and Trade Act:
  - a. Entry into unsubsidized employment
  - b. Retention in unsubsidized employment six months after exit
  - c. Average earnings received in unsubsidized employment six months after entry into the employment

- d. Number of UI Claimants received an initial assessment within the first two weeks after their initial 4-week reporting
  - e. Number of customers that received a National Career Readiness Certificate
  - f. Number of customer that received a skills enhancement activity
  - g. Number of customers that received a skills enhancement activity and a credential
  - h. Number of customers that received a training activity
  - i. Number of customers that received a training activity and a credential
2. Continuous Engagement requires the NGCC system to have a robust list of items in the product box. The items in the product box must be readily available and accessible to meet the needs of the customers. All Career Centers must at a minimum make available all products listed in the State's list of products. Required Core Workshops listed in DWD's list of products will be offered at least twice monthly in each Career Center.
  3. Individuals who do not receive a service every 90 days will soft exit and the outcomes will be included in the performance measures. Continuous engagement is vital to help all customers achieve their skills development, employment and wages goals. This will result in customers with improved skills and better placement prospects. Quality services on the front end will result in customers retaining employment long term.

#### **XXI. Planned Gap in Services**

1. Planned Gap in services is to be used for customers whose services need to be interrupted for the following:
  - a. Delay before the beginning of training
  - b. Health/medical reasons or providing care for a family member with a health/medical condition
  - c. Temporary move from the area that prevents the individual from participating in services, including National Guard or other related military service
2. Planned Gap in services is not to be used as "holding" while waiting to see if the customer finds a job.
3. Planned Gaps can only be set in 60-day increments.
4. By allowing Planned Gaps in 60-day increments, the risk of the "old" 90-day Planned Gaps and immediately soft exiting are avoided.
5. Planned Gaps can last no more than 180 consecutive calendar days from the date of the most recent service to allow time to address the barriers to continued participation.
6. Staff may initiate a consecutive gap in services of up to an additional 180 days for the participant that follows the initial 180 day period to resolve the issues that prevent the participant from completing program services that lead to employment.

7. Staff must document in the “service notes” the reason they are placing the customer in a Planned Gap, including the participant’s intent to return to complete program services. If the period of no services extends beyond the original estimated time needed, staff must also document the reason for creating the “Planned Gap” and participant’s intent to return to complete program services in the case notes. Documentation of Planned Gap services must occur every 60 days that the participant is in “Planned Gap”
8. No WIA services are to be provided during a Planned Gap. This includes WIA training funded Supportive Services. However, non-WIA funded services can be provided.

Contact: If you have any questions or comments, please contact Mark Fuqua or Linda Studer, NEMO Workforce Investment Board, at 660-327-5125.