

**COMMONWEALTH OF VIRGINIA**  
**Virginia Community College System**  
**Workforce Investment Act (WIA)**

<b>Policy Number:</b>	<b>03-02</b>
<b>Effective Date:</b>	<b>October 23, 2008</b>
<b>Revision #: 1</b>	<b>October 17, 2008</b>
<b>Rescission Date:</b>	<b>N/A</b>
<b>Title:</b>	<b>Core Services under Workforce Investment Act Title I Programs</b>

**PURPOSE**

Under the Workforce Investment Act (WIA), core services must be universally accessible to all individuals through the one-stop system, regardless of eligibility status. Individuals who receive core services that are determined to be self-service or informational in nature are not required to be registered participants. However, the WIA requires individuals who receive staff-assisted core services to be registered as WIA participants and be included in the performance measures for the workforce investment system. The purpose of this policy is to clarify core services, staff assisted core services, point of registration and the eligibility requirements for receipt of staff-assisted core services under the WIA Title I programs.

**REFERENCES**

1. Code of Virginia. Section 9-329.1(F).
2. P.L. 105-220. Workforce Investment Act (WIA), Sections 101, 121, and 136.
3. Title 20 CFR Parts 662, and 663.
4. U.S. DOL Employment and Training Guidance Letter No. 17-05 (February 17, 2006) *ETA Performance Accountability System*.

**POLICY STATEMENT**

Although core services are universally accessible, the staff-assisted level of core services requires registration. Additionally, as more services become necessary, eligibility criteria and the conditions required for adults and dislocated workers to participate in intensive WIA services and training activities begin to direct the flow of WIA funds.

**Universal Access**

Universal access means that all individuals shall have equal access to WIA core services and that no individual shall be at a particular disadvantage or shall encounter

unnecessary difficulty in gaining access to those services. The provision of universal access to core services must take into account issues such as:

1. Eliminating architectural and programmatic barriers to individuals with disabilities;
2. Facilitating access for individuals with poor computer skills to computer based information and services;
3. Excluding place of residence as an eligibility criteria for receiving services; and
4. Furnishing access to a physical location with minimal transportation barriers and flexible hours of operation.

### **Self-Service/Informational Core Services**

Although additional core services may be added, as necessary, the following mandatory **self-service and informational core services** must be accessible to all individuals through local one-stop service delivery systems, having no requirements for participant registration, eligibility, qualification or prioritization of service:

1. Outreach, intake and orientation to the information and other services available through the one-stop delivery system;
2. Initial assessment of skill levels, aptitudes, abilities, and supportive service needs. Self-administered assessments in which the customer takes the assessment and interprets the results with no assistance from staff are considered to be self-service core services and do not require registration. (*This could include initial development of an employment plan. (TEGL 17-05).*)
3. Provision of employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including:
  - a) Job vacancy listings in such labor market areas;
  - b) Information on job skills necessary to obtain the listed jobs; and
  - c) Information relating to local occupations in demand and the earnings and skill requirements for such occupations.
4. Provision of performance information and program cost information on:
  - a) Eligible providers of WIA training services;
  - b) Eligible providers of WIA youth activities;
  - c) Providers of adult education described in title II;
  - d) Providers of postsecondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Education Act; and
  - e) Providers of vocational rehabilitation program activities described in the Rehabilitation Act of 1973.
5. Provision of information regarding filing claims for unemployment compensation;
6. Provision of accurate information relating to the availability of supportive services, including child care and transportation, available in the local area, and referral to such services, as appropriate;

7. Provision of information regarding how the local area is performing on the local performance measures and any additional performance information with respect to the one-stop delivery system in the local area;
8. Information and assistance in applying for:
  - a) Programs of financial aid assistance for training and education programs that are not funded under WIA and are available in the local area.
9. Self-help job search and placement assistance; and

***(Note: Registration is not required for self-help job search activities in a career/resource center, job referrals that is informational in nature or referrals to labor exchanges. One-on-one or group instruction on how to conduct a job search using the self-service resources of a career center can be provided without WIA registration, as well. (TEGL 17-05).***

10. Access to the core services and information about all programs of required partner agencies.

***(Note: At a minimum, partner core services must be available at the local comprehensive one-stop center and included in the MOU. [20 CFR 662.250])***

### **Staff-Assisted Core Services**

Staff-assisted core services are defined as services that are individualized, go beyond self-service, and are provided on a one-on-one basis or a small group setting with the assistance of a staff member. These services are normally provided after the customer has utilized self-services, and are tailored to the individual's needs. Staff-assisted core services are designed for those job seekers who may not be job ready, and are in need of a more customized and hands-on approach to identifying job seeking or occupational skill needs. Although additional staff assisted core services may be available, the following are **mandatory staff assisted core services that must be accessible** to all individuals through local one-stop service delivery systems (TEGL 17-05).

- Staff assisted job search assistance, job referral, career counseling:
- Staff assisted assessment, job placement assistance and other services (such as testing and background checks):
- Staff assisted job development (working with employers and job seekers) and staff assisted workshops and job clubs.

### **Point of Registration**

Registration is not required for individuals who participate **exclusively in self-service or informational activities**. (WIA Sec 136(b)(2)(A)). Services that are designed to

inform and educate individuals about the labor market, their employment strengths, weaknesses and the range of services appropriate to their situation are considered informational in nature, and therefore do not require registration. Registration is required for an individual prior to receipt of staff-assisted core services or Intensive services (if staff-assisted core services are not provided). Registration (participation) commences, following a determination of eligibility, on the first day that the individual receives a staff assisted core or an intensive service if staff assisted core services were not provided. (WIA Sec. 101(34)).

### **Eligibility Requirements**

Adults and dislocated workers who receive services funded under Title I other than self-service or informational activities must be registered and determined eligible. Certain eligibility requirements must be met prior to registration and receipt of staff-assisted core services. (20 CFR 663.105(b)). Adults must be age 18 or older, comply with the Military Services Act and be lawfully eligible to work in the United States. Dislocated workers must meet the above adult eligibility criteria and must also meet the dislocated worker requirements in WIA Section 101(9) (See State Policy 00-06; State Eligibility Guide).

Priority of services is not required for adults for eligibility for receipt of staff-assisted core services; however, priority of services must be considered for receipt of intensive and training services in local areas with a declaration of limited funding. (20 CFR 663:600(a) See State Policy 03-03). Priority of services is not applicable for dislocated workers.

### **RESCISSIONS**

This policy replaces a portion-of 00-06, *Universal Access, Adult Eligibility and Priority of Services*.

### **REVISION/RESCISSION**

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**DATE:** October 23, 2008

**Virginia Community College System  
Workforce Development Services**