

COMMONWEALTH OF VIRGINIA
VIRGINIA COMMUNITY COLLEGE SYSTEM

WORKFORCE INVESTMENT ACT

VIRGINIA WORKFORCE LETTER (VWL) # 14-13

TO LOCAL WORKFORCE INVESTMENT BOARD DIRECTORS, ONE STOP OPERATORS, VIRGINIA WORKFORCE NETWORK STATE and LOCAL PARTNER AGENCIES and ENTITIES

FROM: VCCS WORKFORCE DEVELOPMENT SERVICES

SUBJECT: Adult and Dislocated Worker Service Planning

DATE: October 8, 2014

PURPOSE:

To provide guidance to local workforce investment areas and their providers on service delivery/planning for adults and dislocated worker programs. The guidance will address service planning, development of individualized employment plans, and documentation of service planning for intensive and training services.

REFERENCES

- Workforce Investment Act of 1998
- Interim Final Rule, 20 CFR Parts 663 and 664 and the Preamble
- Virginia Board of Workforce Development Policy No. 00-8 Virginia's Training Voucher System under WIA and Exceptions
- Virginia Board of Workforce Development Policy No. 03-01 Tiered Service Delivery under the Workforce Investment Act
- Virginia Workforce Letter No. 11-02 WIA Participant Activity Code Definitions and Time/Use Limitations
- Virginia Workforce Letter No. 13-07 Virginia Workforce Connection (VaWC) System of Record And Entry of Case Notes in VaWC, Including Guidelines
- Virginia Workforce Letter No 13-18 Standardized File Format
- Virginia Workforce Letter No. 11-03 Record Retention Requirements

BACKGROUND:

The Workforce Investment Act (WIA) of 1998 and the WIA Final Regulations state the conditions that must be met to receive staff assisted core, intensive services, supportive services, and training services. WIA sets forth a tiered service delivery system. Adult and Dislocated Worker participants must be provided assessments to assist in service planning and development of an Individualized Employment Plan (IEP).

SERVICE DELIVERY:

Virginia Board of Workforce Development Policy 03-01 outlines the requirement of tiered service delivery. Intensive services are provided to unemployed adults and dislocated workers who are unable to obtain employment through core services and require these services to obtain or retain employment, and employed workers who need services to obtain or retain employment that leads to self-sufficiency.

WIA requires a participant receives at least one core service and be determined unable to receive or retain a job that leads to self-sufficiency before he or she can receive intensive services. Additionally, a participant must have received at least one intensive service and been determined unable to secure or retain employment that leads to self-sufficiency before he or she can receive training services. There is no federally required minimum time for participation in intensive services.

The One-Stop operator or partner determines the need for training based on an individual (1) meeting the eligibility requirements for intensive services; (2) being unable to obtain or retain employment through core and intensive services; and (3) being determined after an interview, evaluation or assessment to be in need of training.

Supportive services may only be provided when they are necessary to enable individuals to participate in title I activities.

At each point in the sequence of service Workforce Center staff is to use information gathered to make a determination whether one or more services must be offered in order for a participant to obtain and/or retain employment that leads to self-sufficiency.

INDIVIDUALIZED EMPLOYMENT PLAN GUIDELINES:

The individual employment plan is an ongoing strategy jointly developed by the participant and the case manager that identifies the participant's employment goals, the appropriate achievement objectives, and the appropriate combination of services for the participant to achieve the employment goals.

The primary purpose of the IEP is to outline a plan of action. The IEP is a culmination of the assessment and needs to identify the employment goal, appropriate objectives, and the appropriate combination of services. The content of the IEP is the roadmap and compass demonstrating the agreed upon plan of action. The IEP is also used to justify training which should be linked to in demand occupations.

An IEP is required in order for Adult and Dislocated Worker Program participants to receive Intensive and Training services. The IEP development is an individualized process that is developed in partnership with the participant and tailored to their individual goals and needs. Information obtained in the assessments should guide IEP development. The IEP is a living document that will be continually revised by staff and the participant. The plan should be reviewed periodically to evaluate the progress of each participant in meeting the objectives and must be updated to reflect any changes.

The information in the IEP provides justification for all services to be given through the Core, Intensive and Training levels. The IEP will also document the services provided to the individual. If changes in the employment goals and/or services occur, the IEP must be revised.

Any information that describes an individual's medical condition or disability must be maintained in a separate locked file consistent with policies and procedures.

Local labor market information must be taken into consideration in the development of the IEP. Current information on employment and wage trends and projections should be used to ensure goals and objectives are directly linked to employment opportunities in the local area.

REQUIRED PROVISIONS:

- Staff develops the IEP in partnership with the participant;
- The combination of services chosen with the participant must be consistent with the results of any objective assessment, responsive to the expressed goals of the participant, and must include periodic evaluation of planned goals and a record of accomplishments in consultation with the participant;
- The type and duration of staff assisted core, intensive or training services must be based upon:
 1. The employment/career goal;
 2. Referrals to other programs for specified activities; and
 3. The delivery agents and schedules for intensive services, training and training-related supportive services;
- As a customer-centered case management tool, an IEP is a personal record and must receive confidential treatment;

INDIVIDUALIZED EMPLOYMENT PLAN ELEMENTS:

It is required that individualized employment plans include the following elements:

- Comprehensive objective assessments with individualized justification for each level of the services and activities;
- Work history, education, training, special skills, interests, and aptitudes are included;
- Demonstrated need for intensive and/or training services specifically detailing the need for each planned service;
- Career planning and goals;
- Barriers to employment, level of basic skills literacy, support service needs and planned methods to address barriers;
- Clearly defined and documented action steps and/or strategies to be implemented by the client toward their employment goals and self-sufficiency;
- All planned services and activities must have documented justification as to how these services and activities will directly assist client in meeting their established goals;
- Signature of active client and career advisor.

SERVICE PLANNING DOCUMENTATION:

Each participant in intensive and training services must have a case management file. The case file must contain a determination of need for intensive and training services, as identified through the assessments and previous services received. Justification for services provided must be documented in the IEP and case notes. All service and IEP revisions must be documented in the IEP and case notes. All participant activities must also be documented in the Virginia Workforce Connection (VaWC). VaWC activity code 205 must be used to reflect the establishment of the plan.