



**Guidelines for Registering Adult and Dislocated Workers in
the Workforce Investment Act (WIA)
Program**

Department: Office of Economic & Workforce Development

Effective Date: September
1, 2012

Directive # 13-12

Supersedes: 13-07

PURPOSE

This directive provides guidelines to determine when adult and dislocated workers are to be registered in the WIA program so that they are subsequently reported to the Office of Economic and Workforce Development (OEWD) WorkForceCentral (WFC) System.

REFERENCES

- Training and Employment Guidance Letter (TEGL) No. 17-05
- WIA Regulations 20 CFR 652 and 663.105(b)

POLICY AND PROCEDURES

Customers flow through the workforce system is based on the WIA concept of “customer choice” and the provision of Core, Intensive and Training Services. All three of these activities are directed toward the ultimate outcome of placement and retention into unsubsidized employment. Customers accessing Core A services are considered “universal” customers and therefore a formal determination of eligibility and registration as a WIA customer is not required. However, those customers who are determined by the One-Stop service provider to be unable to obtain employment without the individual services available through Core B, Intensive, or Training services must be determined eligible and enrolled to receive such services.

Both TEGL 17-05 and 20 CFR 652 and 663.105(b) state that adults and dislocated workers who receive services funded under Title IB, other than self-service or informational activities, must be determined eligible and enrolled.

There are two main factors that need to be considered by One Stop service providers when determining which Core Services require adults and dislocated workers to be registered and counted in the core measures of WIA performance: level of staff involvement and purpose of the service.

The following are key points in determining who to register in WIA.

1. *Level of staff involvement with the customer.* When there is significant WIA staff involvement in terms of resources or time, which includes staff member’s assessment of participant’s skills, education or career objectives in order to achieve any of the following:
 - a. *Assist participants in deciding appropriate next steps in the search for employment, training, and related services, including job referral;*
 - b. *Assist participants in assessing their personal barriers to employment;*

or

- c. *Assist participants in accessing other related services necessary to enhance their employability and individual employment related needs.*

A participant who receives this level of service has received a service that involves significant level of staff involvement; therefore, this participant would be required to register for the WIA adult and/or dislocated worker programs and included in the performance measures calculation.

2. *Purpose of the service.* Services that are designed to impart job seeking and/or occupational skills and result in minimal staff involvement do not require registration. Services that are designed to inform and educate individuals about the labor market and their employment strengths, weaknesses, and the range of services appropriate to their situations should be considered informational.

Factor 1 defines those services classified as Core B while factor 2 defines those services classified as Core A and do not require registration.

Documenting Customer Activities

Directive No. 27-07, Documentation of Eligibility, effective July 1, 2007, establishes the requirement to document the receipt of activities for customers and makes it the responsibility of each One Stop service provider. Documentation is required through hard copy and or electronic tracking across mandated and non-mandated partners for whom Memoranda of Understanding (MOUs) have been established.

It is the responsibility of the One-Stop service provider to maintain sufficient contact with the universal customer to ensure he/she is receiving the appropriate level of service. The information collected during these contacts should be used by the One Stop service provider as an aid in determining when the universal customer is unable to obtain employment through self-service. Documentation of these contacts must be available on site at the One Stop Center for review by OEWD monitors and other State and Federal representatives. This documentation may also be requested for submission to OEWD along with other information that may be required to review documentation and eligibility procedures.

The One-Stop service provider must use the information collected during the universal customer's participation in Core A self-services as the basis for discussing with the customer the availability of more staff-intensive services.

INQUIRIES

Inquiries should be addressed to the OEWD Director of Operations at 415-701-4848 or workforce.development@sfgov.org.

OEWD and its service providers shall follow this policy. This policy will remain in effect from the date of issue until such time that a revision is required.