



Intensive Services

Department: Office of Economic & Workforce Development

Effective Date: July 1, 2012

Policy & Procedure #: 16-12

Supersedes: 16-07

PURPOSE

The purpose is to provide guidance on WIA Intensive Services.

REFERENCES

- DOL, ETA 20CFR 652
- WIA Section 134

POLICY

Intensive Services that go beyond staff assisted or Core B 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 participants have utilized staff assisted or Core B services, and are tailored to their needs. Staff assisted to Intensive Services determination is required before a job seeker may receive Intensive Services.

Available Services:

Intensive Services will be made available at each One Stop or Service Provider center and will include:

- Case management;
- Comprehensive assessment;
- Development of Individual Employment Plan;
- Individual or Group Counseling and Career Planning;
- Work/Entry Employment Experience;
- Short-Term Pre-Vocational Services;
- Internships

Individual Employment Plan:

Career Advisors shall work with clients on an Individual Employment Plan (IEP) that includes an analysis of career goals, identified jobs and career paths, and the necessary job training and/or job preparation. Individual Employment Plans shall be included in the Client File.

Career Advisement:

Career Advisors are responsible for providing direct assistance to those participants who need more than self directed job search but less than skills training.

Job Development:

Many participants need career counseling and basic guidance (resume preparation, interviewing skills, etc.) and then they may be placed right out of Intensive Services. Career Advisors are expected to provide job development and placement services for such participants.

Job Placement:

When participants are placed in employment during Intensive Services period of enrollment, Career Advisors will complete an exit form in WFC, attach all of the required documentation (*see Education and Employment Verification procedure*) and submit to OEWD for approval.

Exit:

When participants are no longer receiving Intensive Services within a 90 day period, Career Advisors will complete an exit form in WFC and submit to OEWD for approval.

Referral to Training:

Participants who are unable to obtain or retain employment that leads to self-sufficiency through Intensive Services, the Service Provider will make justification for referring participant and complete an Intensive Services to Training Services Determination Form. Service Provider will ensure that both an assessment and an individual employment plan are completed before the client is provided or referred to training 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.