



# CORE B SERVICES

Department: Office of Economic & Workforce Development

Effective Date: July 1, 2012

Policy and Procedure # WIA 102-A

Supersedes: July 1, 2008

## **OVERVIEW**

Staff-assisted or Core B services that go beyond self-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 job seekers have utilized self-services, and are tailored to their needs. WIA eligibility determination is required before a job seeker may receive staff-assisted core services.

## **REFERENCES**

- DOL, ETA 20CFR 652
- WIA Section 134

## **POLICY & PROCEDURE**

### Available Services

Core B services will be made available at each One Stop or Service Provider center and will include:

- Staff-assisted job search, job referral, and career counseling;
- Job placement assistance
- Staff-assisted job development (working with employers and job seekers)
- Staff-assisted workshops and job clubs

### Case Management

Core B staff are responsible for providing direct assistance to those participants who need more than self directed job search (Universal Services) but less than intensive services (skills training).

### Job Development

Many participants simply need some career counseling and basic guidance (resume preparation, interviewing skills, etc.) and then they may be placed right out of Core B services. Core B case managers are expected to provide job development and placement services for such participants (see *Job Development* and *Employment and Education Verification*).

### Job Placement

When participants are placed in employment during the Core B period of enrollment, the Core B provider will complete an exit form, attach all of the required documentation (see *Education and Employment Verification procedure*) and submit to OEWD.

### Exit

When participants are no longer receiving WIA services within a 90 day period, the Core B provider will complete an exit form and submit to OEWD, then transfer file to the Retention and Follow-Up Provider (*see Transferring of Files to Other Provider*).

#### Referral to Intensive Services

Participants who are unable to obtain or retain employment that leads to self-sufficiency through staff assisted services, the Core B provider will make justification for referring participant and complete a Staff Assisted to Intensive Services Determination Form and work with the Assessment Provider to schedule a comprehensive assessment test and review, prior to referral for Intensive Services.

Participants who are or will be in concurrent participation through other Non-WIA funded training programs, such as Trade Adjustment Act (TAA), are not required to go through an assessment determination prior to referral for Intensive Services.

#### **INQUIRIES**

Inquiries should be addressed to the OEWD Director of Operations at 415-581-2335 or [workforcedevelopment@sfgov.org](mailto:workforcedevelopment@sfgov.org).

*OWED 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.*