

MASSACHUSETTS

# Workforce Investment Act

STEERING COMMITTEE

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**WIA Communication No. 00-03**

☒ **Policy**   ☐ **Information**

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**To:**           Lead Elected Officials  
                  Regional Employment Board Chairs  
                  Regional Employment Board Directors  
                  Service Delivery Area Directors or Designee  
                  Career Center Directors  
                  DET Regional Directors  
                  DET Area Directors  
                  (Distributions attached)

**cc:**           WIA State Partners (Distributions attached)

**From:**       Department of Labor and Workforce Development

**Date:**       February 14, 2000

**Subject:**     Provision of Core Services through the Massachusetts One-Stop Delivery System  
                  for individuals and employers

**Purpose**       To provide policy guidance to support a uniform interpretation of core services  
                  required by the Workforce Investment Act

**Background:**

The Workforce Investment Act principle of “universal access” mandates that every interested individual or business must have access to core services through the One-Stop career center system. Core services fall into two categories. First, they are the primarily self-directed basic labor exchange services that provide information about employment opportunities and the labor market. Second, they are the more staff-assisted gateway services that identify career center customers who require more than basic labor exchange information, and enable them to move further into the system to receive intensive and training services.

This policy defines Workforce Investment Act mandated core services to be delivered through the Massachusetts One-Stop career center system and identifies the required core services to be provided by each career center partner.

## **POLICY:**

### **PART A: The Steering Committee has determined the following related to core services provided by career center partners:**

- Each comprehensive career center must have a specific area where services are physically and easily accessible to individuals and employers for self-directed use. These services should be arranged and presented in a manner so as to make them useful to the widest possible audience.
- Career center resources intended for self-directed usage must be accompanied by sufficient staff guidance and appropriate materials to enable individuals with little or no experience using these kinds of resources to make effective use of them. This type of assistance should consist primarily of comprehensive orientation to the labor exchange system, timely responses to questions about the resources, and provision of models and tools for creating and implementing individual job search, assessment, and career planning strategies.
- Career center core services must be provided in a way that reliably identifies individuals in need of more personalized assistance (i.e., intensive services) to make best use of the career center and WIA resources. Front-line career center staff must be trained and available to identify and support individuals who need and are eligible for intensive and training services at the earliest possible instance and to help ineligible individuals to determine the appropriate course of paid services if desired. Trained staff must be able and available to identify and respond to clients presenting one or more labor market barriers, and make appropriate determinations as to eligibility and need for additional services.
- Career center core services for employers must be provided in a way that allows employers to make the best use of career center resources. Career center staff must be available to provide screening and referral of competitive applicants in a timely manner, active outreach and solicitation of job openings, easily accessible free information such as orientation to career center services, on-line listing on Job Bank, on-line access to Talent Bank, basic labor market information, and listings of education and training programs and resources. Referral services for employers to sources of funding for worker training, community service organizations, and if available, tax credit programs must be provided by career centers as core services.

### **PART B: Definition of Core Services**

The following are the minimum services that must be available to individuals and employers at no charge from a career center. These definitions apply to core services as required in the Workforce Investment Act.

#### Intake and Eligibility Determination

Determination as to whether an individual meets the criteria to receive additional services beyond the core services that are outline in this policy.

#### Outreach

Ensure community awareness of available career center services for individuals and employers.

### Orientation

Provision of information about career center services and other services available throughout the career center system. Scheduled orientations must be available on-site for career center customers.

### Initial Assessment

Basic assessment of skill levels, aptitudes, abilities and supportive service needs.

### Job Search and Job Placement Assistance

Services include one on one interviews, computer assisted resume preparation, group resume development, listings of jobs currently available within the region and statewide, resume listing in planned statewide electronic “Talent Bank”, access to other on-line services and information via the internet, job clubs, and job search and skill-building group workshops.

### Employment Statistics and Labor Market Information

Services include availability of a variety of resources including books, periodicals, and on-line information that provide the opportunity for customers to research, at minimum, accurate and up-to-date local, regional and national industry and employment trends, job vacancy listings, areas of occupational growth, job skill requirements and wage rates.

### Program Performance and Cost Information

Services include provision of required performance and cost information on eligible providers of training services, youth activities, adult education, post secondary vocational education and vocational education activities under the Perkins Act and vocational rehabilitation program activities.

### Local Area Program Performance Information

Services include the provision of information regarding how the local area is performing on the local performance measures and any additional information with respect to the performance of the one-stop delivery system in the local area.

### Supportive Service Information

Services include provision of information about and referral to supportive service resources that offer day care, transportation and other social or health-related services.

### Information re: Unemployment Insurance

Services include availability of staff on-site at the comprehensive career center to facilitate unemployment insurance enrollment.

### Assistance in Establishing Eligibility for Welfare to Work Activities

Services include provision of information about welfare-to work activities and facilitation of eligibility determination.

### Assistance in Establishing Eligibility for Financial Aid for Training and Education

Services include provision of information about financial aid for training and education and facilitation of eligibility determination.

### Follow-up Services

Services include workplace counseling designed to support employment retention for individuals placed in unsubsidized employment. These services are for participants in workforce investment activities authorized by the Workforce Investment Act. Follow-up services for such participants must be available for not less than 12 months after the first day of employment.

### **PART C: Minimum Core Services that Must be Made Available through the Comprehensive One-Stop Center by Required Partners**

The minimum core services that must be made available by each mandated One-Stop partner at the comprehensive One-Stop center in the local area are those core services that are applicable to the partner's program. Applicable is defined as those core services that are to be provided to the program's target population and that are authorized and funded through federal legislation governing the partner's program. Core services which must be made available through the comprehensive One-Stop center in each area by each mandated partner are displayed in Attachment A of this policy, *Core Services Matrix for Comprehensive One-Stop Centers in Massachusetts*.

Partner program core services may be made accessible at the comprehensive One-Stop center by means of the following:

- Provision of appropriate technology at the comprehensive One-Stop center
- Co-locating personnel at the center
- Cross-training of staff
- Through a cost reimbursement or other agreement between service providers at the comprehensive One-Stop center and the partner

Specific methods for providing and financially supporting the provision of required core services at the comprehensive One-Stop center must be determined and agreed upon in each local area. Such methodologies and agreements must be described in the memorandum of understanding (MOU) which must be developed and executed in each local workforce investment area.

Partners may provide services beyond those stated in the Act. Eligibility for services that are beyond those stated in the Act will be determined by each partner subject to their regulations. Attachment B of this document presents summary descriptions of some of the required partner agencies in Massachusetts. This Attachment provides additional information about the programs of these agencies and may include description of services offered that are beyond those stated in the Workforce Investment Act.

**Action Required:** Use during local planning process.

**Effective:** Upon issuance.

**References:** WIA Section 134(d)

Interim Final Rule Sections: 662.100, 662.200, 662.230, 662.240, 662.250 663.160, 663.240, 663.245, 663.245. 663.310

**Inquiries:** Any questions related to this correspondence should be directed to Kim McLaughlin at (617) 727-6573 ext. 104

**Filing:** Please file this in your notebook of previously issued WIA Communication Series Issuances as 00-03.

Enclosures

## ATTACHMENT A

<b>Core Services Matrix for Comprehensive One-Stop Centers in Massachusetts</b>		
<b>Required Partner Programs As Cited in WIA</b>	<b>Massachusetts Entities Providing Required Partner Programs</b>	<b>Applicable Core Services</b>
WIA Title I programs serving adults and dislocated workers	Local WIB\CEO designated program service providers	<ul style="list-style-type: none"> <li>• Intake and eligibility determination</li> <li>• Outreach</li> <li>• Orientation</li> <li>• Initial assessment</li> <li>• Job search and job placement assistance</li> <li>• Employment statistics and labor market information</li> <li>• Program performance and cost information</li> <li>• Local area program performance information</li> <li>• Supportive service information</li> <li>• Information re: UI claims</li> <li>• Assistance in establishing eligibility for welfare-to-work activities</li> <li>• Assistance in establishing eligibility for financial assistance for training and education</li> <li>• Follow-up services</li> </ul>
WIA Title I programs serving dislocated workers (Rapid Response)	Corporation for Business, Work, and Learning	<ul style="list-style-type: none"> <li>• Outreach</li> <li>• Initial assessment</li> <li>• Job search and job placement assistance</li> </ul>
WIA Title I Programs serving youth	Local WIB\CEO designated program service providers	Same as for WIA Title I programs serving adults and dislocated workers
Welfare to Work	Local WIB\CEO designated program service providers	Same as for WIA Title I programs serving adults and dislocated workers; with the exception of Follow-Up services
Job Corps	Regional Job corps Centers	<ul style="list-style-type: none"> <li>• Intake and eligibility</li> </ul>

		determination <ul style="list-style-type: none"> <li>• Outreach</li> <li>• Orientation</li> <li>• Initial assessment</li> </ul>
Native American Programs	North American Indian Center of Boston, Inc.  Mashpee-Wampanoag Indian Tribal Council, Inc.	<ul style="list-style-type: none"> <li>• Intake and eligibility determination</li> <li>• Outreach</li> <li>• Orientation</li> <li>• Initial assessment</li> </ul>
Migrant and Seasonal Farmworkers	Division of Employment and Training  New England Farmworkers Council	<ul style="list-style-type: none"> <li>• Intake and eligibility determination</li> <li>• Outreach</li> <li>• Orientation</li> <li>• Initial assessment</li> <li>• Eligibility determination</li> <li>• Outreach, intake and orientation</li> <li>• Initial assessment</li> <li>• Job search and placement assistance</li> </ul>
Wagner Peyser	Division of Employment and Training (or) One-Stop Career Centers	<ul style="list-style-type: none"> <li>• Intake and eligibility determination</li> <li>• Outreach</li> <li>• Orientation</li> <li>• Initial assessment</li> <li>• Job search and job placement assistance</li> <li>• Employment statistics and labor market information</li> <li>• Program performance and cost information</li> <li>• Local area program performance information</li> <li>• Supportive service information</li> <li>• Information re: UI claims</li> </ul>
Unemployment Insurance	Division of Employment and Training	<ul style="list-style-type: none"> <li>• Intake and eligibility determination</li> <li>• Information re: UI claims</li> </ul>
DVOP\LVER Veterans Chapter 41 of Title 38	Division of Employment and Training	<ul style="list-style-type: none"> <li>• Intake and eligibility determination</li> <li>• Outreach</li> </ul>

		<ul style="list-style-type: none"> <li>• Orientation</li> <li>• Initial assessment</li> <li>• Job search and job placement assistance</li> <li>• Employment statistics and labor market information</li> <li>• Program performance information</li> <li>• Local area One-Stop performance information</li> <li>• Supportive service information</li> <li>• Information re: UI claims</li> </ul>
WIA Title II Adult Education and Literacy Activities	Various local entities funded to provide literacy and workplace literacy services; May include community based organizations, libraries, community colleges, local education authorities, housing authorities, housing authorities, correctional facilities, homeless shelters, businesses	<ul style="list-style-type: none"> <li>• Intake and eligibility determination</li> <li>• Outreach</li> <li>• Orientation</li> <li>• Initial assessment</li> </ul>
Perkins Post-Secondary Vocational Education Activities	Local programs authorized by the Massachusetts Department of Education, Public two year colleges, Some vocational technical schools	<ul style="list-style-type: none"> <li>• Intake and eligibility determination</li> <li>• Outreach</li> <li>• Orientation</li> <li>• Initial assessment</li> </ul>
Vocational Rehabilitation	Massachusetts Rehabilitation Commission	<ul style="list-style-type: none"> <li>• Outreach</li> <li>• Orientation</li> <li>• Initial assessment</li> </ul>
Vocational Rehabilitation	Massachusetts Commission for the Blind	<ul style="list-style-type: none"> <li>• Outreach</li> <li>• Orientation</li> <li>• Initial assessment</li> </ul>
Title V Senior Community Service Employment Activities	Local area Title V funded providers	<ul style="list-style-type: none"> <li>• Intake and eligibility determination</li> <li>• Outreach</li> <li>• Orientation</li> <li>• Initial assessment</li> </ul>
Trade\NAFTA	Corporation for Business, Work, and Learning	Enabling federal legislation does not authorize funding for provision of core services
CSBG Funded Employment and Training Activities	Local Community Action Program (CAP) agencies	<ul style="list-style-type: none"> <li>• Intake and eligibility determination</li> <li>• Outreach</li> <li>• Orientation</li> </ul>



		<ul style="list-style-type: none"> <li>• Initial assessment</li> </ul>
HUD Funded Employment and Training Activities	Municipalities; Local Housing Authorities	<ul style="list-style-type: none"> <li>• Intake and eligibility determination</li> <li>• Outreach</li> <li>• Orientation</li> <li>• Initial assessment</li> </ul>
Veterans Workforce Programs	Various local entities funded directly by USDOL Veterans Employment and Training Service, Vietnam Veterans Technical training Institute, Worcester Veterans' Coalition, Other Homeless Veterans grantees	<ul style="list-style-type: none"> <li>• Intake and eligibility determination</li> <li>• Outreach</li> <li>• Orientation</li> <li>• Initial assessment</li> </ul>

**ATTACHMENT B**

**REQUIRED PARTNER AGENCY**

**SUMMARY DESCRIPTIONS**  
**and**  
**ADDITIONAL INFORMATION**

# DIVISION OF EMPLOYMENT AND TRAINING

## EMPLOYMENT SERVICES

### (Wagner-Peyser Act)

<b>Summary Description</b>	The Employment Service (ES) Program (Wagner-Peyser) provides for labor exchange activities in the Commonwealth and forms the basis of support for most of the other services provided within the Massachusetts State Employment Security Agency's (SESA's) system.
<b>Eligibility</b>	<p>Universal access for job seekers and employers is a requirement under Wagner-Peyser. The definition of "universal access" regarding the provision of Wagner-Peyser services includes all participants in the Unemployment Insurance Program, the Employment Services Program, all of the specially targeted groups and the general public at large.</p> <p>Targeted groups include: veterans, migrant and seasonal farmworkers, alien workers, UI claimants, individuals with physical and mental disabilities, older workers, dislocated workers and individuals affected by plant closings due to foreign imports or relocation</p>
<b>Core Services</b>	<p><b>The following services are considered basic core services for job seekers under Wagner-Peyser and are to be universally available through each OSCC at no cost:</b></p> <ul style="list-style-type: none"> <li>• Outreach</li> <li>• Intake and eligibility determination</li> <li>• Orientation</li> <li>• Initial assessment</li> <li>• Job search and job placement assistance</li> <li>• Employment statistics and labor market information</li> <li>• Program performance and cost information</li> <li>• Local area program performance information</li> <li>• Supportive service information</li> <li>• Information re: UI claims</li> </ul> <p><b>The following are considered basic core services for employers, and are to be universally available through each OSCC at no cost:</b></p> <ul style="list-style-type: none"> <li>• Access to a statewide public job bank for job listing</li> <li>• Matching of job seekers to employer job orders</li> <li>• Access to America's Job Bank (AJB) for job listing</li> <li>• Job applicant pre-screening services</li> <li>• Assistance for significant employer downsizing or layoffs</li> </ul>

# DIVISION OF EMPLOYMENT AND TRAINING

## UNEMPLOYMENT INSURANCE

<b>Summary Description</b>	<p>The Social Security Act of 1935 established the unemployment insurance (UI) program as a federal-state cooperative effort. Today each state (plus Puerto Rico, the District of Columbia and the Virgin Islands) administers its own unemployment insurance program to provide a safety net for individual workers who are temporarily unemployed through no fault of their own. The U.S. Department of Labor promulgates regulations and guidelines for UI, but each state makes key decisions about benefit levels, eligibility rules, employer contribution rates and other issues. In Massachusetts, the program is administered by the Division of Employment and Training (D.E.T.).</p>
<b>Eligibility</b>	<p>For those covered by the law, eligibility is based upon two general criteria: earnings and the reason for the separation.</p> <p>The earliest a claim may be filed is during the first full week of unemployment or the first week of significant reduction in the number of hours of work. A delay in filing could affect the amount of benefits.</p>
<b>UI Services</b>	<p><b>Walk-in Services</b></p> <p>Unemployment Insurance Walk-In services are available at offices throughout Massachusetts. Services include assistance with filing a new claim for Unemployment Insurance, reopening a current claim, and resolving problems with a claim.</p> <p>Unemployment Insurance orientation sessions are also held at Walk-In Centers. These sessions include information on rights and responsibilities while collecting Unemployment Insurance, and on the services available, including reemployment assistance. Orientation sessions are open to all claimants-whether filing a claim in person or by telephone.</p> <p><b>Teleclaim Center</b></p> <p>Unemployment Insurance (UI) services are now also available by telephone. Customers can file a new claim for Unemployment Insurance, reopen a current claim, be interviewed if there are issues that affect eligibility, obtain up-to-date information on the status of a claim and benefit payment check, and resolve problems-all by telephone.</p>
<b>Special Information</b>	<p>The unemployment insurance program plays several roles in the economy. It affects:</p> <p>Individuals and families, by providing a partial income replacement to cushion the impact of job losses.</p> <p>The local economy, by softening the swings in consumer purchasing power and spending during times of layoffs.</p> <p>Local industry, by assisting skilled workers to remain in the region while they seek work in the field for which they are trained.</p> <p>The labor force, by assisting workers while they assess their skills, retrain if necessary and find new jobs or new careers that make good use of their abilities.</p>

# **DIVISION OF EMPLOYMENT AND TRAINING UNEMPLOYMENT INSURANCE**

## **Continued**

<b>How To File A Claim</b>	<p>Walk-In offices are located in every region of the state. Telephone numbers for Unemployment Insurance Teleclaim services have been assigned by geographic areas. For the telephone number to use, or for the location of the nearest Walk-In-Center, call the toll-free information line.</p> <p>Call toll-free 1-888-626-5553 (In the Boston area, call: 617-626-5553)</p>
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# DIVISION OF EMPLOYMENT AND TRAINING

## VETERANS EMPLOYMENT AND TRAINING

<b>Summary Description</b>	The Local Veterans Employment Representative and Disabled Veterans Outreach Program (LVER/DVOP) as funded under 38 U.S.C ss. 2001-2012, Chapter 41-42, is supported by a grant from the USDOL, Veterans Employment and Training Service, and provides the statutory responsibilities for the delivery of employment services to U.S. veterans.
<b>Eligibility</b>	<p>A <b>Veteran</b> is an individual who meets the following definition:</p> <p>Any person who (a) served on active duty for a period of more than 180 days and was discharged or released therefrom with other than a dishonorable discharge, or (b) was discharged or released from active duty because of a service connected disability, or (c) is a member of a reserve component which served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged or released from such duty with other than a dishonorable discharged</p>
<b>Core Services</b>	<ul style="list-style-type: none"> <li>• Outreach</li> <li>• Intake and eligibility determination</li> <li>• Orientation</li> <li>• Initial assessment</li> <li>• Job search and job placement assistance</li> <li>• Employment statistics and labor market information</li> <li>• Program performance information</li> <li>• Local Area One-Stop performance information</li> <li>• Supportive service information</li> <li>• Information re: UI claims</li> </ul>
<b>Special Core Services</b>	Veterans must receive priority services over non-veterans and within that, priority is given to the needs of disabled veterans and to veterans of the Vietnam era.

<b>MASSACHUSETTS REHABILITATION COMMISSION</b>	
<b>Summary Description</b>	The Massachusetts Rehabilitation Commission is the state agency that administers the federal/state program of vocational rehabilitation for people with disabilities other than blindness. Our mission is to provide comprehensive services to individuals with disabilities to maximize their quality of life and economic self-sufficiency in the community. Our agency also administers independent living programs for people with disabilities as well as disability determination services. Our services include guidance and counseling, vocational planning, adaptive technology, restorative services, job training, job preparation, job placement and follow-up. Services are delivered at 27 area offices across the state by professionally trained vocational rehabilitation counselors.
<b>Core Services Provided Beyond Those Required in the Workforce Investment Act</b>	
<b>Eligibility</b>	Eligibility determination for vocational rehabilitation is defined by the Rehabilitation Act. To be eligible for services, an individual must have a documented disability that poses a substantial barrier to employment, and the person must require vocational rehabilitation services to be employed. Priority is given to those individuals with the most severe disabilities.
<b>Outreach</b>	Interagency coordination and collaboration assure that community programs and providers are informed about programs and services of the Massachusetts Rehabilitation Commission.
<b>Intake</b>	Intake is the process for gathering the data to make an eligibility determination. It includes review of the nature and extent of disability(s), work history, medical history, educational history, social history as well as discussion of the individual's goals. Intake can occur at the agency or in the community.
<b>Initial Assessment</b>	Initial assessment is provided only to those individuals who have been determined eligible for vocational services. These individuals would receive counseling to determine the functional impact of the disability and then they would be assisted in formulating an <i>Individual Plan for Employment</i> that would outline the goals and services of their vocational rehabilitation program.
<b>Job Search and Job Placement</b>	Job search and job placement are provided to eligible individuals only. These individuals may receive assistance in interviewing, resume preparation, job search, job coaching, workplace accommodations, benefits management and follow-up.

# MASSACHUSETTS COMMISSION FOR THE BLIND

<b>Summary Description</b>	The Massachusetts Commission for the Blind is the state agency that provides rehabilitation services to legally blind residents of the Commonwealth. Our mission and mandate is to promote independence and full inclusion in the workplace and the community. We administer the Federal/State program of Vocational Rehabilitation for people who are blind and for those who are blind and have secondary disabilities. We also administer a statewide program of social services for blind citizens of all ages. Our services include vision rehabilitation and physical restoration, Orientation and Mobility, adaptive equipment and engineering, vocational training, and individualized job placement.
<b>Core Services Provided Beyond Those Required in the Workforce Investment Act</b>	
<b>Eligibility</b>	Eligibility determination for Vocational Rehabilitation is defined by the Rehabilitation Act. To be eligible for VR, an individual must have a documented disability that poses a substantial barrier to employment, and they must require VR services to be employed. For MCB, an individual must be legally blind as defined in Massachusetts Law “Visual acuity with correction of 20\200 or less in the better eye...or a peripheral field of vision contracted to a ten degree radius of less, regardless of the visual acuity.”
<b>Outreach</b>	Eye care providers are mandated by law to report to MCB within 30 days the results of any examination which has established a diagnosis of legal blindness.
<b>Intake</b>	The MCB provides field visits to our consumer’s homes to explain services and benefits and to complete the application process.
<b>Initial Assessment</b>	We assess each consumer to determine the functional impact of vision loss for that person and then design an individualized program of rehabilitation services to restore skills and confidence.
<b>Job Search and Job Placement</b>	For MCB consumers, this will include analysis of the essential duties of a particular job and a determination of the skills necessary



<b>Job Corps</b>	
<b>Summary Description</b>	Job Corps is a federally funded program administered by the U.S. Department of Labor. Job corps provides academic, vocational. Employability and social skills training for socio-economically, disadvantaged youth between the ages of 16-24 in a comprehensive, residential setting. The goal of Job Corps is to prepared undereducated, underemployed, unskilled youth with the training to become self-sufficient, productive members of society.
<b>Eligibility</b>	Youth between the ages of 16-24 years old, socio-economically disadvantaged. Guidelines are determined by the National Office of Job Corps. Interested youth must meet and complete an application process with an Admissions Counselor to determine eligibility.
<b>Location</b>	There are 118 Job Corps Centers nationwide with three in Massachusetts, one in Connecticut, two in Maine, one in Vermont. Massachusetts Job Corps Centers are Westover Job Corps Center, Chicopee; Grafton Job Corps Center, Grafton; Shrivvers Job Corps, Ayer.
<b>Training</b>	GED preparation, reading, math, English as a Second Language, social skills, employability skills, and over 25 vocational skills offerings. School to Work program, advanced training programs and college opportunities.
<b>Other Services</b>	Full residential program, health services, leisure activities, clothing allowance, performance evaluations.
<b>Placement</b>	Students are provided with six months of placement services after completing their training program, including job placement bonus.