



MASSACHUSETTS

Workforce Investment Act

WIA Communication No. 04-46

☒ **Policy** ☐ **Information**

To: Chief Elected Officials
Workforce Investment Board Chairs
Workforce Investment Board Directors
Title I Administrators
Career Center Directors
Title I Fiscal Officers
DCS Regional Directors
DCS Area Directors

cc: WIA State Partners

From: Susan V. Lawler, Commissioner
Division of Career Services

Date: May 25, 2004

Subject: Provision of Core Services through the Massachusetts One-Stop Delivery System

Purpose: To replace policy guidance originally described in WIA Issuance 00-03 (issued 2/14/00) 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 are the primarily self-directed basic labor exchange services that provide information about employment opportunities and the labor market. Second 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 issuance 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 following elements related to the provision of core services by required career center partners must be incorporated into career center operations by Local Workforce Investment Boards and One-Stop Career Center operators:**

- 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 such resources to make effective use of them. This type of assistance should consist primarily of comprehensive orientation to the workforce development 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's WIA and other resources. Front-line career center staff must be trained and available to identify and support individuals in need of and eligible for intensive and training services at the earliest possible instance. Staff must also assist customers ineligible for these services to determine an appropriate plan that may include fee-based services, if desired. Trained staff must be able to identify and must be available to respond to customers 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, as career center core services:
 - ✓ provide screening and referral of competitive applicants in a timely manner,
 - ✓ conduct active employer outreach and solicitation of job openings,
 - ✓ provide readily accessible information such as orientation to career center services,
 - ✓ provide customer assistance with on-line listing of job orders and access to Talent Bank,
 - ✓ provide basic labor market information, and listings of education and training programs and resources,
 - ✓ provide referral services for employers to sources of funding for worker training, community service organizations, and if available, tax credit programs,
 - ✓ provide assistance for significant employer downsizing or layoffs.

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 outlined in this policy.

Outreach

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

Career Center Seminar

Utilizing the specific *Career Center Seminar* curriculum required for all permanently separated UI recipients, provision of information about career center services and customers' rights and responsibilities related to career center registration and participation. Career Center Seminars must be scheduled on-site for career center customers and may be conducted off-site in relation to worker dislocation and Rapid Response activity. The Career Center Seminar, may be utilized in place of other career center orientation curricula.

Orientation

Provision of information about career center services and other services available throughout the career center system. Orientations must be scheduled 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 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 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 Career Center partner at the comprehensive One-Stop Career 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 Career Center in each area by each mandated partner are displayed in **Attachment A, Core Services Matrix for Comprehensive One-Stop Centers in Massachusetts**.

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

- Provision of appropriate technology at the comprehensive One-Stop Career 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 Career Center and the partner

Specific methods for providing and financially supporting the provision of required core services at the comprehensive One-Stop Career 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 Workforce Investment Act of 1998. Eligibility for services that are beyond those stated in the Act will be determined by each partner subject to its regulations. **Attachment B** presents summary descriptions of required partner agencies in Massachusetts.

Attachment B 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: Local Workforce Investment Boards will adhere to the policy delineated in this issuance in developing its annual plan and Memoranda Of Understanding (MOU) with required partners. Each local Board will also ensure that all career center staff are informed of the content of this issuance.

Effective: Immediately.

References: WIA Section 134(d)
WIA Regulations as promulgated at 20CFR 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 Louise Meyer, Director, Career Center Field Operations.

Filing: Please file this in your notebook of previously issued WIA Communication Series Issuances as #04-46.

Enclosures

ATTACHMENT A

Required Partner Programs As Cited in WIA and Providers	Applicable Core Services
<p>Workforce Investment Act Title I programs (Adults, Dislocated Workers and Youth) and Title III programs (Employment Service)</p> <p>DVOP\LVER Veterans Chapter 41 of Title 38</p> <ul style="list-style-type: none"> ▪ One-Stop Career Centers ▪ Local WIB\CEO designated program service providers 	<p><u>Job Seeker Core Services</u></p> <ul style="list-style-type: none"> • Intake and eligibility determination • Outreach • Career Center Seminar • Orientation • Initial assessment • Job search and job placement assistance • Employment statistics and labor market information • Program performance and cost information • Local area program performance information • Supportive service information • Information re: UI claims • Follow-up services <p><u>Employer Core Services</u></p> <ul style="list-style-type: none"> • Orientation • Outreach/solicitation of job orders • Listing job orders • Screening/referral of applicants • Access to Talent Bank • Labor Market Information • Referral to worker training programs and other community resources • Referral to tax credit programs, if available
<p>WIA Title I programs serving dislocated workers (Rapid Response)</p> <ul style="list-style-type: none"> ▪ One-Stop Career Centers 	<ul style="list-style-type: none"> ▪ Outreach • Initial assessment • Career Center Seminar • Job search and job placement assistance
<p>Job Corps</p> <ul style="list-style-type: none"> ▪ Regional Job Corps Centers 	<ul style="list-style-type: none"> • Intake and eligibility determination • Outreach • Orientation • Initial assessment
<p>Native American Programs</p> <ul style="list-style-type: none"> ▪ North American Indian Center of Boston, Inc. ▪ Mashpee-Wampanoag Indian Tribal Council, Inc. 	<ul style="list-style-type: none"> • Intake and eligibility determination • Outreach • Orientation • Initial assessment
<p>Migrant and Seasonal Farmworkers</p> <ul style="list-style-type: none"> ▪ Division of Career Services 	<ul style="list-style-type: none"> • Intake and eligibility determination • Intake and eligibility determination Orientation

<ul style="list-style-type: none"> ▪ One-Stop Career Centers ▪ New England Farmworkers Council 	<ul style="list-style-type: none"> • Initial assessment • Eligibility determination • Outreach, intake and orientation • Initial assessment • Job search and placement assistance
Unemployment Insurance <ul style="list-style-type: none"> ▪ Division of Unemployment Assistance 	<ul style="list-style-type: none"> • Intake and eligibility determination • Information re: UI claims • UI Orientation
WIA Title II Adult Education and Literacy Activities <ul style="list-style-type: none"> ▪ 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"> • Intake and eligibility determination • Outreach • Orientation • Initial assessment
Perkins Post-Secondary Vocational Education Activities <ul style="list-style-type: none"> ▪ Local programs authorized by the Massachusetts Department of Education, Public two year colleges, Some vocational technical schools 	<ul style="list-style-type: none"> • Intake and eligibility determination • Outreach • Orientation • Initial assessment
Vocational Rehabilitation <ul style="list-style-type: none"> ▪ Massachusetts Rehabilitation Commission ▪ Massachusetts Commission for the Blind 	<ul style="list-style-type: none"> • Outreach • Eligibility • Orientation • Initial assessment • Job Search/Placement
Trade Adjustment Assistance <ul style="list-style-type: none"> ▪ Division of Career Services 	Enabling federal legislation does not authorize funding for provision of core services
CSBG Funded Employment and Training Activities <ul style="list-style-type: none"> ▪ Local Community Action Program (CAP) agencies 	<ul style="list-style-type: none"> • Intake and eligibility determination • Outreach • Orientation • Initial assessment
HUD Funded Employment and Training Activities <ul style="list-style-type: none"> ▪ Municipalities; Local Housing Authorities 	<ul style="list-style-type: none"> • Intake and eligibility determination • Outreach • Orientation • Initial assessment
Veterans Workforce Programs <ul style="list-style-type: none"> ▪ 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"> • Intake and eligibility determination • Outreach • Orientation • Initial assessment

ATTACHMENT B

REQUIRED PARTNER AGENCY

SUMMARY DESCRIPTIONS

And

ADDITIONAL INFORMATION

DIVISION OF CAREER SERVICES

WORKFORCE INVESTMENT ACT TITLES I & III

Summary	<p>The Division of Career Services (DCS) administers a number of the workforce development program funding resources that are the foundation of the Massachusetts workforce investment system's service delivery through the One-Stop Career Centers. Among these are program funds targeted to employment and training services for adult job seekers, dislocated workers, and youth covered under Title I of the Workforce Investment Act (WIA) as well as Wagner-Peyser Employment Service (ES) funds under the Wagner-Peyser Act as amended under Title III of WIA. ES funds form the basis of universal access to core labor exchange services for job seeker and employer customers. DCS also administers funds targeted for services to military veterans and for Trade Act eligible workers who have lost employment due to import competition. Title III of WIA, through specified amendments, provides for the integration of these targeted service programs into the One-Stop Career Center system. .</p>
Eligibility	<p>Universal access for job seekers and employers is a requirement under Wagner-Peyser and covers all participants in the Unemployment Insurance and Employment Services Programs, all of the specially targeted groups and the general public at large. Universal access to core services is required under WIA for all eligible participants receiving services authorized under Title I of the Workforce Investment Act.</p> <p>Wagner-Peyser targeted groups include: veterans*, migrant/seasonal farm workers, alien workers, UI claimants, persons with physical and mental disabilities, older workers, dislocated workers and workers affected by plant closings due to import competition or relocation.</p> <p><i>*Veterans must receive priority in receipt of services over non-veterans for all federally funded programs not only Wagner-Peyser programs. Within the priority hierarchy, highest priority is given to the needs of disabled veterans and to veterans of the Viet Nam era.</i></p>
Core Services	<p>The following services are considered basic core services for job seekers and are to be universally available through the One-Stop Career Centers at no cost:</p> <ul style="list-style-type: none"> • Outreach • Intake and eligibility determination • Orientation • Initial assessment • Job search and job placement assistance • Employment statistics and labor market information • Program performance and cost information • Local area program performance information • Supportive service information • Information re: UI claims • Follow-up <p>The following are considered basic core services for employers, and are to be universally available through the One-Stop Career Centers at no cost:</p> <ul style="list-style-type: none"> • Screening/matching/referral of job applicants • Employer outreach to solicit job orders • Orientation/information about Career Center services • On-line job listings and access to Talent Bank • Labor Market Information and listing of education and training resources • Referral to funding sources for worker training, tax credit programs and other support service organizations • Assistance for significant employer downsizing or layoffs

DIVISION OF UNEMPLOYMENT ASSISTANCE

UNEMPLOYMENT INSURANCE

Summary	<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 Unemployment Assistance (D.U.A.).</p>
Eligibility	<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 total amount of benefits.</p>
UI Services	<p>Walk-in Services</p> <p>Unemployment Insurance Walk-In services are available at career centers 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>Teleclaim Center</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> <p>UI Orientation</p> <p>A non-mandatory information session is scheduled for each One-Stop career Center to inform UI claimants of their rights and responsibilities while collecting Unemployment Insurance.</p>
Special Information	<p>The unemployment insurance program benefits the local economy in a number of important ways:</p> <ul style="list-style-type: none"> • It stabilizes the lives of individuals and families, by providing a partial income replacement to cushion the impact of job losses. • It stabilizes the local economy by softening the swings in consumer purchasing power and spending during times of layoffs. • It benefits local industry by assisting skilled workers to remain in the region while seeking work in the field for which they are trained. • It benefits 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.
How To File A Claim	<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 style="text-align: center;">Call toll-free 1-877-626-6800 (In the 617 dialing area, call: 617-626-6800)</p>

DIVISION OF CAREER SERVICES

VETERANS EMPLOYMENT AND TRAINING

Summary	The Local Veterans Employment Representative and Disabled Veterans Outreach Program (LVER/DVOP) as funded under 38 U.S.C. §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.
Eligibility	<p>A Veteran 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>
Core Services	<ul style="list-style-type: none"> • Outreach • Intake and eligibility determination • Orientation • Initial assessment • Job search and job placement assistance • Employment statistics and labor market information • Program performance information • Local Area One-Stop performance information • Supportive service information • Information re: UI claims
Priority of Service	Veterans <i>must</i> receive priority in receipt of services over non-veterans and within that, priority is given to the needs of disabled veterans and to veterans of the Vietnam era.

MASSACHUSETTS REHABILITATION COMMISSION	
Summary	The Massachusetts Rehabilitation Commission (MRC) is the state agency that administers the federal/state program of vocational rehabilitation for people with disabilities other than blindness. Its mission is to provide comprehensive services to individuals with disabilities to maximize their quality of life and economic self-sufficiency in the community. MRC also administers independent living programs for people with disabilities as well as disability determination services. Services include guidance and counseling, vocational planning, adaptive technology, restorative services, job training, job preparation, job placement and follow-up. Services are delivered at MA Rehabilitation area offices across the state by professionally trained vocational rehabilitation counselors.
Core Services Provided Beyond Those Required in the Workforce Investment Act	
Eligibility	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.
Outreach	Interagency coordination and collaboration assure that community programs and providers are informed about programs and services of the Massachusetts Rehabilitation Commission.
Intake	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.
Initial Assessment	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.
Job Search and Job Placement	Job search and job placement are provided to eligible individuals only. These individuals may receive assistance in interviewing skills, resume preparation, job search, job coaching, workplace accommodation, benefits management and follow-up.

MASSACHUSETTS COMMISSION FOR THE BLIND

Summary	The Massachusetts Commission for the Blind (MCB) is the state agency that provides rehabilitation services to legally blind residents of the Commonwealth. Its mission and mandate is to promote independence and full inclusion in the workplace and the community. MCB administers the federal/state program of vocational rehabilitation for people who are blind and for those who are blind and have secondary disabilities. MCB also administers a statewide program of social services for blind citizens of all ages. Services include vision rehabilitation and physical restoration, orientation and mobility, adaptive equipment and engineering, vocational training, and individualized job placement.
Core Services Provided Beyond Those Required in the Workforce Investment Act	
Eligibility	Eligibility determination for vocational rehabilitation (VR) 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 or less, regardless of the visual acuity.”
Outreach	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.
Intake	MCB provides field visits to consumers’ homes to explain services and benefits and to complete the application process.
Initial Assessment	MCB assesses 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.
Job Search and Job Placement	For MCB consumers, this includes analysis of the essential duties of a particular job and a determination of the skills necessary.

JOB CORPS

Summary	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 prepare undereducated, underemployed, unskilled youth with the training to become self-sufficient, productive members of society.
Eligibility	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.
Location	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; Shriver Job Corps Center, Devens.
Training	GED preparation, reading, math, English as a Second Language, social skills, employability skills, and over 25 vocational skill offerings. School to Work program, advanced training programs and college opportunities.
Other Services	Full residential program, health services, leisure activities, clothing allowance, performance evaluations.
Placement	Students are provided with six months of placement services after completing their training program, including job placement bonus.