



Workforce Investment Board
OF TULARE COUNTY
Driving Economic Success

Memorandum

TO: One-Stop Operators
FROM: Adam Peck, Executive Director
DATE: June 20, 2011
SUBJECT: Priority of Services (*Revised*)

1. Priority of Service

The Workforce Investment Board of Tulare County (WIB) Workforce Investment Act (WIA) Eligibility Technical Assistance Guide (TAG) Section IV establishes a priority of service for the receipt of Intensive and Training services.

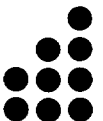
The TAG states that "to the extent that WIA Title 1B funds are available, the provision of services to other customers will be considered".

This memo serves as notice that within the integrated service design, Intensive and Training services shall be expanded to individuals who are not recipients of public assistance or other low income individuals. This change will clearly simplify the process of determining WIA Adult Eligibility.

However, it is important that the One-Stop Operator be careful to determine if an individual is eligible as a Dislocated Worker prior to engaging the streamlined WIA Adult eligibility process. Priority of service does not apply to Dislocated Workers; their dislocated worker status qualifies them for training services.

2. Training Criteria

Because Integrated Service Design allows individuals to be eligible for Intensive and Training services without regard to income, there is a need to establish criteria to determine when it is appropriate to expend WIA training funds.



The criteria to determine if an individual is appropriate for training are:

A. Must meet WIA Adult low income guidelines for eligibility as defined in the WIB WIA Eligibility Technical Assistance Guide.

or

B. Must meet Dislocated Worker eligibility as defined in the WIB WIA Eligibility Technical Assistance Guide.

and

- The customer has completed WorkKeys. *(Please note that customers who have been accepted into an RN, LVN, Psych. Tech., or POST Academy program are exempt from the WorkKeys requirement.)*
- With regard to Individual Training Accounts, the customer has researched the demand occupations in the labor market, and identified appropriate education and training providers as outlined in TUL 11-01 WIB Directive Individual Training Account.

3. Exits and Follow-ups

The WIB approved TCWIBD 09-02 "The Integrated Reporting and Program Accountability Directive" on July 8, 2009. This Directive eliminates the need to complete the JTA Exit and Follow-up Forms. Instead, the customer is automatically exited from all enrolled programs when 90 days has elapsed since the last enrolled service estimated completion date. If a customer does not receive a service for 90 days and a documented gap in service has not been recorded through the MIS, the customer is automatically exited from the program on the 91st day.

However, all training activities (ITA and On the Job Training [OJT]) and the intensive service of Work Experience require Virtual One Stop (VOS) case closure to further increase performance accountability.

Special grant requirements may also require the completion of the JTA Exit and Follow-up Forms. When that necessity arises, One-Stop Operators will be given technical assistance and guidance on the process.

Taken together, these measures allow us to begin immediately taking steps towards providing intensive services to a much larger portion of the customers of the Employment Connection Centers. My expectation is that by streamlining the WIA business process, we will strengthen the implementation of an integrated one-stop system.

Please direct questions regarding this memo to David McMunn, Deputy Director-Operations at (559) 713-5200.

Thank you.