



INSTRUCTION LETTER

INSTRUCTION NUMBER: WIA 13-24

TO: Upstate Workforce Investment Board (Upstate WIB)
SC Works Operator
SUBJECT: Suitability Requirements for the Workforce Investment Act (WIA)

DATE	DATE	DATE
ISSUED: July 18, 2014	EFFECTIVE: Immediately	EXPIRES: Indefinitely

PURPOSE:

This instruction is to convey the process to be used by the Upstate Workforce Investment Board (Upstate WIB) Onestop Operator for determining suitability and "need" for intensive and training services; including WIA Adult and Dislocated Worker (DW) funded Individual Training Accounts (ITA) for clients served in the Adult and Dislocated Worker programs.

BACKGROUND:

The WIA program is designed to provide employment and training opportunities to those who can benefit from, and who are most in need of such opportunities. However, WIA is not an entitlement program. This requires that eligible individuals are determined to be suitable for program enrollment based upon a consistent and equitable assessment that is relevant to the level of services for which the individuals are applying.

Selection of customers for intensive/training services is based on both need and suitability. While persons may be fully eligible and in need of intensive services or training, they may not be suitable, pending resolution of an immediate problem or a personal barrier. Suitability is the assessed ability and the perceived personal commitment of the customer to attend intensive services or training activities, to successfully complete these activities, and to acquire and retain employment at or leading to self-sufficiency. Suitability is determined by staff and the customer during orientations and other activities, where the customer decides if WIA training is right based on information provided.

POLICY:

A. Determining Suitability:

During Core Services suitability is usually determined by the customer, with assistance from Core Services Staff. Core services staff should identify, and refer to WIA Orientation, those customers who may need, and could benefit from WIA Intensive Services. This need may be based on factors including, but not limited to:

1. Those utilizing the resource room on a continuous basis,
2. Customers attending multiple job fairs or recruiting events,
3. Customers attending multiple workshops,
4. Long-Term Wagner-Peyser registrants, and
5. Customers who have received multiple unsuccessful job referrals

During and after the WIA application process, and while in further assessment, it is determined by the Career Consultant, and the customer, exactly what WIA services are indicated and if the customer has the ability to follow through, with a reasonable hope for success. During the IEP process the customer and Career Consultant together decide if the customer choices and services are compatible. This process may continue through training as certain decision points are reached.

- B. Intensive Services Suitability Determination:**
- Determining an individual's suitability and "need" for intensive services requires one-on-one assistance with a Wagner-Peyser Career Development Specialist or a Disabled Veteran Outreach Program Specialist (DVOP). It is here that information must be obtained to identify if WIA intensive or training services are appropriate for the eligible core services participant. A review of individual barriers (current or potential), work history, existing skills, interests, expectations, and the availability of appropriate intensive services in the local area are all factors that should be reviewed in order to determine if the individual should be enrolled beyond core services.
- WIA Adult and/or DW intensive services are intended for unemployed and under-employed individuals who are unable to obtain or retain employment at the core service level. All employed individuals must demonstrate that they are not self-sufficient, as defined by local WIB policy, in order to move from core to intensive services.
- C. Training Services Suitability Determination:**
- Suitability must be determined through the assessed ability and the perceived personal commitment of the customer to attend training activities, to successfully complete these activities, and to acquire and retain employment at or leading to self-sufficiency. While persons may be fully eligible and in need of training services they may not be suitable pending resolution of an immediate issue (academic, personal, etc.) or a barrier. **Assessments, including, WorkKeys, is key to determining suitability.** Decisions relating to suitability will be made using total assessment results as part of the basis for the decision.
- Suitability for training services involves determining if an eligible customer is reasonably able, based on assessment results, to complete training services at the level of success required by the customer's choice.
- Access to training services requires more information in order to determine if training is needed and appropriate for the intensive services participant. The regulations require that in order to receive training services, the participant must:
1. Be unable to obtain or retain employment, at a sustainable wage, through core and intensive services;
 2. Be determined to be in need of training after an individual interview, evaluation, or assessment;
 3. Have the skills and qualifications to successfully participate in the selected program of training services;
 4. Select a program of study that is directly linked to the employment opportunities in the local area involved;
 5. Be unable to obtain other grant assistance for training or require assistance beyond the assistance made available under other grant assistance programs, including Pell Grant funds.
- This information, combined with assessment data collected during intensive services (such as a review of barriers, dependency, employment history, interests, etc), help determine suitability or "need" for training assistance.
- Further training suitability factors should include:
1. Are immediate goals too ambitious for their current situation?
 2. The customer's history of completing goals.
 3. If barriers are present, what are they and how difficult are they to overcome?
 4. How many agencies will be needed to provide interventions?
 5. The length of time needed to provide interventions.
 6. Will WIA and other agencies make a **significant** difference in the customer's ability to attain self-sufficient employment?

- D. Considering the above, circumstances that may make a person not suitable for Training Services include:
1. Ineligible WIA applicants (automatically not suitable).
 2. Persons requiring extensive support beyond the ability of WIA or other activities to provide.
 3. Persons whose training needs are more appropriately served by another agency.
 4. Persons whose training desires cannot be met by WIA funding.
 5. Persons whose lives are in immediate crisis and cannot participate in WIA activities at this time.
 6. Persons whose financial situation will not allow them to attend training, even with assistance.
 7. Persons who cannot allocate sufficient time for the required commitment to WIA training services.
 8. Consistent failure to show for scheduled appointments, Intensive Service activities, assessments, or other program services.
 9. Persons lacking transportation to attend training even with WIA or other agency assistance.
 10. Persons who require or insist on services sooner than WIA can provide them.
 11. Persons who are admitted active substance abusers and who are not active in rehabilitation to overcome their dependency.
 12. Applicants wanting a job now without regard to, or the desire for, vocational training. These are best served by Core or Intensive Services.
 13. Persons considered trained and ready for employment in a demand occupation with wages equal to, or better than, that which can be gained through WIA training services.

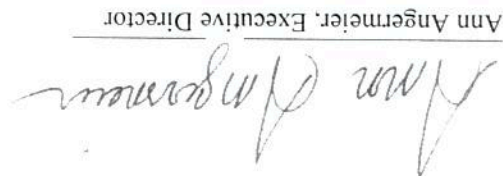
ACTION:

You are responsible for the immediate distribution and implementation of this instruction.

Included with this instruction is a *Core/WIA Intensive/WIA Training Services Suitability Guide*. This form is to be completed for every customer interviewed by Wagner-Peyser, Veteran, or WIA Staff for suitability for WIA Intensive or Training Services. Wagner-Peyser/Veteran Staff should deliver the form to the appropriate SC Works Center Manager. If the customer is deemed "not suitable," the Center Manager should file the form in a binder in that location's central file. If the customer is deemed "suitable," the Center Manager should forward the form to the assigned Career Consultant. If the customer is enrolled, the form should be kept in the participant's hard file. If deemed "not suitable" by the Career Consultant, the form should be returned to the Center Manager for filing in the central files. There should also be case note documentation, by Wagner-Peyser, Veteran, and WIA staff, of the suitability determination rationale. All case notes should be entitled "WIA Suitability Determination."

INQUIRIES:

Should you have any questions regarding this instruction, please contact Brenda Connelly at 864.596.2028, TTY: 711, or at bconnelly@upstatewib.org.


Ann Angermeyer, Executive Director

Source: None

CORE/WIA INTENSIVE/WIA TRAINING SERVICES SUITABILITY GUIDE

Selection of customers for intensive/training services is based on both need and suitability. While persons may be fully eligible and in need of intensive services or training, they may not be suitable. Suitability is the assessed ability and the perceived personal commitment of the customer to attend intensive services or training activities, to successfully complete these activities, and to acquire and retain employment at, or leading to, self-sufficiency. Suitability is determined by staff and the customer during orientations and other activities, where the customer decides if WIA training is right based on information provided.

Complete the suitability checklist for the applicant you are considering for WIA enrollment by placing an "X" in either the "Y" or "N" column for each question.

Complete appropriate box on reverse side of this form.

CORE REFERRAL TO WIA SUITABILITY FACTORS		
1	Customers utilizing the resource room on a continuous basis.	
2	Customers attending multiple job fairs or recruiting events.	
3	Customers attending multiple workshops.	
4	Long-term Wagner-Peyser registrants.	
5	Customers who have received multiple unsuccessful job referrals.	

WIA INTENSIVE SERVICES SUITABILITY FACTORS		
1	Extensive support (medical, dental, mental health, child care, etc.) is required beyond ability of WIA to provide. (These issues should be resolved before WIA enrollment.)	
2	Needs are more appropriately served by another agency. WIA enrollment may be appropriate later after the issues have been sufficiently addressed by other agency.	
3	Customer is a person whose life is in immediate crisis and cannot fully participate in a WIA service at this time. Examples include family problems that will force them to drop out of the program.	
4	Consistently fails to show for appointments or program services thereby showing lack of interest. If they cannot complete pre-enrollment assignments, they will probably not complete training.	
5	Lacks transportation to attend training or to obtain employment even with assistance. If no viable option and applicant will not move, they will not be successful and should not be enrolled.	
6	Admits to current, active substance abuse and is not in rehabilitation to overcome this dependency. This applicant will not be successful and should probably not be enrolled.	
7	Customer wants/needs job now without regard to, or the desire for, vocational training. May need only core services, unless specialized placement assistance is necessary.	
8	Considered already sufficiently trained and ready for employment in an occupation with wages equal to or better than that which can be gained through WIA Training Services.	
9	Background check does not support requirements for the training, such as a person with a particular type of felony background who wants a job in an area where employers will not hire them.	

WIA TRAINING SERVICES SUITABILITY FACTORS		
1	Training desires cannot be met by WIA, such as a training program not on ETP List.	Y
2	Customer's financial situation will not allow them to attend training, even with assistance. Non-training options may be considered for this applicant.	
3	Customer appears to be unable to allocate sufficient time to WIA Training Services.	
4	Customer requires or insists on services sooner than can be provided.	

In terms of interpretation of results, there are some items in the suitability scale that may on their own be sufficient for staff to conclude that the customer cannot be successful in intensive services or training. For example, if they have no transportation, they will likely not be successful in any intensive or training activity. In other cases, however, they may have one or two problem areas which may not be limiting to a sufficient degree to rule them out as a candidate. The factors mentioned above are meant to be guidelines for staff to consider when making a decision on WIA suitability but are not to be considered all-inclusive.

Complete appropriate box on reverse side of this form.

TO BE COMPLETED BY WIA STAFF:

Customer Name: _____
Determination (Circle): _____
Non-Suitable Referred to Intensive Services Referred to Training Services

Determination Rationale (Detailed Explanation Required): _____

Staff Name (Please Print): _____
Title: _____

SS# Last 4: _____

TO BE COMPLETED BY WIA STAFF:

Customer Name: _____
Determination (Circle): _____
Non-Suitable Referred to Intensive Services Referred to Training Services

Determination Rationale (Detailed Explanation Required): _____

Staff Name (Please Print): _____
Title: _____

SS# Last 4: _____

TO BE COMPLETED BY WP/VETERAN SERVICES STAFF:

Customer Name: _____
Determination (Circle): _____
Non-Suitable Referred to WIA

Determination Rationale (Detailed Explanation Required): _____

Staff Name (Please Print): _____
Title: _____

SS# Last 4: _____