

**SUMMARY**

The WIA is designed to increase employment, retention, earnings and occupational skill attainment of job seekers and employers through a One-Stop delivery system.

**WHAT ARE THE WORKFORCE INVESTMENT SERVICES AVAILABLE THROUGH THE ONE-STOP SYSTEM?**

The Workforce Investment Act (WIA) mandate that the One-Stop centers offer access to **core services, intensive services, and training services**, including being the access point for receiving vouchers for training services. The One-Stop centers also serve as the access point to eleven (11) mandated “partner” agencies and their services. Customers may access information on any of the 11 partners in the One-Stop by: on-site visits with agency representatives, telephone, email, fax, and/or printed material (i.e., agency brochures, flyers, applications, and other printed material). The 11 mandated One-Stop partners are:

1) Employment and training programs authorized under the WIA for adults, dislocated workers, and youth; 2) Wagner-Peyser programs (Employment Service/Job Service); 3) Adult education and literacy programs; 4) Vocational Rehabilitation programs; 5) Senior Community Service Employment programs (i.e., AARP); 6) Post-secondary vocational education programs (college and technical education); 7) Trade Adjustment Act and NAFTA programs; 8) Veterans employment and training programs; 9) Employment and training programs through Community Action Agencies; 10) Employment and training programs through public housing authorities; and 11) Unemployment Compensation programs.

The One-Stop system can offer access to all of the programs above based on need.

**WHAT ARE THE CORE SERVICES AVAILABLE IN ONE-STOP?**

1. Determinations of customer eligibility to receive WIA assistance;
2. Outreach, intake, and orientation to the information in the One-Stop;
3. Initial assessment of skill levels, aptitudes, abilities, and supportive service needs;
4. Job search and placement assistance, and, where appropriate, career counseling;
5. Provision of employment statistics information;
6. Provision of performance information and program costs information on eligible providers of training services, providers of youth activities, providers of adult education activities, providers of post-secondary vocational education activities, and providers of vocational rehabilitation program activities;
7. Provision of supportive services available in the community (child care and transportation services);
8. Provision of information regarding filing claims for unemployment compensation;
9. Assistance in establishing eligibility for financial aid to participate in activities and training programs that are not funded under WIA;
10. 12-month follow-up services for participants placed in unsubsidized employment

**WHO IS ELIGIBLE TO RECEIVE CORE SERVICES?**

Core services at One-Stop Centers are available to all adults (age 18 and over) and dislocated workers, and are provided by One-Stop partners. However, if you need more intensive one-on-one assistance by One-Stop staff to assist you with your job search, resume, interviewing skills, etc., then you must be registered in a WIA program. Registration is the process of collecting certain information (i.e., documents verifying eligibility to work in the U.S.) so that staff can track your progress and provide a report to the U. S. Department of Labor. Registered customers through the Workforce Investment Act (WIA) will be tracked to determine whether the assistance provided enabled them to obtain full time unsubsidized employment.

The majority of customers who visit a One-Stop Center are able to conduct their job search, complete resumes, etc. with minimal or no staff assistance. Job search tools are provided in the One-Stop Centers so that customers may “serve themselves” at no cost.

**WHAT ARE THE INTENSIVE SERVICES AVAILABLE IN ONE-STOP?**

The One-Stop Centers offer intensive services to customers who are unable to obtain full time unsubsidized employment through core services and are in need of additional services to obtain and retain employment that allows for self-sufficiency. The intensive services available through the One-Stop include, but are not limited to:

1. Comprehensive and specialized assessments of skill levels;
2. Individual employment plans;
3. Individual and group counseling;
4. Case management; and
5. Short-term prevocational services.

**WHO IS ELIGIBLE TO RECEIVE INTENSIVE SERVICES?**

All unemployed or underemployed adults (ages 18 and over) and dislocated workers who are not able to obtain or retain full time unsubsidized employment after receiving core services.

### **WHAT ARE THE TRAINING SERVICES AVAILABLE IN ONE-STOP?**

The types of training services provided under the WIA include:

1. Occupational skills training, including training for nontraditional employment;
2. On-the-job training (on a case by case basis);
3. Skill upgrading and retraining;
4. Entrepreneurial training;
5. Job readiness training;
6. Adult education and literacy activities provided in combination with other services; and
7. Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful training completion of the training.

All training programs must be for in-demand training occupations in which there are employment opportunities available to individuals upon training completion.

### **WHO IS ELIGIBLE TO RECEIVE TRAINING SERVICES?**

Individuals who have received core and intensive services (an interview, evaluation, assessment, case management) and have been determined by a WIA case manager to be in need of training services and have the skills and qualifications to successfully participate may qualify for training services.

In circumstances where training funds are limited, the local Workforce Investment Board (WIB) has established a priority of training services policy. The policy is as follows:

Priority of training services under title I of WIA will be given to unemployed and underemployed individuals who are not able to obtain or retain employment that leads to self-sufficiency after receiving core and intensive services. Underemployed is defined as employment less than 30 hours a week. Training priority may be provided to individuals who are determined as low-income after receiving core and intensive services. Training may also be provided to unemployed or underemployed individuals who document appropriate job search (i.e., acceptable job search documentation include copies of employment applications, resumes with cover letters, verification by Job Service that job matching referrals were made, etc.).

### **WHO ARE THE PROVIDERS OF TRAINING SERVICES?**

Providers of training services are approved by the local Workforce Investment Board (WIB) and the State Workforce Investment Area Department after meeting certain performance criteria. Performance criteria include: training completion rates, placement rates (upon training completion), average wages earned, retention on the job for 6 months.

The entities that qualify as WIA Provider of Training Services include:

1. Post-secondary vocational institutions that are eligible to receive assistance under Title IV of the Higher Education Act of 1965 and that provide a program leading to an associate degree, baccalaureate degree or certificate;
2. Entities that carry out apprenticeship programs registered under the National Apprenticeship Act;
3. Other public or private providers of training services, including post-secondary institutions for programs of training services that do not lead to an associate degree, baccalaureate degree or certificate and entities which carry out apprenticeship programs not registered under the National Apprenticeship Act.

A statewide list of providers of training services is maintained by the One-Stop so that training participants may choose the listed training program of their choice.

### **WHAT IS THE NEXT STEP IF YOU ARE INTERESTED IN THE WIA PROGRAM?**

We have experienced a large volume of customers seeking WIA training services, therefore, please provide your name and telephone number to a One-Stop staff person by visiting one of our two One-Stop Centers, by calling (864) 467-8080. You will be scheduled to attend a group meeting(s) to further discuss One-Stop services under the Workforce Investment Act. The meeting(s) are held in order to ensure that customers are fully aware of the available options and services provided by the One-Stop system to assist in obtaining full-time employment.