



Number: 0.0.1.70000.0  
New  Revision

Date: October 3, 2005

Topic: Intensive and Training Services Activities

Affected Programs: Adult and Dislocated Worker Programs

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**Purpose**

To provide clarification and consistency for program documentation in I-trac of participant Intensive and Training service activities.

**Intensive Services**

WIA Intensive services include those staff-assisted activities designed to help participants become ready for training or ready for employment. There are 12 different activities that participants may engage in that are tracked via I-trac. The first Intensive activity that participants engage in must be selected from the first three activities defined below; once one of these activities has been engaged in, the remaining Intensive activities may be selected as appropriate:

**Employment Information:** Activities that provide customer with information about what can be expected in the local labor market in terms of business and employment opportunities, seasonality of job opportunities, rates of pay, skills needed for competing in the labor market, current rates of unemployment, cost of living information (for people making relocation decisions), information regarding education and training programs (including providers and costs), listing of major employers and what they do, other sources of job information. Employer Forums are one example of an Employment Information activity.

**Initial Assessment:** Initial assessment of skill levels, aptitudes, interests, abilities, and support service needs.

**Job Search:** Activities designed to help the job seeker plan and carry out a successful job hunting strategy. Services may include work readiness, resume preparation, job search workshops, job finding clubs, provision of specific labor market information (including employer expectations).

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**Comprehensive Assessment:** Comprehensive assessment of skill levels and service needs to identify employment barriers and appropriate goals. Activities can include any or all of the following: Diagnostic testing, in-depth interviewing, evaluation, or other assessment tools. Specific examples include training placement tests, ESL testing, and other assessments used where there is a need to more narrowly determine skills, aptitudes and abilities and that transcend initial assessments.

**Employment Counseling:** One-on-one assistance with issues and/or strategies related to career planning, job readiness, and the achievement of Individual Career Plan goals and objectives.

**Individual Career Plan Development:** One-on-one assistance with the development of an individual career plan.

**Short-term Prevocational Services:** Services that can be delivered in a short period of time and that remove barrier and/or improve employment opportunities for participants. There are four specific categories from which to choose:

**Prevocational - ABE/GED:** Participation in Adult Basic Education and/or GED classes to upgrade basic skill deficiencies or secure a GED. There is no time limit on the ABE or GED classes.

**Prevocational - Basic Computer Literacy:** Instructor-led or self-paced basic computer courses designed to familiarize participant with basic computer technology. Individual classes may not be more than 40 hours in length and may not be higher than Level I computer classes, which are considered the basic literacy classes for Intensive Service purposes.

**Prevocational - ESL:** Participation in English as a Second Language to upgrade English skills to a level where the customer may participate in a Vocational ESL training course, an Occupational Skills training course, or become successfully employed in unsubsidized job. There is no time limit on ESL classes.

**Prevocational - Other:** Instructor-led or self-paced classes that provide participants with skills or knowledge that allow them to become better qualified or better able to compete for specific positions or entry to specific fields. Individual classes may not be more than 40 hours in length. Examples might include medical terminology, medical vocabulary.

**Support Services:** Support service payments provide financial assistance to customers to enable them to fully engage in job search, education or training activities. Support service payments must follow Regional LWIB Policy 4.0.0.77000.0 and Operational Communication 4.0.1.77000.0.

**Adult Follow-up Services:** Any informational or intensive services provided after customer exits WIA services.

All activities that enrolled customers engage in should be documented in I-trac with appropriate start and stop dates.

## Training Services

WIA Training services are available to participants who have engaged in one or more Intensive service and have been unsuccessful in meeting their career plan goals. Training services are guided by several Regional policies, including Training Services #5.0.0.73000.0; Eligible Training Provider List Exceptions Policy #1.0.0.73000.1 and related documents; On-the-Job Training Policy #6.0.0.73210.0 and related documents; and Individual Training Accounts (ITA) #8.0.0.73000.0 and related documents.

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When tracking training activities in I-trac, there are five different options from which to choose – career specialists should choose the option that best fits the participant’s program of training:

**Vocational ESL Training:** An occupational skills training program that includes as a component of the curriculum appropriate and complementary vocational ESL. Examples include VESL Career Pathways trainings.

**Entrepreneurial Training:** Training and/or classes available through the Small Business Development Center that lead to self-employment or small business start-up. Training program must include deliverables as defined by SEP/UI requirements. If certificate is not available, then Regional Credential should be planned.

**Occupational Skills Training:** Degree or state/industry recognized certificate program designed to prepare participants with the skill and knowledge to enter employment in a specific occupation or group of occupations.

**On the Job Training:** A program of training that is developed in line with Regional LWIB Policy 6.0.0.73210.0 On-the-Job Training.

**Adult Follow-up Training Services:** Any training service provided after customer exits WIA services.