



ADMINISTRATIVE BULLETIN NO. 08A

TO: WIA ADULT CONTRACTING AGENCIES

SUBJECT: INTENSIVE SERVICES

EFFECTIVE: JULY 1, 2009

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I. BACKGROUND:

The Workforce Investment Act of 1998 established the requirements for delivery of Intensive Services through the One-Stop Delivery System, as referenced in WIA Sec. 134 (d) (3) (C) and WIA Final Rule 663.200. The One-Stop system is the basic delivery system for adult services. Through this system, adults can access a continuum of services. The services are organized into three levels: core, intensive, and training. This bulletin will cover the requirements for intensive services.

At a minimum, an individual must receive at least one core service before receiving intensive services. A determination of the need for intensive services as established by the initial assessment or the individual's inability to obtain employment through the core services provided must be contained in the participant's case file. There is no required minimum time period for participation in core services before receiving intensive services.

II. GENERAL POLICY:

Intensive services shall be provided through the One-Stop delivery system, directly through one-stop operators identified or through contracts with service providers, which may include contracts with public, private for-profit, and private non-profit service providers, approved by the local board.

A One-Stop operator shall include the consortium of One-Stop partners, or service contractors of the local WDC.

There are two categories of adults who may receive intensive services (663.220):

- (a) Adults who are unemployed, have received at least one core service and are unable to obtain employment through core services, and are determined by a One-Stop operator (One-Stop Partner) to be in need of more intensive services to obtain employment; and
- (b) Adults who are employed, have received at least one core service, and are determined by a One-Stop operator (One-Stop Partner) to be in need of intensive services to obtain or retain employment that leads to self-sufficiency as described in (663.230).

Intensive services provided to adults are determined on a case by case basis to meet the individual needs of each participant. Intensive services may include: WIA Sec. 134 (d) (3) (C)

- (a) Comprehensive and specialized assessments of the skill levels and service needs of adults which may include:
  - (I) Diagnostic testing and use of other assessment tools; and
  - (II) in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
- (b) Development of an Individual Employment Plan, to identify the employment goals, appropriate achievement objectives, and

appropriate combination of services for the participant to achieve the employment goals.

- (c) Group counseling.
- (d) Individual counseling and career planning.
- (e) Case management for participants seeking training services.
- (f) Short-term prevocational services, including development of learning skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.

**Prevocational services** are defined as short-term or low-cost preparatory training lasting less than a week or at a cost of \$500 or less and not funded through an ITA award. Exceptions must be submitted to WDC for approval.

A structured pre-apprenticeship program, which prepares participants with the skills required to enter a registered Apprenticeship Program is defined as prevocational training not funded through an ITA award.

Other intensive services include: (WIA Final Rule 663.200)

- (g) Out-of-area job search assistance.
- (h) Literacy activities related to basic workforce readiness.
- (i) Relocation assistance
- (j) Internships.
- (k) Work experience.

The choice of Intensive services offered to each participant must be clearly detailed and validated in the participant file.