



UNITED STATES DEPARTMENT OF LABOR

Employment & Training Administration - Region 2

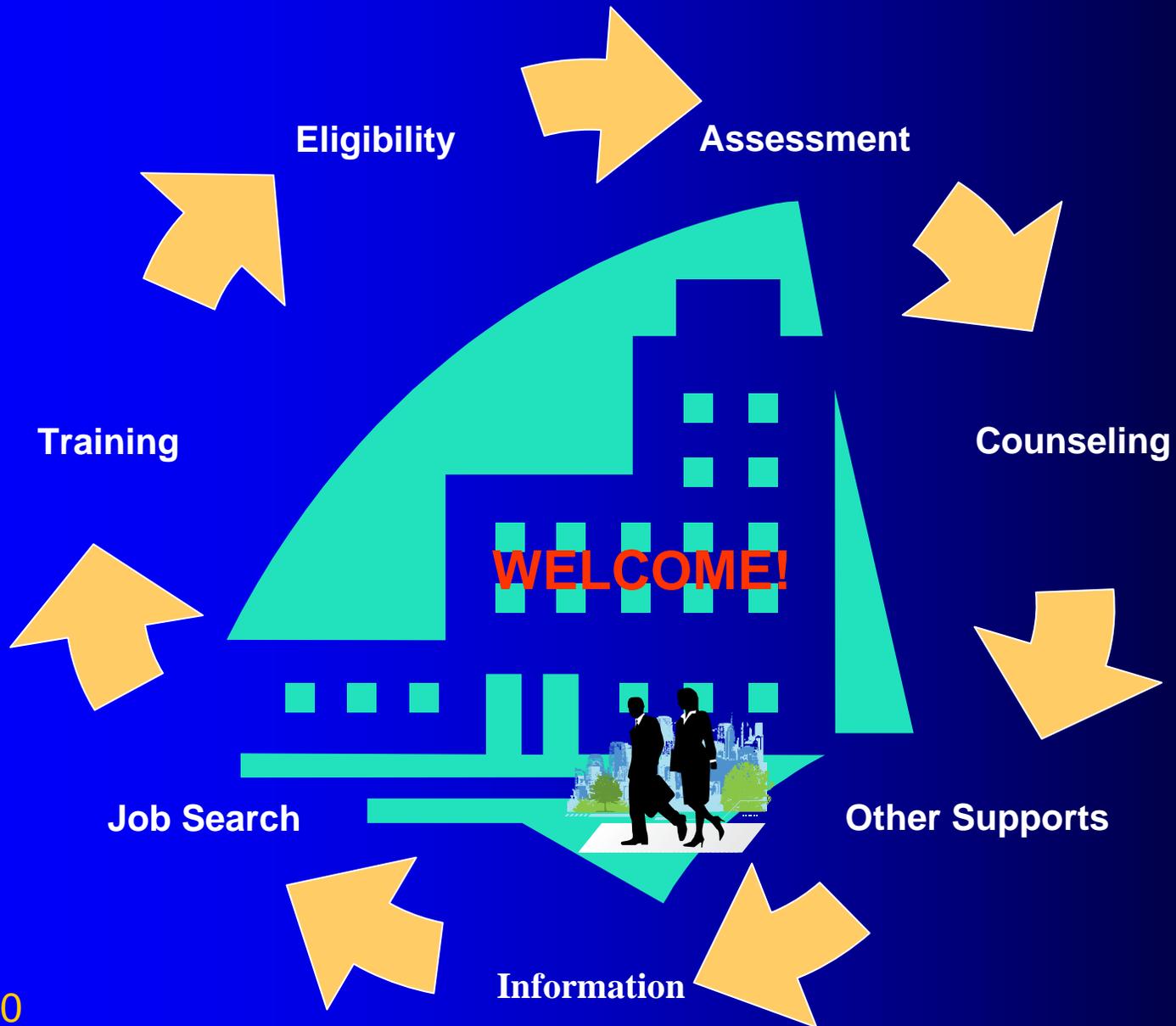
# THE ONE-STOP SYSTEM

20 CFR Part 662 – Subparts A-D



# UNITED STATES DEPARTMENT OF LABOR

Employment & Training Administration - Region 2



§662.100



UNITED STATES DEPARTMENT OF LABOR

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# EXERCISE





# One-Stop Required Partners

1. WIA Title 1 Programs:  
Adult, DW, Youth, Job  
Corps, Native American,  
and MSFW
2. Employment Services
3. Adult Education under  
WIA
4. Postsecondary Voc. Ed.  
Under Perkins
5. Vocational Rehabilitation  
Under WIA
6. **Welfare-to-Work**
7. Title V of Older Americans  
Act (SCSEP)
8. Trade Adjustment  
Assistance
9. Veterans Employment  
and Training Programs
10. Community Services  
Block Grant
11. HUD Administered  
Employment and Training  
Programs
12. Unemployment Insurance  
Programs

§662.200 – 230

§662.300 – 310

Local Board and LEO may approve  
other programs as partners



# One-Stop Operator

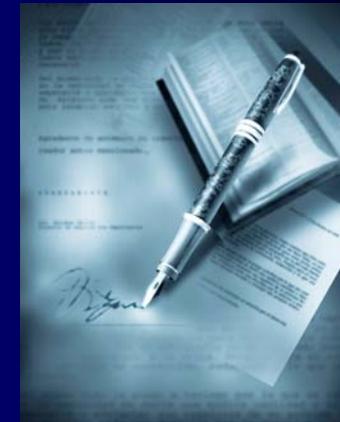
Can Be:

- A Post-Secondary Educational Institution
- An Employment Service Agency
- A private, non-profit organization
- A governmental agency
- Another interested organization or entity



## Memorandum of Understanding (MOU)

- Each One-Stop Partner must enter into an MOU
- MOU must describe:
  - Services to be provided
  - How services and operating costs will be funded
  - Methods of referral of individuals
  - Duration of and process for amending MOU
  - Other provisions agreed upon by partners





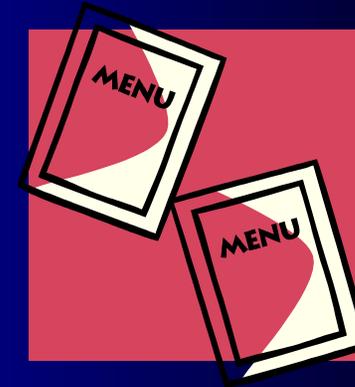
# EXERCISE





## Core Services

- Eligibility
- Outreach and Intake (may include profiling)
- Orientation to services
- Initial assessment
- Career counseling
- Job search and placement assistance
- Employment statistics  
Performance information
- Supportive services information
- Unemployment Insurance filing Information
- Assistance with Financial Aid forms



§662.240

§663.150

Adult and Dislocated Worker Programs must provide follow-up services to those placed in unsubsidized employment.



# **ADULT & DISLOCATED WORKER PROGRAMS**

**20 CFR Part 663 – Subparts A-F**



# Eligibility Criteria

WIA Sec. 101(9)

- **Adult** - an individual 18 years old and older
- **Dislocated Worker** – an Adult who...
  - A. Terminated or Laid off;
    - i. Has been Terminated or laid off, or received a notice;
    - ii. Is eligible for or exhausted unemployment compensation  
**OR**
    - iii. Able to demonstrate sufficient connection to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or employment not covered under State UI; **AND**
    - iv. Unlikely to return to a previous industry or occupation
  - B. Terminated or Laid off due to Substantial Layoff or Closure;
    - i. Has been Terminated or laid off, or received a notice as a result of a permanent closure or substantial layoff;
    - ii. Is an employee where announcement indicates closure in 180 days; **OR**
    - iii. Is an employee where general announcement has been made (for Core Services Only)
  - C. Self-Employed, but is now unemployed due to economic conditions in the community or natural disasters.
  - D. Is A Displaced Homemaker providing unpaid services in home to family members;
    - i. Has been dependent on the income of another family member but is no longer supported by that income; **AND**
    - ii. Is unemployed or underemployed and experiencing difficulty in obtaining or upgrading employment

§663.110



# EXERCISE





## Mary

- Mary works for a company that recently declared Chapter 11 Bankruptcy. There has been no announcement that the company will close. Mary is afraid. What services can be provided to her?
- Now, let's assume the company has made a general announcement that because of the Bankruptcy it will close, however when is not determined. What services can be provide



## Marshall

- Marshall is a 26 year-old single male and has an income of \$25,000. He works as a loom weaver in Virginia. Marshall is worried about the stability of his job, but there has been no lay-off notice. He would like to have access to other job openings in the area? Could the One-Stop provide this service to him? Under which program/s?



## Howie

- Howie is a farmer and recently sold his farm because he was losing money. He had an income over \$50,000 last year, but that was decreased a lot this year because of increased competition from foreign produce. Under what program should he be served



## Dan

- Dan is a homemaker who works part-time at the local grocery to help pay for childcare expenses while his Wife worked full-time at the local automotive plant as a Supervisor. The plant has announced it will close within 60 days and his wife is already searching for full-time employment, but Dan is worried that new jobs in the area will not pay as much. He is thinking about also returning to work full-time, but worries his skills are outdated. Under what program should he be served and what services can you provide?



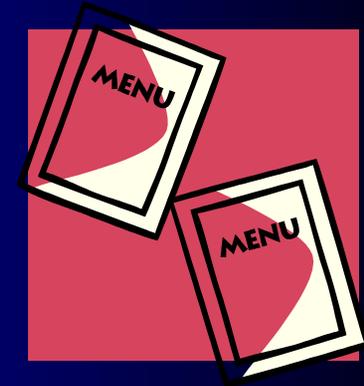
## Shirley

- Shirley was working for the local meat packing plant but was fired for undisclosed misconduct. She has applied for unemployment insurance and was denied, but is currently appealing the process. She is interested in becoming a Certified Nursing Assistant and has experience working in Nursing Homes. Can she be served under the Dislocated Worker Program?



## Intensive Services

- Provided to Adults and Dislocated Workers who...
  - Received at least one core service; and,
  - Unable to obtain employment through core services and in need of more intensive services; or
  - Employed but in need of such services to obtain or retain employment.
- Intensive services include but not limited to:
  - Comprehensive and specialized assessments;
  - **Development of an Individual Employment Plan;**
  - Group counseling;
  - Individual counseling and career planning;
  - Case management for participants seeking training; and/or,
  - Short-Term Pre-Vocational Training.





# Training Services

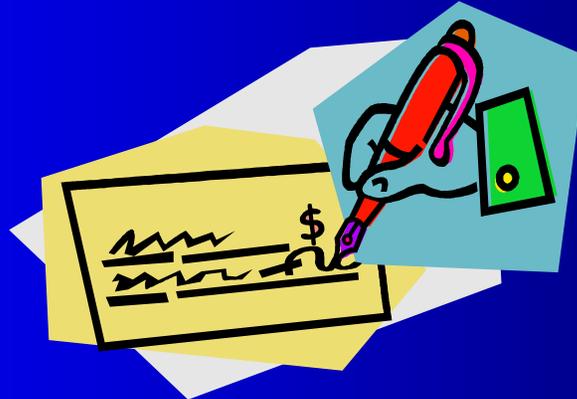
## ■ Recipients must be...

- Found eligible for and received at least one intensive service or determined unable to obtain or retain employment through such services;
- Determined in need of training services through assessments, interview, or evaluation;
- Desiring training services linked directly to employment opportunities in the local area or outside the area;
- Unable to receive other grant assistance from other sources or require assistance in addition to other sources to cover costs; *AND*
- Meet a State or Local Area Priority of Service provision.



## Individual Training Accounts (ITAs)

- Established on behalf of a participant in consultation with the case manager.
- Limits may be based on an individual's documented needs (IEP), range of amounts and/or maximum amount, and duration.
- Contracts for services may be used:
  - On-the-Job training or customized training;
  - Insufficient number of providers in the local area; **AND/OR**
  - Training services of demonstrated effectiveness identified
- Must **maximize informed customer choice.**





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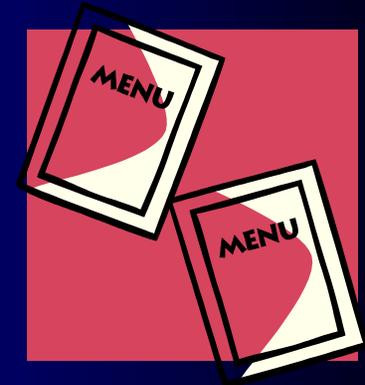
# EXERCISE





## Eligible Training Provider List

- Emphasizes informed customer choice, system performance, and continuous improvement.
- Providers can be Post-secondary educational institutions, apprentice programs, other public and private training providers, Local Boards, and Community-based Organizations.
- Governor establishes procedures for eligibility.
- Designated State Agency develops and maintains state list, determines if programs meets performance levels, and disseminates the State list.
- Local and State Boards each have responsibilities for managing the list.
- Performance information and cost information must be provided annually by providers.





## OJT and Customized Training

- Provided under contract to provide occupational training in exchange for reimbursement of up to 50% of the wage rate.
- Local programs should not contract with employers not willing to hire participant for long term employment to include benefits and wages equal to regular employees.
- The IEP, skill level, prior work experience, and academics of participant should guide the length of the OJT contract.
- Customized training is training designed specifically to meet requirements of an employer- or group of employers.
- The employer has committed to employ, or in the case of incumbent workers, continue to employ upon successful completion of training.
- Employer will pay not less than 50% of the training.



## Priority of Service

- In the event that funds are limited, priority shall be given to recipients of public assistance and other low-income individuals
- The mix of recipients who receive priority of services is at the discretion of the State and/or Local Board
- The Local Board and the Governor shall direct the One-Stop Operators in the on making determinations





# Supportive Services



- Limited supports provided to enable participation in WIA Title I activities.
- Can include Transportation, Child Care, Housing, **Needs-Related Payments**, etc.
- Local Boards must develop a policy on supportive services
- May be provided to adults participating in core, intensive, or training services, and those unable to obtain them through other programs providing such services.

## Needs-Related Payments

- **Adult:** Must be unemployed, not qualify for unemployment, and be enrolled in training services.
- **Dislocated Worker:** Must be unemployed, ceased to qualify for unemployment compensation, TRA, or TAA, **AND** be enrolled in WIA approved training.



# **STATE REQUIRED and ALLOWABLE ACTIVITIES**

**20 CFR Part 665 — Sub-Part B**



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# EXERCISE





# Required or Allowable?

- **Innovative** programming to increase the number of individuals trained for and placed in non-traditional employment. Disseminate information on *Eligible Training Providers- to include OJT and Customized Training*.
- Research and demonstrations.
- Conduct evaluations of workforce investment activities to include customer satisfaction.
- Award incentive grants to Local Areas for performance.
- **Innovative** programming for incumbent workers, displaced homemakers, empowerment zones, and enterprise communities.
- Provide *Rapid Response* activities.
- Capacity-building and technical assistance to Local Areas and Eligible Providers.
- Provide technical assistance to under-performing Local Areas.
- Supporting Local Area identification of eligible providers.
- Preparation and submission of annual performance progress report to the Secretary.
- Assist in the establishment of the One-Stop delivery system.
- State Administration of activities (5% Cap).
- Operate fiscal and management accountability information system.



## Required:

- Provide *Rapid Response* activities.
- Disseminate information on Eligible Training Providers- to include OJT and Customized Training.
- Conduct evaluations of workforce investment activities to include customer satisfaction.
- Award incentive grants to Local Areas for performance.
- Provide technical assistance to under-performing Local Areas.
- Assist in the establishment of the One-Stop delivery system.
- Operate fiscal and management accountability information system.

## Allowed:

- State Administration of activities (5% Cap).
- Capacity-building and technical assistance to Local Areas and Eligible Providers.
- Research and demonstrations.
- ***Innovative*** programming for incumbent workers, displaced homemakers, empowerment zones, and enterprise communities.
- ***Innovative*** programming to increase the number of individuals trained for and placed in non-traditional employment.
- Supporting Local Area identification of eligible providers.
- Preparation and submission of annual performance progress report to the Secretary.



# RAPID RESPONSE

20 CFR Part 665 – Subpart B



## Rapid Response

- The State or designated entity are required to provide:
  - Immediate and on-site contact.
  - Information and access to One-Stop system services
  - Guidance and/or financial assistances in establishing a labor-management or workforce transition committee.
  - Emergency assistance.
  - Assistance to Local Board and Chief Elected Official/s.
- A State or designated entity may in conjunction with other partners:
  - Develop prospective strategies for addressing events.
  - Identify strategies for layoff aversion.
  - Develop and maintain mechanisms for the exchange of information





# Worker Adjustment and Retraining Act

- Requires employers to provide written notice at least 60 calendar days in advance of covered plant closings and mass layoffs
- Notice goes to either affected worker or their representative; to the State Dislocated Worker Unit; and to the appropriate unit of local government.
- Generally, plant with 100 or more full-time employees with more than 6 months of employment.
- Covers hourly and salaried workers, including managerial and supervisory.
- Triggered by Plant Closing impacting more than 50 or Mass Layoff impacting 500 or more or 50-499 if impacted workers make up at least 33% of the workforce.



- WIA Final Rules, 20 CFR, Part 652 et al.:  
<http://www.doleta.gov/regstatutes/finalrule.pdf>
- Workforce Investment Act of 1998, Public Law 105-220: <http://www.doleta.gov/regstatutes/wialaw.txt>