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DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT
DIVISION OF EMPLOYMENT AND WORKFORCE DEVELOPMENT
EMPLOYMENT AND TRAINING SECTION

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MICHAEL E. MAGILL
COMMISSIONER

October 13, 2000

Workforce Investment Act Memorandum Number E&T 00-09

- Topic:** Services to Youth, Adults and Dislocated Workers
- Subject:** Participants Point of entry for WIA Title I Services/Performance Measures
- Purpose:** To provide guidance to all program operators as to when a customer who is determined eligible for WIA Title I services will be counted towards the performance measures of the LWIA.
- Background:** In order to address the concerns around Workforce Investment Act performance accountability, the Department of Labor and Workforce Development will follow the description for Point of Registration as outlined in TEGL7-99. The Interim Case Management and Tracking System (ICMATS) has four sets of forms: Application, Eligibility, Registration and Exit. For data collection during the time period that local areas use ICMATS, the local staff will be required to fill out the Application form and Eligibility form for WIA Title I participants. Once it is determined that a participant is eligible to receive WIA Title services, the local staff will be required to fill out the Registration form to utilize WIA Title I funds. The Registration form will trigger as a point where the performance measures will apply to the participant. The Exit form will be used at the completion of the services provided to the participant.
- Instructions:** Attached is Section 4. C. of the Training and Employment Guidance Letter 7-99 (TEGL) which provides a detailed description on when an activity provided under WIA Title I funding will be considered self service or informational within the service categories (core, intensive and training). The WIA specifically excludes those customers who participate in self-service activities (such as browsing the Internet) and informational services that are designed to inform and educate customers about the labor market and their employment strength and weaknesses and the range of services appropriate to their situation. Each LWIA must examine the service and determine if registration is required for the services. Once

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It is determined that registration is required for the activity the customer will be counted in the performance measures.

Contact: For questions regarding this policy, please contact Susie Bourque, Performance Measures Coordinator, for External Planning and Performance Section, at 741-4092.

Effective Date: July 1, 2000

Expiration Date: Indefinite

A handwritten signature in black ink, appearing to read 'J. Frasier', is written over the typed name below.

Jocelyn E. Frasier, Administrator
Planning and Accountability

JEF/SB

Interim Case Management and Tracking Systems (ICMATS) – For WIA Title I Participants

ICMATS has a series of four sets of forms; Application, Eligibility, Registration, and Exit. For data collection during the time period that local areas use ICMATS, the local staff will be required to fill out the Application form and Eligibility form for WIA Title I participants. Once it is determined that a participant is eligible to receive WIA Title I services then the local staff will be required to fill out the Registration form to utilize WIA Title I funds. Once a participant's information is placed on the Registration form the performance measures will apply to the participant. The Exit form will be used at the completion of the services provided to the participant.

In addition, in order to address the concerns around Workforce Investment Act performance accountability, the Department of Labor and Workforce Development will follow the description for **Point of Registration** as outlined in TEGl 7-99.

Section 4. C. states the following:

For accountability purposes, WIA established core measures of performance for customers who receive workforce investment activities beyond self-service and informational services. The WIA Interim Final Rule (Section 666.140) stated that the point of registration determines who is counted in the measures and who is excluded from the measures. All youth who receive WIA Title I services will be registered for services and counted in the measures.

For performance measurement of the adult and dislocated worker programs, WIA distinguishes self-service and informational activities as separate from the other activities within the WIA service categories (core, intensive, and training). However, there are informational activities within the core services category described in the Act. There are two main factors to consider when determining which core services require adults and dislocated workers to be registered and counted in the measures:

1. **Level of staff involvement with the customer.** When there is significant staff involvement in terms of resources or time, individuals receiving the staff-intensive core services are required to be registered for the adult and dislocated worker programs (all youth customers are required to register).
2. **Purpose of the service.** The Act specifically excludes those individuals who participate in self-service activities only (such as browsing the Internet). For staff-assisted activities, the purpose for the service should be examined to determine if registration is required for the service. Services that are designed to inform and educate individuals about the labor market and their employment strengths, weaknesses, and the range of services appropriate to their situations should be considered informational in nature. Staff-assisted services that are designed to impart job seeking and/or occupational skills should require registration.

For example, individuals receiving the following categories of core services should be registered.

- Staff assisted job search and placement assistance, including career counseling
- Staff assisted job referrals (such as testing and background checks)
- Staff assisted job development (working with employer and job-seeker)
- Staff assisted workshops and job clubs

Using these criteria, Table 1 presents the WIA core, intensive, and training services that require registration on a Federal level and the core informational/self-service activities that do not require registration. This table includes the required WIA services specified in the Act for all of the categories and identifies some finer distinctions for service categories such as job search and placement assistance. Required services specified in the Act are represented in Table 1 in italics.

It is important to keep in mind that an individual must receive a WIA funded staff-assisted core, intensive, or training service to trigger registration and include the person in the core measures. For example, in a One-Stop environment, if an individual received only Wagner Peysner funded core services or TANF funded case management, and did not receive any WIA funded staff-assisted core, intensive, or training service, that individual would not be registered for WIA and counted in the core measures. However, as long as an individual has received WIA funded staff-assisted core, intensive, or training and goes on to receive non-WIA funded partner services, that person would be registered for WIA and counted in the core measures.

Table 1: Proposed Registration for WIA Services

Core Services - Self-Service Informational (no registration required)	WIA Core Services (registration required)	WIA Intensive Services (registration required)	WIA Training Services (registration required)
<i>Determination of eligibility to receive assistance under Title IB</i>	<i>Staff assisted job search & placement assistance, including career counseling</i>	<i>Comprehensive & specialized assessment, such as diagnostic testing & interviewing</i>	<i>Occupational skills training</i>
<i>Outreach, intake (which may include WPRS referrals) & orientation to the One-Stop center</i>	<i>Follow-up services, including counseling regarding the workplace ⁽¹⁾</i>	<i>Full development of individual employment plan</i>	<i>On the job training</i>
<i>Initial assessment of skill levels, aptitudes, abilities & need for supportive services</i>	<i>Staff assisted job referrals (such as testing &</i>	<i>Group counseling</i>	<i>Workplace training & cooperative</i>

	<i>background checks)</i>		<i>education programs</i>
<i>Employment statistics information including job vacancy listings, job skill requirements for job listings, & info. on demand occupations</i>	<i>Staff assisted job development (working with employer & jobseeker)</i>	<i>Individual counseling & career planning</i>	<i>Private sector training programs</i>
<i>Performance info. on eligible training providers</i>	<i>Staff assisted workshops and job clubs</i>	<i>Case management</i>	<i>Skill upgrading & retraining</i>
<i>Performance info. on the local One-Stop delivery system</i>		<i>Short-term pre-vocational services</i>	<i>Entrepreneurial training</i>
<i>Information on supportive services and referral to supportive services</i>		<i>Follow-up services, including counseling for registrants (those previously receiving intensive/training services) after entering employment</i>	<i>Job readiness training</i>
<i>Information regarding filing for Unemployment compensation</i>			<i>Adult education and literacy activities in combination with training</i>
<i>Assistance in establishing eligibility for welfare-to-work activities and for other training and education programs</i>			<i>Customized training</i>
<i>Resource room usage</i>			
<i>Internet browsing (job, information and training searches)</i>			
<i>Internet accounts (Career Kit, Personnel Kit)</i>			
<i>Initial development of employment plan</i>			
<i>Talent referrals (informational, e.g., talent scouts, labor exchange referrals of resumes without further screening)</i>			
<i>Workshops and job clubs</i>			

^U The individual would already be registered to be receiving follow-up services.