Chapter I

Introduction
I. INTRODUCTION

A. PURPOSE

The purpose of this manual is to provide policy guidance and interpretation of Federal and State workforce laws, and to assure consistency in operations among WIA program operators and employees. This manual is intended for use in conjunction with Federal and State laws and regulations.

B. HISTORY

The Workforce Investment Act (WIA) was passed by Congress in 1998 as a reform to federal job training programs. The Act created a new comprehensive workforce investment system. The system created by the Workforce Investment Act is intended to be customer-focused. It is intended to assist job seekers in accessing the tools that they need to manage their careers through information and high quality services. WIA is also intended to assist U.S. companies in finding skilled workers.

WIA was designed to permit communities and states to build a workforce investment system that recognizes individual choices, is reflective of local conditions and results in increased employment opportunities, skills, earnings and job retention of participants.

C. CAREERSOURCE ESCAROSA’S COMMITMENT TO CUSTOMERS

1. Vision Statement
   Our region is recognized for its economic growth, driven by flourishing businesses and a skilled workforce.

2. Mission Statement
   We help businesses succeed by linking them to the workforce development resources they need.

3. Statement of Values
   a. Integrity. Our commitment to always do the right thing guides our decisions every day.
   b. Accountability. Each of us recognizes our responsibilities and we use measures to show our success.
   c. Teamwork We work together with a variety of partners to achieve our mission.
   d. Diversity. We believe that diversity makes us stronger and we welcome those who challenge us to see things differently.
e. **Professionalism.** We treat everyone with respect, courtesy and personal attention.
f. **Leadership.** We lead by example within our organization and throughout the community.
g. **Innovation.** We continually seek new solutions and better ways to do our jobs.

D. **ONE-STOP CENTERS**

CareerSource Escarosa operates three One-Stop Centers in Escambia and Santa Rosa Counties.

1. **One-Stop Center, Pensacola**
   3670-A North L Street
   Pensacola, FL  32505
   Hours of operation: Monday - Friday, 8:00 am - 5:00 pm

2. **One-Stop Center, Milton**
   5725 Highway 90
   Milton, FL 32583
   Hours of operation: Monday – Friday, 8:00 am - 5:00 pm

3. **One-Stop Center, Century**
   8120 Century Boulevard
   Century, FL  32535
   Hours of operation: Monday-Friday, 8:00 am - 4:00 pm

E. **WEBSITE**

CareerSource Escarosa operates a website that provides comprehensive information regarding programs, services and other pertinent information for job seekers, employers, CareerSource Escarosa Board of Directors members and the public at large. The website address is: [www.careersourceescarosa.com](http://www.careersourceescarosa.com)

F. **NONDISCRIMINATION AND ACCESSIBILITY**

1. **Equal Opportunity and Nondiscrimination**

   CareerSource Escarosa is an equal opportunity employer and program operator. CareerSource Escarosa complies fully with WIA Equal Opportunity and Nondiscrimination Regulations 29 CFR PRT 37 and Section 188 of the Workforce Investment Act of 1988 which prohibits discrimination against all individuals on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to
work in the United States or participation in any WIA Title 1B financially assisted program or activity.

2. Accessibility

All CareerSource Escarosa One-Stop Centers are accessible to persons with disabilities in accordance with the American’s with Disabilities Act (ADA). In addition, CareerSource Escarosa publishes the Teletypewriter (TTY) and Telecommunication Device for the Deaf (TDD) phone numbers on all outreach and recruitment documents as well as CareerSource Escarosa’s website.

The One Stop Centers in Pensacola and Milton have Video Relay Systems (VRS) available. VRS allows hearing impaired customers to have instant access via camera and monitor, to an American Sign Language (ASL) interpreter.

3. Disability Navigator

CareerSource Escarosa employs a Disability Program Navigator (DPN). The role of the DPN is to:

a. Facilitate seamless and comprehensive services and universal access for individuals with disabilities within the One-Stop Centers.
b. Serve as a resource to One-Stop Center staff, businesses and disability communities.
c. Provide training on disability related topics and programs.
d. Enhance the economic empowerment of individuals with disabilities.

G. STAFF QUALIFICATIONS

1. All front line One-Stop staff members are required to complete and pass Tier I Workforce Professional Certification Training within 6 months of their hire dates. Tier I certification training is an on-line program provided by Dynamic Works. This program offers comprehensive training regarding workforce services which include:

a. Career Development
b. Customer Service
c. Diversity
d. General Helping Skills
e. History and Structure of the Workforce Development System
f. In-Depth Look at the Workforce Investment Act
g. Interpersonal Skills
h. Job Keeping Skills
i. Job Preparation Skills
j. Job Search Skills  
k. Labor Market Information  
l. Program Management  
m. Technology  
n. National Workforce Professional Certification Exam

2. Tier I certified staff must complete a minimum of 15 hours of continuing training each year for subsequent years of their employment.

H. THREE LEVELS OF SERVICE

WIA services are grouped into three levels: core, intensive and training services, with services at one level being a prerequisite for moving to services at the next level. Core services are divided into two categories: unassisted core services (also referred to as universal services) and assisted core services. There is no required minimum time period for participation in core services before receiving intensive services. There is no minimum required time period for participation in intensive services before receiving training services.

1. Unassisted Core Services.

Unassisted core services, or universal services, are self service/informational services which require minimal or no assistance from staff members. Customers do not need to register for the WIA program to receive or participate in unassisted core services. Unassisted core services may include:

a. Outreach, intake, and orientation to One-Stop delivery system services (including Unemployment Insurance worker profiling).  
b. Initial assessment of skills levels, aptitudes, abilities and supportive service needs, as well as information on programs that might assist in upgrading skills and filling needs.  
c. Workforce Investment Act eligibility determinations.  
d. Informational services including job vacancy listings and job skills information.  
e. Information related to jobs in demand.  
f. Performance information and cost information regarding WIA eligible training providers.  
g. Information regarding local area performance.  
h. Information on supportive services.  
i. Information regarding filing claims for unemployment compensation.  
j. Assistance and information in establishing eligibility for Welfare to Work activities.  
k. Assistance in establishing eligibility for training and education not funded under WIA.
1. Group services which include: job clubs, job search activities, group assessments and career, and employability development planning.

2. Assisted Core Services

Assisted core services require involvement and assistance from staff members. Registration is required to track customer participation in assisted core services. Assisted core services may include the following staff assisted activities:

a. Staff- assisted job search, placement assistance and career counseling when appropriate.
b. Staff-assisted job referrals.
c. Staff-assisted job development.
d. Staff –assisted assessment of skill levels, aptitudes, abilities, and supportive service needs with a view towards determining the need for intensive services.
e. Staff assisted out-of-area job search activities.
f. Follow-up services, including workplace counseling, for WIA registered participants who are placed in unsubsidized employment.

3. Intensive Services

Intensive services are provided to WIA participants who are unable to obtain employment or who remain unemployed after utilizing core services. Individuals may be employed, but in need of these services in order to obtain or retain employment that allows for self sufficiency. An individual must receive at least one core service before they can receive intensive services. Intensive services may include:

a. Comprehensive and specialized assessments of skill levels and service needs.
b. Development of an Individual Employment Plan (IEP).
c. Group counseling.
d. Individual counseling and career planning.
e. Work experience.
f. Internships.
g. Adult education and literacy not provided in combination with training.
h. Short term pre-vocational services, including the development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills and professional conduct to prepare individuals for unsubsidized employment or training.
i. Short term services designed to provide the skills necessary to enable the individual to become more employable. This would include short term computer literacy workshops not tied to an occupation.
4. **Training Services**

Training services are available to unemployed and employed WIA participants who have met the eligibility requirements for intensive services. The WIA participant should have received at least one intensive service, and be assessed as unable to obtain or retain self-sufficiency employment through intensive services. In addition, the participant must have an assessed need for training services, have the skills and qualifications to successfully complete the selected training program, and lack or be unable to obtain sufficient financial assistance from other sources to pay for training related expenses.

Training services may include:

a. Occupational skills training (traditional and nontraditional)
b. On-the-Job Training
c. Programs that combine workplace training with related instruction.
d. Training programs operated by the private sector.
e. Skill upgrading and retraining
f. Entrepreneurial training
g. Adult education and literacy provided in combination with the above listed training services.
h. Customized training conducted with a commitment by an employer or group of employers to hire or retain an individual upon successful completion of training.

I. **WIA PROGRAMS**

There are three WIA program categories that an individual may be eligible for: Adult Program, Dislocated Worker Program and Youth Program. Information regarding eligibility and service delivery for these programs is provided in the chapters that follow.