

SUBJECT: Core Services

REFERENCE: Workforce Investment Act of 1998, Section 134; 20 CFR: Parts 662, 663, and 666; State Workforce Investment Plan; Nebraska's One-Stop Delivery System policy; and TEGL 17-05.

BACKGROUND: Core services must be provided through the One-Stop delivery system. In order for the services to be tracked and reported from a system perspective, it is necessary to establish common definitions that are understood by all of the partners.

POLICY: Tracking Core Services

NEworks shall be the data system used for collecting information on core services provided under any One-Stop partner program.

There are basically two types of core services:

1. "Self-service and informational activities are those core services that are made available and accessible to the general public, 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 situation, and that do not require significant staff involvement with the individual in terms of resources or time." [20 CFR 666.140(a)(2)]
2. Staff assisted core services are designed to impart job seeking and/or occupational skills. There is significant staff involvement in terms of resources or time and individuals receiving these services are registered and count in the performance of the funding program.

The State and Local Workforce Investment Boards shall be able to evaluate and make decisions based on data reported through this integrated statewide system.

All partners on NEworks must:

- Record each incident where a core service (as defined below) is provided including the core service received, date of service, local office and staff member providing the service. When the service has been accessed through self-service, the local office indicator will allow for this option.
- Decide on which core services to provide and the timing of their delivery. These decisions shall be made on a case-by-case basis at the local level depending upon the needs of the participant. However, it is important for every partner to track each event as it occurs.

- Determine how much time should be spent participating in core services. Every customer shall receive at least one core service before receiving intensive services. However, there is no Federally-required minimum time period for participation in core services before receiving intensive services.
- By using an integrated case management and reporting system that is used by many partners, it is possible for each individual partner to have a clearer idea of how much time their customer has already spent receiving core services from other partners.

Definitions

Core Service	Definition
Eligibility Determination [Self-Service/ Informational]	Determination of whether the individual is eligible to receive assistance under one or more partner programs.
Intake, Outreach [Self-Service/ Informational]	Intake (which may include worker profiling), and orientation to the information and other services available through the One-Stop delivery system. NEworks Registration/Application is an Intake Service.
Initial Assessment [Self-Service/ Informational]	A preliminary evaluation of the applicant's skill levels, aptitudes, abilities, and supportive service needs.
Job Search Assistance [Staff Assisted]	Services to the customer that lead to the identification of job openings. Includes workshops to train customers in job seeking and job holding techniques which may be combined with support group (job club) interaction and activities designed to reinforce the customers' resolve in their job search efforts.
Placement Assistance [Staff Assisted]	Assistance in the completion of job applications, scheduling of job interviews and hiring into identified jobs.
Career Counseling [Staff Assisted]	Counsel customers on the spectrum of possible career choices.

Labor Market Information Delivery [Self-Service/ Informational]	Provision of employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including: job vacancy listings in such labor market areas; information on job skills necessary to obtain the jobs; and information relating to local occupations in demand and the earnings and skill requirements for such occupations.
Eligible Training Provider Information Accessed [Self-Service/ Informational]	Provision of performance information and program cost information on eligible providers of training services as described in Section 122, provided by program, and eligible providers of youth activities described in Section 123, providers of adult education described in Title II, providers of postsecondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Education Act , and providers of vocational rehabilitation program activities described in Title I of the Rehabilitation Act of 1973.
Local Area Performance Information Provided [Self-Service/ Informational]	Provision of information regarding how the local area is performing on the local performance measures and any additional performance information with respect to the One-Stop delivery system in the local area.
Supportive Services Information Provided [Self-Service/ Informational]	Provision of accurate information relating to the availability of supportive services, including child care and transportation available in the local area, and referral to such services, as appropriate.
Unemployment Compensation Claim Filing Information Provided [Self-Service/ Informational]	Provision of information regarding filing claims for unemployment compensation.

<p>Assistance in Getting Financial Assistance beyond Partner Programs</p> <p>[Self-Service/ Informational]</p>	<p>Assistance in establishing eligibility for programs of financial aid assistance for training and education programs that are funded beyond the partner programs.</p>
<p>Follow-Up Services</p> <p>[Staff Assisted]</p>	<p>Follow-up services for not less than 12 months after the first day of unsubsidized employment, as appropriate. May include (but not limited to): additional career planning and counseling regarding the workplace for system participants who are placed in unsubsidized employment, contact with the participant's employer including assistance with work-related problems, peer support groups, information about additional educational opportunities, and referral to supportive services available in the community.</p>