



Priority of Service Policy

This policy is intended to manage the order in which services are provided to Core and Intensive Services One-Stop customers by MontgomeryWorks. This policy should be applied by One-Stop staff at all times. Any deviation from this policy will require written consent from the County's Division of Workforce Services.

Core Services

Core Services, as intended by the Workforce Investment Act, will provide basic library-style service to customers engaged in job-search activities. Ideally, One-Stop customers fully utilizing Core Services will find new or enhanced employment as a result of a combination of their own efforts and those of Core Service's staff.

Universal access is a guiding principle for the One-Stop system operations and service delivery upon which the One-Stop delivery system is based. This means that any job-seeker who comes into the One-Stop should have full access to all of the services and resources available regardless of:

- residency,
- physical or cognitive ability,
- immigration status,
- language,
- ethnicity, or
- gender.

Those individuals that are not actively seeking employment are NOT allowed to utilize the Core Services resources and/or workshops.

All Core Services customers must receive a needs assessment which helps to determine eligibility for additional services. Customers will also receive a comprehensive tour and explanation of all services available. Enrollment in the Maryland's Workforce Exchange is mandatory for Core Service customers. Core Services Specialists will encourage customers to complete a basic checklist of available services which will assist customers fully utilize the resources and workshops of Core Services. The check list will also assist customer as they conduct their self-directed job search.

Intensive Services

Intensive Services is reserved for those customers who are unemployed and are unable to obtain employment through core services ... "or are employed, but in need of such intensive services in order to obtain or retain employment that [facilitates] self-

sufficiency.”¹ Generally, Intensive Services customers are determined eligible according to the criteria of the following designations:

- Veterans
- WIA Adult
- WIA Dislocated Workers
- Profiled Early Intervention participants
- Rapid Response
- Trade Adjustment Act
- National Emergency Grants

One-Stop customers identified by one of the above programs are eligible for Intensive Services. The majority of Intensive customers will be identified as Adult and Dislocated Worker (described below). Once eligibility has been determined, all Intensive Customers must participate in a WIA registration orientation (individually or part of a group).

Adult Workers (disadvantaged) are defined as customers seeking job readiness, job search and job placement assistance:

- Who are currently unemployed, and
- Possess other justifiable barriers that prevent employment.

Adult Workers receive services based on the following order of priority:

1. Veterans
2. Early Intervention participants
3. Adult Worker customers with the greatest number of barriers and have been unemployed longer than 3 months

Dislocated Workers receive intensive services according to their skills and abilities and length of time out of work. They are defined as customers seeking job readiness, job search and job placement assistance who:

- have been recently laid off from their jobs, and
- are unemployed.

Dislocated Workers receive services based on the following order of priority:

1. Veterans
2. Early Intervention participants
3. Dislocated workers that earned less than \$55,000² prior to their dislocation
4. Dislocated Workers that have been out of work three (3) months or more
5. General population of Dislocated Workers

Training Services consists of certification, licensing, and vocational training opportunities available to Intensive Services customers through the use of Individual Training Accounts (ITAs), Pre-employment Training Vouchers (PTVs), OJTs and other training vehicles. While training is a useful tool, all Intensive Services customers are not automatically entitled to training. Many customers will be able to move back into the

¹ Workforce Investment Act of 1998, Sec. 134 (d)(3)(A)

² For WIA-eligible Dislocated Workers earning more than \$55,000, MontgomeryWorks will refer them to the Professional Outplacement Assistance Center.

workforce without requiring training. Counselors must keep this in mind when considering training for customers. The use of training will be utilized according to the following order of priority:

1. Veterans
2. Early Intervention participants
3. Dislocated workers that earned less than \$55,000 prior to their dislocation
4. Dislocated Workers that have been out of work six (6) months or more
5. Adult Workers that have been deemed “ready for work” by their respective ISU counselors

Limited Resources

Whenever 85% of the training funds are expended, the WIA provider(s) must implement the following procedures for Intensive Services customers.

1. Training Services are limited to:
 - Adults, Dislocated Workers and/or Veterans that have a disability
 - Adults, Dislocated Workers and/or Veterans that have experienced unemployment for twelve (12) months or more
 - Adults, Dislocated Workers and/or Veterans whose Unemployment Insurance has expired and served as the primary means of financial support
2. During normal conditions (stipulated by ITA policies), ITAs cannot exceed \$3,500. Once 85% of the training funds are expended, ITAs will be limited to \$1,500. Any amount above \$1,500 will require written approval by the County’s Division of Workforce Services.
3. No training above the Workforce Investment Board established training cap will be approved without the written approval of the WIA Director.

Implementation and authorization

Effective retroactively to July 1, 2011

Barbara Kaufmann, WIA Manager

XXXX, XX, 2011
Date

Montgomery County Department of Economic Development
Division of Workforce Services