

SEQUENCE OF SERVICES LIST

CORE	TWIST Service Code for WIA Cases
[All Core services can be provided by Texas Workforce Center staff. This includes all partner staff (WIA, ES, etc.)]	
Outreach, intake (which may include worker profiling, and orientation to the information and other services available through the one-stop delivery system).	31
Job search, job referrals and placement assistance, and where appropriate, career counseling. The job search and placement assistance help individuals determine whether they are unable to obtain employment, and thus require more Intensive service to obtain employment.	31
Provision of employment statistics information, 'Labor Market Information', including the provision of accurate information relating to local, regional, and national labor market areas, including job vacancy listings in such labor market area, information on job skills necessary to obtain the jobs described above and information relating to local occupations in demand and the earning and skill requirements for such occupations.	31
Consumer reports on performance information and program cost information on eligible providers of Training services.	31
Consumer reports on information regarding how the local area is performing on the local performance measures and any additional performance information with respect to the One-Stop Service Delivery Network in the local area.	31
Provision of accurate information relating to the availability of supportive services, including childcare and transportation, available in the local area, and referral to such services, as appropriate. Information on other Texas Workforce Center partner services.	31
Provision of information regarding filing claims for unemployment compensation.	31
Assistance in establishing eligibility for welfare programs/activities, programs of financial aid assistance for training and education that are not funded under WIA and are available in the local area.	31
Resource Room Usage - <ul style="list-style-type: none"> • "How to" group sessions (e.g. writing a resume). • Internet browsing, job information, and training searches. • Internet accounts- Career Kit, Personnel Kit. • Talent referrals (information, e.g., talent scouts, ES staff referrals of resumes without further screening). 	31
Initial assessment of skill levels; aptitudes; abilities, and supportive service needs.	31
Eligibility Determination-prior to registration; the collection of and data entry into TWIST to determine eligibility for WIA services. Eligibility will remain valid for 45 days.	31

CORE SERVICES NOTE: The policy for the timing of the delivery of Core services required to advance to the Assisted Core level and the decision on what Core services are appropriate for the customer is made by the Board and passed on to their Texas Workforce Center operator to be implemented on a case by case basis. Core services may be provided by a non-WIA source. Recipients of Core services are strongly encouraged to complete a Texas Workforce Center registration. Boards are strongly encouraged to **have their Texas Workforce Center operators** report all Core services for all individuals who use the Texas Workforce Center.

There is not a federally required minimum time period for participation in Core services before receiving Assisted Core services.

SEQUENCE OF SERVICES LIST

<u>ASSISTED CORE</u> (provided by WIA-funded staff in the Texas Workforce Centers) <u>[Registration must be completed prior to providing any Assisted Core services]</u> <u>{The only activities reported as WIA Assisted Core services in TWIST are those activities provided to WIA Title 1 eligible Adult and Dislocated Workers.}</u>	<u>TWIST</u> <u>Service</u> <u>Code for</u> <u>WIA Cases</u>
<u>Staff assisted job search and placement assistance, including career counseling.</u>	<u>81</u>
<u>Staff assisted individual job development.</u>	<u>51</u>
<u>Staff assisted Job clubs.</u>	<u>35</u>
<u>Staff assisted referrals (testing and background check done before referral).</u>	<u>27</u>
<u>Follow-up services must be made available, including counseling regarding the workplace, for registered participants (those previously receiving Assisted Core/Intensive/Training services) in workforce investment activities authorized under this subtitle who are placed in unsubsidized employment, for not less than 12 months after the first day of unsubsidized employment, as appropriate.</u>	<u>67</u>

ASSISTED CORE SERVICES NOTE: The policy for the timing of the delivery of Assisted Core services required to advance to the Intensive level and the decision on what Assisted Core services are appropriate for the customer is made by the Board and passed on to their Texas Workforce Center operator to be implemented on a case-by-case basis. A determination of the need for Intensive services as established by the initial assessment or the individual's inability to obtain employment through the Core/Assisted Core services provided must be documented and retained in the participant's case file.

Assisted Core services may be provided by non-WIA sources.

There is not a federally required minimum time period for participation in Assisted Core services before receiving Intensive services.

SEQUENCE OF SERVICES LIST

INTENSIVE [Registration must be completed prior to providing any Intensive services.] [The only activities reported as WIA Intensive services in TWIST are those activities provided to WIA Title 1 eligible Adult and Dislocated Workers.]	TWIST Service Code for WIA Cases
Comprehensive and specialized assessment of the skill level and service needs of adults and dislocated workers, which may include (I) diagnostic testing and use of other assessment tools; and (II) in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.	8
Development of an individual employment plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals.	68
Group counseling.	69
Individual counseling and career planning.	24
Case management for participants seeking Training services.	21
Job Search Assistance	12
Short-term prevocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training. (This could include a short-term computer literacy class not tied to a specific occupation.)	70
In addition to the services listed under WIA, which are not all-inclusive, other Intensive services, such as out-of-area job search assistance, literacy activities related to basic workforce readiness, relocation assistance, internships, and work experience may be provided based on an assessment or individual employment plan. Work experience is a planned, structured learning experience that takes place in a workplace for a limited period of time. Work experience may be paid or unpaid, as appropriate. Work experience may be in the private for profit sector, the non-profit sector, or the public sector.	70

INTENSIVE SERVICES NOTE: There are two categories of adults and dislocated workers who may receive Intensive services: (a) adults and dislocated workers who are unemployed, have received at least one Core/**Assisted Core** service, are unable to obtain employment through Core/**Assisted Core** services, and are determined by a Texas Workforce Center operator, **based on the Board's policy**, to be in need of Intensive service to obtain employment; and (b) adult and dislocated workers who are employed, have received at least one Core/**Assisted Core** service, are unable to upgrade employment through Core/**Assisted Core** services, and are determined by a Texas Workforce Center operator, **based on the Board's policy**, to be in need of Intensive services to obtain or retain employment that leads to self-sufficiency.

There is not a federally required minimum time period for participation in Intensive services before receiving Training services.

SEQUENCE OF SERVICES LIST

TRAINING [Referrals to Training services are recorded in TWIST as WIA activities for WIA Title 1 eligible Adults and Dislocated Workers only.]	TWIST Service Code for WIA Cases
Occupational skills training, including training for nontraditional employment.	1
On-the-job training.	3
Programs that combine workplace training with related instruction, which may include cooperative education programs.	5
Training programs operated by the private sector.	76
Skill upgrading and retraining.	77
Entrepreneurial training.	58
Job readiness training.	38
Adult education and literacy activities provided in combination with services described in the above training activities.	2
Customized training conducted with a commitment by an employer or group of employers to hire or retain an individual upon successful completion of the training.	78

TRAINING SERVICES NOTE: Training may be made available to employed and unemployed adults and dislocated workers who:

- (a) Have met the eligibility requirements for Intensive services, have received at least one Intensive service and have been determined unable to obtain or upgrade employment through such services;
- (b) After an interview, evaluation or assessment, and case management, has been determined by a Texas Workforce Center operator or Texas Workforce Center partner to be in need of Training services and to have the skills and qualifications to successfully complete the selected training program;
- (c) Select a program of Training services that is directly linked to the employment opportunities either in the local area or in another area to which the individual is willing to relocate;
- (d) Are unable to obtain grant assistance from other sources to pay the cost of training and related expenses or require WIA assistance in addition to other sources of grant assistance, including federal Pell Grants; and
- (e) For an individual whose services are provided through the adult funding stream and is determined eligible in accordance with the local priority system, if any, in effect for adults.

There is not a federally required minimum time period for participation in Intensive services before receiving Training services.