

# **WIA**

## **Workforce Investment Act**

### **INTENSIVE SERVICES AND TRAINING HANDBOOK**



Workforce Development Division  
Student Services Building  
Phone: 803-327-8006  
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An Equal Opportunity Employer/Program.  
Auxiliary aids and services available upon request to individuals with disabilities.

York Technical College  
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## **INTRODUCTION**

Through funding from the Workforce Investment Act (WIA), York Technical College offers programs under the Adult Program, Dislocated Workers Program, and the Older Youth Program to help unemployed or under employed workers find long-term employment.

These programs are offered to residents of York, Chester, and Lancaster Counties in South Carolina.

Please read this booklet carefully. The information contained may be updated; however, before any changes are made they will be announced, and they will not affect any training taking place at that time.

After reading this booklet, if you have questions or other concerns about training, please contact WIA-Intensive Services and Training, Workforce Development division, Student Services building at York Technical College at 803-327-8006 and ask to speak with your designated WIA Intensive Services and Training Case Manager.

# Eligibility

Your local Employment Security Commission determines eligibility for all programs under the Workforce Investment Act (WIA).

## **Adult and Dislocated Workers**

A candidate must meet the following criteria and complete all Core Services at the Employment Security Commission.

### Eligibility Criteria:

- Unemployed or underemployed
- Economically disadvantaged
- Laid off
- Employer has gone out of business
- Unemployed for the last 15 or more weeks

### Core Services:

- Certification Procedures
- Interviewing with a WIA representative
- Career and Skill Assessments
- Job Placement Assistance
- Referral from Core Services to Intensive Services

### Which looks at:

- Prior work history
- Educational status and level
- Personality as it relates to retraining interests
- Employability Skills

## **Older Youth**

A candidate must meet the following requirements.

### Eligibility Criteria:

- Between 18 and 21 years of age
- Low income
- Resident of Catawba Workforce Investment Area (York, Lancaster, Chester Counties)
- Is within one or more of the following categories:
  - Deficient in basic literacy skills
  - School dropout
  - Homeless, runaway, or foster child
  - Pregnant or parenting
  - Offender
  - Unemployed youth who has had difficulty obtaining employment

## **Intensive Services**

When WIA customers have not been successful in obtaining employment through Core Services, they will be referred to the Intensive Services provider.

While in Intensive Services, customers will be provided job development services, case management services, continual career and skill assessment as necessary, and referrals to other supportive services. Customers will complete a WorkKeys Assessment and Career Ready course.

Only when a customer has been unable to obtain employment through Intensive Services and receives a recommendation by the Intensive Services staff, will a customer be referred for training services.

The training services committee will make all recommendations for the issuing of a Suitability Application for Training Account or Training Account.

## **Training**

Training is determined by:

- Recommendation for training by WIA Intensive and Training Services Case Manager
- Completion of Suitability/Individual Training Account
- Eligibility for other sources of training funds
- The assessment of your skills
- The likelihood that training will lead to long-term employment
- The total cost of training
- A Training assessment and Rating Evaluation/Participant's overall rating

## **Types of Training**

Classroom Training/Continuing Education Training

Occupational Skills Training is received after a person is certified, assessed, and approved for a training account by the Intensive and Training Services provider.

Classroom Training under the Workforce Investment Act (WIA) offers:

- Diploma Programs (usually 1 year)
- Certificate Programs (usually 9 months to 1 year)
- Associate Degree Programs (usually two years)

The Workforce Investment Act (WIA) program allows a person in classroom training to attend short-term (usually two (2) years). Your WIA Case Manager and WIA Director must grant special permission before any extensions beyond your initial completion date stated on your training plan.

Continuing Education Training Offers:

A certificate showing your competency in the course. The courses can range from one (1) month to one (1) year.

You can receive Classroom Training/Continuing Education Training in but not limited to:

Computer Studies    Medical Studies    Truck Driving  
Office Studies        Industrial Studies        *and much more...*

**Note:**

Ask your WIA Case Manager if the training you are interested in does not fall under one of the above types. Approval for the training will depend on your request and whether it is allowable.

## **Attendance/Progress/Grade Reports/Certificates**

Once a participant enters an activity/training, their progress will be monitored by attendance and progress reports.

The participant is required to:

Complete an attendance form monthly as scheduled and submit completed progress reports by their professor(s) every semester at mid-term as scheduled.

Pick-up progress report forms and attendance forms along with a calendar showing the due dates from the WIA Office at York Technical College.

Turn in a copy of grade reports every semester to their WIA Intensive Services and Training Case Manager.

Turn in a copy of the class schedule and book prices/list of any requirements prior to the beginning of each semester (**Payment for the semester cannot be authorized without this**).

Turn in a copy of the program credential/certificate when received.

All forms must be completed in a timely manner and must be accurate.

Follow-up will be done by your WIA Case Manager periodically or when grades drop or attendance forms decrease or stop.

**Note:**

Students at schools other than York Technical College will coordinate with the WIA Case Manager on how to verify attendance and mid-term progress.

Follow all WIA requirements to remain eligible.

## Absences

Follow school policy for allowable absences. However, if the instructor only allows a certain number of absences to pass their class, then it is the instructor's policy that applies.

## Extended Leave

Extended leave may be granted when you have used all your allowable absences (three to five days depending on your course of study and at the instructor's discretion).

Some reasons for extended leave include but are not limited to:

Illness/Injury (doctor's statement)

Death in the Family (copy of obituary)

Job Interview (Employer Interview Statement)

Counseling (Verification of appointment)

Jury Duty (Copy of Subpoena)

**Note:**

If you find yourself in need of Extended Leave then:

Contact your WIA Case Manager immediately to set-up an appointment to discuss your plan. Failure to do this can result in you being concluded and terminated prematurely from the program.

## Waiver Policy

The purpose of this policy is to discourage the unnecessary request for a waiver, which in turn can impact the accomplishment of program goals. WIA participants can waive only ONE (1) Semester due to one or more of the following circumstances (no exceptions):

Debilitating Surgery (Doctor's Excuse)

Debilitating Illness (Doctor's Excuse)

Injuring Accident (Doctor's Excuse)

Jury Duty (proof of subpoena)

**Note:**

Other waivers may be granted on an individual basis at the discretion of your WIA Case Manager.

## Adding/Dropping Courses

If you begin classroom training and need to ADD/DROP a class, you have the FIRST FIVE DAYS of the semester to:

Get approval from your WIA Case Manager before adding/dropping any classes.

Pick-up and complete an Add/Drop form from your instructor or Student Records at the school you are attending.

Return the pink carbon copy of the form to your WIA Case Manager.

Courses you add MUST be related to your course of study.

**FAILURE TO LEAVE THE PINK CARBON COPY OR NOTIFY YOUR WIA INTENSIVE SERVICES AND TRAINING CASE MANGER WITHIN THE FIRST FIVE DAYS MAY RESULT IN TERMINATION FROM THE PROGRAM.**

**ONLY CERTAIN REASONS WILL BE ALLOWED FOR AN EXTENSION ON THE FIVE-DAY PERIOD FOR BOTH ADDING AND DROPPING COURSES. IF YOU FIND YOU HAVE A VALID REASON FOR BEING UNABLE TO DROP OR ADD WITHIN THE FIRST FIVE DAYS CONTACT YOUR WIA INTENSIVE SERVICES AND TRAINING CASE MANAGER IMMEDIATELY.**

## **Covered Costs**

Costs covered by the Workforce Investment Act (WIA) for students in classroom training are:

Tuition-WIA offers full or partial tuition depending on the school and type of training. Therefore, be sure to ask what will be covered for the school that you have chosen or wish to attend. The student must turn in a copy of their class schedule prior to each semester beginning for proper payment of covered cost. Payment will not be authorized if student does not provide their WIA Intensive Services and Training Case Manager with a copy of their class schedule.

Textbooks-WIA offers full cost of all textbooks for subjects that are required for the chosen major and for the semester in which you are currently attending.

Required Items-WIA covers cost of required items for you to attend or participate in class studies (Contact your WIA Case Manager before assuming the cost of an item will be covered.)

### **Note:**

Eligible participants will be granted \$25.00 each semester for desktop supplies. If the participant exceeds this amount, the participant is responsible for the balance due.

Purchases made without prior approval will be denied payment and the participant will be held responsible for the cost.

Other assistance with training: Support Services are available for eligible participants. The funds for services are limited and are part of the Training Account funds allotted for the cost of training.

Transportation Reimbursement for eligible Adults, Dislocated Workers and Youth:  
In the Catawba Workforce area, transportation may be reimbursed monthly for mileage **roundtrip** to the training facility at the following rates:

**5-15 = \$4    16-26 = \$6    27-37 = \$8    38+ = \$10**

Child Care Cost for eligible Adults, Dislocated Workers and Youth:

Payments for child care shall not exceed \$20 per day for one child for full-time schedule (12-credit hours or more) and \$10 per day for one child for part-time schedule (11-credit hours or less), and shall not exceed \$30 per day for two or more children for full-time schedule and \$15 per day for two or more children for part-time schedule. Continuing Ed classes will be considered full-time for 5 or more hours in classroom per day and part-time for 4 or less hours in classroom per day. *Child care assistance is paid monthly only for training attendance in accordance with the participant's semester schedule.* Other stipulations apply.

Needs Payments/Stipends for eligible Adults and Youth:

Financial assistance for *Adult* customers registered in WIA funded training may be provided to enable the customers to participate in the training activity. The maximum amount per week is \$25, paid on a monthly basis.

Tuition for eligible Adults, Dislocated Workers, and Youth:

The maximum amount of an ITA has been increased to \$8,000.00. If the training program does not cost \$8,000.00, participants will only be approved for the actual cost of the training.

**Other stipulations affect the above funding amounts awarded and the eligibility for receiving the supportive services.**

## **Grants Available**

If WIA cannot assist you with all or part of your training or with circumstances that may affect your training, other alternatives to ask your school or local Employment Security Commission about are:

Federal Pell Grant- Ask the Financial Aid Office at the school you are attending.

TRA//TAA-Ask your local Employment Security Commission.

Other Scholarships that are offered by the school. Relevant information can be obtained from the Financial Aid Office at the school you are attending.

### **Note:**

It is a WIA requirement that all participants complete a Federal Pell Grant Application each year.

If for any reason training costs are reduced due to dropping classes, withdrawing from training, or any other factor effecting funding, any refunds will be returned to the funding agency.

## Job Placement

The WIA Intensive Services and Training Case Manager will ask the schools to post any information on available positions from different companies.

The WIA Intensive Services and Training Case Manager will need an updated copy of your resume at all times.

Most colleges have a Job Placement Assistance Office. It is required for all WIA participants to register with the Job Placement as soon as a major has been decided upon.

The WIA participant must work closely with the local Employment Security Commission for assistance with Job Placement.

The Workforce Development Center located on most technical college campuses has a resource lab of job information, Internet access, resume writing software, etc.

## Re-Employment

### If:

You are called back to your last place of employment and are considering going back then contact your WIA Case Manager to see if you will still be eligible for the program (continued eligibility will depend on your individual situation).

Employment during training is welcomed if training has already started and the employment will not interfere with future training; however, employment with your former employer is a possible exception.

## Program Interview

An exit interview for training will be conducted during your last semester and held at the discretion of the WIA Case Manager to discuss:

Possible job offers, other possibilities and job prospects, assistance with job skills, resume writing, and/or interviewing skills, etc.

## Follow-Up Services

After a participant has completed training and found employment, the participant will receive follow-up services for one year. The WIA division will keep track of the participant's success and offer job keeping, seeking, and advancement services.

**Important Information:** Keeping in contact with our WIA customers is an important role in our program success and how services are provided. To enhance WIA customer

service, the ETI–Employment and Training Institute located in New Jersey, will periodically contact you in relation to your experience with WIA. You may also contact them at 1-800-852-4009 and ask for Beth Miller. Hours are Monday-Thursday from 9:00am-11:00pm and on Fridays from 9:00am-4:00pm. Thank you in advance for your participation in helping us serve our customers in a professional and friendly environment and keeping your contact information updated with WIA.

## **PROGRAM REVIEW**

### **Remaining Eligible**

Attend classes as scheduled and required.  
Attend school for the full length of your training.  
Attend full-time when possible.  
Follow attendance policy.  
Follow ADD/DROP Policy  
Follow Extended Leave Policy.  
Remain in the major that you decided upon at your initial interview with your WIA Intensive Services and Training Case Manager and approved for by the Training Committee.  
Notify your WIA Case Manager before taking anytime off, EVEN IN THE SUMMER.

**FAILURE TO COMPLY WITH ALL POLICIES AND PROCEDURES OUTLINED IN THIS BOOKLET CAN AND WILL RESULT IN YOUR BEING TERMINATED FROM ANY FUTURE FINANCIAL ASSISTANCE FROM THE WIA PROGRAM.**

### **Required Forms**

Forms that were signed in the WIA-Intensive Service Orientation. These forms confirm that you understand and are prepared to follow all procedures and requirements of the program.

RI-1  
Grievance Procedures  
EV-2  
ISS  
ADD/DROP Form  
Attendance Form  
Progress Report

### **Program Interview**

Conducted before program completion

### **Follow-up**

One (1) year of tracking, job keeping and seeking services. Responding to ETI-Employment and Training Institute.

**IT IS ESSENTIAL THAT YOU REPORT YOUR EMPLOYMENT TO YOUR WIA INTENSIVE SERVICES AND TRAINING CASE MANAGER IMMEDIATELY ONCE YOU COMPLETE TRAINING. THIS INFORMATION IS CONFIDENTIAL AND ONLY USED FOR PLACEMENT STATISTICS TO GATHER THE OVERALL SUCCESS OF THE PROGRAM.**

