

## **CATAWBA WIA INSTRUCTION PY06-004**

**TO:** All One-Stop and Intensive Service Staff

**SUBJECT:** Changes in the process for WIA Registration

**ISSUANCE DATE:** December 7, 2006

**EFFECTIVE DATE:** Immediately

**EXPIRATION DATE:** Indefinite

**PURPOSE:**

The purpose of this memorandum is to communicate the specifics of the consensus that was reached during the October 27, 2006, staff meeting to improve the WIA process.

**INSTRUCTION:**

Beginning with the initial step, when a customer is scheduled for the WIA Orientation, the staff will ensure that customer is aware of the required documentation for certification. This will allow an opportunity for a customer to be certified for WIA immediately following the orientation. To further improve the process, the certification staff may consider conducting group certifications, when feasible. In addition, the comprehensive assessment will include the Work Keys Readiness Test, and Career Scope; the WRAT will be discontinued.

Following the eligibility certification, the appropriate documentation will be forwarded to the Intensive Service staff and the customer will be scheduled for the next available Intensive Service Orientation. At the completion of the Intensive Service Orientation, the customer will be referred for Work Keys assessment, which will be conducted in the afternoon of the same day. After completion of the Intensive Service Orientation each customer will be issued an appointment card designating the appointment date to meet with the case manager to discuss the Work Keys scores, suitability account and training option. This appointment will be scheduled around the date of the Work Keys assessment. For example, if a customer completes both the Intensive Service Orientation and Work Keys Assessment on the same date, then the appointment with his/her case manager will be scheduled for not later than one week from the date of the Work Keys Assessment. If for some reason a customer can not make the designated appointment, the card will give instructions to call the case manager to reschedule an appointment. If the customer fails to call the case manager to reschedule, the case manager will call the customer no later than the day following the designated appointment date.

The Pre-Employment Occupational Certification (PEOC) will be restructured to address the needs of customers who have been determined to be in need of remedial instruction. In addition, the PEOC will be categorized as a pre-vocational activity and will continue to be offered during periods when customers are unable to enter occupation specific training.

The One-Stop Coordinator will monitor the process for registration very closely over the next several months to ensure compliance with this instruction. Failure to comply with the provisions of this instruction may lead to a written notification to the grant signatory official.

**INQUIRIES:**

If you have any questions or comments, please call Mary Ann McDow or Robert Barber at 327-9041.

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Robert A. Barber, Administrator  
Catawba Workforce Investment Area

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Date