SECTION III: ONE-STOP CAREER CENTERS

C. INTENSIVE SERVICES (Continued)

	YES	NO	N/A	COMMENTS
9. Identify the types of intensive services available at the Center. • Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, such as diagnostic testing and use of other assessments tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;				
• Group counseling;				
• Individual counseling;				
• Case management for participants seeking training;				
• Short-term prevocational services, such as development of learning skills communication skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.				
• Other				
10. The individuals and their case managers must design a plan that: **a.** Identifies the employment goals and objectives to be achieved, and				
b. Describes the specific kinds of intensive services that the individual needs to achieve that goal.				

SECTION III: ONE-STOP CAREER CENTERS

D. INTENSIVE SERVICES	YES	NO	N/A	COMMENTS
11. Are training services available for eligible individuals who did not obtain or retain employment after receiving intensive services?				
12. Does the Center have a system in place to ensure that training services are provided to adults and dislocated workers who meet the eligibility requirements as specified in WIA Sec 134(d)(4)(A)?				
a. They must meet the eligibility requirements for intensive services;				
b. They must be determined by the Center after an interview, evaluation, assessment, or case management to be in need of training services and to have the skills and qualifications to successfully participate in the selected program of training services;				
c. They must select programs of training services that are directly linked to the employment opportunity in the local area involved or in another area in which the enrollees are willing to relocate;				
d. They must be unable to obtain other or sufficient grant assistance for such services.				
13. Does the Center have a system to maintain and to manage Individualized Training Accounts (ITAs) under the WIA?				
14. Does the Center maintain the financial records and accountability for each ITA and transfer any records between centers for customers choosing other center?				

SECTION III: ONE-STOP CAREER CENTERS

D. INTENSIVE SERVICES (Continued)	YES	NO	N/A	COMMENTS
15. With respect to the ITAs, are there Center staff who are responsible for:				
a. Identifying clients eligible for ITAs, providing guidance and assistance to clients in use of ITAs;				
b. Assuring training selection and occupational area meet guidelines established by the Workforce Investment Board;				
c. Continuing cash management during training or receipts of other services;				
d. Complete and accurate account documentation;				
e. Continuous improvement in hiring by employers of recipients of ITAs, and in the satisfaction of ITA recipients;				
f. Achievement of performance standards.				
16. If contracts for training services are used instead of ITAs, are one of the following conditions met:				
a. Such services are on-the-job training by an employer or customized training;				
b. The Workforce Investment Board determines that there are an insufficient number of eligible providers of training services in the local area;				
c. A training services program of a community-based organization or private entity with demonstrated effectiveness is available to serve special populations that face multiple barriers to employment.				

SECTION III: ONE-STOP CAREER CENTERS

	YES	NO	N/A	COMMENTS
D. INTENSIVE SERVICES (Continued) **17.** Is there a referral system to training service programs for special populations that face multiple barriers to employment or for special conditions in the local area?				
E. FEE FOR SERVICE **18.** What types of fee-for-service training are available at the Center?				