

WIOA Career Services Desk Aid

BASIC CAREER SERVICES

Basic career services must be made available and, at minimum, must include the services listed below, as is consistent with allowable program activities. **Basic career services include:**

Outreach/Intake (including worker profiling)	<p>Registration: “Is the process for collecting information to support a determination of eligibility.”</p> <p>Participation: “Occurs after the registration process of collecting information to support an eligibility determination and begins when the individual receives a staff assisted WIOA service which does not include self-service or informational activities.”</p>
WIOA Eligibility Determination	“Adults and dislocated workers who receive services funded under Title I other than self-services or informational activities must be registered and must be a participant.”
Orientation	Orientation to information and other services available through the One-Stop system.
Initial Skill Assessment	Initial assessment of skill levels, including literacy, numeracy, and English Language proficiency, as well as aptitudes, abilities (including skill gaps), and supportive service needs.
Labor Exchange Services	<ul style="list-style-type: none"> • Job search and placement assistance, and when needed by an individual, career counselling including provision of information on in-demand industry sectors and occupations and provision of information on nontraditional employment. • Appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services other than those traditionally offered through the One-Stop delivery system. • Provision of referrals to and coordination of activities with other programs and services, including programs and services within the One-Stop delivery system and, when appropriate, other workforce development programs. • Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including: Job vacancy listings in labor market areas and information on job skills necessary to obtain the vacant jobs listed, information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs.
Performance Information	<ul style="list-style-type: none"> • Provision of performance information and program cost information on eligible providers of training services by program and type of providers. • Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area’s One-Stop delivery system.
Supportive Services Information	<p>Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including:</p> <ul style="list-style-type: none"> • Child care. • Child support. • Medical or child health assistance available through the State’s Medicaid program and Children’s Health Insurance Program, benefits under SNAP, assistance through the earned income tax credit, and assistance under a State program for Temporary Assistance for Needy Families and other supportive services and transportation provided through that program.
Unemployment Assistance	<p>Provision of information and assistance regarding filing claims for unemployment compensation, by which the One-Stop must provide meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation. “Meaningful assistance” means:</p> <ul style="list-style-type: none"> • Providing assistance on-site using staff who are well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants. • Providing assistance by phone or via other technology, as long as the assistance is provided by trained and available staff and within reasonable time.
Non-WIOA Financial Aid	Assistance in establishing eligibility for programs of financial aid assistance for training and education programs (non-WIOA).

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INDIVIDUALIZED CAREER SERVICES

Individualized career services must be made available if determined to be appropriate in order for an individual to obtain or retain employment. These services include:

Assessment	Comprehensive and specialized assessments of the skill levels and service needs of adult and dislocated workers, which may include: <ul style="list-style-type: none"> • Diagnostic testing and use of other assessment tools, and • In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
IEP	Development of an Individual Employment Plan (IEP) to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals, including a list of, and information about, the eligible training providers.
Counseling	Group and Individual.
Career Planning	Career Planning.
Prevocational Services	Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training.
Internships / Work Experience	Internships and paid or unpaid work experiences that are linked to careers; internships and work experiences may be arranged within the private for-profit sector, the non-profit sector, or the public sector.
Workforce Preparation Activities	Workforce preparation activities, including programs or services designed to help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of post-secondary education, or training, or employment.
Financial Literacy Services	Financial literacy services, including services which: <ul style="list-style-type: none"> • Support the ability of participants to create budgets, initiate checking and savings accounts at banks, and make informed financial decisions. • Support participants in learning credit, debt, student loans, consumer credit, credit cards. • Teach participants about the significance of credit reports and credit scores, rights regarding credit and financial information, how to determine the accuracy of a credit report and how to correct inaccuracies, and how to improve or maintain good credit. • Support a participant's ability to understand, evaluate, and compare financial products, services, and opportunities to make informed financial decisions. • Educate participants about identity theft, ways to protect themselves from identity theft, and how to resolve cases of identity theft, and in other ways understand their rights and protections related to personal identity and financial data. • Support activities that address the particular financial literacy needs of non-English speakers, including providing the support through the development and distribution of multilingual financial literacy and education materials. • Provide financial education that is age appropriate, timely, and provides opportunities to put lessons into practice, such as by access to safe and affordable financial products that enable money management and savings. • Implement other approaches to help participants gain the knowledge, skills, and confidence to make informed financial decisions that enable them to attain greater financial health and stability by using high-quality, age-appropriate, and relevant strategies and channels, including where possible, timely and customized information, guidance, tools, and instruction.
Out of Area	Out of area job search assistance, and relocation assistance.
English Language	English Language acquisition and integrated education and training programs.

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TRAINING SERVICES

Training services are provided to equip individuals to enter the workforce and retain employment. There is no sequence of service requirements in order for participants to receive training.

- “An individual must at a minimum receive an interview, evaluation, or assessment, and career planning or any other method through which the one-stop operator or partner can obtain enough information to make an eligibility determination to be determined eligible for training services. Where appropriate, a recent interview, evaluation, or assessment, may be used for the assessment purpose.”
- “The case file must contain a determination of need for training services under §680.210 as determined through the interview, evaluation, or assessment, and career planning informed by local labor market information and training provider performance information, or through any other career service received.”
- “There is no requirement that career services be provided as a condition to receipt of training services.”
- “If career services are not provided before training, the Local Board must document the circumstances that justified its determination to provide training without first providing the services described above.”

At what point may training services be made available to employed and unemployed adult and dislocated workers?

- When after an interview, evaluation or assessment, and career planning, a one-step operator or partner determines that the individual:
 - Is unlikely or unable to retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services;
 - Is in need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment; and
 - Has the skills and qualifications to participate in training services.
- When the training selected is directly linked to the employment opportunities either in the local area or planning area, or in another area to which the individual is willing to commute or relocate.

Limitations

Provision of such training services shall be limited to individuals who are unable to obtain grant assistance from other sources to pay for the training, including other grants such as State-funded training grants, Trade Adjustment Assistance, and Federal Pell grants, or requires assistance beyond that available from other sources to pay for the cost of training. (WIOA Sec 134(c)(3)(B)(i))

Training Services may include:

- Occupational skills training, including training for nontraditional employment.
- On-the-Job training.
- Incumbent worker training.
- Programs that combine workplace training with related instruction, which may include cooperative education programs.
- Training programs operated by the private sector.
- Skill upgrading and retraining.
- Entrepreneurial training programs that assist qualified unemployed individuals who are seriously interested in starting a business and becoming self-employed.
- Transitional jobs training.
- Job readiness training provided in combination with any of the aforementioned training services with the exception of registered apprenticeships.
- Adult education and literacy activities, including activities of English language acquisition, and integrated education and training programs provided concurrently or in combination with any of the aforementioned training services, with the exception of registered apprenticeships and transitional jobs training.
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

ITA

In most circumstances, an individual will receive training services through an individual training account (ITA). The selection of a training program should be fully informed by the performance of relevant training providers and individuals must be provided with performance for all training providers who administer a relevant program.

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FOLLOW UP SERVICES

Follow-up services must be provided, as appropriate, including counseling regarding the workplace, for participants in adult or dislocated worker workforce investment activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment.

While follow-up services must be made available, not all of the adults and dislocated workers who are registered and placed into unsubsidized employment will need or want such services.

The intensity of appropriate follow-up services may vary among different participants. Participants who have multiple employment barriers and limited work histories may be in need of significant follow-up services to ensure long-term success in the labor market. Other participants may identify an area of weakness in the training provided by the WIOA prior to placement that will affect their ability to progress further in their occupation or to retain their employment.

Follow-up Services include, but are not limited to:

- Additional career planning and counseling.
- Contact with the participant's employer, including assistance with work-related problems that may arise.
- Peer support groups.
- Information about additional educational opportunities, and referral to supportive services available in the community.
- Case management administrative follow-up.
- Other services.