

Q & A –Career Services through the Massachusetts One-Stop Delivery System under WIOA

Q1. In comparing the draft DCS issuance with the DOL-ETA TEGL 3-15 issued on 7/1/15 I noticed what appears to be a discrepancy in eligibility for basic services.

- The DCS issuance requires self-Service/Universal Access services for all customers, but TEGL 3-15 does not make this distinction. There is a note stating the employment services may also be included with basic career services if they are assisted basic career services or tailored to specific needs. I think this sentence means that universal access employment services may also be combined with basic career services for WIOA registered customers if they are tailored services specific to that customer. It would be helpful to clarify.
- The DCS issuance states that career services (including basic, individualized, and follow-up) may only be made available to WIOA registered customers while TEGL 3-15 (page 2, #4) states that basic career service must be made available to all individuals seeking to be served in the one-stop delivery system. It would be helpful to confirm and clarify which services are only available to WIOA registered customers.

A1. TEGL 3-15 clarifies that WIOA ensures universal access to the workforce system. Career Centers are the “common front door” for adults and dislocated workers to access career services, and specifically, provide universal access to basic career services. Self service activities fall under basic services. Adults and dislocated workers who receive services funded under WIOA Title I other than self-service or information-only activities must be registered and must be a participant.

Q2. “Self Service/Universal Access: Facilitated Self-Help” - we interpret this to be staffed resource room help Basic Career Services. The term “must be made available” - is that meant to be the services listed must be provided to every individual that becomes a member?

A2. Career Centers are the “common front door” for adults and dislocated workers to access career services, and specifically, universal access to basic career services. Self service activities fall under basic services. Basic services must be made available to every seeker who accesses the workforce system through a career center. Services that are not primarily informational and/or self-service require WIOA registration.

There is universal access to Employment Services involving self-help. Unregistered services include self-help or other unassisted basic career services *not tailored to specific needs or basic information*, including:

- Self-service, including virtual services
- Facilitated self-help
- Job listings
- Labor Market Information (LMI)
- Labor exchange services, and
- Information about other services

Employment Services may also be included with basic career services if they are assisted basic career services or tailored to specific needs.

Q3. Do we have to make our performance available on our web site and in paper and in different languages or can we direct customers to mass.workforce.org for performance information?

A3. Customers can be directed to MassWorkforce [Policy 100 DCS 08.101](#). If English is not the customer's primary language, assistance can be sought through the Office of Multilingual Services or Over the Phone Language Line.

Q4. Provision of UI assistance will be provided by well-trained staff. We will only have 1 FTE provided by UI if that person is out of the office do we need daily back-up and if so, do they need access to the UI system?

A4. Yes. One of WIOA's main purposes is to "increase access to and opportunities for the employment, education, training, and support services for individuals". The regulation does not require states to promote in-person claim filing but does require that assistance be made available to customers who come to a one stop career center for assistance in filing a UI claim and to customers that have been identified as having barriers to filing a UI claim without assistance.

Q5. Individualized Career Services: Can the short term prevocational services be delivered in workshops or must that be on a one on one basis?

A5. Either workshop or one-on-one delivery can work, depending on the needs of the individual being served.

Q6. Can the financial literacy services be a workshop for customers provided by an outside contractor or community business partner?

A6. Yes. WIOA allows for flexibility when determining how to provide required services. Financial literacy services can be provided by either, in conjunction with standard operating procedure of the local Career Center.

Q7. What does Out of area job assistance and relocation assistance mean? Is that a referral?

A7. Out of area job search assistance may include similar services as provided for local job search. Out of area may be required when it is determined an individual cannot obtain employment locally. Any relocation assistance provided must be in conjunction with standard operating procedure of the local Career Center. Provision of this type of service does not constitute a referral.

Q8. On page 2 in the Policy section it states “Services that are not primarily informational and self-service require WIOA registration.” What does information and self-service include? Does it include Resume Critique and workshops? What category does a service such as a one-to-one Resume Critique fall under (Basic Services or Individual Services)?

A8. Information-only services or activities are those that provide readily available information and that do not require an assessment by a staff member of the individual’s skills, education, or career objectives. In a public workforce development setting, information activities or services may include both self-service basic career services and staff-assisted basic career services. Both are designed to inform and educate an individual about the labor market and to enable an individual to identify his or her employment strengths, weaknesses, and range of appropriate services. However, basic career services that require significant staff involvement are not considered information-only services or activities. Resume critique/workshops require staff member assessment and are not self-service or information-only services.

Q9. On page 4 (x) regarding filing claims for UI the first bullet states “providing assistance on-site using staff who are well-trained in unemployment compensation claims...” If we do not have UI staff at our career center can we consider this will be DUA Staff who come to our center twice per week currently?

A9. This service can be provided by UI Staff placed in the One Stop or Wagner-Peyser or other One-Stop partner staff who have been properly cross trained to provide the service.

Q10. On page 4 (x) the last bullet in that section states “Assistance in establishing eligibility for programs of financial aid assistance for training and education programs (non-WIOA).” Is referring a customer to a website for more information or to an external resource such as a community college satisfactory for this service?

A10. The intent under WIOA is for individuals to receive more robust services, beyond what they could obtain on their own using self-service tools, such as public websites or phone numbers. Referral then to a website would not constitute 'meaningful assistance', however referral a specific and appropriate staff member at a Community College may be.

Q11. On page 5 (VII) it states "Internships and paid or unpaid work experience that are linked to careers...." Is this something we would occasionally help customers with or is it expected to be provided for large numbers of customers?

A11. Particular services, such as internships, can be provided based on availability and appropriateness for a particular individual's need. The number of individuals suited to and opportunities available for similar services will fluctuate.

Q12. On page 5 (IX) It states "Financial literacy services, including services which...." Can we do this through external agencies (third party organizations) that work with The Career Place rather than our staff directly providing these services?

A12. Yes. WIOA allows for flexibility when determining how to provide required services. Financial literacy services can be provided by either, in conjunction with standard operating procedure of the local Career Center.

Q13. On page 6 under Training Services (WIOA 134 (c)(3)) it states "Training is made available to individuals after an interview, assessment, or evaluation determines that the individual requires training to obtain employment or remain employed." We are assuming this is based on available funding for training.

A13. Yes, based on available funding.

Q14. On page 7 there are two bullets that seem to contradict each other. Could you please clarify the following?

- "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."

A14. WIOA allows for more flexibility in the provision of career and training services within the Workforce System and removes the previously required sequence of servicing established under WIA. A job seeker customer, however, must receive an interview, evaluation, or assessment, and career planning (a component of individualized career services) or any other evaluation method through which the

one-stop operator or partner can obtain enough information to make a training eligibility determination. As such, a recommendation to provide training services can be made without providing career services. In such cases, the method used to determine a job seeker customer's need for training must be documented and written justification provided in support of that determination.