

## ATTACHMENT B

### Access to Services

MassHire Career Centers provide seamless delivery of multiple services to job seekers that are customer centered. Eligible job seekers have access to services that lead to pathways for economic sufficiency. In accordance with WIOA there is no required sequence of services (WIOA sec. 121(e)(1)(A)). Job seekers receive access to services based on needs identified during intake and initial assessment.

#### Career Services

Career Services, as identified in sec. 134(c)(2) of WIOA and Federal Regulations §678.430, consist of three types: basic career services, individualized career services, and follow-up services.

#### Access to Career Services

Basic career services are universally accessible to individuals seeking services throughout the MassHire Career Center system. Priority of Service must be applied to individuals seeking individualized and training services under the WIOA Adult funding stream.

Basic Career Services must be made available and, at a minimum, must include the following services, as consistent with allowable program activities and Federal cost principles.

- i. Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs;
- ii. Outreach, intake (including worker profiling), and orientation to information and other services available through the one-stop delivery system;
- iii. Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs;
- iv. Labor exchange services, including -
  - I. Job search and placement assistance, and, when needed by an individual, career counseling, including -
    - aa. Provision of information on in-demand industry sectors and occupations (as defined in Sec. 3(23) of WIOA); **and**
    - bb. Provision of information on nontraditional employment; and

- II. 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;
- v. 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;
- vi. 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 -
  - I. Job vacancy listings in labor market areas;
  - II. Information on job skills necessary to obtain the vacant jobs listed; and
  - III. Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs;
- vii. Provision of performance information and program cost information on eligible providers of training services by program and type of providers;
- viii. 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;
- ix.
  - I. Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and
  - II. appropriate referrals to those services and assistance, including: child care, child support; medical or child health assistance available through the State's Medicaid program and Children's Health Insurance Program; benefits under Supplemental Nutrition Assistance Program (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;
- x. 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.

(678.430 (a)(10)(i)) "Meaningful assistance" means:

(A) Providing assistance on-site using staff who are well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants; or

(B) Providing assistance by phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time.

(678.430 (a)(10)(ii)) The costs associated in providing this assistance may be paid for by the State's unemployment insurance program, or the WIOA adult or dislocated worker programs, or some combination thereof.

- xi. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.

**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 the following services, as consistent with program requirements and Federal cost principles:

- I. Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include -

- a. Diagnostic testing and use of other assessment tools; and

- b. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;

**Use of Previous Assessments.** – A one-stop operator or one-stop partner shall not be required to conduct a new interview, evaluation, or assessment of a participant under clause (i) if the one-stop operator or one-stop partner determines that it is appropriate to use a recent interview, evaluation, or assessment of the participant conducted pursuant to another education or training program.

- II. Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, the eligible training providers (as described in §680.180 of this chapter);
- III. Group counseling;
- IV. Individual counseling;
- V. Career planning;

- VI. 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;
- VII. Internships and work experiences that are linked to careers (as described in §680.170 of this chapter);
- VIII. Workforce preparation activities;
- IX. Financial literacy services as described in sec. 129(b)(2)(D) of WIOA and §681.500 of this chapter;
- X. Out-of-area job search assistance and relocation assistance; and
- XI. English language acquisition and integrated education and training programs.

**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.

**Training Services** under WIOA sec. 134(c)(3)(A) training services may be made available to employed and unemployed adults and dislocated workers:

- I. Who, after an interview, evaluation, or assessment, and career planning, have been determined by a one-stop operator or one-stop partner, as appropriate, to –
  - a. be unlikely or unable to obtain or retain employment, that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment, through the career services described above;
  - b. be in need of training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment; and
  - c. have the skills and qualifications to successfully participate in the selected program of training services;
- II. Who select programs of training services that are directly linked to the employment opportunities in the local area or the planning region, or in another area to which the adults or dislocated workers are willing to commute or relocate;
- III. Who are unable to obtain grant assistance from other sources to pay the cost of such training, including such sources as state-funded training funds, Trade Adjustment Assistance, and Federal Pell Grants established under title IV of the Higher education

Act of 1965, or require WIOA assistance in addition to other sources of grant assistance, including Federal Pell Grants; and

- IV. If training services are provided through the adult funding stream, are determined eligible in accordance with the state and local priority system in effect for adults under WIOA (please refer to Attachment C: Priority of Services).

Training services may be provided whether or not the job seeker has received basic or individualized career services first.

When basic or individualized career services are not provided before training, career center staff and partner program staff must adhere to the Local Board's policy that provides justification of the circumstances in which to provide services without first providing career services.

In accordance with WIOA §680.220, a job seekers must at a minimum receive either an interview, evaluation, or assessment, and career planning or any other method through which the career center staff or partner program can obtain enough information to make a determination to be appropriate for training services.

The Local Board must ensure that training services are provided in a manner that maximizes informed consumer choice in selecting an eligible provider. Local Boards through the career centers must make available to the job seeker the Eligible Training Providers List (ETPL).

In consultation with the staff responsible for career planning, the job seeker may select a training provider from the ETPL. Contingent upon the availability of funds the job seekers will be referred to the selected ETPL provider and an Individual Training Account will be established.

Staff must adhere to their local process when selecting job seekers for enrollment into training. The process should include a review of training justification that is linked to employment opportunities in the local area, region, or on another area in which the jobs seeker is willing to commute or relocate.

For information on career planning that is informed by labor market information, please refer to [100 DCS 08.112: Career Planning for Workforce Innovation and Opportunity Act \(WIOA\) Job Seeker Customers](#) policy. Please refer to Attachment K for information on assessments used for training justification.

Local Boards may place local eligibility restrictions on training funds.