CAREER SERVICES
(BASIC, INDIVIDUALIZED, AND FOLLOW-UP SERVICES)

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I. BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) authorize "career services" for Adult, Dislocated Worker, and Youth. They consist of Basic Career Services, Individualized Career Services, and Follow-Up Services.

WIOA established the requirements for delivery of Career Services through the One-Stop delivery system, as referenced in WIOA Sec. 129(b)(2)(C) and 134 (d)(2). The One-Stop system is the basic delivery system for Adult, Dislocated Worker and Youth services. The One-Stop system in Washington State is called WorkSource. Through this system, Adults, Dislocated Workers and Youth can access a continuum of services. This bulletin will cover the requirements for Career Services.

II. GENERAL POLICY

A. Basic Career Services:

Basic Career Services for Adult, Dislocated Workers and Youth must be made available, with no eligibility requirements, at the WorkSource Career Development Centers, WorkSource affiliate and WorkSource connection sites.

Basic Career Services shall include the following:

1. Notification of priority of service for veterans and eligible spouses according to the WorkSource Center's "Priority of Service for Veterans and Eligible Spouses" policy and data collection procedures;
2. Determination to receive WIOA services;
3. Outreach, intake, and orientation to inform and other services available through the One-Stop delivery system;

4. Initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs and documentation of assessment in case notes;

5. Labor exchange services include:
    a. Job Search and placement assistance, and where appropriate, career counseling includes:
        i. Provision of information on in-demand industry sectors and occupations [as defined in WIOA Sec. 3(23)]; and
    ii. Provision of information on non-traditional employment {as defined in WIOA Sec. 3(37);
    b. Appropriate recruitment and other business services on behalf of employers, including small employers, in the local area, which services may include providing information and referral to specialized business services not traditionally offered through the WorkSource delivery system;

6. Provision of referrals to and coordination of activities with other programs and services within the WorkSource delivery system and other workforce programs where appropriate;

7. 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:
    a. Job vacancy listings in such labor market areas;
    b. Information on job skills necessary to obtain the jobs;
    c. Information relating to local occupations in demand and the earnings and skill requirements for such occupations;

8. Provision of performance information and program cost information on eligible providers of training services, and eligible providers of Youth programs, providers of adult education, providers of career and technical education activities at post-secondary level, and career and technical education activities to school dropouts, under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.), and providers of vocational rehabilitation services described in Title 1 of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.);

9. Provision of information regarding how the local area is performing on the local performance accountability measures and any additional performance information with respect to the WorkSource system;

10. Provision of information relating to the availability of supportive services or assistance including:

    a. Childcare, child support, medical or child health assistance, benefits under the Supplemental Nutrition Assistance Program (SNAP), assistance through the earned income tax credit, housing counseling and assistance services sponsored through the

Housing and Urban Development (HUD), and assistance under a state program for Temporary Assistance for needy Families (TANF) and other supportive services and transportation provided through funds made available in the local area;

b. Referral to the services or assistance described in (a) as appropriate;

11. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs that are not funded under WIOA and are available in the local area;

12. Provision of information and assistance regarding filing claims under UI programs, including meaningful assistance to individuals seeking assistance in filing a claim:

    Meaningful assistance means:

    a. On-site staff who are properly trained in UI claims, filing, and/or the acceptance of information necessary to file a claim;
    b. By phone or via other technology, if the assistance is provided by trained and available staff and within a reasonable time;

    The costs associated in providing meaningful assistance may be paid for by the state UI program or some combination of WIOA program funds.

B. Individualized Career Services

A determination of the need for Individualized Career Services as established by the initial assessment or the individual's inability to obtain employment through the Basic Career Services provided must be contained in the participant's case file. There is no required minimum time for participation in Basic Career Services before receiving Individualized Career Services.

Individualized Career Services shall be provided through the One-Stop delivery system, directly through one-stop operators identified or through contracts with service providers, which may include contracts with public, private for-profit, and private non-profit service providers, approved by the Local Workforce Development Board.

The applicable Career Services may be made available by the provision of appropriate technology at the WorkSource center, by co-locating personnel at the center, cross-training of staff, or through a cost reimbursement or other agreement between service providers at the WorkSource center and as described in the Memorandum of Understanding (MOU).

There are two categories of participants who may receive Individualized Career Services:

1. Participants who are unemployed, have received at least one career service and are unable to obtain employment through career services, and are determined by a One-Stop Partner to need more intensive services to obtain employment; and
2. Participants who are employed, have received at least one career service, and are determined by a One-Stop Partner to need intensive services to obtain or retain employment that leads to self-sufficiency.

Individualized Career Services provided to Adults, Dislocated Workers, and Youth are determined on a case-by-case basis to meet the individual needs of each participant. Individualized Career Services may include {WIOA Sec. 134(c)(2)(A)(xii)]:

1. Comprehensive and specialized assessments of the skill levels and service needs of Adults, Dislocated Workers, and Youth which may include:
   a. Diagnostic testing and use of other assessment tools;
   b. Comprehensive Adult Student Assessment System (CASAS) shall be the required assessment instrument for all basic skills assessments such as English reading, writing, and arithmetic unless otherwise waved or suspended; and
   c. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.

2. Development of an Individual Participant Plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals, including providing information on eligible providers of training services pursuant to WIOA Sec. 134(3)(F)(ii), and career pathways to attain career objectives;

3. Group counseling;

4. Individual counseling;

5. Mentoring;

6. Career planning (e.g. case management);

7. Case management for participants seeking training services;

8. Short-Term Pre-Vocational Services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training at low-cost preparatory training. This may also include pre-apprenticeship programs. Short-Term Pre-Vocational Services do not provide formal occupational skills training, thus generally not appropriate for an Individualized Training Account (ITA) and are not considered a training service. Certifications earned through Short-Term Pre-Vocational Services are not considered credentials and do not count toward performance;

9. Internships and Work Experiences that are linked to careers;

10. Workforce Preparation activities that 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 and information, working with others, understanding systems, and obtaining skills necessary for successful preparation, transition into and completion of post-secondary education, training, or employment;

11. Financial Literacy Services WIOA Sec. 129(b)(2)(D);

12. Out-of-area job search assistance and Relocation Assistance - Adult and Dislocated Worker ONLY (see Administrative Bulletin 215 Relocation/Pre-employment Interview Assistance).

13. English language acquisition and integrated education and training programs;

The choice of Individualized Career Services offered to each participant must be clearly detailed and validated in the participant's file.

Use of Previous Assessments:

A One-Stop Partner shall not be required to conduct a new interview, evaluation, or assessment of a participant's services if the 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. See Administrative Bulletin 205 Assessments and Individual Participant Plan for the use of previous assessments.

C. Follow-Up Services

Follow-Up Services, including counseling regarding the workplace, for participants in workforce investment activities authorized under WIOA for not less than 12 months (365 days).

For Adult and Dislocated Workers who are exited to unsubsidized employment, Follow-Up Services begin after the first day of employment.

All Youth who are not subject to exclusion begin Follow-Up services on the day of exit. Follow-Up Service does not extend the date of exit in performance reporting. For more information on Follow-Up Career Services, see Administrative Bulletin 220.

REFERENCES

All Contractors will be monitored for compliance with the MIS procedures for timeliness, accuracy, and completeness of all forms and documents.

- 20 CFR § 678.430
- 20 CFR § 680.150
- 20 CFR § 681.460
- TEGL 19-16 – Guidance on Services Provided to Adult and Dislocated Worker Programs
- WIOA Final Rule, Page 56119