

# MERCED COUNTY WORKFORCE DEVELOPMENT BOARD

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## POLICY BULLETIN

MCWDB PB # 11-21	Date of Release: June 08, 2021
To:	All Merced County Workforce Development Board Staff and Service Providers
From:	Erick Serrato, Merced County Workforce Development Board
Effective Date:	June 08, 2021
Subject:	WIOA Career Services
Responsible Official:	MCWDB Program Manager

### BACKGROUND

The purpose of this policy is to provide guidance on the provision of Career Services under the Workforce Innovation and Opportunity Act (WIOA) to Adult and Dislocated Workers.

Under WIOA, the WIA core and intensive services are merged into a new category entitled "career services." The career services category includes basic career services, individualized career services, and training services. Follow Up services are also included as career services but covered in a separate Merced County Workforce Development Board (MCWDB) policy. Basic career services are not subject to the priority of service requirement; however, individualized career services and training services are subject to the requirement.

The provision of career services must be based on the individual's employment needs as determined jointly by the individual and career specialist. Although WIOA distinguishes the level of services, this distinction is not intended to imply a service sequence. These MCWDB can provide these services in any order.

### DEFINITIONS:

*Contractor*, for this policy, refers to Service Provider, Subgrantee, or a recipient that does not receive WIOA funds directly from the State but receives WIOA funds from the MCWDB

### POLICY

All Contractors delivering WIOA Career Services within the local area shall use the principles and procedures outlined in this policy.

Contractors shall provide Career Services to Adults and Dislocated Workers. To be eligible to receive career services in the Adult formula-funded program, an individual must be 18 years of age or older. To be eligible to receive career services in the Dislocated Worker formula funded program, an individual must meet the definition of "dislocated worker" at WIOA sec. 3(15).

- I. Basic Career Services (self-directed services, are not required to be enrolled into WIOA) must be made available to all individuals seeking services offered by the one-stop delivery system, and include the following:
  - A. Determination of eligibility to receive assistance from the adult, dislocated worker or youth programs;
  - B. Outreach, intake, and orientation to the services available through the one-stop delivery system;
  - C. Initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs;
  - D. Labor exchange services (EDD), including the following:
    1. Job search and placement assistance, and, when needed by an individual, career counseling, including the following:
      - a. Provision of information on in-demand industry sectors and occupations [as defined in WIOA Section 3(23)].
      - b. Provision of information on nontraditional employment [as defined in WIOA Section 3(37) of].

- E. 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;
  - F. Workforce and labor market employment statistics information, including information relating to local, regional, and national labor market areas, including the following:
    - 1. Job vacancy listings in labor market areas.
    - 2. Information on job skills necessary to obtain the vacant jobs listed.
    - 3. Information on local in-demand occupations and the earnings, skill requirements, and opportunities for advancement that accompany them.
  - G. Information on performance and program cost of eligible providers of training services by program and type of provider;
  - H. Information regarding how the local area is performing on the local performance accountability measures and any additional performance information with respect to the one-stop delivery system in the local area;
  - I. Information relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including:
    - 1. child care;
    - 2. child support;
    - 3. medical or child health assistance available through the state's Medicaid program and Children's Health Insurance Program;
    - 4. benefits under the SNAP;
    - 5. assistance through the earned income tax credit;
    - 6. housing counseling and assistance services sponsored through the U.S. Department of Housing and Urban Development; and
    - 7. assistance under a state TANF program and other supportive services and transportation provided through that program.
  - J. Assistance in establishing eligibility for financial aid programs for training and education programs not provided under WIOA;
  - K. Information and assistance regarding filing claims under UI programs, including meaningful assistance to individuals seeking assistance in filing a claim.
    - 1. Meaningful assistance means providing assistance as follows:
      - a. On-site staff who are adequately trained in UI claims, filing, and/or the acceptance of information necessary to file a claim (note that staff providing UI assistance may be UI, Wagner-Peyser, or other America's Job Center of California (AJCC) partner staff members who have been adequately trained to provide this type of assistance and service. Questions, advice, or decisions that could affect a claimant's eligibility should only be handled by UI program staff).
      - b. By phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time.
    - 2. The costs associated with providing meaningful assistance may be paid for by the state's UI program, the WIOA adult or dislocated worker programs, the Wagner-Peyser Employment Service, or some combination thereof these funding sources.
- II. Individualized Career Services (enrolled services, open to those persons who meet the eligibility requirements for WIOA)
- A. Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include the following:
    - 1. Diagnostic testing and use of other assessment tools.
    - 2. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.

- B. Development of an individual employment plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals, including the list of, and information about, eligible training providers;
  - C. Group and/or individual counseling and mentoring;
  - D. Career planning (e.g. case management);
  - E. Short-term prevocational services, including the development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, prepare individuals for unsubsidized employment or training. In some cases, pre-apprenticeship programs may be considered short-term pre-vocational services;
  - F. Internships and work experiences that are linked to careers;
  - G. 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, using information, working with others, understanding systems, and obtaining skills necessary for a successful transition into and completion of postsecondary education, or training, or employment;
  - H. Financial literacy services;
  - I. Out-of-area job search assistance and relocation assistance; and/or,
  - J. English language acquisition and integrated education and training programs
- III. Training Services (enrolled services, open to those persons who meet the eligibility requirements for WIOA)
- A. Occupational skills training, including training for nontraditional employment;
  - B. On-the-job-training;
  - C. Incumbent Worker Training;
  - D. Programs that combine workplace training with related instruction, which may include cooperative education programs;
  - E. The private sector operates training programs;
  - F. Skill upgrading and retraining;
  - G. Entrepreneurial training;
  - H. Transitional jobs;
  - I. Job readiness training is provided in combination with another training service;
  - J. Adult education and literacy activities, including English language acquisition and integrated education and training programs, are provided concurrently or in combination with another training service; and/or,
  - K. Customized training is conducted with a commitment by an employer or group of employers to employ an individual upon successfully completing the training.

## REFERENCES

- Workforce Innovation and Opportunity Act (WIOA)
- 20 CFR 680.150
- 20 CFR 478.425
- WSD 15-14
- TEGL 19-16