



TITLE: Adult & Dislocated Worker Programs - Career Services Procedures # 5005P

Type: Program Procedure

Date Established: 07/01/2016

Date Last Revised: 06/07/2019

Date Posted to Website: 07/07/2016

Status: Final

Supersedes: WIA Procedures in Policies # 500R6, 505R2, 515R2, 530R2, & 550R2

Procedures

Basic Services

Determination for Basic career services will include outreach, intake (which may include worker profiling), and orientation to the information and other services available; followed by an initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs.

Self-service and informational activities are types of career services made available and accessible to the general public that are designed to inform and educate individuals about the labor market and their employment strengths, weaknesses, and the range of services appropriate to their situation, and that do not require significant staff involvement with the individual in terms of resources or time. Both can be provided after registration, but do not constitute enrollment as neither is a staff-assisted WIOA service.

Other basic career services include:

- Labor exchange services, including job search and placement assistance, and, when needed, career counseling. Career counseling includes provision of information on in-demand industry sectors and occupations, and provision of information on nontraditional employment.
- Provision of referrals to and coordination of activities with other programs and services, including those within the WorkSource 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; information on job skills necessary to obtain the vacant jobs listed; and information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs.
- Provision of performance information and program cost information on eligible providers of training services by program and type of providers.
- Provision of information about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's WorkSource delivery system.
- Provision of information relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance.

- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.
- Provision of information and assistance regarding filing claims under UI programs, including assistance in filing a claim

Individualized Services

For individualized career services, qualified Wagner-Peyser, Adult and Dislocated Worker Program Staff may use recent previous assessments by partner programs to determine if individualized career services would be appropriate.

These services include:

- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include: diagnostic testing and use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
- 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, eligible training providers.
- Group and/or individual counseling and mentoring.
- Career planning (e.g. case management).
- 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, in some instances pre-apprenticeship programs may be considered as short-term prevocational services.
- Internships and work experiences that are linked to careers.
- 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 successful transition into and completion of postsecondary education, or training, or employment.
- Financial literacy services.
- Out-of-area job search assistance and relocation assistance.
- English language acquisition and integrated education and training programs.

Follow Up Services

Follow-up services provided to WIOA Title I Adult and Dislocated Worker program participants who are placed in unsubsidized employment and have system-exited must be requested by exited individuals and determined by staff to be appropriate for those individuals.

If applicable and qualifying follow up services are provided, they must be provided for a period of up to 12 months (i.e., not more than 12 months).

- Counseling individuals about the workplace
- Contacting individuals or employers to verify employment
- Contacting individuals or employers to help secure better paying jobs, additional career planning, and counseling for the individual
- Assisting individuals and employers in resolving work-related problems
- Connecting individuals to peer support groups
- Providing individuals with information about additional educational or employment opportunities
- Providing individuals with referrals to other community services

Follow-up services do not extend the date of exit in performance reporting. Placement of employment is accounted for in the second and fourth quarters after exit from the applicable program.

WIT System Data Entry Requirements (*WorkSource Integrated Technology System*)

For all applicable and required WIOA and or Wagner-Peyser applicant or participant Career, Training or Follow-Up Service Data Entries to include but not be limited to the following:

- Applicant or Participant Registrations,
- Program Enrollments,
- Eligibility Determinations
- (Adult, DW, as applicable, Low Income, Military Service, Veteran, Priority of Service, etc.)
- The IEP's
- ITA's and Training Program Enrollments/Service Delivery
- Training paid by others
- Training/Program Completions
- Support Services,
- Exits
- Follow-Up Services,
- Case Note Entries;

and all other data requirements as necessary per Policy 1020 - Data Integrity and Performance Reporting Requirements and Handbook, please follow all current and future Workforce Integrated Technology (WIT) System guidance, training, instructional materials and direct departmental or program supervisor instruction and policies developed.

If the applicant's or participant's information is already entered in the WIT System, staff must verify that the information is current and/or make updates. If required by program, print out the applicable or necessary document, obtain signatures and place in the hard copy file. Please note all system data updates or changes in case note.

To deliver Career and or Training Services, the program staff person is required to enter participant and program specific data which will create an Individual Employment Plan/Service Plan.

Any discrepancies arising between PacMtn policy and or procedures with federal and state provisions due to current or future revisions will default to the current minimum federal and state regulations and guidance available. PacMtn policy and or procedures may set forth stricter requirements than provided by federal and state guidance, but in no case will PacMtn policy and or procedures not meet minimum federal and state policy.

References

Workforce Innovation and Opportunity Act of 2014
WIOA Final Rule; 20 CFR Parts 676,677, and 678; Federal Register, Vol. 81, No. 161, August 19, 2019
WIOA Final Rule; 20 CFR Parts 603, 651, 652, et al; Federal Register, Vol. 81, No. 161, August 19, 2019
WIOA Section 134(c)(3)(E)
Training and Employment Guidance Letter (TEGL) 17-05
WorkSource System Policy 1019 Revision 4- Attachment A, Eligibility Policy Handbook

PacMtn Policy # 5005 Career Services
PacMtn Policy # 5015 Training Services
PacMtn Policy # 5100 Individual Training Accounts
PacMtn Policy # 5200 Supportive Services

Compliance with the state’s eligibility policy will be based on the version of the handbook in effect at the time of the action or activity that may be at issue.

DATE APPROVED: June 4, 2016, 6/13/19

**Direct Inquiries to:
Pacific Mountain Workforce Development Council
1570 Irving Street SW
Tumwater, WA 98512
Telephone: (360) 704-3568
Email: Info@pacmtn.org**

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