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SAN JOAQUIN COUNTY WORKNET EMPLOYMENT AND ECONOMIC DEVELOPMENT DEPARTMENT POLICIES AND PROCEDURES DIRECTIVE

DIRECTIVE NO.	EFFECTIVE DATE	APPLICABILITY	PAGE
D-29 Rev. 1	July 1, 2019	Departmental	1 of 7
SUBJECT: CAREER SERVICES			

I. PURPOSE

The purpose of this Directive is to establish guidelines for the delivery of WIOA Career Services under the One-Stop Service Delivery System.

II. GENERAL INFORMATION

The Workforce Innovation and Opportunity Act (WIOA) replaces the Core, Intensive and Training services of the Workforce Investment Act 1998 (WIA) with Career Services. Pursuant to section 134 (c)(1) of WIOA, Formula Funds allocated to the local area for adult and dislocated workers shall be used to establish a service delivery system that gives adult and dislocated workers access to career services. There are three categories of services under the umbrella of Career Services: Basic Career Services, Individual Services and Follow-Up Services. The WIOA adult and dislocated worker programs are designed to provide services, employment, and training opportunities to those who can benefit from and who are in need of such services to eliminate barriers to their employment, educational and training needs.

III. POLICY

It is the administrative policy of the Employment and Economic Development Department (EEDD) that Career Services will be made available to adults and dislocated workers seeking service through the One-Stop Career Centers in accordance with the policies and procedures set forth in this directive.

IV. PROCEDURE

Career Services are broken down into three categories; basic career, individualized career services and follow up services. There is no order in which the services are provided; service delivery is based on the individual needs of the customer.

Training services are also available if determined eligible and in need of additional services beyond career services to obtain or retain employment. There is no requirement that career services be provided as a condition to receiving training (CFR 680.220(c)), however, if career services are not provided before training, staff must document the circumstances that justified their course of action. At a minimum an individual must receive an interview, evaluation or assessment and career planning or any other method through which staff can obtain information to make an eligibility determination for training services.

Career Services for adult and dislocated workers must be made available in the WorkNet Centers. The Local Workforce Development Board will work with core partners to facilitate the alignment of the service delivery and reduce the duplication of services and to appropriately utilize the available resources when providing services to universal customers.

1. Basic Career Services

Basic career services are available to the universal customer, seeking service at any of the five WorkNet Centers in San Joaquin County. These services are informational services and may require limited to no assistance from center staff. Provision of these services do not require registration into the WIOA adult or dislocated worker programs.

Those services available to the universal customer include:

- Determinations of whether the individual is eligible to receive WIOA services;
- Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the workforce development delivery system;
- Initial assessment of skill levels, including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs;
- Labor exchange services, including:
 - Job search and placement assistance, and when needed by an individual, career counseling, including:
 - Provision of information on in-demand industry sectors and occupations; and
 - Provision of information on nontraditional employment

- Provision of workforce and labor market employment statistical information. This service includes the provision of accurate information relating to local, regional, and national labor market areas, including:
 - Job vacancy listings in such labor market areas;
 - Information on job skills necessary to obtain the vacant jobs; and
 - Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for such occupations;
- Provision of performance information and program cost information on the eligible providers of training services by program and type of providers;
- Provision of referrals to and coordination of activities with other programs and services, including programs and services within the local service delivery system and, in appropriate cases, other workforce development programs;
- 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 service delivery system in the local area;
- Provision of information relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including:
 - Child care;
 - Medical Services
 - Supplemental Nutrition Assistance Program (SNAP);
 - Assistance through the earned income tax credit;
 - Temporary Assistance to Needy Families (TANF);
 - Other supportive services and transportation available in the local area;
- Information and assistance regarding filing claims for unemployment compensation;

- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not funded through WIOA; and
- Group workshops (e.g., interviewing, job search, and resume writing).

2. Individualized Career Services

Individualized Career services per section 134 (c)(2)(A)(xii) of WIOA, should be available to adults and dislocated workers if determined to be appropriate in order to obtain or retain employment. These career services involve staff making a determination on needs of an individual and arranging those services to be provided to the participant. Individualized career services require enrollment in the WIOA program.

These career 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 (IEP) to identify all of the following:
 - Employment goals;
 - Appropriate achievement objectives;
 - Appropriate combination of services for the participant to achieve the employment goals, including addressing barriers to employment and training, providing information on eligible training providers and career pathways to attain career objectives.
- Group counseling;
- Individual counseling;
- Career planning;
- Short-term prevocational services to prepare individuals for unsubsidized employment or training, which include:
 - Development of learning skills;

- Communication skills;
 - Interviewing skills;
 - Punctuality;
 - Personal maintenance skills;
 - Professional conduct.
- Internships and work experiences that are linked to careers;
 - Workforce preparation activities;
 - Financial literacy services;
 - Out-of-area job search assistance and relocation assistance;
 - English language acquisition and integrated education and training programs; and
 - Provision of job club activities.

Training Services

Training may be made available to WorkNet Center customers after an interview, assessment, or evaluation resulting in a determination that the individual requires training to obtain employment or to remain employed. Training services may be made available to an employed and unemployed adult and dislocated worker who is determined, after an interview, evaluation, or assessment, and career planning to:

- Be unlikely or unable to retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services;
- Be in need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment;
- Have the skills and qualifications to participate in training services;
- Has selected a training directly linked to the employment opportunities either in the local area or planning region, or in another area to which the individual is willing to commute or relocate.

- Is unable to obtain grant assistance from other sources to pay for the training, including other grants such as State-funded training grants, Trade Adjustment Assistance, and Federal Pell grants, or requires assistance beyond that available from other sources to pay for the cost of training.

Training services may include the following:

Occupational skills training, including training for nontraditional employment.

On-the-Job training.

Incumbent worker training.

Skill upgrading and retraining.

Customized Training.

3. Follow-Up Services

Appropriate follow-up services must be made available to a participant placed in unsubsidized employment for a minimum of 12 months following the participant's first date of employment. Follow-up services can be useful for participants in order to retain employment. WIOA staff can provide workplace information and tips for success in the workplace environment.

Additionally, follow-up services provide the continuing link between the participant and workforce system. These services allow the WIOA staff to assist with other services the participant may need once he or she obtains employment.

Follow-up services could include, but are not limited to:

- Additional career planning and counseling.
- Contact with the participant's employer, including assistance with work-related problems that may arise.
- Peer support groups.
- Information about additional educational opportunities, and referral to supportive services available in the community.
- Case management administrative follow-up.
- Participants currently receiving follow-up services may be able to receive assistance with Supportive Services related to employment

including; bus passes, assistance with work related tools, appropriate work clothing, payments, and fees (employment-related) for applications, tests, certifications, union dues, drug testing, medical test fees, background checks, or fingerprinting.

V. QUESTIONS REGARDING THIS DIRECTIVE

May be referred to the Executive Director of EEDD via Managers or designee.

VI. UPDATE RESPONSIBILITY

The Executive Director of EEDD and/or designee shall be responsible for updating this directive, as appropriate.

VII. APPROVED



PATRICIA VIRGEN
EXECUTIVE DIRECTOR

PV:bpc