



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

DIRECTIVE NO.	EFFECTIVE DATE	APPLICABILITY	PAGE
25-34	June 10, 2026	Departmental	1 of 6
SUBJECT: WIOA ADULT AND DISLOCATED WORKER CAREER SERVICES			

I. PURPOSE

The purpose of this directive is to establish policies and procedures for the provision of Career Services under the Workforce Innovation and Opportunity Act (WIOA) Title I Adult and Dislocated Worker programs, consistent with WIOA [Section 134\(c\)\(2\)](#), [20 CFR Part 680](#), and relevant [Employment Development Department \(EDD\) Workforce Services Directives](#). These services, delivered through the America's Job Center of California (AJCC) network, are designed to assist individuals in overcoming barriers to employment, acquiring in-demand skills, and achieving sustainable, self-sufficient employment.

II. GENERAL INFORMATION

Under [WIOA Section 134\(c\)\(2\)](#), formula funds allocated to local areas for Adult and Dislocated Worker programs must be used to provide access to these services through the AJCC system. Career Services are grouped into three categories: Basic Career Services, Individualized Career Services, and Follow-Up Services. These services are designed to assist individuals in accessing employment, training, and support to overcome barriers and achieve their career goals. There is no required sequence of services; individuals may access the services most appropriate for their needs as identified through assessments or career planning.

All Career Services must be delivered in compliance with the AJCC Memorandum of Understanding (MOU), ensuring integration with WIOA core partners (Titles II, III, and IV). Services must also comply with universal access and nondiscrimination provisions outlined in [WIOA Section 188](#) and [29 CFR Part 38](#).

This directive supersedes PPD D-29, Career Services, Rev. 1, dated July 1, 2019.

References

- [Workforce Innovation and Opportunity Act \(WIOA\), Public Law 113-128](#)
- [20 CFR Part 680](#), Adult and Dislocated Worker Activities
- [20 CFR § 680.150](#), Career Services Requirements
- [20 CFR § 680.220](#), Career Services and Training Services Linkage
- [20 CFR § 680.210](#), Training Services Eligibility
- [29 CFR Part 38](#), Implementation of The Nondiscrimination and Equal Opportunity Provisions of The Workforce Innovation and Opportunity Act
- [TEGL 19-16](#), Guidance on Services provided through the Adult and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act (WIOA) and the Wagner-Peyser Act Employment Service (ES), as amended by title III of WIOA, and for Implementation of the WIOA Final Rules
- [WSD24-04](#), WIOA Title I Eligibility Technical Assistance Guide
- [WSD17-01](#), Nondiscrimination and Equal Opportunity Procedures

III. POLICY

It is the administrative policy of the San Joaquin County Employment and Economic Development Department (EEDD) that:

1. Career Services shall be available to all Adults and Dislocated workers seeking assistance through America's Job Center of California (AJCC) sites.
2. Services shall be provided in accordance with WIOA, federal regulations ([20 CFR Part 680](#)), and state/local policy guidance.
3. Career Services shall be delivered based on documented individual need and aligned with the participant's employment goals. Documentation of services must be maintained in compliance with WIOA recordkeeping and reporting requirements, including justification if training services are provided without prior career services.
4. Priority of service shall be applied in the Adult program in accordance with [WIOA Section 134\(c\)\(3\)\(E\)](#) and applicable state guidance. Priority must be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient when funds are limited. ([See the current EEDD WIOA Adult and Veteran Priority of Service PPD for more information.](#))
5. Service delivery should support achievement of WIOA primary indicators of performance.

Co-enrollment with other WIOA core programs and partner programs is encouraged where appropriate to enhance service delivery and outcomes.

IV. PROCEDURE

Career Services are broken down into three categories: Basic Career Services, 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 and assessment, and career planning or any other method through which staff can obtain information to make an eligibility determination for training services.

All Career Services, assessments, and outcomes must be documented in CalJOBS in accordance with EDD Directives [WSD19-05](#) and [WSD24-05](#) and [local case management policies and procedures](#). Staff must maintain case notes describing the rationale for services provided and linkages to the participant's Individual Employment Plan (IEP).

Career Services are provided based on the needs of the individual; there is no required sequence for delivery. The three categories include:

A. Basic Career Services

Basic Career Services (see [20 CFR Part 678.430](#)) are available to individuals seeking services, regardless of program eligibility status, at any of the AJCCs/WorkNet Centers in San Joaquin County, consistent with universal access requirements. These services may include self-service or staff-assisted activities. Provision of these services does not require registration into the WIOA adult or dislocated worker programs. Individuals receiving staff-assisted Basic Career Services will be registered as reportable individuals in CalJOBS as required by EDD policy. Individuals receiving only self-service or information-only services are considered reportable individuals and not participants for performance purposes.

Basic Career Services may include, but are not limited to:

- Determinations of eligibility for WIOA services;
- Outreach, intake, and orientation to the information and other services available through the workforce system;
- Initial assessment of skills, aptitudes, abilities (including skills gaps), and supportive service needs;
- Labor exchange services, including job search, placement assistance, and career counseling;

- Provision of workforce and labor market information;
- Provision of referrals to and coordination with partner programs (Titles II, III, IV, and others); and
- Information and navigation assistance regarding filing claims for unemployment compensation.

B. Individualized Career Services

Individualized Career Services, per [WIOA Section 134\(c\)\(2\)\(A\)\(xii\)](#), are provided when staff determine that such services are necessary to obtain or retain employment. These services require enrollment in the WIOA Adult or Dislocated Worker program ([See the current WIOA Title I Adult and Dislocated Worker Eligibility Determination PPD for further reference.](#))

Individualized Career Services (see [20 CFR Part 678.430](#)) may include:

- Comprehensive assessments of skills and barriers;
- Development of an Individual Employment Plan (IEP) with clearly defined employment goals and achievement objectives;
- Individual and group counseling, career planning;
- Short-term pre-vocational services;
- Work experiences, internships, and on-the-job training;
- Workforce preparation and financial literacy;
- Out-of-area job search and relocation assistance;
- English language acquisition and integrated education/training programs; and
- Group workshops (e.g., interviewing, job search, resume writing).

C. Training Services

Training services (see [20 CFR Part 678.430](#)) may be made available to participants after an interview, assessment, and evaluation resulting in a determination that the individual requires training to obtain or retain employment leading to self-sufficiency.

Training services may include:

- Occupational skills training;
- On-the-Job Training (OJT);
- Incumbent worker training;
- Skill upgrading and retraining; and
- Customized training.

Staff must ensure that all other sources of funding, such as Pell Grants or State-funded training, are considered prior to the use of WIOA funds. Training services are available after an assessment and interview

demonstrates the participant requires training to obtain or retain employment.

Eligibility criteria ([20 CFR, Part 680.210](#)):

- Likely inability to retain employment through career services alone
- Need for skills and qualifications to obtain or retain employment
- Selection of a training program aligned with local or regional employment opportunities
- Insufficient funding from other sources (Pell, TAA, state grants)
- The individual has the ability to successfully complete the selected training program.

D. Follow-Up Services

Follow-Up Services (see [20 CFR Part 678.430](#)) must be provided for a minimum of 12 months post-employment to support retention and career advancement. ([See the current Follow-Up PPD for further reference.](#))

Services may include:

- Additional career counseling and planning;
- Employer engagement and work-related problem solving;
- Peer support and job clubs;
- Referrals to supportive services (transportation, tools, work attire, licensing/testing fees); or
- Case management follow-up and monitoring.

E. Documentation and Accountability

1. Staff must document services provided in CalJOBS, including justification when skipping steps (e.g., career services prior to training). ([See the current Entering Program Services and Performance Information PPD for further reference.](#))
2. Service delivery must be coordinated among core partners to prevent duplication and maximize resource use.
3. Services must be accessible to individuals with disabilities and adhere to WIOA Section 188. ([See the current Nondiscrimination and Equal Opportunity PPD for further reference.](#))

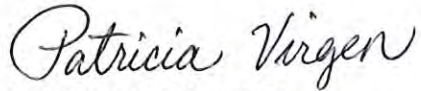
V. QUESTIONS REGARDING THIS DIRECTIVE

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

A handwritten signature in cursive script that reads "Patricia Virgen".

PATRICIA VIRGEN
EXECUTIVE DIRECTOR

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