

## Career Services

Southern 14 Workforce Investment Board, Inc. LWIA #26

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*Career Services* available to *WIOA* Adults and Dislocated Workers, replace core and intensive services previously available under the Workforce Investment Act. While the majority of career services were either a core or intensive service, additions have been made to include the requirement for assessments and the development of an *Individual Employment Plan (IEP)*. There are three types of career services authorized by WIOA, TEGL No. 19-16, Basic career services, individualized career services and follow-up services. The provision of individualized career services must be based on the employment needs of the individual as determined jointly by the individual and the career planner (case manager), and may be identified through an individual employment plan (IEP). Assessments can be provided by any of the agency partner programs or service providers. Individual employment plans provide direction for the *Customer* from the moment they enter the system until they exit and attain long-term meaningful employment. Although WIOA distinguishes levels of service, this distinction is not intended to imply that there is a sequence of services. These services can be provided in any order.

Career services under this approach provide local areas and service providers with flexibility to target services that meet the needs of the customer, while still allowing for tracking of outcomes for reporting purposes. Career Services are defined in 20 CFR 678.430, and rules governing their provision to adults and dislocated workers are discussed in 20 CFR 680.100 through 195. The three categories of career services are as follows, and are further defined in TEGL 16-16 “One-Stop Operations Guidance for the American Job Center Network”.

### *Basic Career Services*

Basic career services are universally accessible and must be made available to all individuals seeking employment and training services in at least one comprehensive American Job Center per local area. Generally, these services involve less staff time and involvement and include services such as: eligibility determinations, initial skill assessments, labor exchange services, provision of information on programs and services, and program referrals.

Basic Career Services may include, but not limited to:

- Eligibility Determination.
- Outreach, Intake, Orientation.
- Initial assessment of skill levels & supportive service needs.
- Job search assistance (Self-directed) or Staff-assisted).
- Placement assistance (includes “Referred to Employment”) (Staff-assisted).
- Career Counseling (includes “Staff-assisted career guidance”).
- Providing info on local in-demand sectors, occupations, or nontraditional employment with earnings, skill requirements, and opportunities for advancement for those jobs.
- Provision of referrals and associated coordination of activities with other programs and services.

- Provision of workforce and labor market employment statistics information.
- Provision of info on job vacancies and info on job skills necessary to fill vacancies.
- Provision of info on availability of supportive services or assistance.

### *Individualized Career Services*

Individualized career services must be provided to participants after case manager determine that such services are required to retain or obtain employment, consistent with any applicable statutory priorities. Generally, these services involve significant staff time and customization to each individual's need. Individualized career services include services such as: specialized assessments, developing an individual employment plan, counseling, work experiences (including transitional jobs), etc.

Individualized Career Services may include, but not limited to:

- Comprehensive and specialized assessments.
- Development of IEP.
- Group and or Individual Counseling.
- Career Planning.
- Short-term prevocational services.
- Internships and work experiences (including transitional jobs).
- Workforce preparation activities.
- 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 are designed to provide continuing support to adults and dislocated workers who entered employment, as outlined in Local Policy #19. The goal of follow-up services for adults and dislocated workers who enter employment at exit is to ensure job retention, wage gains and career progress. Follow-up services must be made available for a minimum of **12** months following the first day of employment, but provision of such services are dependent on the needs of the customer as reflected in the individual's employment development plan.