



COUNTY OF SAN LUIS OBISPO
DEPARTMENT OF SOCIAL SERVICES
WORKFORCE DEVELOPMENT BOARD

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POLICY NO: 15-19
TO: Service Providers
FROM: Department of Social Services
EFFECTIVE: January 01, 2020
SUBJECT: WIOA Career Services

REFERENCES:

- Workforce Innovation and Opportunity Act (WIOA) (Public Law 113-128)
- Title 20 Code of Federal Regulations (CFR) Part 680
- Workforce Services Directive 15-14, Adult Program Priority of Service

PURPOSE:

The purpose of this policy is to provide guidance regarding the elements of Career Services under the Workforce Innovation and Opportunity Act (WIOA).

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 San Luis Obispo Department of Social Services.

POLICY:

The principles and procedures set forth in this policy shall be used by all Contractors delivering WIOA Career Services within the local area.

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).

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, found at WIOA Section 134(c)(2)(A)(i)-(xi), and individualized career services, found at WIOA Section 134(c)(2)(A)(xii).

1. Basic Career Services (self-directed services, are not required to be enrolled into WIOA). These services are not subject to priority of service, and consist of the following:
 - a. Determination of eligibility to receive WIOA-enrolled services.
 - 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:
 - Job search and placement assistance, and, when needed by an individual, career counseling, including the following:
 - Provision of information on in-demand industry sectors and occupations [as defined in WIOA Section 3(23)].
 - 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 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:
 - Job vacancy listings in labor market areas.
 - Information on job skills necessary to obtain the vacant jobs listed.
 - 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, (7) and assistance under a state TANF program, and other supportive services and transportation provided through that program.
 - j. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.
 - k. Provision of information and assistance regarding filing claims under UI programs, including meaningful assistance to individuals seeking assistance in filing a claim:
 - On-site using staff who are properly 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 properly trained to provide this type of assistance and service. Note that, questions, advice, or decisions that could affect a claimant's eligibility should only be handled by UI program staff).

- By phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time.

The costs associated in 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.

2. Individualized Career Services (enrolled services, open to those persons who meet the eligibility requirements for WIOA). These Services are subject to priority of service and consist of the following:
 - a. Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include the following:
 - Diagnostic testing and use of other assessment tools.
 - 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. Short-term prevocational 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.
 - f. Internships and work experiences 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 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.
 - j. English language acquisition and integrated education and training programs.

ACTION:

WIOA Title I Service Providers shall follow this policy. This policy will remain in effect from the date of issue until such time that a revision is required.

INQUIRIES:

Any questions regarding this policy may be directed to the DSS WIOA Program Manager at 805-781-1838.

Workforce Development Board (WDB) Approval Required? Yes No X

Initial approval date: _____ N/A _____

WDB revision approval date: _____