

Local Workforce Area #10 Policy Letter 16-01
on
Career Services for Adult and Dislocated Workers

Purpose: This purpose of this policy is to communicate guidance in the provision of career services to adults and dislocated workers and determining eligibility for adult and dislocated workers.

Background: The OhioMeansJobs delivery system is the foundation of the workforce system. Pursuant to section 134 (c)(1) of the Workforce Innovation and Opportunity Act (WIOA), funds allocated to the local area for adults and dislocated workers shall be used to establish an OhioMeansJobs delivery system, to provide career services to adults and dislocated workers, to provide training services to adults and dislocated workers, to establish and develop relationships with large and small employers and their intermediaries, and to develop, convene, or implement industry and sector partnerships. Local workforce development boards (WDB) determine the most appropriate mix of these services, but both career and training services must be available for eligible adults and dislocated workers.

Career and training services, tailored to the individual needs of jobseekers, form the backbone of the OhioMeansJobs delivery system. While some jobseekers may only need self-service or other basic career services, others will need services that are more comprehensive and tailored to their individual career needs.

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. A wide range of activities and services must be available to assist individuals in obtaining the skills and credentials necessary to secure and advance in employment.

Action:

Career Services

Career services must be made available through the OhioMeansJobs delivery system to individuals who are adult or dislocated workers. Career services may be broken into three sets of activities: basic career services available to all individuals seeking services served in the OhioMeansJobs delivery system; individualized career services deemed necessary for an adult or dislocated worker to obtain or retain employment; and follow-up services available for an adult or dislocated worker after unsubsidized employment is obtained. There is no order in which services are provided; service delivery is based on the individual needs of the participant. Therefore, an individual does not need to attempt a career service to demonstrate a failure to secure employment prior to receiving training services.

Career services must be provided by the OhioMeansJobs center operator or through contracts with service providers procured through and approved by the local WDB. The WDB and the OhioMeansJobs center operator should review career services to determine if any of these

services are being provided or may be provided by a partner (i.e., Wagner-Peyser program) at the OhioMeansJobs center. The local WDB, OhioMeansJobs center operator, and the partner program should discuss strategies to reduce duplication and to appropriately utilize resources when providing services to universal customers. The memorandum of understanding should address how WIOA self-service or informational career services will be coordinated with other partner programs.

Basic Career Services

Basic career services are available to the universal customer, who is anyone coming to an OhioMeansJobs center seeking assistance. These services are informational services and may require limited to no assistance for OhioMeansJobs center staff. Provision of these services does not require registration into the WIOA adult or dislocated worker programs. Those services available to the universal customer include:

1. Determinations of whether the individual is eligible to receive WIOA services;
2. Outreach, intake (which may include worker profiling), and orientation to the information and other services available through the workforce development delivery system;
3. Initial assessment of skill levels, including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs;
4. 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
5. Provision of workforce and labor market employment statistical information, which may be found on OhioMeansJobs.com. 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;
6. Provision of performance information and program cost information on the eligible providers of training services by program and type of providers;
7. Provision of referrals to and coordination of activities with other programs and services, including programs and services within the OhioMeansJobs delivery system and, in appropriate cases, other workforce development programs;

8. Provision of information regarding how the local is performing on the local performance accountability measures and any additional performance information with respect to the OhioMeansJobs delivery system in the local area;
9. Provision of information relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including:
 - Child care;
 - Child support;
 - Medical or child health assistance available through the State's Medicaid program and Children's Health Insurance Program;
 - 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;
10. Provision of information and assistance regarding filing claims for unemployment compensation, by which the OhioMeansJobs center must provide meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation;
11. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not funded through WIOA; and
12. Group workshops (e.g., interviewing, job search, and resume writing).

Individualized Career Services

Per section 134 (c) (2) (A) (xii) of WIOA, some career services are available to adults and dislocated workers if determined to be appropriate in order 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 and include short-term pre-vocational services. These career services include:

1. 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.
2. 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 providing information on eligible training providers and career pathways to attain career objectives.

IEPs are one of the most effective ways to serve individuals with barriers to employment and to coordinate the various services, including training services they may need to overcome these barriers. Therefore, all participants who receive an individualized career service or a training service pursuant to WIOAPL No. 15-09, Training Services for Adults and Dislocated Workers, must receive an IEP.

3. Group counseling;
4. Individual counseling;
5. Career planning;
6. 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.
7. Internships and work experiences that are linked to careers;
8. Workforce preparation activities;
9. Financial literacy services;
10. Out-of-area job search assistance and relocation assistance;
11. English language acquisition and integrated education and training programs; and
12. Provision of job club activities.

Statutory Eligibility Requirements for Adult and Dislocated Workers

Individuals wishing to receive employment and training services funded through the adult and dislocated worker programs must meet all of the following requirements:

1. Be legally authorized to work in the United States;

2. Be 18 years of age or older;
3. Be properly registered for selective service (refer to WIOAPL No. 15-04, Selective Service Registration, for details, including the list of exceptions to this requirement).

There are no additional eligibility criteria for the adult program. However, priority for career and training services funded by and provided through the adult program shall be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient for receipt of those career services determined appropriate to obtain or retain employment.

Additional Statutory Eligibility Requirements for Dislocated Workers

In addition to the requirements listed above, an individual must also fall into one or more of the following eligibility categories as outlined in section 3(15)(A-E) of WIOA:

Category A: Terminated or Laid Off, or Received a Notice of Termination or Layoff from Employment

- Has been terminated or laid off or has received a notice of termination or layoff from employment; AND
- Is eligible for or has exhausted entitlement to unemployment compensation; OR
- Has been employed for a duration sufficient to demonstrate attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under a state unemployment compensation law; AND
- Is unlikely to return to a previous industry or occupation.

Category B: Plant Closure or Substantial Layoff

- Has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of or any substantial layoff at a plant, facility, or enterprise; OR
- Is employed at a facility where the employer has made a general announcement that such facility will close within 180 days; OR
- For purposes of eligibility to receive services other than training services described in section 134(c)(3) of WIOA, career services described in section 134(c)(2)(A)(xii) of WIOA, or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close.

Category C: Self-Employed Individual

- Was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of natural disasters; or general economic conditions in the community where the individual resides.

Category D: Displaced Homemaker

- Is a displaced homemaker.

Category E: Military Spouse

- Is the spouse of a member of the Armed Forces on active duty (as defined in section 101(d)(1) of title 10, United States Code), and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty state of such member; OR
- Is the spouse of a member of the Armed Forces on active duty and who meets the criteria of a displaced homemaker who is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.