

Policy Number: 2017-0608.0 CWP

Effective Date

This policy will go into effect immediately upon passage.

Purpose

The purpose of this policy is to communicate guidance in the provision of career services to adults and dislocated workers. The following criteria are based on the Ohio Department of Job and Family Services (ODJFS) *Workforce Innovation and Opportunity Act Policy Letter Number 15-08.1* and is subject to future changes or modifications issued by the Department or by the U.S. Department of Labor.

Background

As defined in WIOAPL 15-08.1, OhioMeansJobs Lucas County, a proud partner of The American Job Center Network, is the foundation of the local 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 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.

Career and training services, tailored to the individual needs of job seekers, are essential to the success of this system. While some job seekers 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. Individuals receiving services in the OhioMeansJobs centers are provided the opportunity to select the services necessary to achieve their personal career goals. As a result, a wide range of activities and services must be available.

Career Services

Career services are classified into three categories: basic career services, individualized career services, and follow-up services. These services are not categorized in an effort to create a process for receiving services, but rather as a method for identifying varying levels of need.

While basic career services are universally accessible and available to all individuals seeking employment and training services, individualized career services are provided as appropriate to help individuals obtain or retain employment. Follow-up services provide the continuing link between the participant and workforce system to ensure the continued success of the individual.

There is no order or priority in which services are provided and an individual does not need to attempt a career service to demonstrate a failure to secure employment prior to receiving training services.

WIOAPL 15-08.1 also highlights the need for integration with the ODJFS Wagner-Peyser Employment Services staff in the provision of Basic Career Services. Basic career services, which include labor exchange services and meaningful assistance to unemployment claimants, must be made available by Employment Services staff in coordination with the OhioMeansJobs Lucas County one-stop operator and partners. Individualized career services may also be provided by Employment Services personnel.

Basic Career Services

Basic career services are available to job seekers coming to an OhioMeansJobs center seeking assistance and may be provided by one-stop staff, the WIOA Adult and Dislocated Worker programs and the Wagner-Peyser Employment Service program. These services involve less staff time and involvement and in many cases are self-directed.

Basic Career Services Not Triggering Participation in WIOA

Some basic career services require limited to no assistance from OhioMeansJobs center staff. These individuals are engaged in self-service and informational activities and do not require registration nor does the receipt of services trigger participation into the WIOA adult or dislocated worker programs or the Wagner-Peyser Employment Service program.

According to WIOAPL 15-08.1, these basic career services include any or all the following:

- a. Determination of whether the individual is eligible to receive WIOA adult, dislocated worker, or youth services, including co-enrollment among these programs;
- b. Outreach, intake (including identification through the state's Worker Profiling and Reemployment Services system of Unemployment Insurance (UI) claimants likely to

- exhaust benefits), and orientation to the information and other services available through the workforce development delivery system;
- c. Self-directed or self-service job search assistance;
 - d. Workforce and labor market information, which may be found on OhioMeansJobs.com. This service includes the provision of statistical 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 state and local in-demand occupations and the earnings, skill requirements, and opportunities for advancement in such occupations;
 - e. Provision of information on in-demand industry sectors and occupations;
 - f. Provision of information on nontraditional employment;
 - g. Provision of performance information and program cost information on the eligible providers of training services by program and type of providers
 - h. 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;
 - i. Provision of information, in usable and understandable formats and languages, regarding how the local area is performing on the local performance accountability measures and any additional performance information with respect to the OhioMeansJobs delivery system in the local area;
 - j. Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including:
 - Child care;
 - Child support;
 - Transportation available in the local area;
 - Medical or child health assistance available through the State's Medicaid program and Children's Health Insurance Program (CHIP);
 - Supplemental Nutrition Assistance Program (SNAP);
 - Assistance through the earned income tax credit;
 - Temporary Assistance to Needy Families (TANF);
 - Other supportive services; and
 - k. Group workshops (e.g., interviewing, job search, financial management, and resume

writing).

In addition, the local workforce system may add additional services as necessary to meet the needs of job seekers.

Basic Career Services Triggering Participation in WIOA

The above definitions do not cover basic career services requiring staff assistance and receipt of these services triggers an individual to become an enrolled participant to be included in WIOA performance providing the individual received services as part of the WIOA Adult and Dislocated Worker program. Therefore, the eligibility must be determined for the individual as defined in the *Adult and Dislocated Worker Policy* passed by the Workforce Development Board on October 27, 2016 or any subsequent policy. Services provided by Employment Service staff as part of the Wagner-Peyser program does not require eligibility for WIOA to be determined as these individuals will be included in Wagner-Peyser performance.

These basic career services include the following as defined in WIOAPL 15-08.1:

- a. Initial assessment of skill levels, including literacy, numeracy, and English language proficiency, as well as aptitudes and abilities (including skills gaps);
- b. Supportive service needs assessment;
- c. Staff-assisted job search assistance;
- d. Placement assistance (includes job matching, job referrals, and job development);
- e. Career counseling, including staff-assisted career guidance and provision of information on in-demand industry sectors and occupations, on nontraditional employment, and from career profiles and interest inventories;
- f. Provision of information and assistance regarding filing claims for unemployment compensation, by which the OhioMeansJobs center must provide meaningful assistance as described in WIOAPL No. 16-09 to individuals seeking assistance in filing a claim for unemployment compensation;
- g. Assistance in establishing eligibility for programs of financial aid; and
- h. Provision of job club activities.

Individualized Career Services

Individualized career services include short-term pre-vocational services and must be provided to participants after staff determines that such services are required to retain or obtain employment.

Significant staff time and customization to each person's needs are factors of individualized career services and these services are generally to be provided by the WIOA Adult and Dislocated Worker programs, although it may be appropriate for the Wagner-Peyser Employment Service to provide some of these services.

WIOA eligibility must be determined as outlined in the WDB *Adult and Dislocated Worker Policy* and the participant is enrolled and included in WIOA performance. Again, if these services are provided by ODJFS Employment Service staff, these individuals will be included in Wagner-Peyser performance.

As identified in WIOAPL 15-08.1, individualized career services include:

- a. 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.
- b. 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.

Note: All participants receiving individualized career or training services must receive an IEP created to address the unique needs of the participant as outlined in WIOAPL No. 15-09, *Training Services for Adults and Dislocated Workers*.

- c. Group counseling;
- d. Individual counseling;
- e. Career planning;
- f. 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.
- g. Internships and work experiences (including transitional jobs) that are linked to careers;
 - h. Workforce preparation activities;
 - i. Financial literacy services;
 - j. Out-of-area job search assistance and relocation assistance; and
 - k. English language acquisition and integrated education and training programs.

Follow-Up Services

Participant placed in unsubsidized employment must receive appropriate follow-up services for a minimum of 12 months from the first date of employment. Follow-up services can help with job retention and increase success. In addition, these services maintain the link between the individual and the workforce system and assistance may include helping with employer benefits, health insurance, and financial literacy and budgeting assistance. In addition, all non-enrolled WIOA Career Services will continue to be available during the follow-up period.

Follow-up services do not extend the date of exit in performance reporting.

Registration in OhioMeansJobs.com

Section 6301.18 of the Revised Code requires that each participant in the WIOA adult and dislocated worker program create an account in OhioMeansJobs.com at the time of participation in the program.

This requirement does not apply in any of the following circumstances, where the individual:

- a. Is legally prohibited from using a computer.
- b. Has a physical or visual impairment that makes the individual unable to use a computer;
or
- c. Has a limited ability to read, write, speak, or understand a language in which OhioMeansJobs.com is available.

Supportive Services

Supportive service, intended to provide the resources necessary to enable an individual's successful participation in career and training services, are addressed in the WDB *WIOA Supportive Services Policy* approved by the Board on September 8, 2016. As referenced in WIOAPL 15-08.1, referrals to supportive services are career services that may be available to adults and dislocated workers.

Use of Previous Assessments

Assessments conducted through other programs such as Aspire (formerly Adult Basic Literacy and Education), Veteran programs, etc., may be used in determining the services needed by an individual to obtain or retain employment, provided the assessment was conducted in the preceding 6 months.

Priority for the Adult Program

Priority of service for the Adult Program will be determined as defined in WDB *Priority of Service Policy* enacted by the Board on July 28, 2016.

Priority for Veterans and Eligible Spouses

Priority of service for Veterans and Eligible Spouses will be determined as defined in WDB *Priority of Service Policy* enacted by the Board on July 28, 2016.