

Policy Area: Programs and Services	
Title of Policy: Provision of Career Services	Number: 401-03 (2016)
Effective Date: October 1, 2016	Review by Date: October 1, 2018
Approved Date: September 15, 2016	Approved by: 
Revision Date:	

I. Purpose

This issuance provides the Virginia public workforce system with a comprehensive framework for the consistent provision of career services as authorized under the Workforce Innovation and Opportunity Act (WIOA), and funded as employment services under the Wagner Peyser Act, Title III of WIOA.

II. Summary

The Workforce Innovation and Opportunity Act (WIOA) authorizes “career services” for adults and dislocated workers. Career services replaces “core” and “intensive” services and removes the sequence of services authorized under the Workforce Investment Act (WIA). There are three types of career services: basic career services, individualized career services, and follow-up services. The three levels of career services can be provided in any order based on local priorities and the employment needs of job seeker customers.

This policy supports integrated service delivery in the one stop centers and braids funding for career services in the centers.

III. References

- Workforce Innovation and Opportunity Act (Pub. L. 113-128)
- United States Department of Labor, Workforce Innovation and Opportunity Act; Joint Rule for Unified and Combined State Plans, Performance Accountability, and the One-Stop System Joint Provisions; Final Rule, 20 CFR, Part 678, Subpart B, One-Stop Partners and the Responsibility of Partners
- Training and Employment Notice No. 03-15, *Guidance on Services Provided through the Adult and Dislocated Worker Program under the Workforce Innovation and Opportunity Act and Wagner Peyser, as Amended by WIOA, and Guidance for the Transition to WIOA Services*

IV. Policy

WIOA requires the one-stop system to provide universal access to “career services” to meet the diverse needs of adults and dislocated workers. Service delivery must be universally accessible, customer-centered, and job-driven. The three levels of career services—basic, individualized, and follow-up—may be provided in any order based on local priorities and the employment needs of job seeker customers.

“Basic” career services are defined as including the following:

- Client intake, and orientation to Virginia workforce system services
- Initial needs assessment and evaluation of work history and educational attainment
- Registration in the Virginia Workforce Connection
- Labor exchange services, such as job search and job placement assistance
- Basic job search assistance, including resume writing and interview skills
- Labor market information
- Information on available supportive services
- Assistance through trained and available staff, either onsite at a one-stop career center or by telephone or other technology, on filing unemployment compensation claims
- Staff-supported assistance in resource rooms
- Referrals to other programs and services available through the one-stop system

“Individualized” career services are defined as including the following:

- Comprehensive and specialized assessments of skill levels and service needs
- Development of an individual employment plan and information on available training and training providers
- Assistance in establishing eligibility on non-WIOA financial aid for employment and training programs
- Group and individual counselling
- Career planning
- Short-term pre-vocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training
- Internships and work experiences linked to careers
- Financial literacy services
- Out-of-area job search assistance and relocation assistance
- English language acquisition and integrated education and training programs

“Follow-up services” are defined as counselling regarding the workplace, for participants in adult or dislocated worker workforce investment activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment.

Basic career services shall be available to all individuals seeking services through the one-stop system, and are to be provided in comprehensive one stop centers by Wagner Peyser-funded staff in coordination with other one-stop partners. If Wagner Peyser-funded staff are present in affiliate sites, they will deliver basic career services in coordination with other one-stop partners. Basic career services shall be accessible to all customers; therefore, any necessary accommodations shall be available for customers with disabilities or other barriers, including language barriers.

If one-stop staff determines that individualized career services are appropriate to obtain or retain employment, then the individualized career services shall be made available through the one-stop system. Local workforce development boards must have policies and/or processes in place to determine when individuals require individualized career services to obtain or retain employment.

Follow-up Services shall be provided for participants who are placed in unsubsidized employment for up to 12 months after the first day of employment.

Certain career services, such as labor exchange services and labor market information, shall be made available to business and industry customers as part of the region's business service strategy. The Virginia Workforce Connection is the Commonwealth's official labor exchange system. Local workforce boards and business service teams shall identify specific strategies employed to ensure business customers receive these services.

V. Procedures

All local workforce development boards shall identify eligible providers of individualized career services for WIOA Title I programs and award contracts and/or MOUs, as appropriate. Basic career services provided by state staff through the Wagner Peyser program are not subject to contract requirements and shall provide services using the funding provided by the WIOA Title III, Wagner Peyser Act in comprehensive centers and in affiliate sites where staff is present.

A local workforce development board may act as a provider of individualized and follow-up services only with the agreement of the chief local elected official in the local area and the Governor. If a local workforce development board wants to serve as a provider of individualized career services, it must submit a request for waiver to the WIOA Title I Administrator seeking approval by the Governor. If a local board acts as a provider of career services, it must establish a policy documenting appropriate controls and performance review practices.

The VBWD and Title I Administrator will conduct reviews of local workforce development plans and practices to ensure there are sufficient numbers and types of providers of career services in local workforce development areas to ensure that consumer choice and opportunities for individuals with disabilities and other barriers to employment are maximized.