



## Career Services

Department: Office of Economic & Workforce Development

Effective Date: March 1, 2023

Directive #: WDD 23-43

Supersedes: N/A

### **PURPOSE**

This directive provides guidance on the provision of career services to Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Workers.

### **REFERENCES**

- [WIOA](#) (Public Law 113 -128) 134(c)(2)
- Title 20 CFR "WIOA Joint Final Rule" [Sections 678.425](#) and [678.430](#)
- [Training and Employment Guidance Letter \(TEGL\) 19-16](#) "Guidance on Services provided through the Adult and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act (WIOA) and the Wagner-Peyser Act Employment Service (ES), as amended by title III of WIOA, and for implementation of the WIOA Final Rules." (March 1, 2017)

### **BACKGROUND**

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 (3) types of career services: basic career services, individualized career services, and follow-up services. The provision of career services must be based on the employment needs of the individual as determined jointly by the individual and career specialist. Although WIOA distinguishes the level of services, this distinction is not intended to imply there is a sequence of service. These services can be provided in any order.

### **POLICY**

Career and training services tailored to the individual needs of job seekers are essential to the success of the 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 through San Francisco's Workforce System are provided the opportunity to select the services necessary to achieve their personal career goals. As a result, a wide range of activities must be available.

#### **Basic Career Services**

Basic career services must be made available to all individuals seeking services offered by the one-stop delivery system, and include the following:

- Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs.
- 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 information and other services available through the one-stop delivery system.
- Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs.
- Labor exchange services, including the following:
  - Job Search and placement assistance, and, when needed by an individual, career counseling, including information on in-demand industry sectors and occupations, as well as nontraditional employment.
- Provision of referrals to and coordination of activities with other programs and services, including those within the one-stop delivery system and, when appropriate, other workforce development programs.
- Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including the following:
  - Job vacancy listings in the labor market areas
  - Information on job skills necessary to obtain the vacant jobs listed Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs
- Provision of performance information and program cost information on eligible providers of training services by program and type of providers.
- Provision of information about how the Local Area is performing on local performance accountability measures, as well as any additional performance information relating to the area's one-stop delivery system.
- Provision of information relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including:
  - childcare
  - child support
  - medical or child health assistance available through the state's Medicaid program and Children's Health Insurance Program
  - benefits under the SNAP
  - assistance through the earned income tax credit
  - housing counseling and assistance services sponsored through the U.S. Department of Housing and Urban Development
  - Assistance under a state TANF program, and other supportive services and transportation provided through that program
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.
- Provision of information and assistance regarding filing claims under UI programs, including meaningful assistance to individuals seeking assistance in filing a claim:
  - Meaningful assistance means providing assistance as follows:

- 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<sup>SM</sup> (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.

It is important to note that some basic career services require limited to no assistance from staff. These individuals are engaged in self-service and informational activities and do not require full enrollment nor does the receipt of services trigger participation into the WIOA Adult or Dislocated Worker programs or the Wagner-Peyser Employment Service program.

### **Individualized Career Services**

Individual career services must be made available if determined to be appropriate in order for an individual to obtain or retain employment. Individualized career services are subject to priority of service and consist of the following:

- 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
- Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, eligible training providers.
- Group and/or individual counseling and mentoring
- Career planning (e.g., case management)
- Short-term pre-vocational 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. In some instances, pre-apprenticeship programs may be considered as short-term pre-vocational services.
- Internships and work experiences that are linked to careers
- 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.
- 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 must be made available, as appropriate, including counseling regarding the workplace for participants in adult and dislocated worker activities who are placed in unsubsidized employment for a minimum of 12 months after the first day of employment. While follow-up services must be made available, not all of the adults and dislocated workers who are registered and placed into unsubsidized employment will need or want such services. Also, the intensity of appropriate follow-up services may vary among different participants. Participants who have multiple employment barriers and limited work histories may be in need of significant follow-up services to ensure long term success in the labor market. Other participants may identify an area of weakness in the training provided by the WIOA prior to placement that will affect their ability to progress further in their occupation or to retain their employment.

**INQUIRIES**

Inquiries should be addressed to the OEWD Director of Workforce Strategy at (415) 701-4848 or email [workforce.connection@sfgov.org](mailto:workforce.connection@sfgov.org).

*The OEWD and its 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.*