



June 6, 2017

**Workforce Innovation and Opportunity Act Policy Letter No. 15-08.1**

To: Workforce Innovation and Opportunity Act (WIOA) Local Workforce Development Boards (WDBs), Fiscal Agents, and OhioMeansJobs Center Operators

From: Cynthia C. Dungey, Director

Subject: Career Services for Adults and Dislocated Workers

**I. Purpose**

The purpose of this policy is to communicate guidance in the provision of career services to adults and dislocated workers.

**II. Effective Date**

Immediately

**III. Background**

The American Job Center Network (in Ohio, called 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.

Career and training services, tailored to the individual needs of job seekers, form the backbone of the OhioMeansJobs delivery 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. WIOA provides an individual receiving services in the American Job Centers (in Ohio, called the OhioMeansJobs centers) the opportunity to receive the services needed to help him or her meet his or her employment and career goals.

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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.

## **A. Career Services**

Career services must be made available through the OhioMeansJobs delivery system to individuals who are adults or dislocated workers. Career services are classified into three categories: basic career services, individualized career services, and follow-up services. This classification is not designed to create barriers to training, but rather identifies the importance that these three types of career services can have in helping individuals obtain employment.

Basic career services are universally accessible and must be made available to all individuals seeking employment and training services. Individualized career services are to be provided by local workforce development areas (local area) as appropriate to help individuals obtain or retain employment. Follow-up services provide the continuing link between the participant and workforce system. 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.

1. Coordination with Wagner-Peyser Employment Service Program  
WIOA provides a significant opportunity for coordination across all the core programs including planning, reporting, and service delivery. In particular, labor exchange services, the primary services provided by Wagner-Peyser Employment Services staff, fall under the basic career services described below, including specific obligations in serving unemployment insurance claimants. Additionally, all of the basic career services must be made available by Employment Services staff in coordination with other OhioMeansJobs center partners. Employment Services staff may also make available the individualized career services described below. Workforce Innovation and Opportunity Act Policy Letter (WIOAPL) No. 16-09, Establishment of the Workforce Delivery System, provides guidance on the role of the Unemployment Insurance Program in the OhioMeansJobs centers.
2. Provider of Career Services  
Per section 107(d)(10)(D) of WIOA, local WDBs have the responsibility to identify eligible providers of career services for the WIOA Title I Adult and Dislocated Worker programs. Local WDBs may assign the OhioMeansJobs center operator the responsibility for delivery of career

services (through contracts with the operator), may execute agreements with service providers, or may competitively procure service providers. WIOAPL No. 16-08, Procurement of the OhioMeansJobs Center Operator and Provider of Career Services, provides further guidance.

3. Basic Career Services

Basic career services are available to job seekers coming to an OhioMeansJobs center seeking assistance. Generally, these services involve less staff time and involvement. These services may be provided by both the WIOA Adult and Dislocated Worker programs and the Wagner-Peyser Employment Service program.

**Basic Career Services Not Triggering Participation in WIOA**

Some basic career services are informational services and require limited to no assistance from OhioMeansJobs center staff. Job seekers engaged in self-service and informational activities do not require registration and receipt of the service does not trigger participation into the WIOA adult or dislocated worker programs or the Wagner-Peyser Employment Service program. These basic career services include 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);
  - SNAP;
  - Assistance through the earned income tax credit;
  - TANF;
  - Other supportive services; and
- k. Group workshops (e.g., interviewing, job search, financial management, and resume writing).

### **Basic Career Services Triggering Participation in WIOA**

Other basic career services require staff assistance from OhioMeansJobs center staff and receipt of these services triggers an individual to become a participant and be included in WIOA performance if the individual was provided services as part of the WIOA Adult and Dislocated Worker program. Therefore, the eligibility must be determined for the individual pursuant to WIOAPL No. 15-02, Adult and Dislocated Worker Eligibility. If these services are provided by Employment Service staff as part of the Wagner-Peyser program, WIOA eligibility does not have to be conducted and these individuals will be included in Wagner-Peyser performance.

These basic career services include the following:

- 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.

4. Individualized Career Services

Per section 134(c)(2)(A)(xii) of WIOA, some individualized career services are available to adults and dislocated workers if determined to be appropriate in order to obtain or retain employment. Individualized career services include short-term pre-vocational services and must be provided to participants after staff determine that such services are required to retain or obtain employment. Generally, these services involve significant staff time and customization to each individual's need. These services generally will 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.

Receipt of WIOA individualized career services triggers participation, and the participant is included in WIOA performance if these individuals were provided services. Therefore, the eligibility must be determined for the individual pursuant to WIOAPL No. 15-02. If these services are provided by Employment Service staff as part of the Wagner-Peyser program, WIOA eligibility does not have to be conducted and these individuals will be included in Wagner-Peyser performance.

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.

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. IEPs must be reviewed with the participant to ensure the IEP is effectively addressing the needs of the participant.

- 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.

#### 5. Follow-Up Services

Appropriate follow-up services must be made available to a participant placed in unsubsidized employment for a minimum of 12 months following the participant's first date of employment. Follow-up services can be useful for participants in order to maintain employment. WIOA staff can provide workplace information and tips for success in the workplace environment and other counseling about the work place.

Additionally, follow-up services provide the continuing link between the participant and workforce system. These services allow the WIOA staff to assist with other services the participant may need once he or she obtains employment. Examples may include assistance with

employer benefits, health insurance, and financial literacy and budgeting assistance.

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

6. Registration in OhioMeansJobs.com

Per section 6301.18 of the Revised Code, each participant in the WIOA adult and dislocated worker program must 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.

## **B. Supportive Services**

Supportive services are designed to provide a participant with the resources necessary to enable their participation in career services.

Supportive services may include, but are not limited to:

1. Assistance with transportation;
2. Assistance with child care and dependent care;
3. Linkages to community services;
4. Assistance with housing;
5. Needs-related payments;
6. Assistance with educational testing;
7. Reasonable accommodations for individuals with disabilities;
8. Referrals to health care;
9. Assistance with uniforms or other appropriate work attire and work-related tools;
10. Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes;
11. Payments and fees for employment and training-related applications, tests, and certifications; and
12. Legal aid services.

Referrals to supportive services are career services that may be available to adults and dislocated workers through the workforce development system.

Supportive services may only be provided to participants who are in career or training services, to participants who are unable to obtain supportive services through other programs providing supportive services,

and in a manner necessary to enable individuals to participate in career and/or training services.

### **C. Use of Previous Assessments**

When determining the services needed for an individual to obtain or retain employment, the local area or OhioMeansJobs center partner shall not be required to complete a new interview, evaluation, or assessment of a participant if the local area or OhioMeansJobs center partner determines it is appropriate to use a recent (meaning within the preceding 6 months) interview, evaluation, or assessment of the participant, that was conducted by another education or training program. This may include evaluations or assessments completed by a secondary school, Vocational Rehabilitation, ABLE, Veteran program, or other education or training provider.

### **D. Priority for the Adult Program**

WIOA focuses on serving individuals with barriers to employment and seeks to ensure access to quality services for these populations. Individualized career services provided with adult funds may be a pathway to self-sufficiency for low-income adults, public assistance recipients, and individuals who are basic skills deficient. Section 134(c)(3)(E) of WIOA establishes a priority requirement with respect to funds allocated to the local area for adult employment and training activities. Under WIOA, priority must be implemented regardless of the amount of funds available to provide services in the local area.

Therefore, priority for individualized career 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. Individuals who are English language learners meet the criteria for basic skills deficient and must be included in the priority population.

Individuals who are underemployed as defined in this policy and meet the definition of a low-income individual may receive individualized career services under the Adult program on a priority basis. This priority does not necessarily mean that these services may only be provided to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. Individuals who are not members of the priority group may still receive individualized career services as determined appropriate.

The emphasis in WIOA is to prioritize services to those individuals who have the most barriers to employment and to provide those individuals with the opportunity to benefit from employment and training services. As

such, the State will monitor this priority by reviewing the characteristics of adults and dislocated worker participants.

#### **E. Priority for Veterans and Eligible Spouses**

Additionally, the Jobs for Veterans Act, Public Law 107-288 establishes priority of service for veterans and eligible spouses. Veterans and eligible spouses must first meet any and all of the statutory eligibility criteria in order to be considered for: a) enrollment in the program; b) receipt of priority for enrollment in the program; and c) priority of receipt of services. Priority means that veterans and eligible spouses take precedence, with all other qualifying eligibility requirements being equal, over non-veteran and eligible spouses in obtaining services and program enrollment.

Priority must be given in the following order:

1. To veterans and eligible spouses who are also included in the groups given statutory priority for WIOA Adult formula funding. This means that veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient would receive first priority for services with WIOA Adult formula funds for individualized career services.
2. To individuals who are not veterans or eligible spouses who are included in the groups given priority for WIOA Adult formula funds.
3. To veteran and eligible spouses who are not included in WIOA's priority groups.
4. Priority populations established by the State or local board.
5. To individuals who are outside the groups given priority under WIOA.

#### **IV. Definitions**

Affiliate OhioMeansJobs center: An access point in addition to the comprehensive OhioMeansJobs center in each local area, which makes available to job seeker and employer customers one or more of the OhioMeansJobs center partners' programs, services, and activities.

Appropriateness: The possession of qualities that are right, needed, or suitable for career services.

Basic skills deficient: An individual who is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual's family, or in society.

Career counseling: Facilitated exploration of occupational and industry information that will lead to a first, new, or better job for the job seeker.

Career pathway: a combination of rigorous and high-quality education, training, and other services that:

1. Aligns with the skill needs of industries in the economy of the State or regional economy involved;
2. Prepares an individual to be successful in any of a full range of secondary or postsecondary education options, including registered apprenticeships;
3. Includes counseling to support an individual in achieving the individual's education and career goals;
4. Includes, as appropriate, education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster;
5. Organizes education, training, and other services to meet the particular needs of an individual in a manner that accelerates the educational and career advancement of the individual to the extent practicable.
6. Enables an individual to attain a secondary school diploma or its recognized equivalent, and at least 1 recognized postsecondary credential; and
7. Helps an individual enter or advance within a specific occupation or occupational cluster.

Career planning: Per 3(8) of WIOA, the provision of a client-centered approach in the delivery of services designed to:

1. Prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and
2. Provide job, education, and career counseling, as appropriate during program participation and after job placement.

Comprehensive OhioMeansJobs center: A physical location where job seeker and employer customers can access the programs, services, and activities of all required partners. A comprehensive OhioMeansJobs center must provide career services, training services, access to any employment and training activities carried out by WIOA or any of the OhioMeansJobs center partners, and workforce and labor market information.

Eligible spouse: Per United States Department of Labor, Training and Employment Guidance Letter (TEGL) No.10-09, the spouse of any of the following:

1. Any veteran who died of a service-connected disability;
2. Any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
  - Missing in action;
  - Captured in the line of duty by a hostile force; or
  - Forcibly detained or interned in the line of duty by a foreign government or power;

3. Any veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veteran Affairs; or
4. Any veteran who died while a disability was in existence. A spouse whose eligibility is derived from a living veteran or service member (i.e., categories 2 and 3 above) would lose his or her eligibility if the veteran or service member were to lose the status that is the basis for the eligibility (e.g., if a veteran with a total service-connected disability were to receive a revised disability at a lower level). Similarly, for a spouse whose eligibility is derived from a living veteran or service member, that eligibility would be lost upon divorce from the veteran or service member.

English language acquisition program: A program of instruction that:

1. Is designed to help eligible individuals who are English language learners achieve competence in reading, writing, speaking, and comprehension of the English language; and
2. Leads to:
  - Attainment of a secondary school diploma or its recognized equivalent and transition to postsecondary education and training; or
  - Employment.

Financial literacy services: Activities provided to gain an understanding of basic financial information which is necessary to become self-sufficient, and includes the following:

1. Supporting the ability of participants to create household budgets, initiate savings plans, and make informed financial decisions about education, retirement, home ownership, wealth building, or other savings goals;
2. Supporting the ability to manage spending, credit, and debt, including credit card debt, effectively;
3. Increasing awareness of the availability and significance of credit reports and credit scores in obtaining credit, including determining their accuracy (and how to correct current inaccuracies in the reports and scores) and their effect on credit terms;
4. Supporting the ability to understand, evaluate, and compare financial products, services, and opportunities; and
5. Supporting activities that address the particular financial literacy needs of non-English speakers, including providing support through the development and distribution of multilingual financial literacy and education materials.

Follow-up services: Activities to monitor adults or dislocated workers' success during their transition to employment and further education and to provide assistance as needed for a successful transition.

Group counseling: Activity which involves two or more participants addressing certain issues, problems, or situations that may be shared by group members.

In-demand occupation: An occupation that currently has or is projected to have a number of positions (including positions that lead to economic self-sufficiency and opportunities for advancement) in an industry sector so as to have a significant impact on the State, regional, or local economy as listed on the State In-Demand Occupations list or as defined by the local area per the Workforce Innovation and Opportunity Act Policy Letter (WIOAPL) No. 15-11, Use of Individual Training Accounts (ITA).

In-demand industry sector: An industry sector that has a substantial current or potential impact (including through jobs that lead to economic self-sufficiency and opportunities for advancement) on the State, regional, and local economy, as appropriate, and that contributes to the growth or stability of other supporting businesses, or the growth of other industry sectors as listed on the State In-Demand Occupations list or as defined by the local area per the WIOAPL No. 15-11.

Individual counseling: One-on-one session that may go into greater detail for a participant regarding certain issues, problems, or situations.

Individual with a barrier to employment: Per section 3(24) of WIOA, an individual who is a:

1. Displaced homemaker;
2. Low-income individual;
3. Indian, Alaskan native, and Native Hawaiian;
4. Individual with disabilities;
5. Older individual (age 55 and older);
6. Ex-offender;
7. Homeless individual or homeless child and youth;
8. Youth who is in or has aged out of the foster care system;
9. English language learner, has low levels of literacy, and is facing substantial cultural barriers;
10. Eligible migrant and seasonal farmworker;
11. Individual within two years of exhausting lifetime temporary assistance to needy families (TANF) eligibility;
12. Single parent (including single pregnant woman);
13. Long-term unemployed individual (unemployed for 27 or more consecutive weeks); and
14. Other groups of individuals as the State determines to have barriers to employment.

Individual employment plan (IEP): An individualized career service in which a plan is jointly developed and reviewed by the participant and staff that includes an ongoing strategy to identify employment goals, achievement objectives, and an appropriate combination of services for the participant to obtain these goals and objectives.

Integrated education and training: A service approach that provides adult education and literacy activities concurrently and contextually with workforce preparation activities and workforce training for a specific occupation or occupational cluster for the purpose of educational and career advancement.

Internship: A system of gaining on-the-job experience by placement in a work environment for a period of time with the goal to build technical and job awareness skills. Internships may be paid or unpaid.

Job club: A structured job search program designed to prepare individuals for a successful job search by obtaining basic job-seeking skills and individualized assistance. The program includes, at a minimum, instruction on resume writing, application preparation, interviewing skills, job lead development, development of a job search plan, and mock interviews.

Long term unemployed individual: A person who has been unemployed for 27 or more consecutive weeks.

Lower living standard income level (LLSIL): As defined in section 3 (36)(B) of WIOA, the income level (adjusted for regional, metropolitan, urban, and rural differences and family size) determined annually by the Department of Labor based on the most recent lower living family budget issued by the Secretary.

Low-income individual: As defined in section 3 (36)(A) of WIOA, an individual who:

1. Receives, or in the past 6 months has received, or is a member of a family that is receiving or in the past 6 months has received, assistance through the Supplemental Nutrition Assistance Program (SNAP), TANF, or the Supplemental Security income (SSI) program, or local income-based public assistance;
2. Is in a family with total family income that does not exceed the higher of:
  - a. The poverty line; or
  - b. 70% of the lower living standard income level.
3. Is a homeless individual;
4. Receives or is eligible to receive a free or reduced price lunch;
5. Is a foster child on behalf of whom State or local government payments are made; or
6. Is an individual with a disability whose own income meets the income requirement of clause (2), but who is a member of a family whose income does not meet this requirement.

Meaningful assistance: Providing assistance on-site using staff who are well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants or providing assistance by phone or other technology, as long as the assistance is provided by trained and available staff and within a reasonable time. WIOAPL No. 16-09 provides further

guidance to the role of the Unemployment Insurance Program in the OhioMeansJobs centers and provision of meaningful assistance.

Participant: A reportable individual who received services other than self-service, after satisfying all applicable programmatic requirements for the provision of services, such as having an eligibility determination completed by local WIOA staff.

Participation: The point at which the individual has been determined eligible for program services and has received or is receiving a career or training service, other than basic career services and is the point at which an individual is to be included in calculations for performance measures.

Public assistance: As defined in section (3)(50) of WIOA, federal, state, or local government cash payments for which eligibility is determined by a needs or income test. This includes TANF, SNAP, or SSI.

Registration: The process of collecting information to support a determination of eligibility for the WIOA adult and dislocated worker programs. This information may be collected through methods that include electronic data transfer, personal interview, or an individual's application.

Reportable individual: An individual who has taken action that demonstrates an intent to use the program services and who meets specific reporting criteria of the program, including:

1. Individuals who have provided identifying information;
2. Individuals who only use the self-service system; or
3. Individuals who only receive information-only services or activities.

Self-service: When individuals independently (with little to no staff assistance) access any workforce development system program's information and activities in either a physical location, such as an OhioMeansJobs center resource room or partner agency, or remotely via the use of electronic technologies (e.g., OhioMeansJobs.com). Self-service does not uniformly apply to all virtually accessed services (e.g., virtually accessed services that provide a level of support beyond independent job or information seeking on the part of an individual would not qualify as self-service).

Supportive services: Services that are necessary to enable an individual to participate in activities authorized under WIOA.

Transitional job: A time-limited work experience that is wage-paid and subsidized, and is in the public, private or non-profit sectors for those individuals with barriers to employment who are chronically unemployed or have inconsistent work history, as determined by the local board. These jobs are designed to enable an individual to establish a work history, demonstrate work success in an employee-employer relationship, and develop the skills that lead to unsubsidized employment.

Underemployed individual: An individual who is one of the following:

- Employed less than full-time who is seeking full-time employment;
- Employed in a position that is inadequate with respect to their skills and training;
- Employed and meets the definition of a low-income individual; or
- Employed, but whose current wages are not sufficient compared to wages from previous employment per local policy.

Veteran: An individual who served in the active military, naval, or air service, and who was discharged or released from such service under conditions other than dishonorable, which may include National Guard or Reserve personnel.

Work experience: A planned, structured learning activity that takes place in a workplace setting for a limited period of time (refer to WIOAPL No. 15-12, Work Experience for Adults and Dislocated Workers).

Workforce preparation activities: Activities, programs, or services designed to 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;
- Skills necessary for successful transition into and completion of postsecondary education or training, or employment; and
- Other employability skills that increase an individual's preparation for the workforce.

## **V. Local Area Requirements**

### **A. Provision of Career Services**

Career services for adults and dislocated workers must be made available in at least one comprehensive OhioMeansJobs center in the local area. Services may also be available in the affiliate OhioMeansJobs centers. Local WDBs determine the most appropriate mix of these services, but both career and training services must be available for eligible adults and dislocated workers.

### **B. Coordinate with Wagner-Peyser Employment Services**

The local 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 required partner, including the Wagner-Peyser

Employment Service program in the OhioMeansJobs center. The local WDB, OhioMeansJobs center operator, and the Wagner-Peyser Employment Service should discuss strategies to reduce duplication and to appropriately utilize resources when providing services to universal customers, specifically when basic career services are being provided.

The memorandum of understanding (MOU) should address how WIOA self-service or informational career services will be coordinated with partner programs.

### **C. Development of Local Policies**

#### **1. Follow-Up Services**

Local WDBs must establish a policy that defines what are considered to be appropriate follow-up services, as well as policy for identifying when to provide follow-up services to adult and dislocated worker participants.

#### **2. Supportive Services**

The local WDB must develop a policy on supportive services that ensures resources and service coordination in the local area. Local WDBs may establish limits on the provision of supportive services, including a maximum amount of funding and maximum length of time for supportive services to be available to participants. Supportive services are WIOA-funded only when these services are not available through other programs and agencies and the services are necessary for the individual to participate in Adult and Dislocated Worker program activities. Therefore, the policy must also address procedures for referral to such services, including how such service will be funded when they are not otherwise available from other sources. Procedures granting exceptions to the limits may also be established.

### **VI. Reporting Requirements**

Registration is the process for collecting information to support a determination of eligibility. Program participation begins after the registration process of collecting information to support an eligibility determination and begins when the individual receives a basic career service triggering participation, individualized career service, or training service which is funded by the WIOA Adult or Dislocated Worker program. Pursuant to rule 5101:9-30-04 of the Administrative Code, the local WDB shall ensure the timely and accurate reporting of WIOA participants, activities, and performance information by using the Ohio Workforce Case Management System (OWCMS).

### **VII. Monitoring**

At the local level, the local area must conduct oversight of the implementation of the WIOA Adult and Dislocated Worker programs to ensure that priority populations are being served, participants are enrolled in the programs and have been provided identified services.

Through the state's monitoring system, program monitors will review the local area's implementation of the WIOA Adult and Dislocated Worker programs, including a participant file review, during the annual onsite monitoring review for compliance with federal and state laws and regulations. Any issues will be handled through the state's monitoring resolution process.

### **VIII. Technical Assistance**

For technical assistance, you may send your request to the Office of Workforce Development: [WIOAQNA@jfs.ohio.gov](mailto:WIOAQNA@jfs.ohio.gov).

### **IX. References**

Workforce Innovation and Opportunity Act, § 134, Public Law 113-128.

20 C.F.R. §§ 677.150, 678.305 – 310, 678.430, 680.100 – 190, and 680.600.

USDOL, Training and Employment Guidance Letter WIOA No. 19-16, Operating Guidance for the Workforce Innovation and Opportunity Act, 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)

USDOL, Training and Employment Guidance Letter One-Stop Operating Guidance for the Workforce Innovation and Opportunity Act No. 16-16, One-Stop Operations Guidance for the American Job Center Network, (January 18, 2017).

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**Rescission**

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