

CAREER SERVICES

Basic Career Services are made available to participants through the Wagner-Peyser program. In order for someone to be eligible to receive Individualized Career Services, they must be enrolled in the WIOA Title I Adult or Dislocated Worker Program. The primary function of the Wagner-Peyser Act is to provide labor exchange services to job seekers. Labor exchange services are considered a type of career service under WIOA.

Career services for Title III Wagner-Peyser and WIOA Title I Adults and Dislocated Workers must be available in each of the One-Stop Centers in the state. There are three types of career services:

- Basic career services;
- Individualized career services; and
- Follow-up services for Adults and Dislocated Workers

BASIC CAREER SERVICES (WAGNER-PEYSER)

Basic career services must be made available and, at a minimum, must include the following services:

- Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs;
- Outreach, intake (including worker profiling), and orientation to information and other services available through the local workforce system;
- Initial assessment of skills levels, including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and support service needs;
- Labor exchange services, including:
 - job search and placement assistance, and, when needed by an individual, career counseling, including the provision of information on nontraditional employment and in-demand industry sectors and occupations; and
 - appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services not traditionally offered through the local workforce system;
- Provision of referrals to and coordination of activities with other programs and services, including programs and services within the local workforce system and, when appropriate, other workforce development programs;
- Provision of workforce and labor market employment statistics information, including information relating to local, regional, and national labor market areas;
- Provision of performance information and program cost information on eligible providers of training services by program and provider type;
- Provision of information, in usable and understandable formats and languages, about how the Board is performing on local performance accountability measures, as well as any additional performance information relating to the local workforce system;
- Provision of information and assistance regarding filing claims for Reemployment Assistance (RA) benefits, by which the Board must provide assistance to individuals seeking such assistance.
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.

INDIVIDUALIZED CAREER SERVICES (TITLE I)

Individualized career services must be made available if determined to be appropriate in order for an individual to obtain or retain employment. These include the following services:

- Comprehensive and specialized assessments of the skills levels and service needs of adults and dislocated workers; to satisfy some of these requirements, the use of assessments is necessary. To avoid duplication of

services, WIOA contains a clause that allows the use of previous assessments from another education or training program. The previous assessments must be determined to be appropriate by the Employment Specialist or the One-Stop Partner and must have been completed within the previous six months

- 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 regarding eligible training providers;
- Group counseling;
- Individual counseling;
- Career planning;
- Short-term prevocational 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 experience that are linked to careers;
- Workforce preparation activities such as:
 - Financial literacy services;
 - Out-of-area job search and relocation assistance; and
 - 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 or dislocated worker activities who are placed in unsubsidized employment for a minimum of 12 months after the first day of employment. See [Follow Up](#) Policy 5.23 for additional guidance.

**WIOA §134(2)(A)
20 CFR §361.430, §468.430**