


**WORKFORCE INNOVATION AND  
OPPORTUNITY ACT POLICY  
MANUAL**
**CHAPTER 2 - SECTION 200**
**SUBJECT: ADULT & DISLOCATED WORKER PROGRAM CAREER  
SERVICES POLICY**

## **200 BACKGROUND AND PURPOSE**

This section provides policy and procedures for the Local Workforce Development Boards (LWDBs) to use when determining career services eligibility and providing services governed by the Workforce Innovation and Opportunity Act (WIOA) Title I-B for the Adult and Dislocated Worker (DW) Program clients.

References: Workforce Innovation and Opportunity Act (WIOA) of 2014 ([P.L. 113-128](#)), WIOA Final Rules 20 CFR [§ 678.430](#), [§ 680.100](#) through [195](#), Training and Employment Guidance Letter (TEGL) [19-16](#), and [16-16](#).

## **201 CAREER SERVICES**

WIOA Title I-B establishes two levels of employment and training services for Adults and DWs: career services and training services. The three types of career services are basic career services, individualized career services and follow-up services. There is no sequence in services when providing basic and individualized career services when determining what is best suited to meeting the participants career pathway goals. In addition to allowing service providers flexibility to target services that meet the needs of the customer.

## **202 BASIC CAREER SERVICES**

Basic career services must be available to all Adults and DWs accessing the ARIZONA@WORK system in each Local Workforce Development Area (LWDA).

- A. WIOA Title I-B Adult and DW service provider and Title III staff may provide basic career services.
- B. Basic career services include:
  1. Determination of whether the individual is eligible to receive assistance from the Adult, DW, or Youth programs. All individuals who receive Individualized Career Services must first receive an eligibility determination. The "Eligibility Determination" service must be added to Service and Training (S & T) *plan* in the Arizona Job Connection (AJC)

system prior to providing the participant Individualized Career or Training Services;

2. Outreach, intake, and orientation to information and other services available through the ARIZONA@WORK system. Service providers must provide individuals the webpage [link](#) to apply for Temporary Assistance for Needy Families (TANF) as part of this service and/or as appropriate;
3. Initial assessment of skill levels to determine literacy, numeracy, and English language proficiency, as well as other assessment tools to determine aptitudes, abilities (including skills gaps), and support service needs;
4. Provision of referrals to and coordination of activities with other programs and services (e.g., trade-affected worker or potential trade-affected worker), including programs and services within the ARIZONA@WORK system and, when appropriate, other workforce development programs. This includes co-enrollments in more than one program. The LWDB must collaborate and work closely with ARIZONA@WORK partner programs to address the needs of these co-enrolled customers;
5. Initial assessments for individuals co-enrolled in the TAA program or potential trade-affected worker referred for Title I-B services must include the following factors which are highly encouraged for referrals from all partner programs:
  - a. Prevailing local labor market conditions, including the unemployment rate, local employer skill demands and hiring prerequisites;
  - b. The workers knowledge, skills, and abilities from his or her education and previous employment;
  - c. Transferable skills that the worker may possess that would be of interest to other local employers;
  - d. A worker's skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs; and

- e. Any barriers to the worker's reemployment, such as the lack of applicability of skills from the worker's present occupation to other occupations, Skills that are in excess supply in the labor market area; or Other barriers as outlined in WIOA section 3(24).
6. Labor exchange services, including job search, job referrals, placement assistance and career counseling, when needed. This includes providing information on nontraditional employment and in-demand industry sectors and occupation;
7. Provision of workforce and labor market information, including information relating to local, regional, and national labor market areas, such as:
- a. Job vacancy listings in labor market areas;
  - b. Information on job skills necessary to obtain the vacant jobs listed; and
  - c. Information relating to local occupations in demand and their earnings, skills requirements, and opportunities for advancement.
  - d. Provision of performance information and program cost information on eligible providers of training services by program and provider type;
  - e. Provision of information, in usable and understandable format and languages, about how the LWDB is performing on local performance accountability measures, as well as any additional performance information related to the ARIZONA@WORK system;
  - f. Provision of information, in usable and understandable format and languages, about the availability of supportive services or other programs that may be able to provide assistance and appropriate referrals to those services and programs including, but not limited to:
    - i. Child care;

- ii. Child support services;
  - iii. Medical and child health assistance (KidsCare-Arizona's Children's Health Insurance Program (CHIP) through the Arizona Health Care Cost Containment System (AHCCCS));
  - iv. Benefits through the SNAP Program;
  - v. Assistance through the TANF program and other support services and transportation provided through TANF;
  - vi. Assistance through the earned income tax credit;
  - vii. Housing counseling and assistance services sponsored through the U.S. Department of Housing and Urban Development (HUD); and
  - viii. Other Supportive Services, including transportation.
- g. Provision of information regarding filing claims for unemployment insurance benefits, including meaningful assistance to individuals seeking assistance in filing a claim; and
  - h. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA Title I-B.

C. To receive services which are beyond self-service and require additional assistance, eligibility must be determined, and the individual must be enrolled in the Adult and/or DW program.

### **203 INDIVIDUALIZED CAREER SERVICES**

Individualized career services must be made available to eligible Adults and DWs accessing the ARIZONA@WORK system in each LWDB when the service provider determines that individualized career services are required for the individual to maintain or retain employment, consistent with Adult Program priority of service and Veterans' Priority of Service [Policy](#), Section 1100.

- A. LWDBs must identify the assessments to be used to determine eligibility and ensure eligibility determination procedures are consistent with state policy.
- B. Adults and DWs must be enrolled in the Adult and/or DW Program to receive individualized career services.
- C. Service providers must collect documentation for priority of service for Adults enrolled in the Adult Program.
- D. Individualized career services must be made available, and may include the following:
  - 1. Comprehensive and specialized assessments of the skills levels and service needs of Adults and DWs, which may include diagnostic testing and use of other assessment tools, in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals, and the use of other specialized assessment tools. When LWDBs decide not to provide comprehensive and specialized assessments for individuals who have college degrees, LWDB policy must clearly define:
    - a. Reason(s) to not provide specialized assessments; and
    - b. How the service provider determines these clients do not require further testing.
  - 2. The development of an Individual Employment Plan (IEP). The IEP must be created jointly by the individual and the career planner. It is an ongoing strategy to identify the employment goals, appropriate achievement objectives, associated strategies, and appropriate combination of services for the participant to achieve his or her employment goals, including information about eligible training providers and programs from the Eligible Training Provider List (ETPL). All services provided to a client must be entered on the IEP and Case Notes in Arizona Job Connection (AJC), and must be updated whenever there is a change made;
  - 3. Group and/or individual counseling and mentoring;

- a. Group counseling includes vocational, financial, and personal counseling, including mental health, drug and alcohol counseling, and referrals to partner programs, offered in a group setting.
  - b. Individual counseling includes vocational, financial, and personal counseling, including mental health, drug and alcohol counseling, and referrals to partner programs, offered in an individualized setting.
4. Career planning;  
  
Career planning means the provision of a client-centered approach in the delivery of services, designed to:
  - a. Prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access necessary workforce investment activities and supportive services using, where feasible, computer-based technologies; and
  - b. Provide job, education, and career counseling both during the program participation after job placement.
5. All individuals who receive individual career services and training services must receive career planning, and close when the services are completed. Service providers must add the “Career Planning” service to the S & T Plan in the AJC system.
6. Short-term pre-vocational services, including development of learning skills, communication skills, punctuality, personal maintenance skills and professional conduct services to prepare individuals for unsubsidized employment or training. In some instances, pre-apprenticeship programs may be considered as short-term pre-vocational services;
7. Internships and Work Experiences (WEX) linked to careers;
  - a. An internship or work experience is a planned learning experience that takes place in a workplace for a limited period. Internships and work experiences can be paid or unpaid;

- b. Labor standards apply to internships and work experiences where there is an employee/ employer relationship, as defined by the Fair Labor Standards Act;
- c. WEX participants are not eligible to receive needs related payment, because WEX is not considered a training or employment service.
- d. Transitional jobs are time-limited and wage-paid work experiences and subsidized up to 100 percent. These jobs are:
  - i. In the public, private and nonprofit sectors.
  - ii. Available for individuals with barriers to employment who are chronically unemployed or have an inconsistent work history, as determined by the LWDB.
  - iii. Designed to enable an individual to establish a work history, demonstrate work success in an employer-employee relationship, and to develop skills that lead to unsubsidized employment.
  - iv. Take place within the context of an employee-employer relationship, in which the program provider generally acts as the employer.
- e. LWDBs may use up to 10 percent of their combined total Adult and DW allocations for transitional jobs.
- f. Transitional jobs must be combined with comprehensive career services and supportive services.
- g. Employers providing transitional jobs are not required to retain the individual upon the completion of the transitional job, however retention is preferred for the benefit of the worker and the employer.
- h. If the LWDB includes transitional jobs as part of its service delivery strategy, the LWDB needs to identify

the appropriate employers and must develop policies that include the following:

- i. Provisions on the amount of reimbursements for the jobs (up to 100 percent of the wage);
  - ii. The supportive services to be offered; and
  - iii. Limits on the duration of the transitional job.
  - iv. Definition of individuals who are “chronically unemployed” or “have an inconsistent work history.”
  - v. Process on how to identify chronically unemployed individuals.
- i. The work experience contract between the LWDB or service provider and the employer must include employer compliance with:
- i. Regulations under [WIOA](#) sec. 188 of the Workforce Innovation and Opportunity Act of 2014;
  - ii. 29 CFR § 37, Title VI of the Civil Rights [Act](#) of 1964;
  - iii. Age Discrimination [Act](#) of 1975;
  - iv. Sections 504 and 508 of the Rehabilitation [Act](#) of 1973;
  - v. [Title IX](#) of the Education Amendments of 1972;
  - vi. Title II Subpart A of the American with Disabilities [Act](#) of 1990; and
  - vii. The Genetic Information Nondiscrimination [Act](#) of 2008.
  - viii. [Policy](#) on Medical/Recreational Marijuana for WEX prohibitions.



- j. Conditions of employment and training will be in full compliance with applicable federal, state, and local laws;
- k. No individual may be placed in a WIOA Title I-B employment activity if a member of the person's family is directly supervising the individual;
- l. The LWDB and worksite must comply with applicable workers' compensation laws;
- m. The LWDB and worksite must comply with the Fair Labor Standards [Act](#) (FLSA) or the Arizona minimum wage [law](#), whichever is applicable;
- n. Work experience is not permitted to be carried out for the construction, operation or maintenance of any part of a facility that is used for or to be used sectarian instruction or a place of worship, etc.;
- o. The LWDB must ensure the worksite is not presently debarred, suspended, proposed for debarment, declared ineligible, or excluded by any federal department or agency;
- p. Participant must not be placed under the WEX agreement if:
  - i. Any other individual is laid off from the same or equivalent job;
  - ii. Employer has terminated any other regular, unsubsidized employee, or otherwise caused an involuntary reduction in its own workforce with intention of filling the vacancy with the WIOA Title I-B participant;
  - iii. The job is created in a promotional line that infringes in any way on the promotional opportunities of any current employees.
- q. The participant portion of the WEX agreement must include:
  - i. The duration of the WEX in hours;

- ii. The participant’s schedule, includes the days and hours the participant will work;
  - iii. The scope of work;
  - iv. Worksite agreement signed by the service provider, the employer, and the participant;
  - v. Health and safety standards;
  - vi. Conditions, requirements, and amounts for incentives that have been pre-approved by the Department of Economic Security (refer to the WIOA Title I-B Adult and DW Eligibility [Policy](#), section 107);
  - vii. Dress code if any;
  - viii. Grievance Process; and
  - ix. Consequences for non-compliance with the agreement.
- r. Case file documentation must include the:
- i. The WEX agreement;
  - ii. Activity sheets; and
  - iii. Attendance records.
8. 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:
- a. Utilizing resources;
  - b. Using information;
  - c. Working with others;
  - d. Obtaining skills necessary for successful transition into and completion of postsecondary education, training or employment;

- e. Other employability skills that increase an individual's preparation for the workforce; and
  - f. Career readiness training that results in a career readiness credential, such as Arizona Career Readiness Credential.
9. Financial literacy services;
  10. Out-of-area job search assistance and relocation assistance; and
  11. English language acquisition and integrated education and training programs.

## **204 FOLLOW-UP SERVICES**

Follow-up services are provided to clients who have obtained unsubsidized employment and exit the Adult and/or DW Program to promote job retention, wage gains, and career progress.

- A. Follow-up services vary and are determined on a case-by-case basis. Service providers may provide follow-up services to other individuals who exit the program who have not obtained unsubsidized employment per local area policy. Follow-up services may include:
  1. Additional career planning and counseling, including counseling about the workplace;
  2. Contact with the participant's employer, including assistance with work related problems that may arise;
  3. Peer support groups;
  4. Information pertaining to additional educational opportunities; and
  5. Referral to supportive services available in the participant's community.
- B. Follow-up services must be made available to clients who exit the Adult and/or DW Program into unsubsidized employment for at least 12 months following the first day of employment (20 CFR [§ 680.150](#)). When follow-up services are provided, the appropriate

follow-up service must be added to the S & T plan in the AJC system.

- C. Follow-up services do not extend the date of exit in performance reporting.
- D. Adult and/or DW participants may decline follow-up services if they so choose.
- E. The participant's case file notes must contain documentation substantiating that follow-up services were offered. This may include, but is not limited to, a letter, an email, or case notes based on a telephone or face-to-face conversation.
- F. A minimum of three attempts must be made to contact the individual to offer follow-up services.
- G. Re-enrollment into the Adult and/or DW Program is required when it becomes necessary during the follow-up period to utilize WIOA Title I-B services beyond those available in follow-up services.
- H. Supportive Services must not be provided after the Adult and/or DW Program participant exits the program, if the individual is in need of supportive services the individual must be re-enrolled in the Adult and/or DW Program.