



PIEDMONT REGION

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<b>Title:</b>	Provision of Career Services	<b>Policy #:</b>	24
<b>Effective Date:</b>	July 1, 2021	<b>Revision Date:</b>	November 9, 2021

**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 WIOA authorizes “career services.” 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 delivered through American Job Centers (AJCs) in Virginia.

**III. References**

- Workforce Innovation and Opportunity Act (Pub. L. 113-128)
- Department of Labor-Employment and Training Administration 20 CFR, Parts 603, 651-658, 675-688.
- Training and Employment Guidance Letter 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*
- Training and Employment Notice 8-20, *Public Workforce System Role in Reopening State and Local Economies*

**IV. Policy**

WIOA requires the AJC system to provide universal access to “career services” to meet the diverse needs of eligible individuals. 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.

Career services are offered through a partnership between multiple agencies, service providers, and partners.

“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, basic skills and high school equivalency preparation, and integrated education and training programs

“Follow-up services” including counseling pertaining to the workplace, for participants in adult or dislocated worker workforce development activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment. For WIOA Title I Youth, specific allowable follow up services can be found at 681.580 (b).

Basic career services shall be available to all individuals seeking services through the AJCs, and are to be provided by Wagner Peyser- funded staff in coordination with other partners providing services through the AJC. 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 American Job Center staff determines that individualized career services are appropriate to obtain or retain employment, then the individualized career services shall be made available through the American Job Center network of services. Local workforce Development Boards (LWDBs) must have policies and/or processes in place to determine if individuals are in need and eligible for 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**

LWDBs shall identify eligible providers of individualized career services for WIOA Title I programs and award contracts or MOUs as appropriate. A local workforce development board may act as a provider of individualized and follow-up services only with the agreement of the Chief Elected Officials (CEOs) in the local area and the Governor. If a LWDB has interest to serve as a provider of individualized career services, it must submit a request for waiver that includes documentation of support by the CEOs 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, and provide as part of the waiver request documentation, a policy documenting appropriate controls and performance review practices to avoid conflict of interest.

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.

All WIOA program service partners shall provide career and follow up services in accordance with applicable federal regulations. All AJC network partners must collaborate to ensure that all available services are made known to the eligible customers.