



**To:** Indiana's Workforce Investment System

**From:** Indiana Department of Workforce Development (DWD)

**Date:** February 17, 2021

**Subject:** DWD Policy 2020-10  
Workforce Innovation and Opportunity Act (WIOA) Title I Service Delivery

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## Purpose

To ensure that all WIOA Title I participants, including those participating through Dislocated Worker Grants (DWGs), are appropriately assessed to determine eligibility and need for individualized career and training services.

## References

- WIOA Sec. 2
- WIOA Sec. 134
- 20 CFR § 680.210-220
- 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 Services (ES), as amended by Title III of WIOA, and for Implementation of the WIOA Final Rule.

## Content

### Background

WIOA provides individuals<sup>1</sup>, particularly those with barriers to employment, access to opportunities for the employment, education, training, and supportive services necessary to succeed in the labor market.<sup>2</sup> It is crucial to understand how appropriate assessment and career planning affects subsequent service delivery and outcomes. The proper assessment of a participant's skills and employment needs combined with effective career planning significantly improves the likelihood of successful outcomes and the efficient, effective, and appropriate use of finite funding.

### Service Types

There are three types of career services: basic career services, individualized career services, and follow-up services. The provision of individualized career services must be based on the employment needs of the individual as determined jointly by the individual and the case manager. Although WIOA distinguishes levels of service, this distinction is not intended to imply that there is a sequence of

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<sup>1</sup> For details on how priority of service affects the delivery of career and training services, refer to DWD's Adult Priority of Service Policy.

<sup>2</sup> WIOA Sec. 2

services. These services can be provided in any order. Career services under this approach provide local areas and service providers with flexibility to target services that meet the needs of the customer, while still allowing for the tracking of outcomes for reporting purposes.<sup>3</sup>

### **Basic Career Services**

Basic career services are universally accessible and must be made available to all individuals seeking services. Generally, these services involve less staff time and engagement. They include such services as: eligibility determinations, initial skill assessments, labor exchange services, provision of information on programs and services, and program referrals.

### **Individualized Career Services**

Individualized career services must be provided to participants after WorkOne American Job Center (AJC) staff determine that such services are required to retain or obtain employment. Generally, these services involve significant staff time and are customized to each individual's needs. Individualized career services include such services as: specialized assessments, developing an Individual Employment Plan (IEP), career counseling, and work experiences.<sup>4</sup>

### **Follow-up Services**

Follow-up services must be provided as appropriate for participants who are placed in unsubsidized employment for up to 12 months after the first day of employment. Follow-up services include such services as: adult mentoring, labor market information, financial literacy education, and referral to community resources.

### **Training Services**

Training services are meant to improve a participant's knowledge, skills, and abilities that are required to retain or obtain employment. They may also lead to an industry recognized credential or degree required for employment. Training services may be made available to a participant only after an interview, evaluation or assessment determines that the individual is unlikely or unable, through career services alone, to retain or obtain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from their previous employment.<sup>5</sup> Training services include such services as: occupational skills training, on-the-job training and skills training, and upgrading.

A participant must, at a minimum, receive either an interview, evaluation or assessment, career planning, research or any other method through which the WorkOne AJC or partner staff can obtain enough information to determine whether the participant is eligible for training services under WIOA Sec. 134(c)(3)(A)(i). Where appropriate, a recent interview, evaluation or assessment, may be used for assessment purposes, if it has been completed within the last six months. Except for the career services referred to in this paragraph, there is no requirement that career services be provided as a condition to receiving training services.<sup>6</sup>

### ***Individualized Career and Training Service Delivery***

A case manager must be knowledgeable about the industry and occupational requirements of the jobs in their local area to assist the participant in selecting an appropriate employment goal. If the case

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<sup>3</sup> TEGL 19-16

<sup>4</sup> TEGL 19-16

<sup>5</sup> 20 CFR § 680.210

<sup>6</sup> 20 CFR § 680.220

manager is not familiar with the industry and/ or occupation being considered, then the participant and the case manager must conduct career research utilizing local/ regional labor market information.

An objective assessment is required to determine if the participant has any barriers to employment that need to be addressed by additional career and/ or training services. The purpose of the assessment is to help participants and case managers make decisions about the service strategies necessary to reach the employment goal.

Assessments may include but are not limited to: WorkKeys, ICE, TABE, or other approved assessment tools as well as an in-depth review of work and educational history. The assessment must be thorough enough for the case manager and participant to develop an appropriate IEP. Once developed, IEPs are to be reviewed and updated on a regular basis, as established by local policy, to document progress and identify new needs.

The assessment results, determinations, IEP, and all additional career and training services that are provided must be documented in the state's case management system. A critical component of documentation is case noting. Case managers should follow established local area case noting policies and/or procedures. When the participant's service strategy includes individualized career and/or training services, case notes must contain the determination of the need and eligibility for those services, under 20 CFR § 680.210, as well as the justification for the determination. If career services, such as the assessment, are not provided before training, WorkOne AJC staff must document the circumstances that justified the determination to provide training services without first providing career services.<sup>7</sup>

### **Action**

Each local area must develop procedures that clearly enable staff to implement the contents of this policy. All staff must be trained on this policy and local area procedures. Local areas must monitor effective training has taken place and that procedures are consistently being followed by staff. Contents of the policy will be part of the regular WIOA monitoring conducted by DWD Compliance.

### **Effective Date**

Immediately

### **Ending Date**

Upon rescission.

### **Additional Information**

Questions regarding the content of this publication should be directed to DWD Policy: [policy@dwd.in.gov](mailto:policy@dwd.in.gov).

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<sup>7</sup> 20 CFR § 680.220