

WIOA CAREER SERVICES

Career services, as identified in WIOA § 134(c)(2), are categorized as basic career services, individualized career services, and follow-up services. The distinction in levels of services is not intended to imply a sequence of services; they may be provided in any order.

BASIC CAREER SERVICES

Outlined at 20 CFR § 678.430(a), basic career services must be made available and, at a minimum, must include the following services, as consistent with allowable program activities and Federal cost principles:

1. Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs
2. Outreach, intake (including worker profiling), and orientation to information and other services available through the SC Works delivery system
3. Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive services needs
4. Labor exchange services, including:
 - a. Jobs search and placement assistance, and, when needed by an individual, career counseling, including:
 - i. Provision of information on in-demand industry sectors and occupations (as defined in WIOA § 3(23))
 - ii. Provision of information on non-traditional employment
 - b. Appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services other than those traditionally offered through the SC Works delivery system
5. Provision of referrals to and coordination of activities with other programs and services, including programs and services within the SC Works delivery system and, when appropriate, other workforce development programs
6. Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including:
 - a. Job vacancy listings in labor market areas
 - b. Information on job skills necessary to obtain the vacant jobs listed
 - c. Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs
7. Provision of performance information and program cost information on eligible providers of education, training, and workforce services by program and type of providers
8. Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's SC Works delivery system

9. 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
10. Provision of information and meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation
 - a. "Meaningful assistance" means:
 - i. Providing assistance on-site using staff who are well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants, or
 - ii. Providing assistance by phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time
 - b. The costs associated in providing this assistance may be paid for by South Carolina Unemployment Insurance (UI) program, or the WIOA Adult or Dislocated Worker programs, or some combination thereof
11. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA

INDIVIDUALIZED CAREER SERVICES

Outlined at 20 CFR § 678.430(b), individualized career services must be made available if determined appropriate for an individual to obtain or retain employment. These services include the following, as consistent with program requirements and Federal cost principles:

1. Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include—
 - a. Diagnostic testing and use of other assessment tools, and
 - b. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals
2. Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve their employment goals, including the list of, and information about, the eligible training providers (as described in 20 CFR § 680.180)
3. Group counseling
4. Individual counseling
5. Career planning
6. 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
7. Internships and work experiences that are linked to careers (as described in 20 CFR § 680.170)
8. Work preparation activities
9. Financial literacy services as described in WIOA § 129(b)(2)(D) and 20 CFR § 681.500

10. Out-of-area job search assistance and relocation assistance
11. English language acquisition and integrated education and training programs

FOLLOW-UP SERVICES

Follow-up services must be provided in accordance with the most updated state instruction letter on *Follow-Up Services for WIOA Title I Program Participants*.