



Individualized Career Services

Approved Date: October 15, 2021

Effective Date: October 15, 2021

Amended Date: January 24, 2022

A. Policy

1. Individualized career services must be provided to participants after American Job Center staff determine that such services are required to retain or obtain employment. These services involve significant staff time and customization to each individual's needs, and generally will be provided by staff funded by WIOA Title I programs. However, it may also be appropriate for staff funded by WIOA Title III Wagner-Peyser Employment Service to provide some of these services.
2. The following individualized career services must be made available if determined to be appropriate in order for an individual to obtain or retain employment:
 - a. Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include:
 - i. diagnostic testing and use of other assessment tools; and
 - ii. in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals
 - b. Development of an Individual Employment Plan (IEP), 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 about, the eligible training providers
 - c. Group counseling
 - d. Individual counseling
 - e. Career planning
 - f. 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
 - g. Internships and work experiences that are linked to careers
 - h. Workforce preparation activities
 - i. Financial literacy services
 - j. Out-of-area job search assistance and relocation assistance
 - k. English language acquisition and integrated education and training programs

B. Assessments

1. Assessments may include but are not limited to interviews, observations, NCRC, TABE, CASAS or other reliable career assessment tools as well as an in-depth review of work and educational history.
 - a. The assessment must be thorough enough for the case manager and participant to develop an appropriate IEP.
 - b. Once developed, IEPs are to be reviewed and updated on a regular basis, to document progress and identify new needs.
2. To determine if individualized career services would be appropriate, a new assessment, interview or evaluation of a participant may not be required.
 - a. It is allowable to use a recent assessment of the participant completed by another education or training program.
 - b. Such assessments must have been completed within one year prior to enrollment.

C. Assessment Interpretation

1. Case managers should become familiar with the types of assessments administered to customers and should have a solid understanding of the results and what they mean.
2. Case managers should also be prepared to explain the assessment results to the customer in a meaningful way, rather than just briefly covering the data or numbers.

D. Reasonable Accommodations

1. Under Section 188 of the Workforce Innovation and Opportunity Act and related regulations, providers must provide reasonable accommodations to qualified individuals with disabilities, unless providing the accommodation would cause undue hardship.
2. No qualified individual with a disability may be excluded from participation in, or be denied the benefits of a recipient's service, program, or activity or be subjected to discrimination by any recipient because a recipient's facilities are inaccessible or unusable by individuals with disabilities.

E. Equal Opportunity and Nondiscrimination Statement

1. All Recipients, and Sub recipients/Sub grantees must comply with WIOA's Equal Opportunity and Nondiscrimination provisions which prohibit discrimination on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, political affiliation or belief, or, for beneficiaries, applicants, and participants only, on the basis of citizenship status or participation in a WIOA Title-I financially assisted program or activity.

Equal Opportunity Programs/Employer – Auxiliary aids and services available upon request for individuals with disabilities