

# Fresno Regional Workforce Investment Board

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Blake Konczal, Executive Director

## OPERATIONAL DIRECTIVE

FRWIB OD # 12-15

Date Released: July 21, 2015

To: All Fresno Regional Workforce Investment Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: July 1, 2015

Subject: Workforce Innovation and Opportunities Act Adult Customer Flow

Applicable Program: Adult, Dislocated Worker

Revision History: Initial Release

This Operational Directive (OD) obsoletes OD 06-08, Adult/Dislocated Worker Customer Flow.

Effective July 1, 2015, with the implementation of Workforce Innovation and Opportunities Act (WIOA), Core and Intensive Services have been merged into a new category entitled "Career Services" Career Services include "Basic Career Services (formally Universal Services) and Individualize career services (formally Core B Services).

The new program elements are:

1. **Basic Career Services** (self-directed services, are not required to be enrolled into WIOA). These services are not subject to priority of service, and consist of the following:
  - a. Determination of eligibility to receive WIOA-enrolled services.
  - b. Outreach, intake, and orientation to the services available through the one-stop delivery system.
  - c. Initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs.
  - e. Labor exchange services (EDD), including the following:
    - Job search and placement assistance and, career counseling, such as the information on in-demand industry sectors and occupations as well nontraditional employment.
    - Recruitment and other business services on behalf of employers in the local area, such as information and referral to specialized business services not traditionally offered through the one-stop delivery system.
    - Job search and placement assistance and, career counseling, such as the information on in-demand industry sectors and occupations as well nontraditional employment.

- Recruitment and other business services on behalf of employers in the local area, such as information and referral to specialized business services not traditionally offered through the one-stop delivery system.
- f. Referrals to, and coordination of activities with, other programs and services, including programs and services within the one-stop delivery system and other workforce development programs.
- g. Workforce and labor market employment statistics information, including information relating to local, regional, and national labor market areas, including the following:
  - Job vacancy listings and the job skills necessary to obtain them.
  - Information on local in demand occupations and the earnings, skill requirements, and opportunities for advancement that accompany them.
- h. Information on performance and program cost of eligible providers of training services, youth workforce investment activities, adult education, career and technical education activities at the postsecondary level, career and technical education activities available to school dropouts, and vocational rehabilitation services.
- i. Information regarding how the local area is performing on the local performance accountability measures and any additional performance information with respect to the one-stop delivery system in the local area.
- j. Information on, and referral to, supportive services or assistance, including the following: o Child care, child support, medical or child health assistance under title XIX or XXI of the *Social Security Act*.
- k. Benefits under the supplemental nutrition assistance program established under the *Food and Nutrition Act* of 2008.
- l. Assistance through the earned income tax credit under section 32 of the *Internal Revenue Code* of 1986.
- m. Assistance under a state program for temporary assistance for needy families funded under part A of title IV of the *Social Security Act*.
- n. Other supportive services and transportation available in the local area.
- o. Information and assistance regarding filing claims for unemployment compensation.
- p. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs that are not funded under.

2. **Individualized Career Services** (enrolled services). These Services are subject to priority of service, and consist of the following:

- a. Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include the following:
  - Diagnostic testing and use of other assessment tools.
  - In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
- b. Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals, includes providing information on eligible providers of training services and career pathways to attain career objectives.
- c. Group counseling.
- d. Individual counseling.
- e. Career planning.
- f. Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.
- g. Internships and work experiences 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.
3. **Training Services** (open to those persons who meet the eligibility requirements for WIOA and successfully complete any locally-defined prerequisites). Movement to Training Services must be documented and justified in case notes, detailing the method(s) used to determine the need for Training Services. Training services are subject to priority of service, and consist of the following:
- a. Occupational skills training, including training for nontraditional employment.
  - b. On-the-job training.
  - c. Incumbent worker training.
  - d. Programs that combine workplace training with related instruction, which may include cooperative education programs.
  - e. Training programs operated by the private sector.
  - f. Skill upgrading and retraining.
  - g. Entrepreneurial training.
  - h. Transitional jobs (Work Experience).
  - i. Job readiness training provided in combination with another training service.
  - j. Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with another training service.
  - k. Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

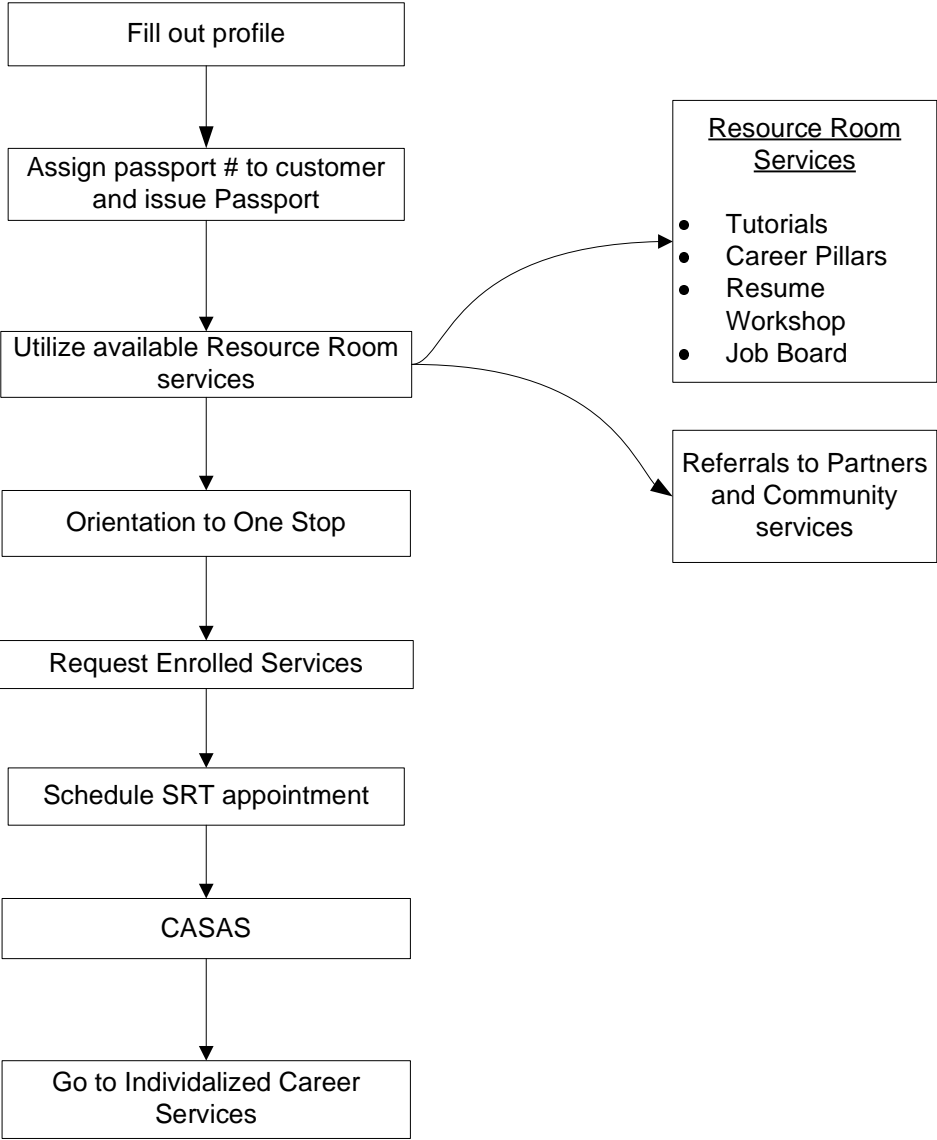
Participants who, after an initial assessment and career planning, have been determined to be unlikely to obtain or retain employment through Individual Career Services may be referred to Training Services.

The depiction of the WIOA Customer Flow starts on page 2.

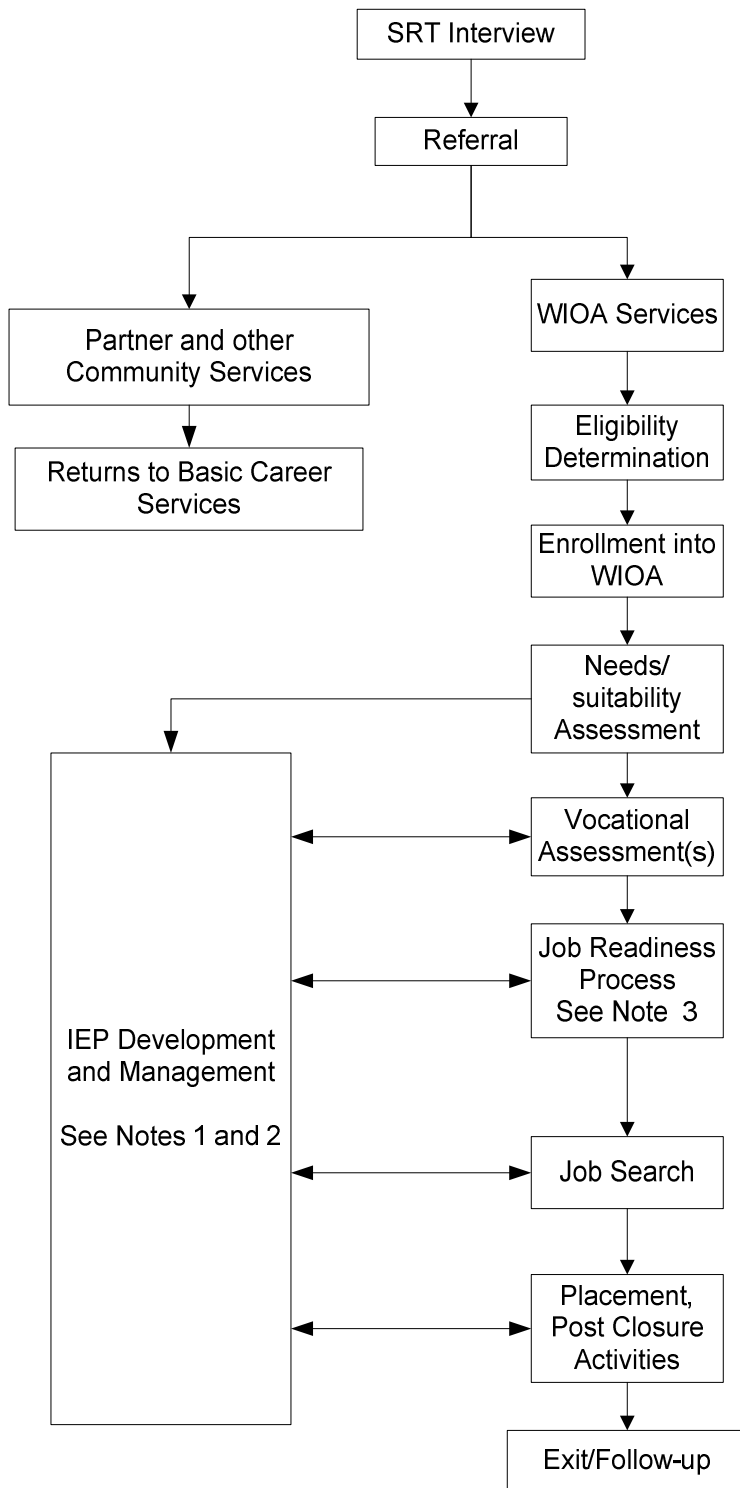
Specific Operational Directives, as appropriate, will be released to support the consistent implementation of the Adult Customer Flow across the local America's Job Center of California One-Stop System in Fresno County.

If there are any questions, contact the FRWIB Program Manager.

**Basic Career Services**



## Individualized Career Services



Note 1: From this point forward participants may be referred to training.

Follow OJT or Skills Training Processes.

Note 2: Once training is completed, return to Career Services for either Job Readiness or Job Search Activities

Note 3: Allowable activities can include internship or work experience

**Training Services**

