

Local Policy 2025-02, Local Workforce Development Area 2 (LWDA2) Service Delivery and Assessments

Purpose: To ensure that all participants are properly assessed to determine eligibility and need for individualized career and training services.

References:

- DWD Policy 2020-10, Change 1 *Workforce Innovation and Opportunity Act (WIOA) Title I Service Delivery (All references within this policy are included by default)*

Content:

WIOA provides individuals, particularly those with barriers to employment, access to opportunities for employment, education, training, and supportive services necessary to succeed in the labor market. 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

Northern Indiana Workforce Board (NIWB) acknowledges 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 AJC frontline staff. Although WIOA distinguishes between basic and individualized career levels of service, this distinction is not intended to imply that there is a sequence of services. These services can be provided in any order. Career services under this approach provide WorkOne and its 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.

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, such 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 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, such as: specialized assessments, developing and Individual Employment Plan (IEP), career counseling, work experience, and training services.

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. Training services include among others: occupational skills training, on-the-job training and skills training, etc.

Follow-Up Services

For a minimum of 12 months after the first day of exiting the program, follow-up services must be provided to all WIOA Title I program participants. These services are tailored to support individuals in sustaining their goals or continuing to provide direction in achieving them.

Individualized Career and Training Service Delivery

NIWB requires frontline staff to be knowledgeable about the industry and occupational requirements of the jobs in LWDA2 to assist participants in selecting an appropriate employment goal. If the frontline staff is not familiar with the industry and/or occupation being considered, then the participant and the frontline staff must conduct career research utilizing local/regional labor market information.

A thorough 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 frontline staff make decisions about the service strategies necessary to reach the employment goal. Objective assessments that help determine participants' barriers to employment are an essential component of effective case management. The assessment should reveal at the very least:

- **Education**
- **Employment**
- **Experiences**
- **Barriers**
- **Weaknesses**
- **Strengths**
- **Goals**

In addition to the above objective assessment, a subjective assessment may be included. Subjective assessments may include but are not limited to: WorkKeys, Indiana Career Explorer, TABE, or other approved assessment tools. The assessment must be thorough enough for the frontline staff and participants to develop an appropriate Individual Employment Plan. The Individual Employment Plan (IEP) is a strategic list of goals and objectives designed to assist the participant in overcoming their barriers and achieving their goals. Once developed, IEPs are to be reviewed and updated when an objective has been accomplished or a goal has been achieved. IEPs should also be reviewed and updated if new objectives and goals are added.

The assessment results, determinations, IEP, and all additional career and training services that are provided must be documented in the approved case management system. A critical component of documentation is case noting. Frontline staff should go into detail about the above things that were uncovered during the assessment process. Any documentation that was used during the assessment process should be scanned into the participant's file. The frontline staff should always follow up with case notes to document how the customer's barriers and weaknesses were addressed and how we assisted in helping the customer achieve their goals. 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.

Attachment A: *Participant Level Services Chart for WIOA Title I Adult and Dislocated Worker*

For questions, contact:

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Attachment A
Participant Level Services Chart for WIOA Title I Adult and Dislocated Worker

Adult/DW Service Type (WIOA sections 134(C))	Does this service Trigger inclusion as a participant?	Service Category
Eligibility Determination	No	Basic Career Service
Outreach, Intake, Orientation	No	Basic Career Service
Initial assessment of skill level & other service needs	Yes	Basic Career Service
Job search assistance (self-directed)	No	Basic Career Service
Job search assistance (staff-assisted)	Yes	Basic Career Service
Placement assistance (Includes “Referred to Employment) (staff- assisted)	Yes	Basic Career Service
Career Counseling (includes “staff- assisted career guidance”)	Yes	Basic Career Service
Providing info on in-demand sectors, occupations, or nontraditional employment	No	Basic Career Service
Provision of referrals and associated coordination of activities with other programs and services	Yes	Basic Career Service
Provision of workforce and labor market employment statistics information	No	Basic Career Service
Provision of info on job vacancies	No	Basic Career Service
Provision of info on job skills necessary to fill vacancies	No	Basic Career Service
Provision of info on local demand occupations, with earnings, skill requirements, and opportunities for advancement for those jobs	No	Basic Career Service
Provision of info on local performance	No	Basic Career Service
Provision of info on availability of supportive services or assistance	No	Basic Career Service
Referral to supportive services	No	Basic Career Service
Provision of information and meaningful assistance filing for UI	Yes	Basic Career Service
Assistance establishing eligibility for financial aid	Yes	Basic Career Service

Adult/DW Service Type (WIOA sections 134(C))	Does this service Trigger inclusion as a participant?	Service Category
Comprehensive and specialized assessments	Yes	Individualized Career Service
Development of IEP	Yes	Individualized Career Service
Group counseling	Yes	Individualized Career Service
Individual counseling	Yes	Individualized Career Service
Career planning	Yes	Individualized Career Service
Short-term prevocational services	Yes	Individualized Career Service
Internships and work experiences (Including transitional jobs)	Yes	Individualized Career Service
Workforce preparation activities	Yes	Individualized Career Service
Financial literacy services	Yes	Individualized Career Service
Out-of-area job search assistance and relocation assistance	Yes	Individualized Career Service
English-language acquisition and integrated education and training programs	Yes	Individualized Career Service
Training services under WIOA section 134(c)(3)(D) with exception of section 134(c)(3)(D)(iii) (incumbent worker training)	Yes	Training
Follow up services	n/a (Must be a participant first to receive)	Follow up services
Incumbent Worker Training	No	Training

