

S-01 Basic Career Services

Updates

1/25/17: Archived WIA version, posted redo below for WIOA

Background: WIOA legislation changed the structure of services available to participants by combining core and intensive services into “career services” and removes the sequence of services that was required under WIA. A participant may receive services in any order that is deemed appropriate, if he/she meets certain requirements. There are two types of career services: basic and individualized. With basic services, there are also two types: Basic Career – Self or Informational and Basic Career – Staff Assisted.

Basic Career – Self or Informational Services: Basic career services must be made available in the local job centers. Note that providing Self or Informational Services only do not make an individual a participant. WOW policy encourages provision of these services but most can be covered by opening Case Management instead of each individual service listed below

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| Financial Aid Information | Information on how to apply for financial aid including notifying workers that they may request financial aid administrators to use current year income data in determining need. |
| Info on Assessment Services | Provided information about tools available to assess skill levels, aptitudes, abilities. |
| Info on Career Counseling Services | Provided information related to making career decisions. |
| Info on Demand Occupations | Provided statistical information on occupations with a short supply of workers. |
| Info on Vocational Guidance Services | Provided info on services available for career decision-making |
| Information to UI Profiled Job Seekers | Provided information about Job Center services available to UI claimants |
| Job Center Info | Provided information about Job Center activities/services to assist the individual in finding a job. |
| Job Search Info | Provided information about how to conduct a job search. |
| Job Skill Needs Information | Provided information about how to develop job skills for a specific occupation. |
| Labor Market Information | Provided information about occupational hiring patterns, working conditions, and wage scale, etc. |
| Local Area Performance | Provided information about how the local area is performing on the local performance accountability measures. |
| Online Self-Services and Informational Activities | Self-Services and Informational Activities performed utilizing the Job Center of Wisconsin. |
| Program Performance and Cost | The State or local WDA list of eligible training providers (including performance and cost information) was provided to the customer. |
| Support Services Information | Information relating to the availability of supportive services including childcare, housing assistance, transportation, dependent care. |
| Unemployment Insurance Info | Provided general Unemployment Insurance info, such as phone number or website. |

Basic Career - Staff Assisted: Opening any of these services results in the individual becoming a participant and places them in the performance indicators. Typical local services include: Eligibility Determination, Initial Assessment, and Assisted Job Search and Placement

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| Assisted Job Search & Placement | Provision of job leads or job hunting tips to assist the customer in becoming employed |
| Customer Specific Labor Market information | Provided labor market information specific to the participant. |
| Eligibility Screening | Customer screening to determine if eligible to receive assistance under Job Center Programs. |
| Initial Assessment | Initial determination of a customer's skill levels, barriers, and needs. |
| Job Referral | Staff assisted referral to a known job opening. |
| One-Stop Orientation | A program of introduction to the Job Center array of services and assistance available to customers. |
| Planned Gap in Service | Participant has a planned gap in service due to a delay before the beginning of training - or a health/medical condition that prevents an individual from participating. |
| Referred for Non-WIOA support services at a Partner Agency | Referred to any supportive service provided by a Partner agency. |
| Referred to Dept of Veterans Affairs (VA) Services | Referred to Department of Veterans Affairs (VA) services for benefits, VA Chapter 31 career counseling, or medical services. |
| Referred to Veteran Outreach Program (DVOP) | Referred veteran to Disabled Veteran Outreach Program (DVOP) Specialist due to significant barrier to employment. |
| Referred to Federal Training | Referred to job-training program supported by the Federal Government. |
| Referred to Other Federal/State Assistance | Referred to other federal or state assistance, such as Supplemental Nutrition Assistance Program (SNAP) benefits, Temporary Assistance for Needy Families (TANF), health insurance assistance, child support assistance, tax preparation support and any other federal or state assistance programs. |
| Referred to Other Non-WIOA Program | Staff assisted referral to non-WIOA program or community group for services or information. |
| Referred to Other WIOA Program or Program Area | Staff assisted referral to another WIOA program or program area. |
| Referred to VR & E Programs | Staff assisted referral to the U.S. Department of Veterans Affairs Vocational Rehabilitation and Employment Programs. |
| Resume Development | Assisted the participant in developing a resume. |
| Testing-Interest | Participant completed a career interest test. |
| Testing-Other | Participant completed any other test such as aptitude, ability, skill level or supportive service needs. |
| Testing-Typing | The customer has completed a typing proficiency test. |

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| Unemployment Insurance (UI) Claim Assistance | Provided meaningful assistance to participant in filing an initial UI claim or weekly claim certification. |
| Workshop-Other | Participant attended a session focused on improving skills or personal enrichment. |