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**Adult & Dislocated Worker Program Services**

**Reference**

TEGL 19-16. 20 USC § 1232g. 34 CFR Part 99 20 CFR §§ 680.210-680.230 and 681.430(b). Nebraska Department of Labor, Adult and Dislocated Worker Programs policy.

**Policy**

**Adult & Dislocated Worker Program Services**

**Career Services**

There are three types of career services available to adults and dislocated workers (DLW): basic career services, individualized career services, and follow up services. There is no sequence of service requirements for career services.

Basic Career Services

Basic career services are considered universal services and do not require an eligibility determination or enrollment into a one-stop partner program. These services are accessible to anyone at any American Job Center or Career Center throughout Greater Nebraska.

Basic Career Services include:

* Determination of whether an individual is eligible to receive services under the WIOA Adult, DLW, or Youth programs.
* Outreach, intake (including worker profiling), and orientation providing information and other services available through the one-stop delivery system, including an opportunity to initiate an application for Temporary Assistance for Needy Families (TANF) assistance and non-assistance benefits and services, which could be implemented through the provision of paper application forms or links to the application website.
* Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs.
* Labor exchange services, including job search and placement assistance and career counseling when needed by an individual, including provision of information on in-demand industry sectors and occupations and nontraditional employment.
* Provision of 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 when appropriate.
* Provision of workforce and labor market employment statistics information, including provision of accurate information relating to local, regional, and national labor markets, such as:
  + Job vacancy listings in labor market areas;
  + Information on job skills necessary to obtain the vacant jobs listed; and
  + Information relating to local in-demand occupations and the earnings, skill requirements, and opportunities for advancement for those jobs.
* Provision of performance information and program cost information on eligible providers of education, training, and workforce services, delineated by program and type of providers.
* Provision of information, in usable and understandable formats and languages, on how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area’s one-stop delivery system.
* 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, including: child care, child support, medical or child health assistance available through the state’s Medicaid program and Children’s Health Insurance Program, benefits under Supplemental Nutrition Assistance Program (SNAP), assistance through the earned income tax credit, and assistance under a state program for TANF and other supportive services and transportation provided through that program.
* Provision of information and meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation.
* Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.

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| Individualized Career Services  Individualized career services are not considered universal services, and individuals who receive them must be eligible under WIOA and enrolled in the WIOA program. These services are subject to Priority of Service provisions for Adult participants as outlined in the Greater Nebraska Priority Populations and Priority of Service policy. |

Individualized career services must be made available to individuals enrolled in the Adult and DLW programs, if determined appropriate in order for the individual to obtain or retain employment.

Eligibility for individualized career services must be based on an initial assessment of skill levels including:

* Literacy and numeracy;
* English language proficiency;
* Aptitudes and abilities, including skills gaps; and
* Supportive service needs.

Greater Nebraska utilizes the Objective Assessment Summary (OAS) in the participant’s NEworks file to assess the above skills/ needs for each participant. Additional assessments career planners may provide include, but are not limited to the NEworks Assessments and CASAS.

Individualized Career Services include:

* Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include:
  + diagnostic testing and use of other assessment tools; and
  + in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
* Development of an individual employment plan (IEP) that identifies the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the provision of information on eligible providers.
* Group or individual counseling.
* Career planning.
* 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.
* Internships and work experiences that are linked to careers, including transitional jobs.
* Workforce preparation activities.
* Financial literacy services.
* Out-of-area job search assistance and relocation assistance.
* English language acquisition and integrated education and training programs.

Follow Up Services

Follow up services must be made available for adults and DLW who are placed in unsubsidized employment for a minimum of 12 months after the first day of employment. All participants must be offered an opportunity to receive follow-up services unless the participant declines to receive follow-up services or the participant cannot be located or contacted. The type and intensity of follow-up services will vary for each participant as they are based off individual need.

Follow-up services must be more than just an attempt to contact the participant and must not be just an attempt to secure documentation to support or report a performance outcome. Follow up services provide support and guidance to:

* Facilitate sustained employment.
* Advancement along a career or educational ladder.
* Personal development.

Follow up services include:

* Assistance addressing work related problems.
* Referrals to partner programs/ agencies as needed.
* Career counseling.
* Information on additional education opportunities.

Adult and DLW participants cannot receive supportive services or any other funded activity during follow up.

**Training Services**

Training services are not considered universal services, and individuals who receive them must be eligible under WIOA and enrolled in the WIOA program. These services are subject to Priority of Service provisions for Adult participants as outlined in the Greater Nebraska Priority Populations and Priority of Service policy.

There is no requirement that career services be provided as a condition to receive training services. However, if career services are not provided before training, the circumstances that justify the determination to provide training services to the participant without first providing an interview, evaluation, or assessment, and career planning informed by local labor market information and training provider performance information must be documented in an NEworks case note.

Prior to receiving training services the Training Justification tab in the NEworks WIOA Application must be completed to provide documentation that all eligibility criteria listed below are met.

Eligibility criteria for employed and unemployed Adult and DLW for the receipt of training services:

1. A one-stop center or one-stop partner determines, after an interview, evaluation, or assessment, and career planning, are:
   1. Unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services;
   2. In need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment; and
   3. Have the skills and qualifications to participate successfully in training services.
2. Selects a program of training services that is directly linked to the employment opportunities in the local area or in another area to which the individual is willing to commute or relocate.
3. Are unable to obtain grant assistance from other sources to pay costs of such training, including such sources as State-funded training funds, Trade Adjustment Assistance (TAA), and Federal Pell Grants, or require WIOA assistance in addition to other sources of grant assistance.

Training Services include, but are not limited to:

* Occupational skills training, including training for nontraditional employment.
* On-the-job training.
* Incumbent worker training.
* Programs that combine workplace training with related instruction, which may include cooperative education program.
* Training programs operated by the private sector.
* Skills upgrading or retraining.
* Entrepreneurial training.
* Transitional jobs.
* Job readiness training provided in combination with one or more of the training services listed above.
* Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

Training services, when determined appropriate, must be provided either through an Individual Training Account (ITA) or through a training contract. Further guidelines regarding ITAs and training contracts can be found in Greater Nebraska’s Individual Training Account (ITA) policy and Greater Nebraska’s Contracting with Training Providers for Training Services policy.

**Co-enrollment and Coordination of Services**

Adult and DLW must be co-enrolled in partner programs when eligibility permits and co-enrollment benefits the participant. The participant must agree to co-enrollment.

Career planners must:

* Ensure coordination of services, including career, training, and supportive services, with one-stop partners and other entities;
* Identify and track funding streams that pay the costs of services provided to co-enrolled participants; and
* Ensure no duplication of services across programs.

Co-enrollment must be documented in the Partner Programs tab of the participant’s NEworks WIOA Application. Coordination of services must be documented in the participant’s NEworks activities and case notes.

**Privacy**

Career planners must adhere to the confidentiality requirements of the Family Education Rights and Privacy Act, established under Section 444 of the General Education Provisions Act, including requirements regarding circumstances requiring written consent for disclosure of personally identifiable information from an education record.

**Disclaimer**

This policy is based on Greater Nebraska’s reading of the applicable statutes, regulations, rules and guidance released by the U.S. Government and the State of Nebraska. This policy is subject to change as revised or additional statutes, regulations, rules and guidance are issued.