



Welcome to Workforce

WIOA Title I – Adult and Dislocated Worker + Title III Employment Services

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OPERATING GUIDANCE for the WORKFORCE INNOVATION AND OPPORTUNITY ACT

Background

WIOA provides for a workforce system that is accessible to all job seekers, customer centered, and job-driven. The workforce system delivers career and training services at the nation's nearly 2,500 One-Stop Career Centers, branded as NCWorks Career Centers in North Carolina. The Adult, Dislocated Worker, and Employment Service programs provide training and employment services and are required partners under the law. Under WIOA, partner programs and entities that are jointly responsible for workforce and economic development, educational, and other human resource programs, collaborate to create a seamless customer-focused network that integrates service delivery across all programs to make it easier for workers to access the services they need to obtain skills and employment.

Career Services

WIOA authorizes career services for adults and dislocated workers. There are three types of career services: basic career services, individualized career services, and follow-up services. These services can be provided in any order. Career services provide local areas and service providers with flexibility to target services that meet the needs of the customer, while still allowing for tracking of outcomes for reporting purposes.

The three categories of career services are as follows:

- **Basic Career Services:** Basic career services are universally accessible and must be made available to all individuals seeking employment and training services in at least one comprehensive career center per local area. Generally, these services involve less staff time and involvement and include services such as: eligibility determinations, initial skill assessments, labor exchange services, provision of information on programs and services, and program referrals. These services in NC are part of the ISD model and are provided by staff of the Adult, Dislocated Worker, and Employment Service programs.
- **Individualized Career Services:** Individualized career services must be provided to participants after staff determine that such services are required to retain or obtain employment, consistent with any applicable statutory priorities. Generally, these services involve significant



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staff time and customization to each individual's need and include services such as: specialized assessments, developing an individual employment plan, counseling, work experiences, and other related services. Local Workforce Development Boards (WDBs) must identify the assessments to be used to determine eligibility, and ensure eligibility determination procedures are consistent with state policies. Career Center staff may use recent previous interviews, evaluations, or assessments by partner programs to determine if individualized career services would be appropriate. In NC these services are part of the ISD model and may be provided by any Center staff as determined by the local Board or its One-Stop Operator.

- **Follow-up Services:** States and local areas must provide follow-up services for adults and dislocated worker participants who are placed in unsubsidized employment for up to 12 months after the first day of employment.

Transitional Jobs

Transitional jobs are a type of work-experience local WDBs may provide under WIOA and are considered an individualized career service. Transitional jobs are time-limited and wage-paid work experiences that are subsidized up to 100 percent. These jobs are in the public, private, or nonprofit sectors and are only available for individuals with barriers to employment who are chronically unemployed or have an inconsistent work history. This service must be combined with career and supportive services, and the jobs must be designed to establish a work history for the individual, demonstrate success in the workplace, and develop skills that lead to entry into unsubsidized employment.

Training Services

Training services can be critical to the employment success of many adults and dislocated workers. Career Center staff may determine training services are appropriate, regardless of whether the individual has received basic or individualized career services first, and there is no sequence of service requirement.

Types of training services that may be provided include:

- Occupational skills training
- Incumbent worker training
- Entrepreneurial training
- Adult education and literacy activities
- Programs that combine workplace training with related instruction
- On-the-job training
- Skill upgrading and retraining
- Job readiness training
- Customized training
- Training programs operated by the private sector



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Work-Based Training

There are additional work-based training options and flexibilities for adults and dislocated workers that foster increased employer engagement as these types of training allow employers to train their employees while continuing to be productive members of the workforce.

There are three types of work-based training in WIOA:

- Apprenticeship
- On-the-Job Training (OJT)
- Customized Training

