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I. APPLICABILITY/SCOPE

This policy applies to all Workforce Innovation and Opportunity Act (WIOA) Title I-B subrecipients and sub-awardees delivering workforce development Adult and Dislocated Worker programs and services.

II. PURPOSE

This policy is to establish guidelines and criteria to be used in Adult and Dislocated Worker Basic Career Services for participants of the Workforce Innovation and Opportunity Act (WIOA) Title IB programs.

III. BACKGROUND

WIOA Title 1B 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. Basic career services involve less staff time and involvement and include such services as: eligibility determinations, initial skill assessments, labor exchange services, provision of information on programs and services and program referrals.

IV. DEFINITIONS


AJC is Arizona Job Connection, the case management and labor exchange system used for reporting WIOA Title IB services.

Direct-Linkage as described in 20 CFR 678.305(d)(3), 34 CFR 361.305(d)(3), and 34 CFR 463.305(d)(3), a “direct linkage” means providing a direct connection at the American Job Center within a reasonable time, by phone or through a real-time Web-based communication, to a program staff member who can provide program information or services, including career services, to the customer. Solely providing a phone number, Web site, information, pamphlets, or materials does not constitute a “direct linkage”.

V. POLICY

Basic career services must be made available to all Adults and Dislocated Workers accessing services in an American Job Center. When an Adult or Dislocated Worker receives a basic career service that requires significant staff assistance, he or she must be enrolled in either the WIOA Title IB Adult or Dislocated Worker program. Services beyond self-guided job seeker tasks, such as a computer-based job search, or when information provided by staff to the job seeker is not considered significant assistance and would not require enrollment.


Basic career services do not require the creation or retention of hard copy documentation as is required with individualized career services and follow-up services. However, there are several data fields that require verification through staff observation and applicant attestation, followed by a program and enrollment note into Arizona Job Connection (AJC). Basic career services are not a continuum of services based on a career plan but are intended as one or more stand-alone services that improve an individual’s opportunities to find employment. At the ARIZONA@WORK City of Phoenix Job Centers, most Basic Career

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services will occur during initial meetings to determine the need for skills development or when an individual only requires basic employment functions.

A. BASIC CAREER SERVICES INCLUDE:

1. Determination of whether the individual is eligible to receive services from the Adult, Dislocated Worker, or Youth program services;
2. Direct-linkage to other services available through the ARIZONA@WORK One-Stop delivery system to include, but not limited to:
 - a) Employment Services through the Department of Economic Security, Division of Employment and Rehabilitation Services;
 - b) Webpage link to apply for Temporary Assistance for Needy Families (TANF);
 - c) Individuals may apply online at <https://des.az.gov/services>;
 - d) Adult Basic Education program services (HSE, ESL);
 - e) Vocational Rehabilitation program services;
 - f) Community Action Partnership case management services; and
 - g) Youth Program provider services.
3. Initial assessment of skill levels to determine literacy, numeracy, and English language proficiency, as well as other career assessment tools to determine aptitudes, abilities (including skills gaps), and support service needs;
4. Labor market information to include:
 - a) Information on nontraditional employment;
 - b) In-demand industry sectors and occupations; and
 - c) Information relating to local occupations in demand and their earnings, skills requirements, and opportunities for advancement.
5. Job search, placement assistance and career counseling, when needed. This includes providing job vacancy listings in labor market areas, and information on job skills necessary to obtain the vacant jobs listed;
6. Referral and coordination with other programs and services, including programs and services within the one-stop delivery system and, when appropriate, other workforce development programs; to include co-enrollments in more than one program;
7. Information about the availability of supportive services or other programs that aid with appropriate referrals to those services and programs as needed. Services included, but are not limited to:
 - a) Child care;
 - b) Child support services;
 - c) Medical and child health assistance (KidsCareArizona’s Children’s Health Insurance through the Arizona Health Care Cost Containment System);
 - d) Benefits through the Supplemental Nutrition Assistance Program (SNAP);
 - e) Assistance through the TANF program and other support services and transportation provided through TANF;
 - f) Assistance through the earned income tax credit;
 - g) Housing counseling and assistance services sponsored through the U.S. Department of Housing and Urban Development (HUD); and

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- h) Other supportive services, including transportation
- 8. Information regarding filing claims for unemployment insurance benefits, including meaningful assistance to individuals seeking assistance in filing a claim; and
- 9. Assistance in identifying financial aid assistance for training and education programs not provided under WIOA Title IB.

VI. POLICY MANAGEMENT REQUIREMENTS

Administrative revisions to the policy may be made by the Phoenix Business and Workforce Development (PBWD) Board Executive Director, with notice to the PBWD Board’s Executive Leadership Committee. All other substantive revisions will go to the PBWD Board’s Executive Leadership Committee for review and recommendation to the PBWD Board for approval.

VII. ADDITIONAL OR MISCELLANEOUS INFORMATION

[AJC Service Dictionary](#)

[DES/WIOA Career Services Policy, Section 200](#)