 <small>CITY OF PHOENIX</small> <small>A proud partner of the americanjobcenter network</small>	<b>Effective Date:</b> <i>01/24/2024</i>	<i>Type: X Policy Procedure</i> <i>Function: Adult, Dislocated Worker &amp; QUEST DWG Programs</i>	Page 1 of 3
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<b>Phoenix Business and Workforce Development Board</b> (approval authority)	<b>Orig. Date Approved:</b> <i>01/30/2020</i>	<b>Subject # &amp; Title:</b> .202 – Individualized Career Services	

**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, Dislocated Worker, Youth programs and Arizona Quality Jobs, Equity, Strategy, and Training Disaster Recovery National Dislocated Worker Grant (QUEST DWG) services.

**II. PURPOSE**

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

**III. BACKGROUND**


The WIOA Title IB and QUEST DWG requires that Individualized career services be made available to eligible adult and dislocated workers accessing services in an American Job Center, if determined to be appropriate, for an individual to obtain or retain employment. Individualized career services are additional services beyond basic career services that require significant staff assistance and customization to each individual’s need. Not all individuals will receive all services. References: Workforce Innovation and Opportunity Act (WIOA) of 2013 (P.L. 113-128), WIOA Final Rules 20 CFR 678.430, 20 CFR 680, Training and Employment Guidance Letters (TEGLs) 17-05, 15-10, and 03-15, Section 3 of the Military Selective Service Act, as amended at 50 U.S.C. Appendix 453.

**IV. POLICY**

WIOA Title IB Adult, Dislocated Workers and QUEST DWG receiving Individualized services must be enrolled in the Arizona Job Connection (AJC) system. Documentation for priority of service must be collected for adults enrolled in the WIOA Title IB Adult program.


**A. INDIVIDUALIZED CAREER SERVICES:**

1. Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers. Assessments may include diagnostic testing, basic skills assessment tests, specialized assessment tools, and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
  - a. Comprehensive and specialized assessment of skill levels must be provided prior to other individualized career services and training services as the results are used to confirm if an individual is Basic Skills deficient, which is used to determine the participant’s priority of service. Once the comprehensive assessment has been completed, other services may be provided.
  - b. There may be situations where formal assessment tools and methods are not necessary to determine barriers, employment goals, and/or readiness for training services. Examples may include a recent college graduate, an individual with an advanced degree, a participant who is seeking a stackable credential building upon what

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they have already completed, or an individual already participating in a training program, or an individual with extensive work experience in an industry. Case notes must explain the reason that a comprehensive or specialized assessment is not being used, including how employment goal decisions were determined without the assessment information.

2. Development of an Individual Employment Plan (IEP), which is an ongoing, customer-centric plan based on a comprehensive assessment designed to identify the employment goals, appropriate achievement objectives, associated strategies, and appropriate combination of services for the participant to achieve his or her employment goals, including information about eligible training providers and programs from the Eligible Training Provider List (ETPL). It must be created jointly by the individual and the career advisor. All services provided to a client must be entered on the IEP, the electronic Service and Training (S & T) plan, and case notes in AJC, and must be updated whenever a change is made.
  - a. The following services are included when developing an IEP:
    - i. Group and/or individual counseling and mentoring, which includes vocational, financial, and personal counseling, including mental health, drug and alcohol counseling, and referrals to partner programs, offered in an individual or group setting;
    - ii. Career planning means the provision of a client-centered approach in the delivery of services, designed to:
    - iii. Prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services using, where feasible, computer-based technologies; and to provide job, education, and career counseling both during the program participation obtaining employment.
    - iv. All individuals who receive individual career services and training services must receive career planning, which must be added to the S & T Plan in the AJC system.
  - b. Short-term pre-vocational services, which include development of learning skills; communication skills; punctuality; personal maintenance skills; professional conduct service to prepare individuals for unsubsidized employment or training. In some instances, pre-apprenticeship programs may also be considered as short-term pre-vocational services;
  - c. Workforce preparation activities should be customized to assist an individual in acquiring a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in:
    - i. Identifying Career and Employment Goals
    - ii. Resume Development
    - iii. Interviewing Skills

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- iv. Job Search Skills;
- v. Utilizing resources;
- vi. Using information;
- vii. Working with others;
- viii. Obtaining skills necessary for successful transition into and completion of postsecondary education, training, or employment; and
- ix. Other employability skills that increase an individual’s preparation for the workforce.
- d. Financial literacy;
- e. Out-of-area job search assistance and relocation assistance; and
- f. English language acquisition and integrated education and training programs.

**V. 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.

**VI. ADDITIONAL OR MISCELLANEOUS INFORMATION**

N/A