New Mexico
Workforce Connection
Central Region

Operational Policies No. OP- 424, Change 1

Subject: **Individual Career Services Policy**
Effective: **PY18 – 02-11-2019**

CITATIONS:

WIOA JOINT RULE 678.430 "What are Career Services?" (6)(8)

WIOA §203 (17) Workforce Preparation Activities

WIOA DOL RULE: 679.130 (g)(1) Enhanced digital literacy skills (as defined in §202 of the Museum and Library Services Act, 20 U.S.C. 9101)

BACKGROUND:

Under the Workforce Investment Act (WIA), intensive services (under Section 134(d)(3)) were offered to Adults and Dislocated Worker through Intensive Service Agreements (ISA's). Under WIOA this service will be updated with the following rulings:

The Workforce Innovation and Opportunity Act (WIOA) Joint Rule 678.430 "What are Career Services", (6) provides short-term pre-vocational services including development of learning skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training. In addition, (8) workforce preparation activities are also included. Under WIOA §203 (17) "Workforce Preparation Activities" is defined as activities, programs, or services designed to help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education or training, or employment.

OBJECTIVE:

To replace Intensive Services under WIOA and update and establish an Individual Career Services (ICS) Policy for WIOA Adult and Dislocated Worker Service provider and participants.

POLICY:

Individual Career Services (ICS)

Consistent with the WIOA Citations, ICS services may include the following activities:

(1) Comprehensive assessment of skill levels and service needs that can include diagnostic testing, as well as in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.

(2) Development of an individual employment plan (IEP) to identify employment goals, related achievement objectives, and the appropriate combination of services needed to attain the specified goals.

(3) Short-term pre-vocational services (also referred to as soft skills) including development of learning skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training.

(4) Workforce preparation activities, programs, and/or services designed to help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills (skills associated with using technology to enable users to find, evaluate, organize, create, and communicate information), and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education or training, or employment.

(5) Case management for participants seeking or receiving individual career services.

(6) Provider staff will enter ICS type of services and any required ICS service provider information while using activity code "220 Workforce Preparation" in WCOS.

(7) ICS is not required to be on the approved ETPL.

Individual Career Services shall not cumulatively exceed $2,500 within a five (5) year period.

APPLICABILITY:

This policy is applicable to all WCCNM Service Provider staff and participants.

Note: Customers enrolled in WIA/WIOA services prior to February 11, 2019 will not be effected by this policy.

INQUIRIES:

All inquiries regarding this policy should be directed to the WIOA Manager at 505-724-3629

This Policy has received approval by the Workforce Connection of Central New Mexico Board and rescinds any policy previously in effect.

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WCCNM Board Chair