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| <b>Workforce Innovation and Opportunity Act (WIOA) Title I Policy</b> |  |  |
| Subject: <b>Career and Training Services</b>                          |  |  |
| Number/Reference: <a href="#">WIOA 134(c)</a>                         | Review Date: <a href="#">4/18/2016</a> | Revision # <a href="#">Review Copy</a> |

**Overview**

This document provides guidance on defining and recording the services and activities provided to participants of the Workforce Innovation and Opportunity Act (WIOA) title I programs.

**Policy Statement**

An individual receiving service in WorkSource Oregon (WSO) centers must receive the service(s) needed to assist the individual to meet his or her job search goals.

Local Workforce Development Areas (LWAs) may develop program design that meets the needs of the local community and may name services in any manner that they choose; however, all services offered must be able to map to one of the Career or Training services defined in Attachment A.

**Career Services**

Under WIOA, career services are classified into two categories, basic and individualized.

- *Basic career services* must be made available to all job seekers and include services such as labor exchange, labor market information, job listings, and information on partner programs. These services may be made available via one-on-one engagement or in groups (such as resume workshops, etc.)
  - Basic career services may be self-directed or staff-assisted, depending on the type of service, need of the customer, and availability of resources at a WSO center. (See Attachment A for examples.)
- *Individualized career services* are to be provided by local areas, as appropriate, to help individuals to obtain or retain employment. These services are more rigorous in nature and may have direct costs associated with them.

**Training Services**

Training can be made available to an individual after an interview, assessment, or evaluation determines that the individual requires training to obtain employment or remain employed, and a Career Plan is developed to support and document the need for training.

- Staff must record the activities that lead to a determination that the individual requires training to obtain employment or remain employed. (See Attachment A for examples.)

**Additional Information and Requirements**

- LWAs shall be responsible for recording and reporting all career, training, and related services and activities a participant receives.
- All services and activities provided to WIOA title I participants through the WSO system will be recorded in the LWA’s WIOA management information/data system as appropriate and in accordance with the provisions of this policy.

State of Oregon Workforce Programs

- An LWA’s management information/data system must use service and activity codes that align with the definitions listed on Attachment A of this policy.
- Services must be entered within five working days of the date of the service/activity.
- Service data is to be transmitted to CCWD and reported to the Department of Labor (DOL) in accordance with prevailing DOL guidance.

**Action(s)**

Local Workforce Development Boards (LWBs) must adopt policies and/or procedures that meet the requirements of this policy. The State of Oregon will monitor local areas for compliance.

**Attachments/Additional Resources**

- Attachment A – WIOA Service Definitions Table
- Attachment B – References

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