



CENTRAL ARKANSAS Workforce Development Board

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Policy Number: Section 2 Policy 23

Effective Date: 09/26/25

Services for Adult and Dislocated Worker Policy

Purpose:

The purpose of this policy is to describe and define the required and permitted services for adults and dislocated workers.

Policy:

WIOA §§ 3, 122(h); 129(b)(2)(D), & 134

20 CFR 678.430

20 CFR 680

20 CFR 683.500 – 683.530

20 U.S.C. 1001 & 1002(a)(1)

Comments in WIOA Final Rule concerning §680.150

20 U.S.C. 796 et seq. (Title VII of the Rehabilitation Act of 1973)

42 U.S.C. 651 et seq. (Title IV of the Social Security Act)

TEGLs 16-16 & 19-16

A.C.A. § 15-4-3711(a)(8) (codified from Arkansas Act 907 of 2015, the Arkansas Workforce Innovation and Opportunity Act)

ADWS Policy No. WIOA-I-B – 3.1 (Services for Adult and Dislocated Worker)

Policy:

Adult and Dislocated Worker Services are comprised of two types of services. Career Services and Training Services. Career Services consists of three types: basic, individualized, and follow-up services. The Common Eligibility Requirements, and additional program eligibility requirements, must be met before an individual receives service from the respective program.

An individual becomes a participant in one of the programs when the person is declared eligible for that program and then receives his/her first service, other than self-service or information-only. An individual must demonstrate a need for the service before receiving the service. Nothing in this policy implies or guarantees that an individual will receive service. Services are also limited to funding availability.

Basic Career Services

These services must be made to all individuals seeking employment and training services, but they are limited to only those services which are appropriate to the individual's situation. Basic

services must be coordinated with other workforce center partners if applicable. There is no specific order in which services must be offered. The following is a list of basic career services:

1. Determination of whether the individual is eligible to receive WIOA Title I-B Adult, Dislocated Worker, and/or Youth services
2. Outreach, intake (including identification through the state's Worker Profiling and Reemployment Services system of unemployment insurance (UI) claimants likely to exhaust benefits), and orientation to information and other services available through the American Job Center network
3. Initial assessment of skill levels, including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps) and supportive services needs
4. Labor exchange services, including:
 - a. Job search, placement assistance, and, in appropriate cases, career counseling.
 - b. Information concerning in-demand industry sectors and occupation.
 - c. Information about nontraditional employment.
 - d. Recruitment on behalf of employers.
5. Referrals to and coordination of activities with other programs and services, including American Job Center partners and other programs and services, as appropriate.
6. Accurate workforce and labor market employment statistics information relating to local, regional, state, and national labor market areas, including:
 - a. Job vacancy listings in labor market areas.
 - b. Information about job skills necessary to obtain vacant jobs listed.
 - c. Information concerning local in-demand occupations, as well as the wages, skill requirements, and opportunities for advancement for those occupations.
7. Performance information and program costs of eligible training providers, provided by program and type of providers.
8. Easy-to-understand information concerning local performance measures.
9. Easy-to-understand information about supportive services and assistance, including, but not limited to, childcare, child support, medical or child health assistance, SNAP, earned income tax credit, TANF programs (including TEA, Work Pays, and the Career Pathways Initiative, as appropriate), HUD housing counseling and assistance, and any other available program of supportive services and transportation.
10. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.
11. Information and assistance in filing claims for unemployment compensation.

Basic Services that trigger inclusion in program participation:

- Initial Assessment of skill level and supportive service needs.
- Staff-assisted job search.
- Staff-assisted referral to employment & placement assistance.
- Staff-assisted career guidance & counseling.
- Meaning assistance in filing for unemployment insurance.
- Assistance in establishing eligibility for financial aid.

Individualized Career Services

Individuals must meet the common eligibility requirements, be eligible for Adult and/or Dislocated Worker programs, and be determined to need such services in order to obtain or retain employment. Provision of services must be based on the need as determined jointly by the individual and the Career Consultant or One-Stop Center Manager and may be identified

through an individual employment plan (IEP). Those who are eligible for the service must be offered any and all individualized career services required to retain or obtain employment.

Individualized Career Services must be made available and coordinated with other workforce center partners if applicable. There is no specific order in which services must be offered. The following is a list of individualized career services:

1. Comprehensive and special assessments of the skill levels and services needs of the participant. Providers may use assessments, interviews, and evaluations of other entities, if appropriate. Examples are diagnostic testing & other assessment tools, in-depth interviewing and evaluation.
2. Develop an individual employment plan (IEP) to identify goals and objectives, and services and providers that could help accomplish them.
3. Group and/or individual counseling and mentoring.
4. Career Planning (case management).
5. Short-term pre-vocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance, and professional conduct. Pre-apprenticeship may qualify also.
6. Internships and Work Experiences that are linked to careers identified in the IEP.
7. Workforce preparation activities that help an individual acquire a combination of basic academic, critical thinking, digital literacy, and self-management skills.
8. Financial literacy services such as training for: creating a budget, savings plan, retirement, managing spending and debt, evaluating and comparing financial products, understanding financial situations of a non-English speaker, etc.
9. Out-of-area job search and relocation assistance. (non-financial assistance must be made available).
10. English language acquisition

Follow-Up Services

Follow-up services must be made available by the provider for at least 12 months after the first day of employment, to participants who are in unsubsidized employment. The services will be based on the needs of the individual, based on the assessment of the case management staff. Follow-up services may not include Supportive Services and are not a qualifying service for the receipt of supportive services.

An individual who is employed is not required to exit the Adult and Dislocated Worker programs simply because he or she is employed. If the participant is enrolled in other common-exit programs or if he or she needs additional career services (other than follow-up services, self-service, and information-only services and activities), training services, or both, the participant is not exited until these services are no longer needed. Supportive services, however, may be given only when necessary to participate in Title I-B career services or training services and only when funding is not available through other sources [TEGL 19-16].

Examples of Follow-Up Services are, but not limited to:

- Leadership development.
- Regular contact with a participant's employer, including assistance in addressing work-related problems that arise.
- Assistance in securing better paying jobs, career development and further education.
- Work-related peer support groups.
- Adult mentoring.
- Tracking the progress of employment after training.

Training Services

The need for training services must meet the educational and career goals, as well as the abilities and skill gaps of the participants. The need for training services must be documented in case management files [20 CFR 680.220(b)]. Training services are subject to funding availability.

Training Services may include, but are not limited to:

- Occupational skills training.
- On-the-job training (OJT), including Registered Apprenticeship (RA) training.
- Incumbent worker training.
- Skills upgrade.
- Job readiness.
- Adult Education and literacy activities, including English language acquisition
- Customized training.
- Programs that combine workplace training with related instruction.

Selection of services should be conducted in a manner that is linked to an in-demand occupation in the Central Arkansas Workforce Development areas and maximizes customer choice. A list of eligible training providers, with a description of their program, should be made available to the customer.

To receive Training Services a participant must meet all of the following numbered eligibility criteria:

1. Meet all eligibility requirements for the Adult or Dislocated Worker program, and in accordance with our local priority policy.
2. Has been determined after an interview, evaluation, or assessment, and after career planning that the individual meets all of the following criteria [WIOA § 134(c)(3)(A)(i)(I); 20 CFR 680.210(a) & 680.220(a); TEGL 19-16]:
 - a. Is unlikely or unable to obtain or retain employment that leads to economic self-sufficiency, or wages comparable to or higher than wages from previous employment, through career services alone.
 - b. Is in need of training services to obtain or retain employment leading to economic self-sufficiency, or to wages comparable to or higher than wages from previous employment.
 - c. Has the skills and qualifications to participate successfully in training services.

Where appropriate, a recent interview, evaluation, or assessment may be used for the assessment purpose. "Recent" is defined as within the last six months.

The case file must contain a determination of need for training services as determined through the interview, evaluation, or assessment, and/or career planning using local labor market information and training-provider performance information, or other career service received. If career services are not provided before training, the case manager must document the circumstances that justified the determination to provide training without first providing career services [20 CFR 680.220(b)].

3. Select a program of training services that is directly linked to the employment opportunities in the local area or the planning region, or in geographic areas to which the individuals are willing to commute or relocate [WIOA § 134(c)(3)(A)(i)(II); 20 CFR 680.210(b); TEGL 19-16].
4. Is unable to obtain grant assistance from other sources to pay the costs of such training, including such sources as State-funded training funds, Federal Pell Grants, and TANF; or requires WIOA Title I-B assistance in addition to these other sources. In making the determination, WIOA programs may take into account the full cost of participating in training services, including the cost of support services and other appropriate costs [WIOA § 134(c)(3)(B)(i)(I); 20 CFR 680.210(c); 20 CFR 680.230; TEGL 19-16]. WIOA partners and other entities must coordinate funds available to pay for training. [20 CFR 680.230].

WIOA Title I-B participant may enroll in WIOA-funded training while his or her application for a Pell Grant is pending as long as the American Job Center has made arrangements with the training provider and the WIOA participant regarding allocation of the Pell Grant, if it is subsequently awarded. In that case, the training provider must reimburse the WIOA funds used to underwrite the training for the amount the Pell Grant covers, including any education fees the training provider charges to attend training. Reimbursement is not required from the portion of Pell Grant assistance disbursed to the WIOA Title I-B participant for education-related expenses, such as supportive services [20 CFR 680.230].

If the applicant is a member of a worker group covered under a petition filed for Trade Adjustment Assistance (TAA) and is awaiting a determination, training may be provided under WIOA Title I-B if all other eligibility requirements are met. If the petition is certified, the worker may then transition to TAA approved training. If the petition is denied, the worker will continue training under WIOA Title I-B [TEGL 19-16].

Training services must be made through Individual Training Accounts (ITAs), or through training contracts.

Contracts will be used instead of ITAs when one or more of the following exceptions apply and the consumer choice requirement has been fulfilled:

1. When the services to be provided are OJT or RA
2. When the CAWDB determines that there is an insufficient amount of eligible training providers in the area (determination process must include a 30-day public comment period)
3. When CAWDB determines that there is a program that provides efficient training in the area by a community-based or private organization to service individuals with barriers to employment.
 - a. Financial stability of the organization.
 - b. Demonstrated performance in the delivery of services to individuals with barriers to employment (see ADWS Policy 3.1 for additional instruction).
 - c. How the specific program relates to the workforce investment needs identified in the Local Plan.
4. When CAWDB determines it most appropriate to contract with a higher education institution, or other providers, to facilitate training services for in-demand industries, and where the contracts do not limit customer choice.
5. CAWDB may determine that a pay-for-performance contract is suitable consistent with 20 CFR 683.500. If a contract is formed, the contract must be consistent with 20 CFR 683.510. No more than 10% of funds can be spent on pay-for-performance contract strategies.

Permitted Activities and Services

Other permissible, but not required, services and activities. See ADWS Policy 3.1 for an in-depth explanation of the services listed below:

- Job seeker services.
- Employer Services.
- Coordination Activities.

Approved by: 	Date: <u>09/15/2025</u>
Title: <u>CAWDB Chairperson</u>	

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