



TO: All Humboldt County Workforce Innovation and Opportunity Act (WIOA) Staff, Subrecipients and Service Providers

FROM: Humboldt County Workforce Development Board

EFFECTIVE: December 20, 2018

SUBJECT: AJCC Operator and Career Service Requirements

REFERENCES: Title 20 Code of Federal Regulations (CFR) Sections 678.430, 678.605[d], 678.600, 678.610[b]), 680.150, 680.210, 681.600, 681.640, 679.430
Training and Employment Guidance Letters (TEGL)17-05, 3-15, 19-16
Uniform Guidance Section 200.61, 200.318[c][1], 200.318-200.326
WIOA Section 107[e], 121(b)(1), 121[d][2][A], 121[d][2][B], 134(c)(2)
Workforce Services Directive (WSD)16-14

PURPOSE: This policy provides the guidance and establishes the procedures for career services to be provided by the WIOA One-Stop Partners within the America’s Job Centers of California (AJCC) in Humboldt County.

POLICY:

The role of the One Stop Operator includes the following:

- Coordinating the service delivery of required AJCC partners and service providers.
- Ensuring the implementation of partner responsibilities and contributions agreed upon in Memorandums of Understanding - Phase I and Phase II.

The role of the Adult and Dislocated Worker Career Services Provider includes the following:

- Providing basic career services including but not limited to participant intake, orientations, initial assessments, employment services, and referrals to other partners and services.
- Providing individualized career services including but not limited to comprehensive and specialized assessments, case management, individual employment plans, career planning, and vocational counseling.
- Managing the daily operations in coordination with local fiscal agents for the lease, utilities, and other property activities in support of AJCC premises.
- Managing the hours of operation for AJCCs.

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Along with the One-Stop Operator, the Adult and Dislocated Worker Career Services Provider is also responsible for:

- Reporting to the Humboldt County Workforce Development Board (HC-WDB) on operations, performance, and continuous improvement recommendations.
- Implementing policies established by the HC-WDB.
- Adhering to all applicable federal and state guidance.

Selection of AJCC Operator

The HC-WDB will select their AJCC Operator through a competitive process at least once every four years

AJCC Operators may be a single public, private, or non-profit entity or consortium of entities. However, if a consortium of entities consists of AJCC partners, it must include a minimum of three of the required AJCC partners listed in WIOA Section 121(b)(1).

The types of entities eligible to be an AJCC Operator includes the following:

- An institution of higher education.
- An employment service state agency established under the Wagner-Peyser Act.
- A community-based organization, nonprofit organization, or workforce intermediary.
- A private for-profit entity.
- A government agency.
- Another interested organization or entity, which may include a local chamber of commerce or other business organization, or a labor organization.

The HC-WDB will ensure that AJCC Operators adhere to the following:

- Disclose any potential conflicts of interest arising from the relations of the AJCC Operator with training service providers or other service providers in accordance with Uniform Guidance Section 200.318.
- Do not establish practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term services, such as intensive employment, training, and education services.
- Comply with federal regulations and procurement policies relating to the calculation and use of profits as outlined in Uniform Guidance.
- Adhere to any applicable firewalls or internal controls.

Procurement Standards

When selecting an AJCC Operator, the HC-WDB will fully adhere to the federal and local procurement standards.

Although the intent of WIOA is for the HC-WDB to procure its AJCC Operators through a full and open competitive process, the Uniform Guidance allows for very limited instances in which alternate procurement methods may be allowed, if substantial justification is provided.

The HC-WDB may also procure an operator under Uniform Guidance:

- Sealed Bid
- Competitive Proposals
- Sole Source

- The AJCC Operator services are only available from a single source.
- The public exigency or emergency for the requirement will not permit a delay resulting from competitive solicitation.
- After solicitation from several sources, competition is determined to be inadequate.

Whichever procurement method is used, the HC-WDB will retain extensive written documentation of the procurement process. The HC-WDB will also make available to the public, through electronic means and open meetings, information regarding their selection of AJCC Operators.

Selection of Adult and Dislocated Worker Career Service Providers

The HC-WDB is responsible for identifying eligible Adult and Dislocated Worker Career Services Providers. If the AJCC Operator does not provide the Adult and Dislocated Worker Career Services, the HC-WDB will identify eligible providers through awarding contracts.

If an AJCC Operator wishes to also serve as the Adult and Dislocated Worker Career Services Provider they must have appropriate firewalls in place between the staff providing services, the staff responsible for oversight and monitoring of services, and the Local Board. The firewalls must conform to Title 20 CFR Section 679.430 for demonstrating internal controls and preventing conflicts of interests.

Basic Services

Determination for basic career services will include outreach, intake (which may include worker profiling), and orientation to the information and other services available; followed by an initial assessment of skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), and supportive service needs.

Self-service and informational activities are types of career services made available and accessible to the general public that are designed to inform and educate individuals about the labor market and their employment strengths, weaknesses, and the range of services appropriate to their situation, and that do not require significant staff involvement with the individual in terms of resources or time. Both can be provided after registration, but do not constitute enrollment as neither is a staff assisted WIOA service.

Other basic career services include:

- Labor exchange services, including job search and placement assistance, and, when needed, career counseling. Career counseling includes provision of information on in-demand industry sectors and occupations, and provision of information on nontraditional employment.
- Provision of referrals to and coordination of activities with other programs and services, including those within the Humboldt County AJCC delivery system and, when appropriate, other workforce development programs.
- Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including: Job vacancy listings in labor market areas; information on job skills necessary to obtain the vacant jobs listed; and information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs.

- Provision of performance information and program cost information on eligible providers of training services by program and type of providers.
- Provision of information about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's AJCC delivery system.
- Provision of information relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance.
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.
- Provision of information and assistance regarding filing claims under UI programs, including assistance in filing a claim

Individualized Services

For individualized career services, qualified Wagner-Peyser, Adult and Dislocated Worker Program Staff may use recent previous assessments by partner programs to determine if individualized career services would be appropriate.

These services include:

- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include diagnostic testing and use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
- Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, eligible training providers.
- Group and/or individual counseling and mentoring.
- Career planning (e.g. case management).
- Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training, in some instances pre-apprenticeship programs may be considered as short-term prevocational services.
- Internships and work experiences that are linked to careers.
- Workforce preparation activities that 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.
- Financial literacy services.

- Out-of-area job search assistance and relocation assistance.
- English language acquisition and integrated education and training programs.

Follow Up Services

Follow-up services for participants placed in unsubsidized employment, may include but are not limited to determining if:

- Certification or credentials have been attained;
- Employed or self-employed after the first, second, or third quarter exit;
- An exit exclusion has occurred; and/ or
- Program follow-up services needed.

Counseling about the workplace is an appropriate type of follow-up service. Follow-up services do not extend the date of exit in performance reporting.

CalJOBS System Data Entry Requirements

For all applicable and required WIOA and or Wagner-Peyser applicant or participant Career, Training or Follow-Up Service, data entries to include but not be limited to the following:

- Applicant or Participant Registrations,
- Program Enrollments,
- Eligibility Determinations (Adult, DW, as applicable, Low Income, Military Service, Veteran, Priority of Service, etc.)
- The Individual Employment Plan
- Individual Training Accounts and Training Program Enrollments/Service Delivery
- Training paid by others
- Training/Program Completions
- Support Services
- Exits
- Follow-Up Services
- Case Note Entries
- Other data requirements previously entered and managed in CalJOBS as necessary.

It is important to follow all current and future CalJOBS system guidance, training, instructional materials and direct departmental or program supervisor instruction and policies developed.

If the applicant's or participant's information is already entered in the CalJOBS system, staff must verify that the information is current and/or make updates, if required by program.

Any discrepancies arising between this policy and or procedures with federal and state provisions due to current or future revisions will default to the current minimum federal and state regulations and guidance available.

Policy and or procedures may set forth stricter requirements than provided by federal and state guidance, but in no case will policy and or procedures not meet minimum federal and state policy.

DEFINITIONS

Conflict of Interest – An employee, officer, agent, or any member of the organization that has interest in a financial gain or tangible benefit and who participates in the selection, award, or administration of a contract supported by a federal award

Administrative Entity – a unit of local government, corporation, or agency designated by a Chief Elected Official (CEO) to oversee and administer WIOA in the Local Area.

Firewall – An established policy or procedure that acts as a barrier or protection against an undesirable influence, outcome, or authority. Examples of firewalls include but are not limited to organizational arrangements that provide clear separation of duties and responsibilities, reporting hierarchy of managers and staff that provide clear separation between job duties and responsibilities, and conflict of interest/confidentiality/disclosure agreements.

Internal Control – A process designed to provide reasonable assurance regarding the achievement of objectives in the following categories:

- Effectiveness and efficiency of operations.
- Reliability of reporting for internal and external use.
- Compliance with applicable laws and regulations.

FORM(S):

INQUIRIES:

Any questions regarding this policy may be directed to the Workforce Development Board Director at 707-445-7745.

Humboldt County Workforce Development Board Approval Required? Yes No