



**ÁREA LOCAL**  
**DE DESARROLLO LABORAL**  
**GUAYNABO / TOA BAJA**

PO BOX 7885, GUAYNABO PUERTO RICO 00970  
TEL: (787)720-4040 Ext. 6209 – Facsímil (787)731-0731

## **Self Services and Informational Services Policy #16-05:**

Services beyond self-service and informational services, such as career services, and, if appropriate, training services, may be provided to adults and dislocated workers who are unemployed or who are employed and need career and/or training services in order to retain employment that allows for self-sufficiency. Self-sufficiency is a goal that the workforce investment system helps clients achieve. It is a service requirement, not an employment outcome, and is only applicable for adults who are employed and wanting to receive services.

Self-services or informational activities can be provided without an eligibility determination. Self-services or informational activities are comparable to universal services under WIA. Self-services and informational activities include but are not limited to access to the Resource Room, online materials, reference documentation, workshops, job fairs, and employer trainings. For ease of reference, a glossary section of the policy manual will include self-services and informational activities.

All individuals receiving career services beyond self-services or informational activities must be registered and determined eligible. Registration is the process of collecting information to make an eligibility determination in. Once an individual is registered, the individual is termed a participant.

The 20 CFR 678.430 and TEGL 3-15, identifies three types of career services: basic career services, individualized career services and follow-up services.

**Basic career services** must be made available to all individuals seeking services in the one-stop delivery system and, at a minimum, must include:

- a. Eligibility determination;
- b. Outreach, intake, orientation to information and services available;
- c. Initial assessment of skill levels, aptitudes, abilities and supportive service needs;
- d. Labor exchange services, including job search and placement assistance and, when needed, career counseling;
- e. Referrals to and coordination of activities with other program and services;
- f. Provision of workforce and labor market employment statistics information;
- g. Performance and cost information on eligible training providers and programs;
- h. Local performance accountability measures;
- i. Availability of supportive services or assistance and referrals;
- j. Information about and assistance in filing UI claims; and
- k. Eligibility assistance for financial aid for training and education not provided under WIOA.

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There are gray areas between self-service and career services that involve staff assistance. If staff provides individual-specific information, that goes beyond self-service. Self-services such as accessing public websites and phone numbers differs from the “meaningful assistance” required by WIOA for providing customers with assistance in filing a claim if they request it or are identified as needing the service due to barriers such as limited English proficiency or disabilities, as described in 20 CFR 678.430(a)(10). Also, see TEGL 3-15 for additional explanation provided by Wagner-Peyser staff.

**Individualized career services** must be made available *if* determined to be appropriate for an individual to obtain or retain employment. The following services must be available in all one-stop centers:

- a. Comprehensive and specialized assessments of skill level and service needs;
- b. Development of an IEP;
- c. Group and/or individual counseling and mentoring;
- d. Career planning (e.g., case management);
- e. Short-term pre-vocational services;
- f. Internships and work experiences linked to careers;
- g. Workforce preparation activities;
- h. Financial literacy services;
- i. Out-of-area job search and relocation assistance; and
- j. English language acquisition and integrated education and training programs.

**Follow-up services** must be provided as appropriate for up to 12 months after the first day of unsubsidized employment. Follow-up services **do not extend the date of exit in performance reporting.**

### Applicability

Approved today, 1-22-2014, in Guaynabo, Puerto Rico.

  
Sr. Oriel Ramírez Rodríguez  
Chairman  
Workforce Development Board

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