

Public Policy for the Procedure Operational Services of the Single Management Center

I. INTRODUCTION

The Single Management System brings together representatives from programs related to workforce development, education, and other human resources services into an aligned system focused on client service delivery that improves access to programs and services and increases long-term employment. The partners separately administer the programs that make up the system. The system shall include at least one Single Management Center in each Local Area, designated by the Governor, in which job seekers and employers shall have access to the services of obligated partners. In the case of Title, I-B, the services are aimed at youth, adults and displaced workers.

II. BASE LEGAL

Section 121 and Section 134(c)(2) – Workforce Innovation and Opportunity Act (WIOA).

Part 678 of the Workforce Innovation and Opportunity Act (WIOA) Rulebook.

TEGL 3-15 issued by the U.S. Department of Labor's Employment and Training Program on July 1, 2015.

DDEC-WIOA-02-20 Technical Assistance Guide for Youth Program Elements.

III. OBLIGATED PARTNERS

- a. WIOA Title I Programs
 - i. Young people
 - ii. Adults
 - iii. Posted Workers
 - iv. Job Corps
 - v. Migrants and Seasonal Workers
- b. Authorized Employment Services at Wagner Peyser, as amended Title III WIOA.
- c. Adult Education and Literacy Programs (Title II WIOA).
- d. Vocational Rehabilitation – Title I of the Rehabilitation Act of 1973, as amended, Title IV WIOA.
- e. Title V Community Service Employment Program (SCSEP) of the Older Americans Act of 1965.
- f. Postsecondary Career and Technical Education – Carl D. Perkins Act of 2006.
- g. Trade Act Adjustment Assistance Activities Trade Act of 1974 (Chapter 2, Part II).
- h. Veterans Counseling, Training, and Employment Placement Services Program – Chapter 41 of Title 38 "United States Code".
- i. CSBG Training and Employment Activities ("Community Services Block Grant").
- j. HUD Training and Employment Activities.
- k. State Law Programs Unemployment Compensation.
- l. Section 212 Programs – Second Chance Act of 2007 – Offender Reintegration; and
- m. Part A Title IV "Social Security Act" TANF ("Temporary Assistance for Needy Families")

Members are responsible for providing access to their programs and activities in the single management system, as established, by the Local Board.

IV. SERVICES TO BE OFFERED BY THE PARTNERS REQUIRED IN THE CGU

Career services must be available and at a minimum the following shall be included (consistent with each partner's permissible activities):

1. Basic Career Services:

- a. Determining whether individuals are eligible for the Adult, Displaced, and Youth programs.
- b. Dissemination, interviews (including worker profile), guidance and information on the services available in the UGC.
- c. Initial assessment of skills including literary, numeracy, English language proficiency, as well as aptitudes, abilities and need for support services.
- d. Labor Exchange Services
- e. Job Search Assistance, Job Placement, and Career Counseling if needed.
 - i. Information on occupations in demand.
 - ii. Information on non-traditional jobs; and
 - iii. Recruitment and other employer services include information and referrals to specialized business services.
- f. Referring to other activities, programs and services, including those of the system.
- g. Statistics related to the labor market, lists of job openings, skills that require them, salaries and opportunities for advancement.
- h. Program Execution and Costs Information for Eligible Training Service Providers by Program and Provider Type.
- i. Information in a format, which is understood, on the implementation measures of the local area.
- j. Information in a format, understandable, about the support services available and the referral process to access:
 - i. Childcare
 - ii. Health care
 - iii. Nutritional Assistance Program

- iv. Other
 - k. Information and assistance related to unemployment claims, how to fill them out and file them. This information and assistance will be provided by personnel trained in relation to the rights and responsibilities of the claimant.
 - l. Assistance aimed at determining eligibility for programs or financial assistance for education and training programs not provided by WIOA.
2. Individualized Career Services – If appropriate, for the individual to obtain and retain employment:
- a. Comprehensive and specialized assessments of the skill levels and needs for the services of displaced adults and workers, which may include:
 - i. Diagnostic tests
 - ii. Interviews to identify barriers to employment and goals.
 - b. Development of an Individual Employment Plan to identify the employment goals, objectives, and mix of services the participant needs to achieve their employment goals, including the list and information on training providers.
 - c. Group and individualized counseling.
 - d. Career planning – means looking for a job as part of a structured plan, focused on where and how you want to go. Identify strengths and weaknesses.
 - e. Short-Term Pre-Vocational Services including:
 - f. Development of learning skills; and
 - g. Communication skills, job interviews, punctuality, professional conduct to prepare individuals for training or unsubsidized employment.
 - h. Internships and Work Experiences linked to careers, professions or trades.
 - i. Activities aimed at preparing the workforce.
 - j. Financial education.
 - k. Out-of-area job search and relocation assistance; and
 - l. Training and educational programs related to English language proficiency.
 - m. Transitional Employment - Planned and Structured Work Experience for a limited period.

3. Follow-up services: Will be provided, including workplace-related counseling for adult participants and displaced workers who are placed in unsubsidized employment, up to 12 months after the first day they were employed.
4. The agency administering TANF will identify the employment and support services provided by the program in the local area that qualify as Career Services and ensure access to them via the CGU.

V. TRAINING ACTIVITIES

In WIOA there are no requirements to follow a sequence of career and training services. When the need for training is determined, the Partner will offer it considering the rules applicable to its program. In the case of adults and displaced workers, they will be offered through an Individual Training Account or through a training contract according to the Policy established by the Local Board.

VI. YOUTH SERVICES

The Youth Program is one of the partners of the system and its responsibilities are set forth in Section 121(b)(1)(A) of the Act. In the CGU:

1. Youth activities will be coordinated and provided.
2. It will facilitate young people's access to the labor market and employers;
3. Access to the information and activities established in the Law will be facilitated for eligible young people.
4. Services will be provided for the youth who are not eligible, such as:
 - a. Labor Exchange System
 - b. Activities on your own such as:
 - i. Job search
 - ii. Career exploration
 - iii. Use of UGC resources
 - iv. Referrals as appropriate.

5. The public policy of the state is adopted, and strict observance will be given to the provision of mandatory elements for young people in and out of school, as follows:

A. Young people in school:

- i. Leadership Development Opportunities
- ii. Preparation and Transition to Post-Secondary Education Activities
- iii. Financial Literacy Education
- iv. Services that offer Labor Market Information
- v. Follow-up Services

B. Out-of-school youth:

- i. Financial Literacy Education
- ii. Services that offer information on the Labor Market
- iii. Leadership Development Opportunities
- iv. Follow-up Services

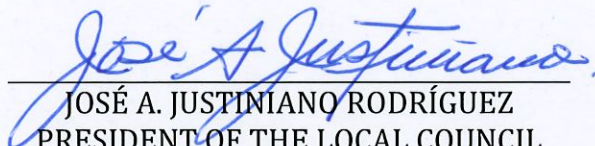
VII. OPERATOR FUNCTIONS

The UGC Operator should ensure that the services described above are offered by the system partners, as established in the Law and Regulations. In the CGU, space will be provided for a resource center with computers, facsimiles and others, for the use of clients and/or participants. In addition, spaces will be provided for conference room(s) and facilities for obligatory members.

It will be responsible for notifying the Local Board, in writing, the non-compliance with the above (participation of partners and services) for the corresponding action.

VIII. APPROVAL AND VALIDITY

This public policy will come into force immediately upon its approval and renders ineffective any other policy previously established. It shall be the responsibility of the Executive Director to inform staff within five (5) days of its approval.



JOSÉ A. JUSTINIANO RODRÍGUEZ
PRESIDENT OF THE LOCAL COUNCIL
OF
CAREER DEVELOPMENT

JULY 9, 2024

DATE