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Eligibility Policy – Individualized Career Services

Individualized career services must be provided to participants after Job Center staff has determined such services are required to retain or obtain employment, consistent with any applicable statutory priorities. This policy covers all Southeast Workforce Development Board programs unless otherwise noted within the program scope. This policy is in addition to any federal, state, or local guidance and regulations.

Interviews are conducted with each participant being evaluated for Individualized Career Services. These interviews could have been recently completed (within 30 days) or completed on the day of progression from Basic to Individualized Services

Participants are offered Basic Career Services before determining the need for Individual Career Services. Basic Career Services include: eligibility determinations, initial skill assessments, labor exchange services, provision of information on programs and services, and program referrals. Individual Career Services can include but are not limited to: Specialized Assessments, development of an Individual Employment Plan, Financial Literacy, Counseling, Short Term Pre-Vocational Services, Work Experience, WIOA Pre- Apprenticeship, English Language Acquisition, and Workforce Preparation services. Southeast Job Center staff members use interviews, comprehensive objective assessments, and individual employment plans to determine if individualized career services would be appropriate. Generally, these services involve significant staff time and customization to each individual's record.

1. General Expectations
2. Program Expectations
3. Employment Expectations
4. Education History
5. Basic Skills/Education Factors
6. Education
7. Occupational Skills
8. Employment History
9. Work Readiness
10. Workplace Behavior
11. Health and Behavioral Observations
12. Living Environment
13. Economic Factors/Financial Situation
14. Vocational/Occupational Factors
15. Other Assistance Received by the Participant
16. Barriers to Employment
17. Testing Results
18. Agency Referrals

Job Center staff members develop an Individual Employment Plan with each participant who receives individualized services. The development of this Individual Employment Plan is an on-going strategy to identify employment goals, achievement objectives, and an appropriate combination of services for the participant to achieve their employment goals.

All services must be posted on the participant account and must be accompanied by an appropriate case note. These services are generally provided by the WIOA Adult and Dislocated Worker programs, although it may be appropriate for the Employment Service to provide some of these services.

Effective Date: 2/14/2018; Revised September 2019; Reviewed April 2024