

WIOA SERVICES MATRIX – CAREER SERVICES

| CAREER SERVICE | STATE REQUIRED PARTNERS AND METHOD(S) OF SERVICE DELIVERY ¹ | | | | | | | | | |
|---|--|---|-----------------------------|--|----------------|---|-----------------------------|---|--|-----------------------------|
| | CSBG | DHS – Family Community Resource Centers | DHS – Rehab Services | ICCB – Adult Ed and Family Literacy | ICCB – Perkins | IDoA – SCSEP | Title IB | IDES – Programs (2 and 3) | Migrant Council – National Farmworker Jobs Program | DOC – Second Chance |
| 1. Eligibility for Title I-B participants | | | | | | | Onsite staff | | | |
| 2. Outreach, intake and orientation | Technology | Onsite caseworker and technology | Onsite staff and technology | Onsite adult education service provider staff and technology | Technology | Onsite SCSEP subrecipient staff or national contractor staff and technology | Onsite staff and technology | Onsite staff and technology (telephone and video conference w/ trained staff) | Onsite staff as needed and technology (i.e., Internet, email, phone) | Onsite staff and technology |
| 3. Skills and supportive service needs assessment | | Onsite caseworker and technology | Onsite staff | Onsite adult education service provider staff and technology | Technology | Onsite SCSEP subrecipient staff or national contractor staff and technology | Onsite staff and technology | | Onsite staff as needed and technology (i.e., Internet, email, phone) | Onsite staff and technology |
| 4. Labor exchange services | | | | | Technology | | Onsite staff and technology | Onsite staff and technology (phone, video conference w/ trained staff) | Onsite staff as needed and technology (i.e., Internet, email, phone) | Onsite staff and technology |

¹ HUD Employment and Training, Job Corps and YouthBuild are required programs but are not reflected in this matrix, as they apply in only some local areas.

² Includes employment programs authorized under the Wagner-Peyser Act, Unemployment Insurance, Jobs for Veterans State Grants, Trade Reinvestment Act, and Trade Readjustment Act, and the Migrant and Seasonal Farmworkers Program

³ TEGL 3-15: Section 5. Career services provided by Wagner-Peyser staff states, “All of the Basic Career Services must be made available by WP staff in coordination with other one-stop center partners.” Career Services 1. through 11. on the WIOA Service Matrix – Career Services are Basic Career Services.

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| 5. Program coordination and referral | Technology | | Onsite staff and technology | Onsite adult education service provider staff and technology | | Onsite SCSEP subrecipient staff or national contractor staff and technology | Onsite staff and technology | Onsite staff and technology (telephone and video conference w/ trained staff) | Onsite staff as needed and technology (i.e., Internet, email, phone) | Onsite staff and technology |
| 6. Labor market information | | | Onsite staff and technology | | | | | Onsite staff and technology (telephone and video conference w/ trained staff) | Onsite staff as needed and technology (i.e., Internet, email, phone) | |
| 7. Training provider performance and cost information | | | Onsite staff and technology | Onsite adult education service provider staff and technology | Technology | | Onsite staff and technology | | Onsite staff as needed and technology (i.e., Internet, email, phone) | Onsite staff and technology |
| 8. Performance information for the local area as a whole | | | Onsite staff and technology | Onsite adult education service provider staff and technology | Technology | | Onsite staff and technology | Onsite staff | Onsite staff as needed and technology (i.e., Internet, email, phone) | Onsite staff and technology |

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| 9. Information about the availability of supportive services and referral to these services | Technology | Onsite caseworker and technology | Onsite staff and technology | Onsite adult education service provider staff and technology | Technology | | Onsite staff and technology | Onsite staff and technology (telephone and video conference w/ trained staff) | Onsite staff as needed and technology (i.e., Internet, email, phone) | Onsite staff and technology |
| 10. Information and assistance with UI claims | | | | | | | | Onsite staff and technology (telephone and video conference w/ trained staff) | Onsite staff as needed and technology (i.e., Internet, email, phone) | |
| 11. Assistance establishing eligibility for financial aid | | | Onsite staff and technology | | Technology | | Onsite staff and technology | | Onsite staff as needed and technology (i.e., Internet, email, phone) | Onsite staff and technology |
| 12. Employment retention services | | Onsite caseworker and technology | Onsite staff and technology | | Technology | | Onsite staff and technology | Onsite staff and technology (telephone and video conference w/ trained staff) | Onsite staff as needed and technology (i.e., Internet, email, phone) | Onsite staff and technology |
| 13. Follow-up services for Title I-B participants | | | | | | | Onsite staff and technology | | | Onsite staff and technology |

NOTES

Service deemed by partner not to be applicable

METHOD OF SERVICE DELIVERY IF SERVICE IS APPLICABLE

1. Onsite staff means staff available at all times during regular business hours.
2. Technology means technology that meets the “direct linkage” requirements of WIOA.

**WIOA SERVICES MATRIX OF STATE-LEVEL REQUIRED PARTNER
PROGRAM AND ACTIVITIES⁴ OTHER THAN CAREER SERVICES ACCESSED AT COMPREHENSIVE ONE-STOP CENTERS⁵**

| SERVICES ACCESSED THROUGH <i>ONSITE STAFF</i> | SERVICES ACCESSED THROUGH <i>TECHNOLOGY</i> ⁶ |
|---|--|
| <p>DCEO – Title IB</p> <ol style="list-style-type: none"> 1. Analysis and use of labor market data to support local economic development 2. Business services – interaction with business and economic development representatives 3. Analysis and use of labor market data to support local economic development – interaction with business and economic development representatives 4. Case management and local delivery of TAA services | <p>DCEO – TAA</p> <ol style="list-style-type: none"> 1. State Merit Staff approval of training, waiver issuance, out of area job search and out of area relocation |
| <p>DHS – Division of Rehabilitation Services</p> <ol style="list-style-type: none"> 1. Overview and orientation to vocational rehabilitation services 2. Evaluation and assessment of eligibility for vocational rehabilitation services 3. Vocational rehabilitation guidance and counseling 4. Development of individualized plan for employment, including job placement, vocational training or post-secondary education services | <p>DHS – Division of Rehabilitation Services</p> <ol style="list-style-type: none"> 1. Overview and orientation to vocational rehabilitation services 2. Evaluation and assessment of eligibility for vocational rehabilitation services 3. Vocational rehabilitation guidance and counseling 4. Development of individualized plan for employment, including job placement, vocational training or post-secondary education services |
| <p>DHS – Division of Family Community Services</p> <ol style="list-style-type: none"> 1. Overview of Program Services and Applicants can apply for Cash, SNAP and medical assistance 2. Evaluation and assessment of potential eligibility for work and training programs offered at the comprehensive one-stop center for the TANF and SNAP population | <p>DHS – Division of Family Community Services</p> <ol style="list-style-type: none"> 1. Overview of Program Services and Applicants can apply for Cash, SNAP and medical assistance 2. Evaluation and assessment of potential eligibility for work and training programs offered at the comprehensive one-stop center for the TANF and SNAP population |

⁴ In most cases, services are restricted to individuals eligible for and/or in need of service under each program. The service delivery method may also depend on local agreements or arrangements.

⁵ Where present locally, Job Corps, HUD employment and training and YouthBuild will also be provided in compliance with WIOA access requirements.

⁶ Meeting the “Direct Linkage” requirement

| SERVICES ACCESSED THROUGH <i>ONSITE STAFF</i> | SERVICES ACCESSED THROUGH <i>TECHNOLOGY</i> ⁶ |
|--|--|
| <ol style="list-style-type: none"> 3. Evaluate TANF and SNAP customers who may qualify for supportive services such as transportation and child care based on set policy guidelines and verification 4. Develop responsibility and service plan for TANF and SNAP customers who are engaged in workforce development services offered at the comprehensive one-stop center | <ol style="list-style-type: none"> 3. Evaluate TANF and SNAP customers who may qualify for supportive services such as transportation and child care based on set policy guidelines and verification 4. Develop responsibility and service plan for TANF and SNAP customers who are engaged in workforce development services offered at the comprehensive one-stop center |
| <p>DoA – Senior Community Service Employment Program⁷</p> <ol style="list-style-type: none"> 1. Outreach activities 2. Professional development 3. Recruitment 4. Financial assistance 5. Benefits screening | <p>Community Services Block Grant (CSBG)</p> <ol style="list-style-type: none"> 1. Employment and training services 2. Employment support services (e.g., uniforms, protective gear, tools) 3. Linkages – referrals to other programs |
| <p>ICCB – Adult Education and Literacy⁸</p> <ol style="list-style-type: none"> 1. Student intake 2. Assessment 3. Student support services 4. Instruction | <p>ICCB – Adult Education and Literacy</p> <ol style="list-style-type: none"> 1. Online instruction – must meet minimum criteria |
| <p>IDES – Wagner-Peyser</p> <ol style="list-style-type: none"> 1. Labor exchange – job search and posting 2. Apprenticeship program 3. Re-entry employment services | <p>IDES – Wagner-Peyser</p> <ol style="list-style-type: none"> 1. Labor exchange – job search and posting 2. Apprenticeship program 3. Re-entry employment services |
| <p>IDES – Other Programs</p> <ol style="list-style-type: none"> 1. Veterans’ assistance – job preparation, employer outreach 2. Migrant seasonal farmworkers 3. Unemployment insurance 4. Trade Readjustment Assistance determination and benefits | <p>IDES – Other Programs</p> <ol style="list-style-type: none"> 1. Veterans’ assistance – job preparation, employer outreach 2. Migrant seasonal farmworkers 3. Trade Readjustment Assistance determinations and benefits 4. A/RTAA eligibility determinations and benefits 5. Unemployment insurance |

⁷ Onsite services will be provided by IDoA contract providers, national subcontractors or a combination of both.

⁸ Provided by onsite adult education service provider staff where space allows and by any combination of adult education providers in the LWIA.

| SERVICES ACCESSED THROUGH <i>ONSITE STAFF</i> | SERVICES ACCESSED THROUGH <i>TECHNOLOGY</i> ⁶ |
|---|--|
| | ICCB – Post-Secondary Perkins 1. Academic counseling and career advising 2. Resume writing / interview skills |
| | Illinois Migrant Council – National Farmworker Jobs Program 1. Announcement of training opportunities via technology; e.g., social media |