

**SOUTHWESTERN AREA
WORKFORCE DEVELOPMENT BOARD**

**Individual Career Services
Policy 21-01.1**

Effective Date

August 14, 2025

Background

The Workforce Innovation and Opportunity Act (WIOA) Joint Rule 678.430 “What are Career Services”, (6) provides short-term pre-vocational services, including development of learning skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training. In addition, (8) workforce preparation activities are also included. Under WIOA §203 (17) “Workforce Preparation Activities” is defined as activities, programs, or services designed to 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.

Action

Southwestern Area Workforce Development Board Service Providers shall adopt this Individual Careers Services Policy and provide written procedures and forms.

Definition

Individual Career Services

All eligible participants may be enrolled in individual career services if the Southwestern Area Workforce Development Board Service Providers staff determine that this level of service is necessary for the participant to gain meaningful employment. These services must be available in all Southwest Area locations. Refer to Chapter VII, WIOA Eligibility Certification Process, for more information regarding adult and dislocated worker eligibility.

Each SAWDB Service Provider must design Individual Career Services (ICS) to meet the unique needs of the participant and their region. These services include:

- A. Comprehensive and specialized assessments of the skill levels and supportive service needs of eligible adults and dislocated workers, which must include:
 - a. Diagnostic testing and use of other assessment tools; and
 - b. In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals
- B. Development of an Individual Employment Plan (IEP) to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve their employment goals; and
- C. Group and/or individual counseling and mentoring; and

- D. Career planning (e.g., case management); and
- E. 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 pre-vocational services.
- F. Internships and work experiences that are linked to careers; and
- G. 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 post-secondary education, training, or employment; and
 - a. Provider staff will enter ICS-type services and any required ICS service provider information while using activity code "220 Workforce Preparation" in the America's Job Center online system (NMJobs). ICS is not required to be on the approved Eligible Training Provider List.
 - b. A provision addressing termination for lack of funds or recapture of funds, lack of participant attendance, or failure of the provider to comply with initial or upgraded employment requirements.
 - c. A provision for maintaining and providing records for the Local Workforce Development Area (LWDA), state, and federal monitoring and review. Monitoring may include on-site visits and phone/email communication with trainees to review the participant's progress in meeting training plan objectives and adherence to WIOA and applicable regulations. Service Provider must ensure that all proper documentation is scanned into the America's Job Center online system (NMJobs).
- H. Financial literacy services; and
- I. Out-of-area job search assistance and relocation assistance; and
- J. English language acquisition and integrated education and training programs.

Individual Career Services shall not cumulatively exceed \$2,500.00 within a five (5) year period.

Inquiries

Questions related to this policy should be directed to the Administrative Entity at (575) 744-4857.

Attested

This policy was reviewed and approved by the SAWDB on August 14, 2025.

SAWDB Chair