



NEMO WORKFORCE DEVELOPMENT BOARD



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**NEMO WDB Issuance 12-2017**

**ISSUED: APRIL 18, 2018**

**EFFECTIVE: APRIL 18, 2018**

**To: All Program Operators**  
**From: Diane Simbro, Executive Director**  
**Subject: Individualized Career Services**

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**Purpose:** The purpose of this issuance is to provide further guidance on determining eligibility and ensure eligibility is consistent with State DW Policy. In addition, this policy will identify assessments that are used in determining eligibility.

**Action:** This Issuance is effective immediately. Please distribute to appropriate individuals.

**References:** [Training and Employment Guidance Letter 19-16 \(dated March 1, 2017\)](#)  
[DWD Issuance 04-2017 \(dated September 13, 2017\)](#)

**Rescissions:** None

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Diane Simbro, Executive Director  
Northeast Missouri Workforce Development Board

## Individualized Career Services

Income Eligibility for Individualized WIOA Career Services will be determined by following Training and Employment Guidance Letter #19-16 issued on March 1, 2017 and DWD Issuance 04-2017 issued September 13, 2017 and any subsequent updates.

If one-stop center staff determine that individualized career services are appropriate for an individual to obtain or retain employment, these services must be made available to the individual. These services must be available in all one-stop centers.

These services include:

- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include, diagnostic testing and use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- Development of an employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, eligible training providers;
- In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- Group and/or individual counseling and mentoring;
- Career planning (e.g. case management);
- 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;
- Internships and work experiences linked to careers;
- 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 postsecondary education, or training, or employment;
- Financial literacy services available through the WIOA title I youth program as described in WIOA sec. 129(b)(2)(D) and 20 CFR part 681, including:
  - \*Supporting the ability of participants to create household budgets, initiate savings plans, and make informed financial decisions about education, retirement, home ownership, wealth building, or other savings goals;

\*Supporting the ability to manage spending, credit, and debt, including credit card debt, effectively;

- Out-of-area job search assistance and relocation assistance; and
- English language acquisition and integrated education and training programs.

The Northeast Region has determined WorkKeys, The National Career Readiness Certificate, Talify, Missouri Connections, TABE, CASAS, and Wonderlic will be used for testing and assessment. Other diagnostic testing methods may be determined by the partner agencies when deemed necessary. One-stop center staff may use recent previous assessments by partner programs to determine if individualized career services would be appropriate.