

## Adult Education and Literacy Career Services Tracking Instructions

Revised 2/28/2022

### Purpose of this Document

This document supports Vermont Adult Education and Literacy (AEL) providers with explanation and instruction on tracking AEL-required career services provided as part of the one-stop system under the Workforce Innovation and Opportunity Act (WIOA).

### Required Applicable Career Services – Background

Per the Vermont One-Stop Memorandum of Understanding, AEL is expected to provide the Applicable Career Services for WIOA Title II AEL as outlined on Attachment 7 - Table C of the [Program Memorandum OCTAE 17-2](#) and defined in 20 CFR §678.430 (a) and listed below by the corresponding number (as numbered in the CFR). There are other career services provided by our one-stop partners, but AEL is only required to these Applicable Career Services.

AEL providers in Vermont have provided the AOE with estimated costs for these services, which are programmed in DataWorks to produce career services costs for Federal reporting purposes. **It is the responsibility of AEL providers to deliver and track time spent delivering career services.**

### Instructions on Tracking Career Services

The most challenging aspect is understanding how to identify the career services that must be tracked. Please track career services as described below in the table and following these tips:

- Track services provided to individual students for numbers 2, 5, 7, and 9.
  - 2 - *Outreach, intake, and orientation to information and other services available through the one-stop delivery system.* Track time spent providing specific information about what is available through the one-stop system. The list of partners and programs is below.

### Contact Information:

If you have questions about this document or would like additional information please contact:

Robin Castle, Student Pathways Division, at [Robin.Castle@vermont.gov](mailto:Robin.Castle@vermont.gov).

Track the time spent only on this specific task, not the entire time spent on outreach, intake and orientation of the student. When providing this service to more than one student at once, track the time spent as a group interaction in DataWorks.

- 5 – Provision of referrals and coordinating activities with other appropriate programs and services including one-stop programs or other workforce development programs.
- 7 – Provision of performance information and program cost.
- 9 – Provision of information and referrals to supportive services that enable the student to participate in one-stop programs. Track time spent providing information and making referrals to services that are supportive.
- **Continue to track time spent on assessments under the “Add Assessment Service” tab, but not as a career service (number 3.)** DataWorks will automatically tally hours spent on initial assessments of skill levels in the career services federal report statistical table.

To learn more about WIOA and tracking career services, view [this recording](#) of the webinar presented on 9/7/2018.

### Career Services Quick Reference Table

Career Service – 20 CFR §678.430	Definition/Clarification – PM OCTAE 17-2/AOE	Examples
2 - Outreach, intake, and orientation to information and other services available through the one-stop delivery system.	Outreach is intended to promote awareness of the availability of the System services to/for individuals and businesses that may need these services.	AEL staff provide basic written or verbal information on the services available from one-stop partners – this may happen as part of intake.
2	Intake and System orientation is the process of gathering basic information to determine the program(s) appropriateness for the customer and providing the customer with information on the services available to determine if he/she is interested in pursuing those services.	AEL staff identify barriers to employment and other details of a student’s unique circumstances to begin to explore which (if any) one-stop partner services would be appropriate.
2	System means the one-stop system where all required partners make their services available.	AEL services are a part of the System.

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3 - Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs.	Initial assessments are automatically pulled from the DataWorks system. Do not track as a Career Service.	A student is given baseline assessments and it is tracked under “Add Assessment Service.”
5 - Provision of referrals to and coordination of activities with other appropriate programs and services, including programs and services within the one-stop delivery system and, when appropriate, other workforce development programs.	Programs and services defined here as those that will provide education or workforce training. <i>Workforce development program</i> means any program that delivers workforce training.  This is distinct from referrals to <i>supportive</i> services, which are tracked as #9 below.	AEL staff sends an email to another program (one-stop partner or other program) for other education or workforce training services. Examples of <i>coordinating activities</i> include “making the referral happen”, i.e., communicating with partners on behalf of a student.
7 - Provision of performance information and program cost of eligible providers of education, training, and workforce services by program and type of providers.	Use <a href="#">Vermont’s Eligible Training Provider List</a> , maintained by the Vermont Department of Labor. The cost is included on the list. Be sure to always use the list on the Website to ensure you have the most recent information, as it gets updated periodically. Note that the cost may be subsidized by WIOA Title I funds or other sources and not necessarily representative of the cost to the student.	AEL staff gives a student information on the cost of participating in a program included in the Vermont Eligible Training Provider List, if the student has goals that indicate they may benefit from any programs on the list. Staff advises students that the cost may be subsidized by other funding sources.
9 - Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those	Staff provides customers with referrals to <i>supportive</i> services that enable the customer to participate in authorized WIOA activities.	Based on various partners' programmatic rules and regulations, these supportive services may include, but are not limited to, transportation, child care; dependent care; housing; needs related payments; interpreter services;

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<p>services and assistance, including: Child care; child support; medical or child health assistance available through the State's Medicaid program and Children's Health Insurance Program; benefits under SNAP; assistance through the earned income tax credit; and assistance under a State program for TANF, and other supportive services and transportation provided through that program.</p>		<p>reasonable accommodation for youth with disabilities; legal aid services; assistance with uniforms or other appropriate work attire; assistance with books, fees, and school supplies; payments and fees for employment and training related applications, tests, and certifications; and tools or instruments. Depending on the program, when appropriate, information may also be provided to customers on how to continue these supportive services after programs are completed.</p>

## One-Stop System Partners and Programs

Required one-stop partners under the Workforce Innovation and Opportunity Act (WIOA) of 2014, 29 U.S.C. §3151(b) and (c):

- Vermont’s State Workforce Development Board
- Vermont Department of Labor – services provided under Titles I and III, including:
  - Adult & Dislocated Worker Programs (i.e., job assistance and training opportunities)
  - Youth (i.e., Vermont Youth Employment Program, YouthBuild)
  - Wagner-Peyser Employment Service Programs (i.e., employment services at the DOL one-stop center, services to unemployment claimants)
- Vermont Agency of Education – only the services provided by the below programs:
  - Adult Education and Literacy
  - Career Technical Education of postsecondary institutions
- Vermont Department of Disabilities, Aging, and Independent Living – only the services provided by the below Divisions:
  - Division of Vocational Rehabilitation

- Division for the Blind and Visually Impaired
- Vermont Department for Children and Families – services provided by the Economic Services Division’s SNAP, TANF, and Reach Up
- Vermont Associates for Training and Development (DBA, A4TD)
- Northlands Job Corps
- PathStone
- Maquam Bay of the Missisquoi, Inc.
- Community Action Agencies:
  - Champlain Valley Office of Economic Opportunity
  - Bennington Rutland Opportunity Council
  - Capstone Community Action
  - Northeast Kingdom Community Action
  - Southeastern Vermont Community Action

Other parties included in Vermont’s One-Stop MOU:

- Vermont Department of Corrections
- Community College of Vermont
- Vermont Technical College
- Vermont Student Assistance Corporation