

The Workforce Connection, Inc.

Policy Title: Career Planning

Policy Number: 2023-400-06

Status: New

Effective: September 12, 2023

Purpose/Introduction:

Career Planning is a Customer-centered approach in delivering services to prepare and coordinate comprehensive career (employment) plans for participants that ensures Access to workforce activities and Supportive Services during program participation and continuing for one (1) year after job Placement. Career planning is a continual service provided to adults, dislocated workers, and youth to ensure their success in the Workforce Innovation and Opportunity Act (WIOA) services.

References:

- Illinois workNet ePolicy Chapter: 4 Section: 2
<https://apps.illinoisworknet.com/WIOAPolicy/Policy/Home>
- TEGL NO. 39-11 Personally Identifiable Information

Background:

Successful career planning is a collaborative and ongoing process rather than a one-time activity. The process is individualized to the job seeker and prepares them to obtain employment leading to self-sufficiency and placing them on a lifelong learning path. Effective career planning includes assessment, career readiness activities, preparation, and training, along with appropriate job matching and placement ending with one (1) year of Follow-up. Providing supportive services and conducting follow-up are essential to the success of the job seeker.

Key components of career planning include building rapport, effectively communicating, identifying appropriate services, convening key service providers, connecting participants with services, creating a strong employment plan, motivating and encouraging, following up after an appointment(s), monitoring services, and follow-up after exit. Additionally, keeping accurate, timely, and descriptive records of career planning efforts through appropriate case management is essential.

Responsible Party:

TWC Board and Program Provider Subawardee

Definitions:

Attachments to Illinois workNet Career Planner Policy 4.2.1:

- WIOA Barriers and Potential Solutions Chart
- WIOA title IB Services Matrix with Definitions 3-14-23

Policy:

Illinois workNet ePolicy Chapter: 4 Section: 2

Procedures:

Illinois workNet ePolicy Chapter: 4 Section: 2

Additional Local Policy:

Customer engagement: 4.2.1

One-Stop Operators must ensure that staff, regardless of program, request identifying information to ensure tracking of WIOA self-service or informational services/activities.

- Local methods for tracking the number of reportable individuals and activities can include a swipe card, Resource Room Sign-In Form, or other local check-in procedures.
- Local policy should indicate the information necessary to conduct the tracking of services. The information necessary to conduct the tracking of services in LWIA 3 are:

Full name; SSN; DOB; Address; Email address; Phone; Reason for visit

- All Personally Identifiable Information (*PII*) must be protected following procedures outlined in the Personally Identifiable Information section of the policy manual.

Action Required: This information must be disseminated to all responsible parties.

Inquiries: Questions regarding any aspect of this policy should be directed to The Workforce Connection, Inc. Executive Director.

Effective Date:

Immediately upon Board approval