

Services Available through the AJC network system

| JOB SEEKER SERVICES | | |
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| <u>Basic Career Services</u> | <u>Individualized Career Services</u> | <u>Training</u> |
| Outreach, intake and orientation to the information, services, programs, tools and resources available through the Local workforce system | Comprehensive and specialized assessments of skills levels and service needs | Occupational skills training through Individual Training Accounts (ITAs) |
| Initial assessments of skill level(s), aptitudes, abilities and supportive service needs | Development of an individual employability development plan to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the customer to achieve the employment goals | Adult education and literacy activities, including English language acquisition (ELA), provided in combination with the training services described above |
| In and out of area job search and placement assistance (including provision of information on in-demand industry sectors and occupations and non-traditional employment) | Referral to training services | On-the-Job Training (OJT) |
| Access to employment opportunity and labor market information | Group counseling | Incumbent Worker Training |
| Performance information and program costs for eligible providers of training, education, and workforce services | Literacy activities related to work readiness | Programs that combine workplace training with related instruction which may include cooperative education |
| Information on performance of the Local workforce system | Individual counseling and career planning | Training programs operated by the private sector |
| Information on the availability of supportive services and referral to such, as appropriate | Case management for customers seeking training services; individual in and out of area job search, referral and placement assistance | Skill upgrading and retraining |
| Information and meaningful assistance on Unemployment Insurance claim filing | Work experience, transitional jobs, registered apprenticeships, and internships | Entrepreneurial training |
| Determination of potential eligibility for workforce Partner services, programs, and referral(s) | Workforce preparation services (e.g., development of learning skills, punctuality, communication skills, interviewing skills, personal maintenance, literacy skills, financial literacy skills, and professional conduct) to prepare individuals for unsubsidized employment or training | Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training |
| Information and assistance in applying for financial aid for training and education programs not provided under WIOA | Post-employment follow-up services and support (<i>□ This is not an individualized career service, but listed here for completeness.</i>) | Other training services as determined by the workforce partner's governing rules |

BUSINESS SERVICES

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| Serve as a single point of contact for businesses, responding to all | Provide information and services related to Unemployment Insurance taxes and claims | Assist with disability and communication accommodations, including job coaches |
| Conduct outreach regarding Local workforce system's services and products | Conduct on-site Rapid Response activities regarding closures and downsizings | Develop On-the-Job Training (OJT) contracts, incumbent worker contracts, or pay-for-performance contract strategies |
| Provide access to labor market information | Provide customized recruitment and job applicant screening, assessment and referral services | Provide employer and industry cluster-driven Occupational Skills Training through Individual Training Accounts with eligible training providers |
| Assist with the interpretation of labor market information | Conduct job fairs | Develop customized training opportunities to meet specific employer and/or industry cluster needs |
| Use of one-stop center facilities for recruiting and interviewing job applicants | Consult on human resources issues | Coordinate with employers to develop and implement layoff aversion strategies |
| Post job vacancies in the state labor exchange system and take and fill job orders | Provide information regarding disability awareness issues | Provide incumbent worker upgrade training through various modalities |
| Provide information regarding workforce development initiatives and programs | Provide information regarding assistive technology and communication | Develop, convene, or implement industry or sector partnerships |