**WIOA Service List**

Each partner that is party to the MOU provides one or more services or activities based upon the partner program’s authorizing statute and regulation requirement. All partner services provided must be listed in the MOU. For purposes of this MOU, the services are classified in three major groups: *Business Services, Job Seeker Services and Youth Services.*

Partners agree to make the listed services available, as applicable to the program, consistent with and coordinated by the PA CareerLink® Operator. Additional services may be provided on a case-by-case basis with the approval of the LWDB and the CEO. This listing must include the programs, the partner who will be providing the services, the way those services will be provided and where the services will be provided. The MOU contains services made available at each PA CareerLink® site and/or services not directly made available at a PA CareerLink® site but are still associated with the service site.

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| **Identify PA CareerLink® Site:** | |
| **Business Services**  *Expand the list as needed* | **Service Provider**  *List Program Partner(s) or entity(s) delivering the service described* |
| **Required Business Services** | |
| Recruitment and other business services on behalf of employers, including information and referrals to specialized business services other than those traditionally offered through the one-stop delivery system (678.430(a)(4)(ii)) |  |
| Labor market employment statistics information (678.430(a)(6)) |  |
| Post job vacancies in the state labor market areas (678.430(a)(6)(i)) |  |
| Information about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's one-stop delivery system (678.430(a)(8)) |  |
| Employer-oriented labor exchange activities and labor market information (678.435(a)) |  |
| Establish and develop relationships and networks with large and small employers and their intermediaries. Develop, convene, or implement industry or sector partnerships (678.435(a)) |  |
| Help area employers manage reductions in force in coordination with rapid response activities and with strategies for the aversion of layoffs, which may include strategies such as early identification of firms at risk of layoffs, use of feasibility studies to assess the needs of and options for at-risk firms, and the delivery of employment and training activities to address risk factors (678.435(c)(4)) |  |
| **Permissible Business Services** | | |
| Customized screening and referral of qualified participants in training services to employers (678.435(b)(1)) |  |
| Customized services to employers, employer associations, or other such organizations, on employment-related issues (678.435(b)(2)) |  |
| Customized recruitment events and related services for employers including targeted job fairs (678.435(b)(3)) |  |
| Human resource consultation services (678.435(b)(4)) |  |
| Customized labor market information for specific employers, sectors, industries or clusters (678.435(b)(5)) |  |
| Provide other similar customized services (678.435(b)(6)) |  |

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| **Business Services**  *Expand the list as needed* | **Service Provider**  *List Program Partner(s) or entity(s) delivering the service described* |
| **Permissible Business Services** | |
| Develop and implement industry sector strategies (including strategies involving industry partnerships, regional skills alliances, industry skill panels, and sectoral skills partnerships) (678.435(c)(1)) |  |
| Customized assistance or referral for assistance in the development of a registered apprenticeship program (678.435(c)(2)) |  |
| Develop and deliver innovative workforce investment services and strategies for area employers, which may include career pathways, skills upgrading, skill standard development and certification for recognized postsecondary credential or other employer use, and other effective initiatives for meeting the workforce investment needs of area employers and workers (678.435(c)(3)) |  |
| Assist area employers in managing reductions in force in coordination with rapid response activities and with strategies for the aversion of layoffs, which may include strategies such as early identification of firms at risk of layoffs, use of feasibility studies to assess the needs of and options for at-risk firms, and the delivery of employment and training activities to address risk factors (678.435(c)(4)) |  |
| Marketing of business services to area employers, including small and mid-sized employers (678.435(c)(5)) |  |
| Assist employers with accessing local, State, and Federal tax credits (678.435(c)(6)) |  |
| **Additional Business Services**  *If provided, service and provider(s) must be identified* | |
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| **Job Seeker Services**  *Expand the list as needed* | **Service Provider**  *List Program Partner(s) or entity(s) delivering the service described* |
| **Required Job Seeker Career Services** | |
| Determine if individual is eligible to receive assistance from the adult, dislocated worker, or youth programs (678.430(a)(1)) |  |
| Outreach, intake (including worker profiling), and orientation to information and other services available through the one-stop delivery system (678.430(a)(2)) |  |
| Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and need for supportive services (678.430(a)(3)) |  |
| Job search and placement assistance, and when needed by an individual, career counseling, including: information on in-demand industry sectors and occupations as well as information on nontraditional employment (678.430(4)(i)(A-B)) |  |
| Provide referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and, when appropriate, other workforce development programs (678.430(a)(5)) |  |
| Labor market employment statistics information (678.430(a)(6)) |  |
| Provide performance information and program cost information on eligible providers of education, training, and workforce services by program and type of providers (678.430(a)(7)) |  |
| Information describing how the local area is performing on local performance accountability measures and additional one-stop delivery system performance information, if any (678.430(a)(8)) |  |
| Supportive services or assistance information, and appropriate referrals to those services and assistance (678.430(a)(9)) |  |
| Information and meaningful assistance with filing Unemployment Insurance claim (678.430(a)(10)) |  |
| Assist in establishing eligibility for programs of financial aid assistance for programs not provided under WIOA (678.430(a)(11)) |  |
| **Required Job Seeker Individualized Services** | |
| Comprehensive and specialized assessments of skill level(s) and service needs (678.430(b)(1)) |  |
| Develop an individual employability development plan (678.430(b)(2)) |  |
| Group counseling (678.430(b)(3)) |  |
| Individual counseling (678.430(b)(4)) |  |
| Career planning (678.430(b)(5)) |  |
| Short-term pre-vocational or pre-training services (678.430(b)(6)) |  |
| Provide internships and work experiences that are linked to careers as well as workforce preparation activities (678.430(b)(7)) |  |
| Provide internships and work experiences linked to careers or workforce preparation activities (678.430(b)(8)) |  |
| Financial literacy services (678.430(b)(9)) |  |
| Provide out-of-area job search assistance and relocation assistance (678.430(b)(10)) |  |
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| **Job Seeker Services**  *Expand the list as needed* | **Service Provider**  *List Program Partner(s) or entity(s) delivering the service described* |
| **Other Required Job Seeker Services** | |
| Provide English language acquisition and integrated education and training programs (678.430(b)(11) |  |
| Follow-up services and support.(678.430(c)) |  |
| Occupational skills training, including training for nontraditional employment (680.200(a))  *Pennsylvania policy requires this service be made available in all LWDAs* |  |
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| **Permissible Job Seeker Services** | |
| On-the-Job Training (680.200(b)) |  |
| Incumbent Worker Training (680.200(c)) |  |
| Programs that combine workplace training with related instruction which may include cooperative education (680.200(d)) |  |
| Training programs operated by the private sector (680.200(e)) |  |
| Skills upgrading and retraining (680.200(f)) |  |
| Entrepreneurial training (680.200(g)) |  |
| Transitional jobs (680.200(h)) |  |
| Job readiness training in combination with other training services (680.200(i)) |  |
| Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with other training services (680.200(j)) |  |
| Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training (680.200(k)) |  |
| **Additional Job Seeker Services**  *If provided, service and provider(s) must be identified* | |
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| **Youth Services**  *Expand the list as needed* | **Service Provider**  *List Program Partner(s) or entity(s) delivering the service described* |
| **Required Youth Services** | |
| Provide tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or recognized equivalent, or for a recognized postsecondary credential (681.460(a)(1)) |  |
| Provide alternative secondary school services or dropout recovery services (681.460(a)(2)) |  |
| Provide paid and unpaid work experiences having academic and occupational education components: summer employment and other employment opportunities available throughout the school year, pre-apprenticeship programs, internships and job shadowing and OJT training opportunities (681.460(a)(3)) |  |
| Conduct occupational skill training, which shall include priority consideration for training programs that lead to recognized postsecondary credentials, that are aligned with in-demand industry sectors or occupations in the involved local area (681.460(a)(4)) |  |
| Provide education offered concurrently with, and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster (681.460(a)(5)) |  |
| Provide leadership development opportunities, including community service and peer-centered activities that encourage responsibility and other positive social and civic behaviors (681.460(a)(6)) |  |
| Provide support services (681.460(a)(7)) |  |
| Provide adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months (681.460(a)(8)) |  |
| Provide follow-up services for not less than 12 months after the completion of participation as appropriate (681.460(a)(9)) |  |
| Provide comprehensive guidance and counseling which may include drug and alcohol abuse counseling and referrals to counseling as appropriate (681.460(a)(10)) |  |
| Conduct financial literacy education (681.460(a)(11)) |  |
| Conduct entrepreneurial skills training (681.460(a)(12)) |  |
| Provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling and career exploration services (681.460(a)(13)) |  |
| Provide activities that help youth prepare for and transition to postsecondary education and training (681.460(a)(14)) |  |
| **Permissible Youth Services**  *If provided, service and provider(s) must be identified* | |
| Incentive payments to youth participants (681.640) |  |
| **Additional Youth Services**  *If provided, service and provider(s) must be identified* | |
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