

# VI WORKFORCE DEVELOPMENT BOARD POLICY DOCUMENT

Workforce System Guidance WIOA 402-21

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**TO:** WIOA Grant Recipients; Administrative Entities; One-Stop Partners

**SUBJECT: TECHNOLOGY USE & VIRTUAL SERVICE DELIVERY REQUIREMENTS**

**DATE:** July 26, 2021

**References:**

- Workforce Innovation and Opportunity Act (Pub. L. 113-128)
- United States Department of Labor, Workforce Innovation and Opportunity Act; Final Rule, 20 CFR, Part 682
- Training and Employment Notice No. 03-15, *Guidance on Services Provided through the Adult and Dislocated Worker Program under the Workforce Innovation and Opportunity Act and Wagner Peysner, as Amended by WIOA, and Guidance for the Transition to WIOA Services*

**Purpose:** To provide guidance to US Virgin Islands WIOA Grant Recipients, Administrative Entities, and other local workforce partners with regard to the US VI WDB Virtual Service Delivery requirements. In this policy the term “American Job Centers” refers to the WIOA Grant Recipients, Administrative Entities, and other and all workforce partners as part of the Memorandum of Understanding or of a recipient of any and all WIOA funds.

**Background:** The Virgin Islands State Workforce Development Board (SWDB), American Job Centers and the WIOA Partners and stakeholders strive to increase capability and capacity to deliver services to jobseeker and business through virtual modes. The COVID environment creates a critical need to scale up the delivery of high-quality virtual services. The term “Virtual Services” will be used throughout this policy as it is more readily understandable by the general public and targets various and wide offerings of an organization’s services and workflow. Virtual services include a wide range of administrative, technology, and professional support tasks, all of which can be completed remotely via phone, email, web video conferencing, fax, or internet.

Virtual services are necessary to provide jobseeker customers with resources, tools, and program services vital to education, skill development and skills training to meet business demand. Business customers rely on virtual services that provide assistance with layoff aversion, downsizing or layoff assistance and recruitment and hiring support to supply qualified candidates most suitable for particular business needs.

As such, the public workforce system as envisioned by the WIOA system in the USVI has the responsibility to increase the availability and delivery of virtual workforce services for job seekers and businesses to align with changing workforce conditions.

**Policy:** USVI American Job Centers and other affiliated locations must work toward the development and implementation of a comprehensive suite of virtual services that supports each component of the customer flow. Virtual services must be available to individuals during the initial intake process that includes assessments (e.g., TORQ, Work Keys, career inventories, JobQuest profile etc.) that moves individuals with marketable skills to a “Job Ready” team or a “Skill Building” team. Teams should be comprised of integrated staffing that provide assistance with job readiness, job development and/or referrals, case management, support services, access to GED, post-secondary or other credentialing resulting from training programs.

A comprehensive suite of virtual services involves mapping out the virtual services needed to move an individual through the customer flow. Centers may consider working with partner agencies including WIOA or community partners (e.g., libraries or community-based organizations) that offer virtual worksites, tools, and resources to expand capacity of virtual service offerings.

The AJC must establish goals to scale up the delivery of high-quality virtual services and consider how these services are made accessible for target populations. When gaps in virtual services offerings are identified, the AJC work toward addressing these gaps.

The USVI WDB and the Virgin Islands Department of Labor (VIDOL) is providing support to develop concrete, time-based plans for the AJC to deliver services virtually, increasing the numbers and types of virtual service delivery over time.

USVI American Job Centers must ensure customer have access to all career center activities and workshops to meet federal requirements, including but not limited to:

### Suggested Baseline Workshops/Topics

<b>Career Center Seminar (Orientation)</b>	
<b>Assessments/Job Readiness</b> <ul style="list-style-type: none"> <li>• Identifying Skills</li> <li>• WorkKeys</li> <li>• TORQ</li> <li>• Myers-Briggs Type Indicator</li> </ul>	<b>Labor Market Information/Job Search</b> <ul style="list-style-type: none"> <li>• Resume Development</li> <li>• Cover Letters</li> <li>• LinkedIn</li> <li>• Applicant Tracking Systems</li> <li>• Ace the Interview</li> <li>• Telephone Interviews</li> <li>• Salary Negotiation</li> <li>• Networking Works</li> </ul>

<b>Training/Testing</b>	<b>Business Services</b>
<ul style="list-style-type: none"> <li>• TABE</li> <li>• Career Scope</li> <li>• Preparing for Training</li> <li>• Overview of Eligibility</li> </ul>	<ul style="list-style-type: none"> <li>• Virtual Job Fairs</li> <li>• Layoff Aversion Assistance</li> <li>• Rapid Response Services for Layoffs/Closings</li> <li>• Business Recruitment</li> </ul>

These are examples based upon various effective practices from other state and local workforce areas. Specific workshops and offerings will be based upon approval and direction of the State Workforce Development Board and the Virgin Islands Department of Labor.

### **Customer Flow**

USVI American Job Centers should refer to their customer flow models and consider how each component is made available virtually. Staff should leverage registration in VIEWs when redeveloping customer flow and recruitment for job seekers and businesses through virtual methods.

### **Tracking Attendance Virtually**

USVI American Job Centers must establish Standard Operating Procedures to track job seeker attendance at required sessions as well as elective services and events. The American Job Centers must establish a policy that includes parameters for customer engagement to receive credit for participation.

### **Interactions with Customers**

Staff must consider the most effective way to interact with customers one-on-one and in group settings (e.g. WebEx, Zoom, Go-to-Meeting).

The following considerations must be made:

- Video conferencing gives staff the ability to screen share to view important documents, etc.
- It is also acceptable for staff to assist individuals over the phone when a customer does not have access to technology that would allow for videoconferences. Staff should exercise flexibility in assisting customers with significant barriers to employment to ensure customers are meeting program requirements and deadlines.

### **Cross-promotion of Services**

American Job Centers may cross-promote available virtual offerings and other services provided by other workforce partners.

### **Recording Information in VIEWs**

All services including participation in virtual services must be recorded in VIEWs.

**Action Required:** USVI American Job Centers must establish policies and Standard Operating Procedures on the delivery of virtual services that meets therequirements outlined within this policy.

USVI American Job Centers must develop capacity to deliver virtual services outlined above in order to minimize foot-traffic at career centers, once they are re-opened to the public for in-person access.

The WIOA Title I Administrator will monitor initiatives and projects for outcomes and compliance.

**Inquiries:** Questions should be addressed to the Workforce Development Board at [sonia.boyce@dol.vi.gov](mailto:sonia.boyce@dol.vi.gov)  
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