



## Eligibility Policy for Individualized Career Services

All of the Labor Exchange services authorized by Wagner-Peyser are also classified as WIOA Basic or Individualized Career Services and, therefore, are delivered by all Missouri Job Center staff regardless of employer of record or funding stream and are made available to all customers visiting the Job Center who are deemed WP eligible (i.e. authorized to work in the US).

Upon a customer's first visit to the Job Center they will be shown an orientation video detailing our services and resources. Next, they are given the option to meet with a member of our triage team who will assist the customer to complete their online registration in the MOJobs system as well as further assess the customer's individual needs. From there, if it is determined that the customer would benefit from Individualized Career Services, they will be referred to meet one-on-one with a member of our Career Services Team who are able to tailor services to meet each individual's needs (i.e. resume assistance, job referral).

For these individuals receiving staff-assisted services only, staff may complete a basic WIOA enrollment for that purpose without requiring the individual's income. If it is later determined that the individual needs services beyond staff-assisted, the individual will need to meet one of the priority levels and the income must be added to the WIOA MOJobs application.