




COMMONWEALTH OF VIRGINIA
VIRGINIA COMMUNITY COLLEGE SYSTEM

WORKFORCE INNOVATION AND OPPORTUNITY ACT

VIRGINIA WORKFORCE LETTER (VWL) No. 20-06

TO: Local Workforce Development Boards

FROM: George Taratsas 
Director of WIOA Title I Administration and Compliance

SUBJECT: WIOA Participant Activity Code Definitions, Projected Durations and Use
Projection Limitations

EFFECTIVE DATE: August 17, 2020

PURPOSE: To provide guidance to the Local Workforce Development Boards (LWDB) and their service providers on the definitions of Workforce Innovation and Opportunity Act (WIOA) Title I activities and services included in the Virginia Workforce Connection (VaWC); to enforce time or use Projection Limitations on those codes; and to eliminate unused or obsolete activity codes. This Virginia Workforce Letter (VWL) also been revised to include and define the Fourteen Youth Program Elements under WIOA.

REFERENCES:

TEGL 11-19: Negotiations and Sanctions Guidance for the Workforce Innovation and Opportunity Act (WIOA) Core Programs, available at https://wdr.doleta.gov/directives/attach/TEGL/TEGL_11-19.pdf

WIOA Section 116, Performance Accountability System

WIOA Section 503, Transition Provisions

Government Performance and Results Act of 1993 (GPRA) (Public Law 103-62; 107 Stat. 285)

GPRA Modernization Act of 2010 (Public Law 111-352; 124 Stat. 3866)

WIOA Joint Rule for Unified and Combined State Plans, Performance Accountability, and the One-Stop System Joint Provisions Final Rule, 20 CFR parts 676, 677, and 678 and 34 CFR parts 361 and 463

Workforce Innovation and Opportunity Act (WIOA) Common Performance Reporting (OMB No. 1205-0526)

DOL-only Performance Accountability, Information, and Reporting System (OMB No. 1205-0521)

Required Elements for Submission of the Unified or Combined State Plan and Plan Modifications under the Workforce Innovation and Opportunity Act (OMB No. 1205-0522)

“A Methodology for Statistical Adjustment under WIOA” report (2016), available at https://doleta.gov/performance/guidance/docs/WIOA_Statistical_Model_Methodology_Report-6-24-2016.pdf

TEGL 14-15: Workforce Innovation and Opportunity Act (WIOA) Requirements for Unified and Combined State Plans, available at https://wdr.doleta.gov/directives/attach/TEGL/tegl_14-15.pdf

TEGL 10-16, Change 1: Performance Accountability Guidance for Workforce Innovation and Opportunity Act (WIOA) Title I, Title II, Title III, and Title IV Core Programs, available at https://wdr.doleta.gov/directives/attach/TEGL/TEGL_10-16-Change1.pdf

TEGL 19-16: Guidance on Services provided through the Adult and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act (WIOA) and the Wagner- Peyser Act Employment Service (ES), as amended by title III of WIOA, and for Implementation of the WIOA Final Rules, available at https://wdr.doleta.gov/directives/attach/TEGL/TEGL_19-16.pdf

TEGL 03-17: WIOA Annual Performance Report Submission, available at https://wdr.doleta.gov/directives/attach/TEGL/TEGL_3-17.pdf

TEGL 6-17: Modification Requirements for Workforce Innovation and Opportunity Act (WIOA) Unified and Combined State Plans, available at https://wdr.doleta.gov/directives/attach/TEGL/TEGL_6-17.pdf

TEGL 14-18: Aligning Performance Accountability Reporting, Definitions, and Policies Across Workforce Employment and Training Programs Administered by the U.S. Department of Labor (DOL), available at https://wdr.doleta.gov/directives/attach/TEGL/TEGL_14-18.pdf

TEGL 21-16: Third Workforce Innovation and Opportunity Act (WIOA) Title I Youth Formula Program Guidance, available at https://wdr.doleta.gov/directives/attach/TEGL/TEGL_21-16.pdf

TEGL 12-19: National Dislocated Worker Grant Program Guidance, available at https://wdr.doleta.gov/directives/attach/TEGL/TEGL_12-19.pdf

Virginia Workforce Letter: Subject - Virginia Workforce Connection System of Record

Virginia Workforce Letter: Subject - Entry of Case Notes in VaWC

Virginia Workforce Letter: Subject - Timely Data entry

Virginia Workforce Letter: Subject - VaWC Electronic Case Record

REVISION HISTORY:

Rescinds/Replaces Virginia Workforce Letter No. 14-01, Subject: WIOA Participant Activity Code Definitions, Projected Durations and Use Projection Limitations.

Rescinds/Replaces Virginia Workforce Letter No. 14-06, Subject: Service Extensions in the Virginia Workforce Connection (VaWC)

BACKGROUND:

The Department of Labor's 2019 review of Virginia's Workforce System included a finding that Adult and Dislocated Worker participants are not exited in accordance with ETA guidance. Staff were arbitrarily extending service codes for no other apparent reason than to delay a participant's exit. In addition, staff were not sufficiently documenting any justification for entering or extending certain service codes. This VWL is intended to address this finding by providing both definitions for the WIOA activity codes and provide guidance on their appropriate use. This VWL is meant to further refine the accuracy and utilization of activity codes in serving WIOA participants.

GUIDANCE:

The standardized definitions of WIOA Title I Service codes is meant to assist the local areas in accurately recording participant activities. The purpose of defining Projection Limitations is not to restrict the local areas in their ability to serve participants, but to ensure that events related to those activities are recorded in the proper sequence and according to DOL policies and guidelines for accuracy and timeliness. A major concern of the WIOA program is the accuracy of services reported in the Participant Individual Record Layout (PIRL), other projects that have been noted by the Government Accountability Office (GAO), U.S. Department of Labor's Employment and Training Administration Office of the Inspector General and several data initiatives at the State level. Furthermore, the Virginia Board of Workforce Development has increased its review of data and involvement in WIOA-related accountability issues.

What is "Projection Limitation" in the Activity Code Definitions?

The term "Projection Limitation" refers to the projected end date associated with a service code that is keyed within the VaWC and applies to one or both of the following circumstances for all Activity Codes. The purpose of the service Projection Limitations listed within this document is to prevent services from being projected indefinitely into the future, without sufficient justification and used simply to delay or prevent a Participant's exit from the program while staff are attempting to make contact with the Individual or collect information. The services listed in this document are staff assisted activities and it is expected that the staff are actively engaged in assisting the participant unless it is otherwise listed within the definition of that specific activity.

Service codes are not to be used simply to prevent the exit or keep a record open.

Time Limit for an Activity Code – the period that an activity code may be projected to last or the period of time the service can remain active/open without review within the VaWC. It does not refer to the entire duration of the activity itself. For example, Activity 300 – Occupational Skills Training, can be entered initially into VaWC and projected to end as many as 90 days beyond the actual start date of the activity. At the end of the ***initial*** 90 day period, the case is to be reviewed and the projected end date

may be extended an additional 90 days, or fewer days as appropriate, if the participant is still involved in that activity. The review and update of this activity code's projected end date continues for as long as it is applicable and appropriately documented within the system for the participant's situation.

All extensions must be documented by a detailed Case Notes within the Virginia Workforce Connection (VaWC).

WIOA Case Management is a collaborative process of assessment, planning, facilitation, coordination and evaluation of options and services to meet an individual's specific set of circumstances. There is also an important connection between case notes, planning, and implementation that help address related issues in an effort to ultimately drive the program toward successful outcomes. The process should entail coordinating, tracking, and reporting customer activities and services and these efforts should be recorded within the management information system of record, the Virginia Workforce Connection (VaWC).

The case management process includes adding case notes to the record that provide specific details related to the staff involvement with the participant, as well as additional information related to the situation, strategy and/or service provided. Case notes are required to be added to the VaWC system as services are provided, updated, and extended. These notes should provide details that identify the circumstances surrounding the provision of service and the use for the specific service code. The note should include a description of the assistance provided to the participant that reflects a partnership between staff and the individual. Depending on the situation, a case note should include:

- a description of the individualized conversation;
- activity provided to the participant to address his/her goals or objectives;
- progress toward goals and;
- details related to how staff provided assistance and the purpose for extending the activity.

Restricted Use of certain Activity Codes.

Certain activity codes may only be used for a particular segment of an individual's specific program participation or only under certain circumstances and these conditions are documented within the definitions of each activity.

For example, Supportive Services – Transportation", may be provided to Adult and Dislocated Workers participants enrolled in WIOA Title I activities. Another example would be that only WIOA Youth program participants have access to the Youth Program elements and these activities are in the 400 level or category of service.

Service/Activity Codes

001 – Hold, waiting for activities or health/medical – This code is used to identify and highlight a **planned** and **temporary** break in the participants Individual Service Strategy (ISS) or Employment Plan. Holding **may not** exceed 90 days except when there is a regularly scheduled break in training that exceeds the 90-day limit. Examples include summer recess, semester breaks or under documented extenuating circumstances from a third party based on the participant's situation such as being under medical care, class schedule change, etc.

Examples include:

- Delay before the beginning of training;
- Health/medical condition or providing care for a family member with a health/medical condition; and
- Temporary move from the area that prevents the person from participating in services, i.e. National Guard or other related military Services.

The participant's record should include a detailed case note within the VaWC that includes circumstances surrounding the individual's status and also the details related to scheduled and future activities.

This activity code does not extend Program Participation and is not included in the Soft Exit Calculation/Extension. This code must be used in conjunction with either an existing open activity, or with an activity scheduled to start in the future.

A case note should be created for this activity explaining the reason for such a gap in service.

Projection Limitation: May not exceed 90 calendar days and must be documented.

Adult & Dislocated Worker Services

Basic Career Services - Basic career services are universally accessible and must be made available to all individuals seeking employment and training services in at least one comprehensive American Job Center per local area. Generally, these services involve less staff time and involvement and include services such as: eligibility determinations, initial skill assessments, labor exchange services, provision of information on programs and services, and program referrals. These services may be provided by both the Adult and Dislocated Worker programs, as well as by the Employment Service.

Individualized Career Services - Individualized career services must be provided to participants after American Job Center staff determine that such services are required to retain or obtain employment, consistent with any applicable statutory priorities. Generally, these services involve significant staff time and customization to each individual's need. Individualized career services include services such as: specialized assessments, developing an individual employment plan, counseling, work experiences (including transitional jobs), etc.

The Adult and Dislocated Worker Services documented below are considered activities that would "Trigger Program Participation" or "Extend Program exit" unless otherwise noted within the service definition.

101 – Orientation – information provided on services that are available through the Virginia Career Works Centers and other WIOA service providers.

This Activity does not trigger WIOA Title I Participation or extend Exit.

Projection Limitation: Not to exceed 1 calendar day. This activity should be completed in one day.

102 – Initial Assessment – to help a participant and program staff make decisions about appropriate employment goals and to develop effective service strategies for reaching those goals.

Projection Limitation: Not to exceed 1 calendar day. This activity should be completed in one day.

104 – Job Search Workshop – train a participant in job-seeking and job-holding techniques through interactive presentations designed to reinforce his or her job search efforts.

Projection Limitation: Not to exceed 1 calendar day. This activity should be completed in one day.

105 – Job Finding Club – support group activities and interactions designed to reinforce a participant’s job search efforts.

Projection Limitation: Not to exceed 1 calendar day. This activity should be completed in one day.

107 – Provision of Labor Market information - the participant receives workforce information services which includes, but is not limited to, providing information on state and local labor market conditions; industries, occupations and characteristics of the workforce; area business-identified skill needs; employer wages and benefit trends; short- and long-term industry and occupational projections; worker supply and demand; and job vacancies survey results. Workforce Information also includes local employment dynamics information such as workforce availability; business turnover rates; job creation; job destruction; new hire rates, work residency, commuting patterns information; and the identification of high growth and high demand industries.

This Activity does not trigger WIOA Title I Participation or extend Exit.

Projection Limitations: Not to exceed 1 calendar day. This activity should be completed in one day.

131 – Testing/background check as required by employer – a service provided on behalf of a participant as a condition of consideration for employment. This service could include pre-employment testing and background checks that may be required by an employer.

Projection Limitation: Not to exceed 1 calendar day. This activity should be completed in one day.

153 - Job Search/Placement Assistance, including Career Coaching – staff provided services that assist a participant in looking for work. Career coaching includes review of employment goals and plans to achieve those goals and the impact on the participant’s long-term employment objectives. This activity is designed to assist jobseekers identify and obtain tools to become employable. Career coaching is the process of helping a jobseeker define a course of action or study to become more employable and ultimately obtain a job. This process includes Staff activity and actions that help the jobseeker get into a career that is suited to their aptitude, personality, interests, and skills. The focus is generally on issues such as career exploration, career change, personal career development, and other career-related issues.

A case note must be recorded when entered and each time the projected end date is extended. The case note should include details related to any guidance and/or career coaching the staff provided to the participant, in addition to determining whether more intensive services may be required to obtain employment. This could include the development of a plan (not necessarily a written plan) that includes the necessary steps and timetables to achieve employment in specific occupational, industry, or geographic area.

NOTE: This is a staff assisted activity and it is expected that the staff are engaged in assisting the participant, not simply checking on the individual’s self-directed job search. This Service code is not to be used simply to prevent the record from Exiting. A Detailed Case note must be added anytime this service is extended.

Projection Limitation: Not to exceed 30 calendar days.

Adult & Dislocated Worker Supportive Services

Supportive services for adults and dislocated workers include services such as transportation, child-care, dependent care, housing, and needs-related payments necessary to participate in WIOA activities. Local Workforce Development Boards, in consultation with the Virginia Career Works Center partners and other community service providers, must develop a policy on supportive services that ensures resource and service coordination in the local area. Such policy should address procedures for referral to these services, including how the services will be funded when they are not otherwise available from other sources.

Supportive services may include, but are not limited to:

- Assistance with transportation;
- Assistance with childcare and dependent care;
- Linkages to community services;
- Assistance with housing;
- Needs-Related Payments (available only to individuals enrolled in training services and must be consistent with 20 CFR 680.930, 680.940, 680.950, 680.960, and 680.970)
- Assistance with educational testing;
- Reasonable accommodations for individuals with disabilities;
- Referrals to health care;
- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes;
- Payments and fees for employment and training-related applications, tests, and certifications; and
- Legal aid services.

When may supportive services be provided to participants?

Supportive services may only be provided to persons who are participating in WIOA Title I Activities; **and** must be necessary to enable the individual to participate in career services or training activities. Staff should attempt to identify other resources available to fund supportive services when possible. If other funding or resources are available, staff must provide a detailed case note of options reviewed and considered, and why those resources are not available to justify using WIOA Title I funding as the last resort.

Are there limits on the amounts or duration of funds for supportive services?

Local Workforce Development Boards (LWDBs) may establish procedures on the provision of supportive services or provide the Virginia Career Works Centers with the authority to establish such limits, including a maximum amount of funding and maximum length of time for supportive services to be available to participants.

These codes should be closed out as soon as the supportive service is completed, and a case note is required with each Supportive Service code. The note must include specific details related to the supportive service(s) provided to the participant.

180 – Supportive Service – Child Care and Dependent Care – depending on need and local policies, funds provided to a participant for the care of his or her dependents (dependents can be children or persons dependent on the participant for support).

Projection Limitation: Available *only* to participants enrolled in WIOA Title I program activities (Another WIOA Activity must be open).

Not to exceed 30 calendar days.

181 – Supportive Service – Transportation – depending on need and local policies, transportation assistance provided to a participant to enable him or her to participate in WIOA Title I funded activities. Transportation assistance can be in the form of mileage reimbursement, bus tickets or other transportation payments that enable a participant to go to training and return to his or her residence. Transportation services may be provided during follow-up; however, there is a separate and specific code for Transportation assistance that is provided during follow-up

Projection Limitation: Available *only* to participants enrolled in WIOA Title I program activities (Another WIOA Activity must be open).

Not to exceed 30 calendar days.

182 – Supportive Service – Medical -depending on need and local policies, a service provided to adults or dislocated workers to assist them in gaining access to medically required services in the community. This would include items such as:

- Health screenings: dental, general medical, drug screening needed to enter training or employment. E.g., physicals, dental exams for health occupations, drug screening prior to entering training
- Examinations/Inoculations – examinations and/or vaccinations required before entering training or employment. E.g. tuberculin skin tests, eye exams, etc.

Available *only* to participants enrolled in WIOA Title I program activities (Another WIOA Activity must be open).

Not to exceed 30 calendar days.

183 –Incentives - depending on need and local policy, an allowance provided to a participant as an award for completion of a program goal or milestone that is documenting in their Individual Employment Plan or Service Strategy.

Projection Limitation: Available to participants that reach established goals or milestones during their program participation. This activity should be completed in one day and reflect the day the payment is issued to the participant. A separate code should be entered for each Incentive

184 – Supportive Service – Housing - depending on need and local policies, funds provided to a participant to assist him or her in obtaining and/or maintaining housing/shelter. This activity may include items such as utilities in limited cases where the need is determined to be short term in nature, based on an immediate need, such as a shutoff notice and must be documented that no other resources where available. A detailed case note should be added that includes information related to other resources that were explored and why this is the only resource available to the individual.

Available *only* to participants enrolled in WIOA Title I program activities (Another WIOA Activity must be open).

Not to exceed 30 calendar days.

185 – Supportive Service – Assistance with Uniforms or Other Work-Related Items – depending on need and local policies, services provided to adults and dislocated workers that are not included in the existing supportive services, for example:

- Employment and training related items that are required by a worksite or training agency
 - (e.g., uniforms, work shoes, safety gear, safety glasses, tools, stop watches, stethoscopes, etc.).
- Testing fees required for licensure or certification exams – GED test, driver’s permit, licensing test fees for professional certification after training
 - (e.g. cosmetology, CNA, LPN, barber, MCSE, CDL, etc.)
- Other-services – other services such as an interpreter or signer, etc.

Projection Limitations: Available only to participants enrolled in WIOA Title I program activities (Another WIOA Activity must be open).

This code is not to be used for CRC testing (see CRC Specific codes).

Not to exceed 30 calendar days.

193 – Supportive Service – TAA/Trade Activities – assistance provided to dislocated workers who are:

- Co-Enrolled in the Trade Adjustment Act as defined in VBWD Directive 19-01:Mandatory WIOA Title I-Trade Co-Enrollment (https://virginiacareerworks.com/wp-content/uploads/VBWD-19-01-Mandatory-WIOA-Trade-Co-Enrollment-VBWD-Policy_.pdf)
- And: such supportive services are not otherwise listed or defined this document.

Projection Limitation: Available only to participants enrolled in TAA activities. Not to exceed 30 calendar days.

200 – Individual Counseling – clinical or psychological counseling for a participant in a one-on-one setting. Individual counseling could involve problem-solving and techniques to overcome life issues; may include referral to outside organizations. Counseling should be provided by an appropriately trained/licensed professional counselor or social worker, for example a Licensed Clinical Social Worker.

Projection Limitation: Not to exceed 30 calendar days.

201 – Group Counseling – clinical or psychological counseling provided in a group setting to discuss employment and training-related issues or techniques to overcome life issues that may present a barrier to employment or training. Counseling should be provided by an appropriately trained/licensed counselor or social worker, for example a Licensed Clinical Social Worker.

Projection Limitation: Not to exceed 30 calendar days.

202 – Career Guidance/Planning – working with the participant to develop career goals and steps necessary to achieve those goals by providing information, materials, suggestions, and/or advice to help the participant make occupational or career decisions. The counseling should be related to choosing, changing, or adapting to a career or vocation. Assistance may include support in choosing or changing occupations; making a suitable job adjustment; and addressing personal issues that may limit the jobseeker's ability to achieve employment related goals. A written plan outlining steps to move forward with obtaining employment and/or training goals is developed.

Projection Limitation: Not to exceed 30 calendar days.

203 – Objective Assessment - process to determine the academic levels, skill levels and service needs of a participant. This assessment shall include a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for nontraditional jobs), supportive service needs and developmental needs of the participant. Note that a new assessment of a participant is not required if the provider carrying out the program determines it is appropriate to use a recent assessment of the participant conducted pursuant to another education or training program. To maintain consistency, the Projection Limitation placed on this service matches the other assessment activities listed in this document.

Note - A case note is required and must include the specific testing used and a summary of the results, interview and employment/education history evaluation results, barriers and strengths, and supportive service needs

Projection Limitations: Not to exceed 30 calendar days.

205 – Develop Service Strategies (IEP/ISS/EDP) – establishing a plan with a participant which should include employment goals, appropriate achievement objectives, support service needs and an appropriate combination of services for the Individual based on an initial assessment and a more comprehensive or specialized assessment.

Projection Limitation: Not to exceed 30 calendar days.

212 – Other Intensive Services Not Otherwise Classified - services designed to inform and educate a participant about the labor market, his or her employment strengths, weaknesses, and the range of services appropriate to his or her situation.

Projection Limitation: Not to exceed 30 calendar days.

213 – Mentorship – services that include peer counseling that encourages responsibility, employability, and other positive social behaviors. May include exposure to postsecondary educational opportunities, community and service-learning projects, peer-centered activities, including organizational and teamwork training, team leadership training, training in decision making, including determining priorities.

Projection Limitation: Not to exceed 30 calendar days.

214 – Adult Literacy, Basic Skills or GED Preparation – educational services that improve basic skills (math, reading, etc.) that may be necessary to obtain and/or retain employment, including education resulting in the participant obtaining a GED certificate. May include basic academic instruction and/or basic education services below the post-secondary level to increase the participant's ability to read, write and speak in English, and to perform mathematics, or other necessary activities, to obtain a secondary school diploma or its recognized equivalent; and, to transition to post-secondary education and training.

This **Does Not** include any activities associated with CRC preparation.

Projection Limitation: Not to exceed 90 calendar days.

215 – Short-Term Pre-Vocational and Soft Skills Services – services that include the development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills and professional conduct, to prepare a participant for unsubsidized employment or training.

Projection Limitation: Not to exceed 30 calendar days.

216 – Out-of-Area job search assistance – depending on need and local policy, transportation assistance to attend an interview out of state for a job in the same field as training received or in participant’s previous occupation. This activity may be used only for expenses for travel outside of the participant’s Local Workforce Development Area.

Projection Limitation: Not to exceed 30 calendar days. Each occurrence must be recorded separately.

218 – Internships – similar in structure to a work experience; an internship is a planned, structured learning experience that takes place in a workplace for a limited period of time. Internships may be paid or unpaid, as appropriate, and consistent with other laws, such as the Fair Labor Standards Act. An internship may be arranged within the private for-profit sector, the non-profit sector, or the public sector. Labor standards apply in any work experience setting where an employee/employer relationship exists.

Projection Limitation: Not to exceed 90 calendar days.

219 – Work Experience – a short-term or part-time paid or unpaid work activity in the public, private not-for-profit or private for-profit sector which provides a participant with the opportunity to acquire the skill and knowledge necessary to perform a job, including appropriate work habits and behaviors and becoming accustomed to basic work requirements.

Projection Limitation: Not to exceed 90 calendar days.

222 – English as a Second Language (ESL) – training that improves a participant’s English-language proficiency to increase his or her employment opportunities when the participant’s native language (first language) is not English.

Projection Limitation: Not to exceed 90 calendar days.

224 Financial Literacy Education - services that support a Participant’s ability to do one or more of the following:

- Create household budgets, initiate savings plans, and make informed financial decisions about education, retirements, home ownership, wealth building, or other savings goals;
- Manage spending, credit, and debt, including credit card debt, effectively;
- Increasing awareness of the availability and significance of credit reports and credit scores in obtaining credit, including determining their accuracy (and how to correct inaccuracies in the reports and scores), and their effect on credit terms;
- The ability to understand, evaluate, and compare financial products, services, and opportunities;
- Address the particular financial literacy needs of non-English speakers, including providing the support through the development and distribution of multilingual financial literacy and education materials.

Projection Limitation: Not to exceed 90 calendar days.

226 – Reading and/or Math Testing – standardized testing that measures a participant's ability to read, write and speak in English, compute and solve problems at levels of proficiency necessary to function on the job, in the participant’s family and in society.

Projection Limitations: Not to exceed 30 calendar days; excludes CRC testing.

227 - Computer Literacy – programs that increase a participant’s level of expertise and familiarity with computers. Computer literacy generally refers to the ability of a participant to use applications such as Microsoft Office and similar end-user programs, rather than to program the computer itself.

Projection Limitation: **Not to exceed 90 calendar days.**

ADULT AND DISLOCATED WORKER CAREER READINESS CERTIFICATE

The Career Readiness Certificate (CRC) is based on the WorkKeys System. **It does not meet the WIOA definition of Credential**, however it serves as an assessment of the participant’s work readiness. The assessments test applicants in three major areas: Reading for Information, Locating Information, and Applied Mathematics. It is also important to note that the CRC has a lifespan of five years. The participant may re-earn a CRC after its five-year expiration, if necessary or desired.

- **Gold** signifies that a recipient possesses skills for 85% of jobs profiled by WorkKeys in the three areas.
- **Silver** signifies that a recipient possesses skills for approximately 65% of jobs profiled by WorkKeys in the three areas.
- **Bronze** level signifies that a recipient possesses skills for approximately 30% of the jobs profiled by WorkKeys in the three areas.

The following codes may be used to record the level of CRC attained by the Adult or Dislocated Worker participant.

239 - Career Readiness Certificate (CRC) Assessment - Participant was referred to certified CRC testing provider for test/assessment.

Projection Limitation: **The Projection Limitation is one calendar day. Staff should record the date on which the CRC Assessment was administered.**

240 – Career Readiness Certificate – CRC Gold – Record this activity when participant attains a Gold CRC. The purpose of this activity is to record a specific level of the CRC attainment; therefore, the actual start and end date of this activity would be the same and should reflect the date that the CRC was attained.

Projection Limitation: **The Projection Limitation is one calendar day. Staff should record the date on which the CRC was actually attained.**

241 – Career Readiness Certificate – CRC Silver – Record this activity when participant attains a Silver CRC. The purpose of this activity is to record a specific level of the CRC attainment; therefore, the actual start and end date of this activity would be the same and should reflect the date that the CRC was attained.

Projection Limitation: **The Projection Limitation is one calendar day. Staff should record the date on which the CRC was actually attained**

242 – Career Readiness Certificate – CRC Bronze – Record this activity when participant attains a Bronze CRC. The purpose of this activity is to record a specific level of the CRC attainment; therefore, the actual start and end date of this activity would be the same and should reflect the date that the CRC was attained.

Projection Limitation: **The Projection Limitation is one calendar day. Staff should record the date on which the CRC was actually attained**

Adult & Dislocated Worker Training Services

Training Services. Training services can be critical to the employment success of many adults and dislocated workers. Training services are governed by sections 20 CFR 680.200 through .230 and 20 CFR 680.300 through .350 of the WIOA Final Rule. American Job Center staff may determine training services are appropriate, regardless of whether the individual has received basic or individualized career services first, and there is no sequence of service requirement.

Under WIOA, training services may be provided if the American Job Center staff, including partner programs' staff, determines after conducting an interview, an evaluation, or assessment, and career planning, that the individual:

- Is unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services alone;
- Is in need of training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment;
- Has the skills and qualifications to successfully participate in the selected program of training services;
- Is unable to obtain grant assistance from other sources to pay the costs of such training, including such sources as State-funded training funds or Federal Pell Grants established under title IV of the Higher Education Act of 1965, or requires WIOA assistance in addition to other sources of grant assistance, including Federal Pell Grants (20 CFR 680.230 and WIOA sec. 134(c)(3)(B) contain provisions relating to fund coordination.);
- Is a member of a worker group covered under a petition filed for Trade Adjustment Assistance (TAA) and is awaiting a determination. If the petition is certified, the worker may then transition to TAA approved training. If the petition is denied, the worker will continue training under WIOA;
- Is determined eligible in accordance with the State and local priority system in effect for adults under WIOA sec. 134(c)(3)(E) if training services are provided through the adult funding stream; and
- Selected a program of training services that is directly linked to the employment opportunities in the local area or the planning region, or in another area to which the individual is willing to commute or relocate.

300 – Occupational Skills Training – Approved Provider - Instruction conducted in an institutional or work site setting designed to provide or upgrade a participant's technical skills to perform a specific job or group of jobs such as auto mechanics, health services or clerical work. This code is to be used when the training provider is an approved provider that is included on the State Eligible Training Providers List (ETPL). When keying the service code, the staff are to use the available drop-down menu to identify when an Individual Training Account (ITA) is the mechanism used to fund the training activity.

Projection Limitation: Not to exceed 90 calendar days.

301 – On-the-Job Training – Training by an employer that is provided to a paid participant while engaged in productive work in a job that:

- provides knowledge or skills essential to the full and adequate performance of the job;

- provides reimbursement to the employer of up to the locally approved percentage of wage rate of the participant (up to 75%), for the extraordinary costs of providing the training and additional supervision related to the training; and
- is limited in duration as appropriate to the occupation for which the participant is being trained, taking into account the content of the training, the prior work experience of the participant, and the service strategy of the participant, as appropriate.

Projection Limitation: Not to exceed 90 calendar days.

302 – Entrepreneurial Training - programs designed to help prospective new business owners launch and successfully operate new enterprises. Entrepreneurial skills training may include, but is not limited to, the elements of starting and operating a small business, business plan development, securing financing, general business law concepts, employee management, and the understanding of marketing concepts

Projection Limitation: Not to exceed 90 calendar days.

304 – Customized Training – training designed to meet the special requirements of an employer or group of employers that is conducted with a commitment by the employer to employ a participant on successful completion of the training, and for which the employer pays for not less than 50 percent of the cost of the training.

Projection Limitation: Not to exceed 90 calendar days.

314 – Enrolled in Apprenticeship Training - participant is employed to learn an apprenticeable occupation and is registered with a sponsor in an approved apprenticeship program.

Projection Limitation: Not to exceed 90 calendar days.

320 – Private sector Training – training that allows an employer to provide training to a participant in the for-profit and non-profit sector either through an in-house program or an on-the-job training program. Code is used to identify training services operated by the private sector to equip individuals to enter the workforce and retain employment

Projection Limitation: Not to exceed 90 calendar days.

323 – Workplace Training & Cooperative Education - training conducted in the workplace that teaches employees job specific skills and competencies. Includes training conducted in the public and private for-profit and non-profit sector for a specific occupation. Training services are provided through a cooperative planning process between eligible participants and local staff.

Projection Limitation: Not to exceed 90 calendar days.

324 – Adult Education w/ Occupational Skills Training – Approved Provider - a combination of services or instruction below the postsecondary level for participants who have attained 16 years of age, are not enrolled or required to be enrolled in secondary school under state law, and lack sufficient mastery of basic educational skills to enable them to function effectively in society and on a job, and do not have a secondary school diploma or its recognized equivalent. Instruction may be conducted in an institutional or work site setting designed to provide or upgrade the technical skills and knowledge required to perform a specific job or group of jobs such as auto mechanics, health services or clerical work. This may include job-specific competency training, apprenticeship programs, on-site industry-specific training, customized training, entrepreneurial training, internships, and pre-apprenticeship training.

This code is to be used when the training provider is an approved provider that is included on the State ETPL. When keying the service code, the staff are to use the available drop-down menu to identify when an ITA is the mechanism used to fund the training activity.

Projection Limitation: Not to exceed 90 calendar days.

325 – Employed Worker Skills Upgrading/Retraining - training to upgrade employees to new jobs that require additional skills that relate to the introduction to new technologies, new production or service procedures, and will provide opportunity to advance in their current job.

Projection Limitation: Not to exceed 90 calendar days.

326 – Supportive Service - Needs Related Payment – Needs-related payments are designed to provide a participant with financial assistance for the purpose of enabling them to participate in training services. Provision of this service will depend on need and local policy. Needs-Related Payments (available only to individuals enrolled in training services and must be consistent with 20 CFR 680.930, 680.940, 680.950, 680.960, and 680.970)

Projection Limitation: Not to exceed 90 calendar days.

328 – Occupational Skills Training Non-Approved Provider – Instruction conducted in an institutional or work site setting designed to provide or upgrade the technical skills and knowledge required for a participant to perform a specific job or group of jobs such as auto mechanics, health services or clerical work. This may include job-specific competency training, apprenticeship programs, on-site industry specific training, customized training, entrepreneurial training, internships, and pre-apprenticeship training.

This code is to be used when the training provider is **NOT** an approved provider and is not included on the State ETPL and/or an ITA was not used to fund the activity. When keying the service code, the staff are to use the available drop-down menu to identify that an ITA was **not used** to fund the training activity.

Projection Limitation: Not to exceed 90 calendar days.

Additional Codes not otherwise classified but used to identify specific criteria attached to the Individual's record.

CV1 - COVID-19 Tracking - Active in WIOA at start of Crisis - This code will be used to identify the WIOA Title I Participants active (records without a case closure or exit) at the time of the COVID 19 pandemic. The purpose of this code was to identify active cases and provide staff additional time to review cases while working through the challenges of quarantine.

Note: This Activity does not trigger WIOA Title I Participation or extend Exit.

Projection Limitation: Not to exceed 1 calendar day. This activity should be completed in one day.

D01 - DEI Participant - This code will be used to identify the WIOA Title I Participants that are connected to and/or receiving assistance from a Disability Resource Coordinator (DRC).

Note: This Activity does not trigger WIOA Title I Participation or extend Exit.

Projection Limitation: Not to exceed 1 calendar day. This activity should be completed in one day.

IW1 - Incumbent Worker Individual – this would be the first service added to any Individual's record that is attached to an employer that will be providing Incumbent Worker Training. This code is designed to identify or flag this person specifically as an "individual" and help differentiate this individual from

participants in future reporting. Once the activity is in place, it will make available more specific Incumbent Worker Training activities.

Note: This Activity does not trigger WIOA Title I Participation or extend Exit.

Projection Limitation: Not to exceed 1 calendar day. This activity should be completed in one day.

IW3 - Incumbent Worker Training – With Credential – this activity would be added to the record of an individual engaged in Incumbent Worker Training and it is known that the ultimate outcome of this training would result in an Industry Recognized Credential, Certification or other reportable credential that will benefit the individual and this credential could be recorded within the system.

Note: This Activity does not trigger WIOA Title I Participation or extend Exit.

Projection Limitation: Not to exceed 1 calendar day. This activity should be completed in one day.

IW5 - Incumbent Worker Training – Without Credential - this activity would be added to an individual engaged in Incumbent Worker Training that will result in a gain of Industry recognized skills and help the individual retain their employment, however it is known from the beginning of training that this activity will not result in a Credential or Certification.

Note: This Activity does not trigger WIOA Title I Participation or extend Exit.

Projection Limitation: Not to exceed 1 calendar day. This activity should be completed in one day.

L01 - Local Area Use code - Tracking Activity - This code can be used by the LWDA to identify local activities not otherwise defined in this document. The naming of this code will remain generic and each Local Area must define how this code is to be used.

Note: This Activity does not trigger WIOA Title I Participation or extend Exit.

Projection Limitation: Not to exceed 1 calendar day. This activity should be completed in one day.

L02 - Local Area Use code - Tracking Activity- This code can be used by the LWDA to identify local activities not otherwise defined in this document. The naming of this code will remain generic and each Local Area must define how this code is to be used.

Note: This Activity does not trigger WIOA Title I Participation or extend Exit.

Projection Limitation: Not to exceed 1 calendar day. This activity should be completed in one day.

L03 - Local Area Use code - Tracking Activity- This code can be used by the LWDA to identify local activities not otherwise defined in this document. The naming of this code will remain generic and each Local Area must define how this code is to be used.

Note: This Activity does not trigger WIOA Title I Participation or extend Exit.

Projection Limitation: Not to exceed 1 calendar day. This activity should be completed in one day.

L04 - Local Area Use code - Tracking Activity- This code can be used by the LWDA to identify local activities not otherwise defined in this document. The naming of this code will remain generic and each Local Area must define how this code is to be used.

Note: This Activity does not trigger WIOA Title I Participation or extend Exit.

Projection Limitation: Not to exceed 1 calendar day. This activity should be completed in one day.

L05 - Local Area Use code - Tracking Activity- This code can be used by the LWDA to identify local activities not otherwise defined in this document. The naming of this code will remain generic and each Local Area must define how this code is to be used.

Note: This Activity does not trigger WIOA Title I Participation or extend Exit.

Projection Limitation: Not to exceed 1 calendar day. This activity should be completed in one day.

253 - Joint Program Planning - (Formerly IRT) Activity implemented by the Integrated Resource Team (IRT) which involves having a team of one-stop partners to conduct joint career planning, coordinate services, and leverage resources for job seekers with barriers to employment or engaged in multiple systems. Process involves the customer and the partners; can be face-to-face or teleconferencing; and only report initial or first meeting.

Note: This Activity does not trigger WIOA Title I Participation or extend Exit.

Projection Limitation: Not to exceed 1 calendar day. This activity should be completed in one day.

ND1 - DWG - Disaster Relief Employment Only - Employment only activities associated with National Dislocated Worker Grant funds to create temporary disaster relief employment opportunities as defined in 20 CFR § 687.180 and TEGL 12-19. An individual's disaster relief employment is limited to 12 months (2080 hours) or less for work related to recovery from a single emergency or disaster.

ND2 - DWG - Employment and Training Services Only - Employment and training activities associated with National Dislocated Worker Grant funds aimed at allowing participants to obtain unsubsidized, sustainable employment following the conclusion of grant-supported activities as defined in 20 CFR § 687.180 and TEGL 12-19. Allowable Activities include career services, training services, and supportive services, as described in WIOA Section 134, 20 CFR Part 680; and TEGL 19-16.

Adult & Dislocated Worker Follow-up Services and definitions:

F01 – Referral to Community Resources – participant is referred to community programs to assist in meeting needs that have been identified that cannot be met by other follow-up services.

F02 – Referral to Medical Services - depending on need and local policies, a service provided to an individual to assist them in gaining access to medically-required services in the community after program exit.

F03 – Tracking Progress on the Job – process through which staff track a participant's progress on the job and identified any additional follow-up services that may be required or beneficial for the participant in retaining employment and/or progressing further in their current occupation. It is **not** expected that this activity be added to the system each time the staff add or update the “Follow up” data collection link within the system.

F04 – Work-Related Peer Support Group – group activity guided by a case manager where employed participants meet to solve issues related to employment situations.

F05 - Assistance in Securing a Better Paying Job – review of participant’s employment status to assess skill levels, opportunities for advancement, training needs and assistance with job search and job leads.

F06 – Career Development and further education planning – assessment of participant’s career paths and a review of education opportunities to support the attainment of the career goals; may involve a review of funding options associated with additional education and/or training.

F07 – Assistance with Job/Work-Related Problems – working with the participant and the participant’s employer to resolve work-related problems to assist the participant in maintaining employment.

F09 – Tutoring, educational achievement services - provided to enable a participant to gain skills necessary to complete secondary school requirements. This may include basic skills training and GED preparation.

F11 –Other Follow-up Service, not classified – depending on need and local policies, any follow-up service not covered by any of the other follow up codes listed in this document. This code should not be used as a catch all where any follow-up service is captured using this code. A case note should be included in the system when this code is used to explain the specific purpose for this activity.

F12 – Supportive Service - Transportation - depending on need and local policies, transportation assistance provided to a participant during follow-up. Transportation assistance can be in the form of mileage reimbursement, bus tickets or other transportation payments that enable a participant to go to training and return to his or her residence.

F13 – Supportive Service - Purchase Work-Related Uniforms/Attire - depending on need and local policies, assistance provided to a participant to purchase uniforms or work-related attire during follow-up.

F14 – Supportive Service - Purchase Work-Related Tools - depending on need and local policies, assistance provided to a participant to purchase work-related tools during follow-up.

F15 – Supportive Service - Housing – depending on need and local policies, assistance provided to a participant needing assistance with housing and/or housing costs during the follow-up period.

F16 – Supportive Service - Utilities - depending on need and local policies, assistance provided to a participant needing assistance with utility payments during the follow-up period.

F17 – Supportive Service - Child Care and Dependent Care - Depending on need and local policies, funds allocated to a participant for the care of his or her dependents; may be his or her children or persons dependent on the participant for support while the participant is engaged in training and related activities. May include linkages to appropriate community services and assistance with child-care and dependent care costs

F19 – Incentives - an award made to participants after exit when there is attainment of a benchmark, goal or milestone documented in their Plan or ISS.

F20 - Work-Related – Testing and related fees– depending on need and local policy cost of testing required for a credential, certificate, or licensing exam.

COMPLETION CODES:

One of the following status is added to the participant record at the end of each service or activity. These items describe the Completion Status of the service or activity:

- **Successful Completion** – the participant has met all requirements of the activity or service.
- **Unsuccessful Completion** - the participant failed to meet the requirements of the activity or service.

- **Dropped out of Activity** – participant stopped attending and participating in the activity or service prior to the projected end date.
- **Unknown Status** – outcome of activity or service cannot be determined from the information provided.
- **System Closed** – activity or service closed by the system due to inactivity. Inactivity means that the projected end date has passed, and the service was closed. This may begin the 90-day period prior to the soft exit occurring.
- **Void** – informational code for when an incorrect service was added to a participant record then voided; occurrence is not deleted from participant’s record.

Youth-Specific Program Design, Services and Codes

Program Design and Intake Activities - include services such as registration, eligibility determination, assessment, planning and collection of information to support verification of eligibility for services. It may also include pre-screening potential participants and general orientation to self-help and other partner services.

Objective Assessment - The WIOA youth program design requires an objective assessment of academic levels, skill levels, and service needs of each participant, which includes a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes, supportive service needs, and developmental needs. Assessments must also consider a youth’s strengths rather than just focusing on areas that need improvement. The result of a Youth assessment is having information to work with during the establishment an appropriate ISS. This process does not include the Youth Career Readiness Certificate (CRC).

Individual Service Strategy (ISS) - is the plan which identifies the employment goals, educational objectives, and prescribes appropriate services for the participant. The ISS plan should provide for, but may not be limited to:

- (a) Preparation for post-secondary educational opportunities;
- (b) Strong links between academic and occupational learning;
- (c) Preparation for unsubsidized employment opportunities in appropriate cases; and
- (d) Effective connections to intermediaries with strong links to the job market and local and regional employers.

Youth Case Management

A client-centered approach used to ensure that goals, activities, and services in the are being met. This approach ensures that youth are actively engaged on a path to success related to employment and life. Case management is the act of connecting youth to appropriate services and as such it is not reported as an individual service or program element.

412 - Objective Assessment - an assessment of the Youth participant's academic levels, skill levels, and service needs, which included an assessment of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for nontraditional jobs), supportive service needs, and developmental needs for the purpose of identifying appropriate services and career pathways. Assessments must also consider a youth’s strengths rather than just focusing on areas that need improvement.

Projection Limitation: Not to exceed 30 calendar days.

NOTE – This code is available after a WIOA Title I Youth Application and Eligibility determination is completed, however THIS CODE DOES NOT TRIGGER WIOA Title I Youth PARTICIPATION

413 - Develop Service Strategies (IEP/ISS) – establishing a plan with a participant which should include an employment goal, appropriate achievement objectives, support service needs and an appropriate combination of services based on results of the Objective Assessment. The individual strategies for the Youth participant should be directly linked to one or more performance indicators and identify career pathways that included education and employment goals, including, when appropriate, nontraditional employment, appropriate achievement objectives, and appropriate services that were taken into account the Youth's Objective Assessment.

Projection Limitation: Not to exceed 30 calendar days.

NOTE – This code is available after a WIOA Title I Youth Objective Assessment, however THIS CODE DOES NOT TRIGGER WIOA YOUR PARTICIPATION

484 – Incentive - an award made to Youth participants for program participation and achievement. This would include the completion or attainment of an identified program goal, objective, milestone, or benchmark during their program participation. Specific Incentives and allowable milestones should be defined in LWDB policy. Each incentive awarded requires source documentation to be placed in the file and a case note describing the details to support justification for award. A case note must be added within the VaWC to support and explain the specific details related to the incentive being awarded. Examples of such milestones might include, but are not be limited to:

- Attainment of high school diploma, GED, certificate, license, or degree;
- Complete basic, work readiness, occupational skill attainment goals;
- Attainment of Measurable Skills Gain for WIOA performance;
- Attainment of Career Readiness Certificate (Bronze level or higher);
- Obtain unsubsidized employment;
- Entering post-secondary education program.

Projection Limitation: Based on Local Policy and available to Youth participants that reach established goals or milestones as a result of their service strategy and program participation. This activity should be completed in one day and reflect the day the payment is issued to the participant. A separate code should be entered for each Incentive

Youth Program Elements and Services

Program Element # 1 - Tutoring, Study Skills Training, Instruction, and Dropout Prevention: 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 its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential. Tutoring, study skills training, and instruction that lead to a high school diploma focus on providing academic support, helping a youth identify areas of academic concern, assisting with overcoming learning obstacles, and providing tools and resources to develop learning strategies. Tutoring, study skills training, and instruction can be provided one-on-one, in a group setting, and through resources and workshops.

406 – Tutoring, study skills training & instruction – educational achievement services provided to enable a participant to gain skills necessary to complete secondary school requirements. This may include basic skills training and/or GED preparation.

Projection Limitation: Not to exceed 90 calendar days.

414 - Basic Skills Training – training provided to out-of-school youth participants who are determined to be basic skills deficient. The training should be the process where the basic skills goal is addressed and attained.

Projection Limitation: Not to exceed 90 calendar days.

418 - Adult Education (GED) - training that will enable the youth participant who does not have a high school diploma to prepare for and take the GED tests. Also includes the cost of GED test and related fees.

Projection Limitation: Not to exceed 90 calendar days

Program Element #2 - Alternative Secondary School and Dropout Recovery Services: Alternative secondary school services, such as basic education skills training, individualized academic instruction, and ESL training, assist youth who have struggled in traditional secondary education. Dropout recovery services, such as credit recovery, counseling, and educational plan development, assist youth who have dropped out of school. While the activities within both types of services may overlap, each are provided with the goal of helping youth re-engage and stay in education that leads to the completion of a recognized high school equivalent.

415 – Enrolled in Alternative Secondary Education – educational achievement services that are not traditionally provided through the secondary schools to enhance the success of students, these services may be provided by the school system or by other service providers. May include specialized, structured curriculum offered inside or outside the public school system which may provide work/study and/or General Educational Development (GED) preparation for students with behavior problems, physical/mental disabilities, who are at risk of dropping out, who are institutionalized or adjudicated youth and/or youth who are in the legal custody of Child Protective Services and are residing in an institution or Foster Care.

Projection Limitation: Not to exceed 90 calendar days.

453– Youth - English as a Second Language (ESL) – training that improves a participant’s English-language proficiency to increase his or her employment opportunities and Program success when the participant’s native language (first language) is not English.

Projection Limitation: Not to exceed 90 calendar days.

Program Element #3 - Paid and Unpaid Work Experience: Work experience is a planned, structured learning experience that takes place in a workplace for a limited period of time. Work experience may be paid or unpaid and may take place in the private for-profit sector, the non-profit sector, or the public sector. Work experiences provide youth with opportunities for career exploration and skills development. WIOA identifies four categories of work experience: (1) summer employment opportunities and other employment opportunities available throughout the school year; (2) pre-apprenticeship programs; (3) internships and job shadowing; and (4) on-the-job training (OJT) opportunities as defined in WIOA Section 3(44) and in 20 CFR § 680.700.

400 – Summer Employment – a program designed to provide direct linkages to academic and occupational learning and may provide other elements and strategies as appropriate to serve the needs and goals of the participant. The summer youth employment opportunities element is not intended to be a stand-alone program. Local programs should integrate a youth’s participation in that element into a comprehensive strategy for addressing the youth’s employment and training needs. Youth who participate in summer employment opportunities must be provided with a minimum of twelve months of follow-up.

Projection Limitation: Must occur within the calendar period of May 1 to Sept 30.

425 – Work Experience – Paid and Unpaid - planned, structured learning experiences that take place in a workplace for a limited period of time. Work experiences may be paid or unpaid.

- Work experiences may be in the private for profit, the non-profit sector, or the public sector.

- Work experiences are designed to:

- enable the youth to gain exposure to the working world and its requirements;
- be appropriate and desirable activities for many youth throughout the year;
- should help the youth acquire the personal attributes, knowledge and skills needed to obtain a job and advance in employment;
- to provide the youth participant with the opportunities for career exploration and skill development

Although the employer may benefit from the activities performed by the youth, a work experience should not be designed specifically to benefit the employer.

Work experiences may be subsidized or unsubsidized and may include the following elements:

- Instruction in employability skills or generic workplace skills such as those identified by the Secretary's Commission on Achieving Necessary Skills (SCANS);
- Exposure to various aspects of an industry;
- Progressively more complex tasks;
- The integration of basic academic skills into work activities;
- Supported work, work adjustment and other transition activities;
- Service learning;
- Paid and unpaid community service;
- Other elements designed to achieve the goals of work experiences.

Projection Limitation: Not to exceed 90 calendar days.

428 – Youth-On-the-Job Training – Training by an employer that is provided to a paid participant while engaged in productive work in a job that:

- provides knowledge or skills essential to the full and adequate performance of the job;
- provides reimbursement to the employer of up to the locally approved percent of the wage rate of the participant (up to 75%), for the extraordinary costs of providing the training and additional supervision related to the training; and
- is limited in duration as appropriate to the occupation for which the participant is being trained, taking into account the content of the training, the prior work experience of the participant, and the service strategy of the participant, as appropriate.

Projection Limitation: Not to exceed 90 calendar days. Not be used for In-School Youth.

408 - Youth Internship – Paid & Unpaid - work experience designed to enhance the long-term employability of the participant by providing on-site exposure to a particular occupation or industry or the basic skills and abilities necessary to successfully compete in the local labor market. The program includes structural development or refinement of work maturity skills, exposure to specific occupations and the integration of work and learning.

Projection Limitation: Not to exceed 90 calendar days.

409 – Youth-Job Shadowing – activity where a youth participant follows an employee at work site to learn the job the employee performs.

Projection Limitation: Not to exceed 90 calendar days.

454 - Youth Enrolled in Pre-Apprenticeship Training - a Youth participant enrolled in a program or participated in a set of strategies designed to prepare Youth to enter and succeed in a registered apprenticeship program that has a documented partnership with at least one, if not more, Registered Apprenticeship program(s).

Projection Limitation: Not to exceed 90 calendar days.

421 - Youth Registered Apprenticeship Training – a Youth participant enrolled in a Registered Apprenticeship program. Apprenticeship programs can be sponsored by individual employers, joint employer and labor groups, and/or employer associations.

Projection Limitation: Not to exceed 90 calendar days.

Program Element #4 - Occupational Skills Training: An organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels. Boards must give priority consideration to training programs that lead to recognized postsecondary credentials that align with in-demand industry sectors or occupations in the local area. Such training must:

- be outcome-oriented and focused on an occupational goal specified in the ISS;
- be of sufficient duration to impart the skills needed to meet the occupational goal; and
- lead to the attainment of a recognized postsecondary credential.

416 – Youth Occupation Skills Training – Approved Provider – instruction conducted in an institution or worksite setting designed to provide or upgrade the technical skills and knowledge required for a participant to perform a specific job or groups of jobs, such as auto mechanics, health services or clerical work. This may include testing fees required by the following: State licensing test fees for professional certifications after training, e.g., Cosmetology, License Practical Nurse (LPN), Microsoft Certified System Administrator (MSCA), Microsoft Certified System Engineer (MSCE), Commercial Driver’s License (CDL), etc.

This code is to be used when the training provider is an approved provider that is included on the State ETPL. When keying the service code, the staff are to use the available drop-down menu to identify when an ITA is the mechanism used to fund the training activity.

Projection Limitation: Not to exceed 90 calendar days.

430 – Youth Occupational Skills Training – Non-approved Provider - instruction conducted in an institution or worksite setting designed to provide or upgrade the technical skills and knowledge required for a participant to perform a specific job or groups of jobs, such as auto mechanics, health

services or clerical work. This code is to be used when the Training provider is **NOT** an Approved provider and is not included on the State ETPL and/or an ITA was **not used** to fund the activity. When keying the service code, the staff are to use the available drop-down menu to identify that an ITA was **not used** to fund the training activity.

Projection Limitation: Not to exceed 90 calendar days.

Program Element #5 - Education Offered Concurrently with Workforce Preparation: This program element reflects an integrated education and training model and describes how workforce preparation activities, basic academic skills, and hands-on occupational skills training are to be taught within the same time frame and connected to training in a specific occupation, occupational cluster, or career pathway. While programs developing basic academic skills, which are included as part of alternative secondary school services and dropout recovery services (program element 2), workforce preparation activities that occur as part of a work experience (program element 3), and occupational skills training (program element 4) can all occur separately and at different times (and thus are counted under separate program elements), this program element refers to the concurrent delivery of these services which make up an integrated education and training model.

455--Education Offered Concurrently w/Workforce Prep and Training - participant enrolled in an integrated education and training model that teaches workforce preparation activities, basic academic skills, and hands-on occupational skills training within the same time frame and connected to training in a specific occupation, occupational cluster, or career pathway. While programs developing basic academic skills, which are included as part of alternative secondary school services and dropout recovery services, workforce preparation activities that occur as part of a work experience, and occupational skills training can all occur separately and at different times, this program activity code refers to the concurrent delivery of these services which make up an integrated education and training model.

Limitation: Not to exceed 90 calendar days.

Program Element #6 - Leadership Development Opportunities: Opportunities that encourage responsibility, confidence, employability, self-determination, and other positive social behaviors such as:

- exposure to postsecondary educational possibilities;
- community and service learning projects;
- peer-centered activities, including peer mentoring and tutoring;
- organizational and team work training, including team leadership training;
- training in decision-making, including determining priorities and problem-solving;
- citizenship training, including life skills training such as parenting and work behavior training;
- civic engagement activities that promote the quality of life in a community; and
- other leadership activities that place youth in a leadership role, such as serving on youth leadership committees.

410 – Leadership Development Services – Opportunities that encourage responsibility, confidence, employability, self-determination, and other positive social behaviors as described above. A detailed case note should be included which describes how, what, and when opportunities were provided to strengthen leadership development.

Projection Limitation: Not to exceed 90 calendar days.

Program Element #7 - Supportive Services: Supportive services for youth are services that enable an individual to participate in WIOA activities.

These services include, but are not limited to:

- linkages to community services;
- assistance with transportation;
- assistance with child care and dependent care;
- assistance with housing;
- needs-related payments;
- assistance with educational testing;
- reasonable accommodations for youth with disabilities;
- legal aid services;
- referrals to health care;
- assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;
- assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and
- payments and fees for employment and training-related applications, tests, and certifications.

480 – Supportive Service – Child Care and Dependent Care – Depending on need and local policies, funds allocated to a participant for the care of his or her dependents; may be his or her children or persons dependent on the participant for support while the participant is engaged in program activities.

Projection Limitation: Available *only* to Youth participants enrolled in WIOA Title I program. Not to exceed 30 calendar days.

Such activity must be provided for in local policy; must be included in participant’s ISS and must be documented fully in case notes.

481 – Supportive Services – Transportation – Depending on need and local policies, funds allocated to assist a participant in accessing local transportation services. This includes assistance provided to a participant to enable him or her to participate in Youth program activities. Transportation assistance can be in the form of mileage reimbursement, bus tickets or other transportation payments that enable a participant to go to training and return to his or her residence. Transportation services may be provided during follow-up; however, there is a separate and specific code for Transportation assistance that is provided during follow-up.

Projection Limitation: Available *only* to Youth participants enrolled in WIOA Title I program. Not to exceed 30 calendar days.

Such activity must be provided for in local policy; must be included in participant’s ISS and must be documented fully in case notes.

482 – Supportive Service – Medical – Depending on need and local policies, service provided to a youth participant to assist him or her in gaining access to necessary medical services in the community. This could include items such as:

- Health screenings; dental, general medical and drug screenings needed to enter training or employment, e.g. physicals and dental exams for health occupations, drug testing prior to entering tractor-trailer drivers’ training, etc.

- Examinations/Inoculations – examinations and/or vaccinations required before entering training or employment, e.g. tuberculin skin tests, eye exams, etc.

Projection Limitation: Available *only* to Youth participants enrolled in the WIOA Title I program. Not to exceed 30 calendar days.

Such activity must be provided for in local policy; must be included in participant’s ISS and must be documented fully in case notes.

483 – Supportive Service – Housing – Depending on need and local policies, funds provided to a participant to assist him or her in obtaining and/or maintaining housing/shelter. This activity may include items such as utilities, in limited cases, where the need is determined to be short term in nature, based on an immediate need, such as a shutoff notice and must be documented that no other resources were available. A case note should be added that includes details related to other resources that were explored and why this is the only resource available to the individual.

Projection Limitation: Available *only* to Youth participants enrolled in the WIOA Title I program. Not to exceed 30 calendar days.

Such activity must be provided for in local policy; must be included in participant’s ISS and must be documented fully in case notes.

488 – Supportive Service – Assistance with Uniforms or Other Work-Related Items –

Depending on need and local policies, assistance in obtaining necessary work-related apparel and supplies that enable youth to participate in program activities; such as:

- Employment and training related items that are required by a worksite or training agency
 - (e.g., uniforms, work shoes, safety gear, safety glasses, tools, stop watches, stethoscopes, etc.).
- Testing fees required for licensure or certification exams – GED test, driver’s permit, licensing test fees for professional certification after training
 - (e.g. cosmetology, CNA, LPN, barber, MCSE, CDL, etc.)
- Other-services – other services such as an interpreter or signer, etc.

Projection Limitation: Available *only* to Youth participants enrolled in the WIOA Title I program. Not to exceed 30 calendar days.

Such activity must be provided for in local policy; must be included in participant’s ISS and must be documented fully in case notes.

Program Element #8 - Adult Mentoring: Adult mentoring must last at least 12 months and may take place both during the program and following exit from the program and must be a formal relationship between a youth participant and an adult mentor that includes structured activities where the mentor offers guidance, support, and encouragement to develop the competence and character of the mentee. Mentoring may include workplace mentoring whereby the local program matches a youth participant with an employer or employee of a company. Local programs should ensure appropriate processes are in place to adequately screen and select mentors.

411 – Adult Mentoring – one-on-one guidance which assists a youth participant to successfully complete training and/or maintain employment through counseling, tutoring and on-the-job interaction as described above.

Projection Limitation: Not to exceed 90 days.

Program Element #9 - Follow-up Services: Follow-up services are critical services provided following a youth's exit from the program to help ensure the youth is successful in employment and/or postsecondary education and training. Follow-up services may include regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise. Follow-up services may begin immediately following the last expected date of service in the Youth program when no future services are scheduled.

A case note is required with each Follow up Service code and the note must include specific details related to the service(s) provided to the Individual.

Follow-up services for youth also may include the following program elements:

- supportive services;
- adult mentoring;
- financial literacy education;
- services that 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; and
- activities that help youth prepare for and transition to postsecondary education and training.

Y01 - WIOA Youth follow up – Support Services - supportive services made available to the Youth after they have exited the program. See Element #7 for additional details.

Y02 - WIOA Youth follow up - Adult Mentoring- guidance which assists a youth participant to successfully complete training and/or maintain employment through counseling, tutoring and on-the-job interaction after the Youth has exited the program. See Element #8 for additional details.

Y03 - WIOA Youth follow up – Financial Literacy Education- activities that provides youth with the knowledge and skills they need to achieve long-term financial stability after the youth has exited the program. See Element #11 for additional details.

Y04 - WIOA Youth follow up – Labor Market and Employment information - services that 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 after the youth has exited the program. See Element #13 for additional details.

Y05 - WIOA Youth follow up – Transition to Postsecondary Ed - activities that help youth prepare for and transition to postsecondary education and training after the youth has exited the program. See Element 14 for additional details.

Y06 - WIOA Youth follow up – Youth Incentive - an award made to youth participants for program achievement after the youth has exited the program. This would include the completion or attainment of an identified program goal, objective, milestone, or benchmark that had been identified within the youth's plan. Specific Incentives and allowable milestones should be defined in LWDB policy. Each incentive awarded requires source documentation to be placed in the file and a case note describing the details to support justification for award. A case note must be added within the VaWC to support and explain the specific details related to the incentive being awarded.

Program Element #10 - Comprehensive Guidance and Counseling: Comprehensive guidance and counseling provides individualized counseling to participants. This includes drug and alcohol abuse counseling, mental health counseling, and referral to partner programs, as appropriate. When referring participants to necessary counseling that cannot be provided by the local youth program or its service providers, the local youth program must coordinate with the organization it refers to in order to ensure continuity of service. When resources exist within the local program or its service providers, it is allowable to provide counseling services directly to participants rather than refer youth to partner programs.

417 - Comprehensive Guidance and Counseling – clinical or psychological counseling that may include drug and alcohol abuse counseling, involve problem-solving and techniques to overcome life issues; and may include referral to outside organizations. Counseling should be provided by an appropriately trained/licensed professional counselor or social worker, for example a Licensed Clinical Social Worker.
Projection Limitation: Not to exceed 30 calendar days.

Program Element #11 - Financial Literacy Education: Financial literacy education provides youth with the knowledge and skills they need to achieve long-term financial stability and may include the following activities:

- Support the ability of participants to create budgets, initiate checking and savings accounts at banks, and make informed financial decisions;
- Support participants in learning how to effectively manage spending, credit, and debt, including student loans, consumer credit, and credit cards;
- Teach participants about the significance of credit reports and credit scores, what their rights are regarding their credit and financial information, how to determine the accuracy of a credit report and how to correct inaccuracies, and how to improve or maintain good credit;
- Support a participant’s ability to understand, evaluate, and compare financial products, services, and opportunities and to make informed financial decisions;
- Educate participants about identity theft, ways to protect themselves from identify theft, and how to resolve cases of identity theft and in other ways understand their rights and protections related to personal identity and financial data appropriate;
- Support activities that address the particular financial literacy needs of non-English speakers, including providing the support through the development and distribution of multilingual financial literacy and education materials;
- Support activities that address the particular financial literacy needs of youth with disabilities, including connecting them to benefits planning and work incentives counseling;
- Provide financial education that is age appropriate, timely, and provides opportunities to put lessons into practice, such as by access to safe and affordable financial products that enable money management and savings;
- Implement other approaches to help participants gain the knowledge, skills, and confidence to make informed financial decisions that enable them to attain greater financial health and stability by using high-quality, age-appropriate, and relevant strategies and channels, including, when possible, timely and customized information, guidance, tools, and instruction.

422 – Youth Financial Literacy Education – Activities that provides youth with the knowledge and skills they need to achieve long-term financial stability as described above.

Projection Limitation: Not to exceed 90 calendar days.

Program Element #12 - Entrepreneurial Skills Training: Provides the basics of starting and operating a small business. This training must develop the skills associated with entrepreneurship, which may include, but are not limited to, the ability to:

- take initiative;
- creatively seek out and identify business opportunities;
- develop budgets and forecast resource needs;
- understand various options for acquiring capital and the trade-offs associated with each option; and
- communicate effectively and market oneself and one's ideas.

Approaches to teaching youth entrepreneurial skills may include, but are not limited to:

- Entrepreneurship education, which provides an introduction to the values and basics of starting and running a business. Entrepreneurship education programs often guide youth through the development of a business plan and also may include simulations of business start-up and operation;
- Enterprise development, which provides supports and services that incubate and help youth develop their own businesses. Enterprise development programs go beyond entrepreneurship education by helping youth access small loans or grants that are needed to begin business operation and by providing more individualized attention to the development of viable business ideas;
- Experiential programs that provide youth with experience in the day-to-day operation of a business. These programs may involve the development of a youth-run business that young individuals participating in the program work in and manage. Or, they may facilitate placement in apprentice or internship positions with adult entrepreneurs in the community.

420 – Youth Entrepreneurial Skills Training: Activities that provides the basics of starting and operating a small business. This training must develop the skills associated with entrepreneurship as described above.

Projection Limitation: Not to exceed 90 calendar days.

Program Element #13 - Services that Provide Labor Market Information: Services that 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. Wagner-Peyser regulation at 20 CFR §651.10 provides additional information about this element under the definition of workforce and labor market information.

407 – Services that Provide Labor Market Information- the participant receives workforce information services which includes, but is not limited to, providing information on state and local labor market conditions; industries, occupations and characteristics of the workforce; area business-identified skill needs; employer wages and benefit trends; short- and long-term industry and occupational projections; worker supply and demand; and job vacancies survey results. Workforce Information also includes local employment dynamics information such as workforce availability; business turnover rates; job creation; job destruction; new hire rates, work residency, commuting patterns information; and the identification of high growth and high demand industries.

Projection Limitation: Not to exceed 30 calendar days.

Program Element #14 - Postsecondary Preparation and Transition Activities: Activities that help youth prepare for and transition to postsecondary education and training. Postsecondary preparation and transition activities and services prepare in-school youth (ISY) and out-of-school youth (OSY) for advancement to postsecondary education after attaining a high school diploma or its recognized equivalent.

These services include exploring postsecondary education options including technical training schools, community colleges, four-year colleges and universities, and registered apprenticeship. Additional services include, but are not limited to:

- assisting youth to prepare for SAT/ACT testing;
- assisting with college admission applications;
- searching and applying for scholarships and grants;
- filling out the proper financial aid applications and adhering to changing guidelines; and
- connecting youth to postsecondary education programs.

456 Postsecondary Preparation and Transition Activities Activities that help youth prepare for and transition to postsecondary education and training as described above.

Projection Limitation: Not to exceed 90 calendar days.

Youth Career Readiness Certificate

Youth Career Readiness Certificate (CRC) Codes

The Career Readiness Certificate is based on the WorkKeys System and serves as an assessment of the youth's work readiness. The assessments test applicants in three major areas: Reading for Information, Locating Information, and Applied Mathematics.

- **Gold** signifies that a recipient possesses skills for 85% of jobs profiled by WorkKeys in the three areas.

- **Silver** signifies that a recipient possesses skills for approximately 65% of jobs profiled by WorkKeys in the three areas.

- **Bronze** level signifies that a recipient possesses skills for approximately 30% of the jobs profiled by WorkKeys in the three areas.

Use one of the following codes to record the level of CRC attained by the youth participant, if applicable:

439 - Career Readiness Certificate (CRC) Assessment - Participant was referred to certified CRC testing provider for test/assessment.

Projection Limitation: The Projection Limitation is one calendar day.

Staff should record the date on which the CRC Assessment was administered

440 – Career Readiness Certificate – CRC Gold – Record this activity when a participant attains a Gold CRC. The purpose of this activity is to record a specific level of the CRC attainment; therefore, the actual start and end date of this activity would be the same and should reflect the date that the CRC was attained.

Projection Limitation: The Projection Limitation is one calendar day.

Staff should record the date on which the CRC was attained

441 – Career Readiness Certificate – CRC Silver – Record this activity when a participant attains a Silver CRC. The purpose of this activity is to record a specific level of the CRC attainment; therefore, the actual

start and end date of this activity would be the same and should reflect the date that the CRC was attained.

Projection Limitation: The Projection Limitation is one calendar day.

Staff should record the date on which the CRC was attained

442 – Career Readiness Certificate – CRC Bronze – **Record this activity** when a participant attains a Bronze CRC. The purpose of this activity is to record a specific level of the CRC attainment; therefore, the actual start and end date of this activity would be the same and should reflect the date that the CRC was attained.

Projection Limitation: The Projection Limitation is one calendar day.

Staff should record the date on which the CRC was attained

REQUIRED ACTION:

Local Workforce Development Boards are responsible for ensuring that all WIOA service provider/case management staff are aware of and familiar with this information. Staff are not to use Service codes simply to prolong program participation or delay program exit. Extension of the projected end date of any activity must be accompanied with a detailed case note(s) explaining the rationale for extending/prolonging any service.

INQUIRIES:

Questions regarding this guidance should be sent to

VaWC State WIOA System Administrator

wioa@vccs.edu

804-819-1688

Workforce Development Services

Virginia Community College System

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