

Fresno Regional Workforce Development Board

A proud member of America's Job Center of CaliforniaSM Network

2125 Kern Street, Suite 208 • Fresno, California 93721 • 559.490.7100 • Fax 559.490.7199 •
www.workforce-connection.com

Blake Konczal, Executive Director

OPERATIONAL DIRECTIVE

FRWDB OD # 04-16, Revision L

Date Released: September 26, 2018

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: September 26, 2018

Subject: Adult Service Codes

Applicable Program: Adult, Dislocated Worker

**Revision History: Initial Release – 3/10/16; Rev B – 8/11/16; Rev C – 9/1/16; Rev D – 11/17/16;
Rev E – 12/16/16; Rev F – 5/16/17; Rev G – 8/8/17; Rev H – 12/8/17; Rev I – 3/21/18; Rev J –
6/14/18; Rev K – 6/26/18**

This Revision L removes Service Codes F12 through F21 (Supportive Services in Follow-up) per guidance received from the State.

Effective immediately, all providers of services are to implement the use of the attached Service Code Reference Table that can be found beginning on Page 2.

The Service Code Reference Table is to be used by staff to ensure that they are using the most accurate code that best describes the activity into which the participant is being entered. All providers of services' staff must use these codes when entering enrollments and case notes.

Participants should only be placed (enrolled) into services as they actually occur and then removed (service is completed) within 3 business days of completion of the activity.

If there are any questions, please contact the FRWDB Program manager.

CalJOBS SM Service Code	Service Code Description	Definition	Restarts Exit Clock
001	Planned Break in Service: Training, Health/Medical	A participant has a planned gap in service of greater than 90 days due to either of the following: (1) a delay before the beginning of training, or (2) the participant is receiving medical treatment or providing care for a family member with a health/medical condition that precludes entry into unsubsidized employment or continued participation in the program (does not include temporary conditions or situations expected to last for less than 90 days). The gap in service may last no more than 180 consecutive calendar days from the date of the most recent service to allow time to address the barriers to continued participation. However, service providers may initiate a consecutive gap in service of up to an additional 180 days for the participant that follows the initial 180 day period to resolve the issues that prevent the participant from completing program services that lead to employment. A case note should be created for this activity explaining the reason for such a gap in service. By using this activity code it will create a suspension on the 90 day soft exit clock	Yes
90 – Local only code	Enrolled Unsubsidized Employment	Participant has been placed into unsubsidized employment, either self-initiated (participant finds their own employment) or initiated through a WIOA referral and/or job development by WIOA staff, but has not been exited from WIOA. A participant should only remain in a Code 90 for a period needed to ensure the participant will retain employment.	No
101	Orientation	An individual attended an orientation informing him/her of the information and services available through the AJCC delivery system. This includes, but is not limited to, Veteran Orientation, WIOA Orientation, and Local Office Orientation.	No
106	Follow-up for unsubsidized employment	A participant who is placed into unsubsidized employment, but has not soft exited the program. This code includes, but is not limited to: 1. Contacting the participant and/or his/her employer on a regular or intermittent basis to offer assistance with work-related issues; 2. Peer support groups; 3. Staff phone call or letter offering to visit employer and/or employer following job placement; 4. Enrollment in training to secure a better-paying job; comprehensive guidance, counseling, or referral, including for alcohol and drug abuse.	Yes
108	Referred to WIOA Services	A participant was referred to WIOA Title I Career Services.	No

CalJOBSSM Service Code	Service Code Description	Definition	Restarts Exit Clock
109	Referred to Community Resource	AJCC staff—via phone call, email, or other means of direct contact—initiated a referral to a community resource on behalf of a participant. (This includes adult schools and other community or county services)	No
112	Job Fair	Staff provided a participant with information regarding an upcoming job fair (e.g.: physical address, date and time) to assist the participant in locating employment opportunities	No
120	Use of AJCC Resource Room	An individual used the services and/or equipment in the AJCC resource room. This definition also includes a staff member providing an individual with information or instruction on how to access the resource room's tools and equipment.	No
121	Job Referrals	Staff referred a participant to a job opening that was neither listed in CalJOBS SM , nor by a federal department or agency.	Yes
122	Job Referral; Federal	Staff referred a participant to a job opening listed by a federal department or agency or other entity, under the jurisdiction of the US Office of Personnel Management; This definition does not include referrals to a federal contractor.	Yes
123	Job Development Contact	AJCC staff assisted a participant by working with both the employer and participant. Activities include, but are not limited to: securing the participant a job interview (either in-person, telephone, email, or U.S. Mail inquiry) for a job opening not currently listed on file; or contacting a union or employer on behalf of a particular participant. Referrals to governmental and/or local public agencies for a currently advertised job listing (all sources) are not considered a valid Job Development Contact. Job Development Contacts through U. S. Mail inquiries must include a cover letter introducing the client(s) and explaining the enclosed application(s)' purpose. (e.g. CalJOBS SM , online job postings, government job listings.)	Yes
125	Job Search	AJCC staff provided a participant job search and placement assistance and, including the provision of information on in-demand industry sectors and occupations, and nontraditional employment.	Yes
132	Resume Writing Workshop	AJCC staff provided a resume writing workshop to two or more participants in need of resume writing assistance and/or cover letter format, and assistance in the development of one or both.	Yes

CalJOBSSM Service Code	Service Code Description	Definition	Restarts Exit Clock
140	Referred to Other Federal/State Assistance	A participant was referred to other federal/state assistance, which may include, but is not limited to, Supplemental Nutrition Assistance Program (SNAP) benefits, Temporary Assistance for Needy Families (TANF), health insurance assistance, child support assistance, tax preparation support, and/or any other federal or state assistance programs.	No
167	Referred to VA Services: Other	AJCC staff referred a participant to VA services for services other than Post-9/11 GI Bill or Montgomery GI Bill benefits. Services may include referrals for PTSD, TBI treatment, and substance abuse assistance.	No
180	Support Service - Child/Dependent Care	A participant received assistance with child care or dependent care that enabled him or her to participate in authorized job training or job search activities. (See current Supportive Services OD for usage directions and limits).	No
181	Supportive Service - Transportation Assistance	A participant received assistance with transportation that enabled him or her to participate in authorized job training or job search activities. (See current Supportive Services OD for usage directions and limits).	No
182	Supportive Service - Medical	A participant received assistance with medical services that enabled him or her to participate in authorized job training or job search activities. (See current Supportive Services OD for usage directions and limits).	No
184	Supportive Service - Temporary Shelter/Housing Assistance	A participant received assistance with temporary shelter that enabled him or her to participate in authorized job training or job search activities. (See current Supportive Services OD for usage directions and limits).	No
185	Supportive Service - Other	A participant received assistance that was necessary to enable the individual to participate in WIOA activities. This activity code should only be used if no other Supportive Service codes apply. This service code requires staff to document the type of service provided in a case note.	No
187	Supportive Service: Job Search Allowance (drug testing, background checks)	A participant received an allowance to purchase items necessary for conducting a successful job search. These items include, but are not limited to: interview clothing, appropriate shoes, gas money, and parking costs. (See current Supportive Services OD for usage directions and limits).	No
188	Supportive Service: Tools/Clothing	A participant received assistance with employment-related attire or tools, for the purpose of obtaining employment. (See current Supportive Services OD for usage directions and limits).	No

CalJOBSSM Service Code	Service Code Description	Definition	Restarts Exit Clock
189	Supportive Service: Housing Assistance	Staff provided and/or arranged for a participant to receive housing assistance after being placed in unsubsidized employment, education, or training. This service was provided to the participant to enable him/her to further progress in his/her occupation, or retain employment. (See current Supportive Services OD for usage directions and limits).	No
190	Supportive Service: Utilities	Staff provided and/or arranged for a participant to receive assistance with his/her utilities after being placed in unsubsidized employment, education, or training. This service was provided to the participant to enable him/her to further progress in his/her occupation, or retain employment. (See current Supportive Services OD for usage directions and limits).	No
191	Supportive Service: Educational Testing	A participant received financial assistance to take a high school equivalency test, or an exam for an occupation certification or credential for the purpose of obtaining employment. (See current Supportive Services OD for usage directions and limits).	No
192	Supportive Service: Post-Secondary Academic Materials	A participant received financial assistance to purchase required academic materials while enrolled in a Post-Secondary Education program.	No
200	Individual Counseling	Staff, in a one-on-one setting, provided a participant counseling and vocational guidance to assist the participant in achieving employment goals, and to make decisions regarding employment and/or training opportunities.	Yes
201	Group Counseling	Staff provided counseling to a participant in a group setting to help the individual achieve employment goals and make decisions about employment and training opportunities.	Yes
203	Objective Assessment	Staff conducted a comprehensive, specialized assessment of skill levels and service needs of a participant. The assessment may include diagnostic testing or other assessment tools, and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.	Yes
204	Interest and Aptitudes Testing (WorkKeys, PESCO)	Staff tested a participant's aptitude to determine whether the participant has the necessary skills and qualifications to achieve his or her employment goals, or successfully participate in a selected program of training services.	Yes
205	Development of IEP	Staff and a participant jointly developed an ongoing strategy that identified the participant's employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals.	Yes

CalJOBS SM Service Code	Service Code Description	Definition	Restarts Exit Clock
209	Referred to State and/or Local Training (Non-WIOA)	Staff referred a participant to a training program funded with monies from state and/or local agencies	Yes
210	Referred to Educational Services (Non-Federal/State/Local)	Staff referred a participant to a service provider funded with monies other than federal, state or local agencies monies, to receive educational services leading to the completion of the participant's educational goals. These services include, but are not limited to: tutoring, study skills training, and instruction.	Yes
214	Adult Literacy, Basic Skills or GED Preparation (Skills Tutor, WIN Solutions)	Staff referred a participant to a course of 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 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.	Yes
215	Short Term Pre-Vocational Services	A participant is receiving short-term, prevocational services, including the development of learning, communication, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare the participant for unsubsidized employment or training. (Use code for Job Readiness Workshop, Interview Preparation Workshop and Soft Skill Remediation Online Training ONLY)	Yes
216	Out-of-area job search asst.	Staff assisted a participant with an out-of-area job search. The assistance was deemed appropriate based upon the participant's assessment, and/or the participant's Individual Employment Plan.	Yes
217	Supportive Service - Relocation assistance	Staff provided financial assistance to relocate in order to accept employment, as provided by local policy. See current Relocation Assistance OD	Yes
218	Internships	Staff referred a participant to an internship opportunity. The internship was deemed appropriate based upon the participant's assessment, and/or the participant's individual employment plan.	Yes
219	Work Experience	A participant took part in a planned, structured learning experience that took place in a private, for-profit, nonprofit, or public sector workplace for a limited time period. Work experience may be paid or unpaid, as appropriate.	Yes

CalJOBS SM Service Code	Service Code Description	Definition	Restarts Exit Clock
221	Financial Literacy Education	<p>A participant received financial literacy services that support the ability to:</p> <ol style="list-style-type: none"> 1. Create household budgets, initiate savings plans, and make informed financial decisions about education, retirements, home ownership, wealth building, or other savings goals; 2. Manage spending credit, and debt, including credit card debt, effectively; 3. 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),m and their effect on credit terms; 4. The ability to understand, evaluate, and compare financial products, services, and opportunities; and, 5. 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. 	Yes
222	English Language Learner (ELL)	A participant attended an English Language Learner (ELL) program.	Yes
224	Pre-Apprenticeship Career Services (not listed on the ETPL)	The participant is enrolled in a Pre-Apprenticeship (PA) program that Provides an introduction to an industry sector, work readiness skills and academic instruction to prepare the participant for entry into an approved apprenticeship program.	Yes
225	Enrolled in Post-Secondary Education	A participant possessing a high school diploma or a GED enrolled in a post-secondary program that provided the skills, education and/or training for an in-demand occupation or industry, and grants recognized credentials or degrees.	Yes
300	Occupational Skills Training - Approved Provider List (ITA)	The participant enrolled in a State Board-approved ETPL training program designed to provide the technical skills necessary to perform a specific job or group of jobs.	Yes
301	On-The-Job Training	<p>A participant took part in paid training while engaged in productive work in a job. The training:</p> <ol style="list-style-type: none"> 1. Provided knowledge or skills essential to the full and adequate performance of the job; and, 2. Provided reimbursement to the employer for up to 50% of the participant's wage rate for extraordinary costs of providing the training and additional supervision related to the training; and, 3. Was limited in duration that was appropriate to the occupation for which the participant was being trained, taking into account the training's content, the participant's prior work experience, and the participant's service strategy, as appropriate. 	Yes

CalJOBS SM Service Code	Service Code Description	Definition	Restarts Exit Clock
302	Entrepreneurial Training	A participant attended entrepreneurial skills training that included, but was 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 marketing concepts.	Yes
304	Customized Training	A participant enrolled in an employer's customized training program. The training was designed to meet the specific requirements of an employer (or a group of employers); was conducted with a commitment by the employer to employ the participant upon successful completion of the training; and for which the employer paid a significant portion of the cost of training, as determined by the Local Board in accordance with WIOA. Customized training may be provided when: 1. The participant is not earning a self-sufficient wage as determined by Local Board policy; 2. The above paragraph's requirements are met; and 3. The customized training relates to on-the-job training contracts for employed workers, or other appropriate purposes identified by the Local Board.	Yes
305	Skills Upgrading & Retraining	A participant was provided training to upgrade his/her skills, and/or to retrain.	Yes
306	WIOA Prerequisite Training	A participant enrolled in the required prerequisite training/coursework prior to entry into an institution's approved training program.	Yes
307	Pre- Apprenticeship Training – ETPL listed	The participant enrolled in a Pre-Apprenticeship (PA) program that has a documented partnership with at least one Registered Apprenticeship program. The PA's training and curriculum must be based on industry standards; approved by the documented Registered Apprenticeship partner(s); and prepare the individual with the skills and competencies needed to enter one or more Registered Apprenticeship program(s).	Yes
308	Incumbent Worker Training	The participant participated in an incumbent worker training designed to meet the needs of an employer or group of employers in an effort to help avert potential layoffs, or for the employee to obtain the skills necessary to retain employment, such as increasing the skill levels of employees so they can be promoted within the company and create backfill opportunities for less-skilled employees.	Yes
312	Placed In Federal Training (includes TAA and WIOA)	Staff verified that a participant entered a training program supported by the federal government, such as a WIOA funded project or TAA.	Yes

CalJOBS SM Service Code	Service Code Description	Definition	Restarts Exit Clock
313	Placed in State and Local Trainings (non-TAA, non-WIOA)	Staff verified that a participant entered a state and/or local agency-funded training program. In this instance, staff should select the activity code's co-enrolled training code option. This definition does not include Job Corps (311), or Placed in Federal Training (312).	Yes
320	Private Sector Training	A participant enrolled in a private sector, non-WIOA funded training program.	Yes
321	Transitional Job	The participant has barriers to employment, is chronically unemployed, or has an inconsistent work history, and has been placed by the AJCC in subsidized, time-limited work within the public, private, or nonprofit sector. The participant must concurrently receive comprehensive employment and supportive services. Transitional jobs are designed to assist participants with establishing a work history, demonstrate success in the workplace, and develop the skills that lead to entry into and retention in unsubsidized employment.	Yes
322	Job Readiness Training	<p>A participant received training regarding the skills necessary to be successful in the workplace. The training provided the participant with specific occupational competencies needed to perform specific tasks on the job. These competencies include, but are not limited to: how to communicate in an office environment, how to function as part of a team, and how to work in a deadline-driven workplace.</p> <p>This code must be applied in conjunction with one of the following codes:</p> <ul style="list-style-type: none"> • Occupational skills training, including training for nontraditional employment (300) • On-the-job training (301) • Incumbent worker training (308) • Programs that combine workplace training with related instruction, which may include cooperative education programs (321) • Private sector operated training programs (320) • Skill upgrading and re-training (305) • Entrepreneurial training (302) • Transitional jobs (321) 	Yes
325	Apprenticeship Training	A participant enrolled into a Registered Apprenticeship Program listed on the State ETPL.	Yes
326	Support Service - Needs Related Payments (Training)	An unemployed Adult or Dislocated Worker participant received a needs-related payment(s) for the purpose of enabling him/her to participate in training. Unlike other supportive services, in order to qualify for needs-related payments, a participant must be enrolled in training. The participant must also be unemployed, not qualified or ceased to qualify for unemployment compensation, and be enrolled in a training services under WIOA.	No

CalJOBSSM Service Code	Service Code Description	Definition	Restarts Exit Clock
327	Support Service - Training Allowance	The participant received an approved training allowance required in conjunction with his/her original training or education. For example, a participant is required to have completed CPR training prior to beginning Certified Nurse Assistant. Use this code only for those "pre-training" courses. These courses will not be on the statewide ETPL. See IB 05-16 for further guidance.	No
328	Occupational Skills Training - Non Approved Provider (No ITA)	A participant attended training designed to provide the technical skills necessary to perform a specific job or group of jobs. The training provider was not on the statewide ETPL. This code cannot be used for formula ITAs.	Yes
330	Local Board Determination Training	A participant enrolled in a training program that can bypass the ETPL upon the determination of the Local Workforce Development Board (LWDB) for reasons such as: higher education, lack of providers, barriers to employment, etc. This activity code requires staff to provide justification in case notes.	Yes
346	Out of State Training Provider (other state ETPL)	A participant was enrolled with a provider headquartered outside of California, and who does not have an in-state training facility. Provider must be listed on another state's ETPL. This activity code requires staff to provide justification in CalJOBS under case notes.	Yes
F01	Referral To Community Resource	A participant was referred to a community resource after being placed in unsubsidized employment, education, or training. This follow-up service was provided to the individual to enable them to progress further in their occupation or retain their employment.	No
F02	Referral to Medical Services	Staff referred a participant to medical services after being placed in unsubsidized employment, education, or training. This follow-up service was provided to the individual to enable them to progress further in their occupation or retain his/her employment.	No
F03	Tracking Progress on the Job	Staff tracked a participant's progress on the job, and identified which, if any, additional follow-up services the participant required to progress further in his/her occupation or retain their employment.	No
F04	Work-Related Peer Support Group	Staff referred a participant to a work related peer support group after being placed in unsubsidized employment, education, or training. This follow-up service was provided to the individual to enable them to progress further in their occupation or retain his/her employment.	No
F05	Assistance securing better paying job	A participant received assistance securing a job paying a higher wage.	No

CalJOBSSM Service Code	Service Code Description	Definition	Restarts Exit Clock
F06	Career development and further education planning	A participant received additional career planning and counseling after being placed in unsubsidized employment, education, or training. This follow-up service was provided to the individual to enable them to progress further in their occupation or retain their employment.	No
F07	Assistance with Job/Work Related Problems	Staff assisted a participant with a work-related problem, which may have included contacting the participant's employer. This follow-up service was provided to the individual to enable them to progress further in their occupation or retain their employment.	No