

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.frwdb.net

Blake Konczal, Executive Director

OPERATIONAL DIRECTIVE

FRWDB OD # 04-16, Revision O1

Date Released: July 10, 2020

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: July 10, 2020

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; Rev L – 09/26/2018; Rev M – 12/18/20; Rev M1 – 12/20/19; Rev N – 1/22/20; Rev O – 7/1/20

This Revision O incorporates description changes made by the State on June 16, 2020. All changes are highlighted in yellow.

Revision O1 incorporates a correction to service codes 189 and 190 made by 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.

Durations listed for each activity code provide the number of days the service projects into the future.

Projected or actual end dates will not be allowed to extend beyond the Duration period. "NA" denotes that duration is for the length of actual attendance in the activity. Service codes with durations of either 90 or 180 days may be extended **once** for a maximum of either 90 or 180 days (depending on the code).

The Credential Attainment and MSG columns will contain an "X" if that training activity requires attainment of a credential and input of a Measurable Skills Gain. If no "X" is in these columns, the outcome is not required for that activity.

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

| CalJOBS SM Service Code | Service Code Description | Definition | Restarts Exit Clock | Duration (Days) | Credential Attainment | MSG |
|--|--|--|---------------------------|--------------------|--------------------------|-----|
| 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 | 1 | | |
| 106 | Follow-Up Services after Employment (prior to exit) | 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 | 1 | | |
| 108 | Referred to WIOA Services | A participant was referred to WIOA Title I Career Services. | Yes | 1 | | |
| 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) | Yes | 1 | | |
| 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 | 1 | 112 | |

| CalJOBS SM Service Code | Service Code Description | Definition | Restarts Exit Clock | Duration (Days) | Credential Attainment | MSG |
|---------------------------------------|---------------------------|---|---------------------|-----------------|-----------------------|-----|
| 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 | 1 | | |
| 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 | 1 | | |
| 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 | 1 | | |
| 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 | 1 | | |
| 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 | 1 | | |

| CalJOBS SM Service Code | Service Code Description | Definition | Restarts Exit Clock | Duration (Days) | Credential Attainment | MSG |
|--|---|---|---------------------------|--------------------|--------------------------|-----|
| 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 | 1 | | |
| 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. | Yes | 1 | | |
| 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. | Yes | 1 | | |
| 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 | 1 | | |
| 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 | 1 | | |
| 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 | 1 | | |

| CalJOBS SM Service Code | Service Code Description | Definition | Restarts Exit Clock | Duration (Days) | Credential Attainment | MSG |
|--|---|---|---------------------------|--------------------|--------------------------|-----|
| 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 | 1 | | |
| 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 | 1 | | |
| 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 | 1 | | |
| 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 | 1 | | |
| 189 | Supportive Service: Housing Assistance | Staff provided and/or arranged for a participant to receive housing that enabled him/her to participate in career services or training activities. (See current Supportive Services OD for usage directions and limits). | No | 1 | | |
| 190 | Supportive Service: Utilities | Staff provided and/or arranged for a participant to receive assistance with his/her utilities that enabled him/her to participate in career services or training activities. (See current Supportive Services OD for usage directions and limits). | No | 1 | | |

| CalJOBSSM Service Code | Service Code Description | Definition | Restarts Exit Clock | Duration (Days) | Credential Attainment | MSG |
|--|--|---|------------------------------------|----------------------------|----------------------------------|------------|
| 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 | 1 | | |
| 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 | 1 | | |
| 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 | 1 | | |
| 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 | 1 | | |
| 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 | 1 | | |
| 204 | Interest and Aptitudes Testing (WorkKeys, ONET Career Assessments) | 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 | 1 | | |

| CaJOBS SM Service Code | Service Code Description | Definition | Restarts Exit Clock | Duration (Days) | Credential Attainment | MSG |
|---|---|--|---------------------------|--------------------|--------------------------|-----|
| 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 | 1 | | |
| 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 | 1 | | |
| 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 | 1 | | |
| 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 | 90 | | |
| 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 | 1 | | |

| CalJOBS SM Service Code | Service Code Description | Definition | Restarts Exit Clock | Duration (Days) | Credential Attainment | MSG |
|---------------------------------------|------------------------------|--|---------------------|-----------------|-----------------------|-----|
| 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 | 1 | | |
| 217 | Relocation assistance | Staff provided financial assistance to relocate in order to accept employment, as provided by local policy. See current Relocation Assistance OD | Yes | 1 | | |
| 218 | Referred to Internship | 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 | 180 | | |
| 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 | 180 | | |

| CalJOBS SM Service Code | Service Code Description | Definition | Restarts Exit Clock | Duration (Days) | Credential Attainment | MSG |
|---------------------------------------|---|--|---------------------|-----------------|-----------------------|-----|
| 221 | Financial Literacy Education | A participant received financial literacy services that support the ability to: 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 | 90 | | |
| 222 | English Language Learner (ELL) | A participant attended an English Language Learner (ELL) program. | Yes | 90 | | |
| 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 | 180 | | |
| 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 | NA | X | x |

| CalJOBS SM Service Code | Service Code Description | Definition | Restarts Exit Clock | Duration (Days) | Credential Attainment | MSG |
|--|-----------------------------|--|---------------------------|--------------------|--------------------------|-----|
| 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 | NA | | x |
| 302 | Entrepreneurial Training | <p>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.</p> | Yes | NA | x | x |

| CalJOBS SM Service Code | Service Code Description | Definition | Restarts Exit Clock | Duration (Days) | Credential Attainment | MSG |
|--|---|--|---------------------------|--------------------|--------------------------|-----|
| 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 | NA | | x |
| 305 | Skills Upgrading & Retraining | A participant was provided training to upgrade his/her skills, and/or to retrain. | Yes | NA | x | x |
| 306 | WIOA Prerequisite Training | A participant enrolled in the required prerequisite training/coursework prior to entry into an institution's approved training program. | Yes | NA | x | x |
| 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 | NA | x | x |

| CalJOBSSM Service Code | Service Code Description | Definition | Restarts Exit Clock | Duration (Days) | Credential Attainment | MSG |
|--|---|--|------------------------------------|----------------------------|----------------------------------|------------|
| 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. | No | NA | | |
| 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 | 1 | | |
| 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 | 1 | | |
| 320 | Private Sector Training | A participant enrolled in a private sector, non-WIOA funded training program. | Yes | NA | x | x |
| 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 | NA | | |

| CalJOBS SM Service Code | Service Code Description | Definition | Restarts Exit Clock | Duration (Days) | Credential Attainment | MSG |
|---------------------------------------|---|---|---------------------|-----------------|-----------------------|-----|
| 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 | NA | | x |
| 325 | Apprenticeship Training | A participant enrolled into a Registered Apprenticeship Program listed on the State ETPL. | Yes | NA | X | X |
| 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 | 1 | | |

| CalJOBSSM Service Code | Service Code Description | Definition | Restarts Exit Clock | Duration (Days) | Credential Attainment | MSG |
|--|---|---|------------------------------------|----------------------------|----------------------------------|------------|
| 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 | 1 | | |
| 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 | NA | X | x |
| 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 | NA | X | X |
| 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 | NA | x | x |
| 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 | 1 | | |
| 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 | 1 | | |

| CalJOBSSM Service Code | Service Code Description | Definition | Restarts Exit Clock | Duration (Days) | Credential Attainment | MSG |
|--|---|---|------------------------------------|----------------------------|----------------------------------|------------|
| 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 | 1 | | |
| 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 | 1 | | |
| F05 | Assistance securing better paying job | A participant received assistance securing a job paying a higher wage. | No | 1 | | |
| 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 | 1 | | |
| 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 | 1 | | |