

Fresno Regional Workforce Development Board

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Blake Konczal, Executive Director

OPERATIONAL DIRECTIVE

FRWDB OD # 03-16, Revision N

Date Released: March 25, 2021

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: March 25, 2021

Subject: Young Adult Service Codes

Applicable Program: Youth

Revision History: Initial Release – 3/10/16; Rev B – 8/19/16; Rev C – 11/21/16; Rev D – 11/30/17; Rev E – 5/16/17; Rev F – 7/28/17; Rev G – 12/8/17; Rev H – 6/22/18; Rev I – 9/26/18; Rev J – 12/18/19; Rev J1 – 12/20/19; Rev K – 1/22/20; Rev L – 7/1/20; Rev M – 12/14/20

This Revision N adds additional service codes, clarifies service codes definitions and the use of follow-up codes.

Effective immediately, all providers of services are to implement this Operational Directive (OD).

The Service Code Reference Table (starting on page 2) is to be used by staff to ensure that they are using the most accurate code that best describes the service the participant is being entered into. All providers of services' staff must use the following codes, when entering enrollments and case notes.

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

Follow-up service codes can only be provided once all other service codes are closed and a closure form has been completed and entered in CALJOBS. Follow-up supportive service codes shall only be provided during the Closure Process (90day waiting period) and during Follow-up Services (retention) for 12 months post-closure period.

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.

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 you have any questions, please contact the FRWDB Young Adult Program Coordinator.

CalJOBS SM Service Code	Service Code Description	Local Activity Description	Restarts Exit Clock	Duration (Days)	Credential Attainment	MSG
407	Financial Literacy	<p>A youth participant completed Financial Literacy coursework that encompassed the following:</p> <ol style="list-style-type: none"> 1) budgeting, how to make informed financial decisions about education, retirement, home ownership, wealth building, and/or other savings goals; 2) managing spending, credit, and debt, including credit card debt, as well as obtaining credit, credit terms, credit reports, credit report significance, and how to correct credit report inaccuracies; 3) the ability to understand, evaluate, and compare financial products, services and opportunities. <p>For non-English speaking youth, support activities addressed the particular financial literacy needs of non-English speaking youth, which include providing support via the development and distribution of multilingual financial literacy and education materials.</p>	Yes	180		
409	Youth - Job Shadowing	<p>A Youth participated in a job-shadowing experience in the private, for-profit, nonprofit, or public sector</p>	Yes	90		
410	Leadership Development Services	<p>Youth participated in leadership development opportunities that encourages leadership development, that may include the following:</p> <ol style="list-style-type: none"> 1) community service and peer mentoring and tutoring; foster responsibility and other positive social and civic behaviors; 2) organizational and team work training; 3) decision-making training, as appropriate; 4) citizenship training, including life skills training such as parenting and work behavior training; 5) civic engagement activities which promote the quality of life in a community; and 6) other leadership roles that place Youth in leadership roles. 	Yes	1		

CalJOBSSM Service Code	Service Code Description	Local Activity Description	Restarts Exit Clock	Duration (Days)	Credential Attainment	MSG
411	Adult Mentoring	Adult mentoring is a formal, in-person, relationship between a Youth participant and an adult mentor that includes structured activities where the mentor offers guidance, support and encouragement to develop the confidence of the mentee. The activity must last for a period of at least 12 months, and must be with an adult mentor other than the assigned case manager. Adult mentoring may include workplace mentoring where the local program matches a Youth participant with an employer or employee who acts as a mentor.	Yes	1		
412	Objective Assessment	Staff conducted an objective 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 services, and developmental needs for the purpose of identifying appropriate services and career pathways. (includes WorkKeys & ONET Career Assessments)	No	1		
413	Develop IEP/Service Strategies	Staff developed individual strategies for the Youth participant that are directly linked to one or more performance indicator, and that identified career pathways that included education and employment goals, including, when appropriate, nontraditional employment, appropriate achievement objectives, and appropriate services that took into account the Youth's Objective Assessment.	No	1		
414	Basic Skills Training	A Youth participant's whose English, writing, and/or computing skill level was at or below the eighth-grade level, received basic skills training that included reading, writing, mathematic, problem solving, and interpersonal skills training that enabled the Youth to communicate in English, use math, obtain a high school diploma or GED (if applicable), to become eligible for post-secondary education or training, and to develop into a productive, employable citizen. (such as AZTEC and ACT WorkKeys Curriculum).	Yes	NA		

CalJOBS SM Service Code	Service Code Description	Local Activity Description	Restarts Exit Clock	Duration (Days)	Credential Attainment	MSG
415	Enrolled in Alternative Secondary Education	A Youth participant was enrolled during participation in an Alternative Education program, i.e., a separate program within a K - 12 public or charter school that was established to serve and provide a Youth, whose needs are not being met in a traditional school setting, an educational alternative.	Yes	NA	x	x
416	Occupational Skills Training - Approved provider List	An out-of-school Youth participant aged 18-to-24, was enrolled in occupational skills training, which included priority consideration for training programs that led to recognized post-secondary credentials, and that aligned with an in-demand industry sector(s) or occupations in the Youth's local area. Provider must be on the statewide Eligible Training Provider List (ETPL).	Yes	NA	x	x
417	Comprehensive Guidance and Counseling *This Service Code cannot be used for Case Management	A Youth participant was provided one or more of the following: 1) Activities leading to secondary school diploma attainment, or its equivalent; preparation for post-secondary and training opportunities; 2) Strong linkages between academic instruction and occupational education that lead to the attainment of recognized post-secondary credentials; 3) Preparation for unsubsidized employment opportunities (such as Job Readiness/Interview Preparation Workshops) ; 4) Effective connections to employers, including small employers, in in-demand industry sectors and occupations within the Youth's local and regional labor markets; or 5) Referrals to Drug and alcohol abuse counseling, mental health counseling, and referral to partner programs as appropriate. If referring a Youth 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.	Yes	1		

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418	Adult Education (GED)	Youth participant not enrolled prior to participation enrolled in a high school equivalency diploma program to qualify for the in one of the three U.S. Department of Education, Office of Post-Secondary Education's recognized high school equivalency certificate programs, namely the: 1) General Educational Development (GED) Test provided by the GED Testing Service; or 2) the High School Equivalency Test (HiSET), provided by Educational Testing Services; or 3) the Test Assessing Secondary Completion (TASC) provided by CRB/McGraw-Hill.	Yes	90	x	x
421	Enrolled in Post- Secondary Education	A Youth participant possessing a high school or a GED diploma 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	180	x	x
424	Entrepreneurial Training	A Youth enrolled in Entrepreneurial training that included the planning, starting and operating of a small business. Training included, but was not limited to the entrepreneurial-associated skills of: initiative, self-direction, calculated risk taking, adaptability, seeking out and identifying business opportunities and innovative solutions; risk assessment, budget development; resource forecasting; the ability to analyze capital acquisition options and their corresponding trade-offs; and how to effectively market oneself and one's ideas.	Yes	180		

CalJOBS SM Service Code	Service Code Description	Local Activity Description	Restarts Exit Clock	Duration (Days)	Credential Attainment	MSG
425	Work Experience	A Youth participant took part in a paid, planned, structured learning experience that took place in a private, for-profit, nonprofit or public sector workplace for a limited period of time. The experience included such elements as employability skills instruction or generic workplace skills; exposure to various aspects of an industry; progressively more complex tasks; the integration of basic academic skills into work activities, work adjustment, and other transition activities; entrepreneurship; and service learning. This definition does not include unpaid internships (408), paid internships (427), job shadowing (409), or on-the-job training (428).	Yes	180		
428	Youth On-the- Job Training	A Youth participant took part in an on-the-job training experience in the private, for profit, nonprofit, or public sector workplace for a limited time period.	Yes	NA		x
429	Enrolled in School	A Youth participant enrolled in high school, or any other organized program of study. This definition applies to Youth who are already enrolled in education at the time of program participation, or became enrolled in education at any point during program participation. This definition does not apply to Alternative Secondary Education (415), or Adult Education (418).	Yes	NA	x	x
431	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).	Yes	NA		
432	Enrolled in 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.	Yes	NA	x	x

CalJOBS SM Service Code	Service Code Description	Local Activity Description	Restarts Exit Clock	Duration (Days)	Credential Attainment	MSG
433	Career Awareness	1) A Youth participant engaged in activities designed to help students understand the role of work; one's own uniqueness; and basic information about different occupations. 2) Job Ready Process activities such as Mock Interview & Job Ready Checklist 3) Career Track Application Worksheet	Yes	1		
434	Career Exploration (Job Search)	1) A Youth participant selected an educational path and training, or a job which fits their Interests, skills and abilities. 2) A Youth participant is receiving job leads and is actively job searching.	Yes	1		
435	Career Counseling/ Planning (Case Management)	A Youth participant received information and assistance in identifying career options and/or pathways, and/or mapping a career area of specific interest, e.g., engineering, with the knowledge, skills, financial aid literacy, and education or training required to facilitate comprehensive career decision-making and planning that integrate the Youth participant's personal, social and career goals.	Yes	1		
436	Post-Secondary Transition Services	For the Purpose of Post-Secondary Placement. A Youth participant received services that helped him/her to prepare for and transition to post-Secondary education and training. Such as assistance with applications, financial aid, etc.	Yes	1		
437	Pre- Apprenticeship Training – ETPL listed	The participant is 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
438	Non-WIOA funded Occupational Skills Training	A Youth participant who self-enrolls in occupational skills training and is either self-funded or funded by other Non-WIOA sources.	Yes	NA	x	x

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439	Education Concurrent w/Workforce Prep & 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.	Yes	NA		
481	Support Service - Transportation Assistance	Youth participant received assistance with transportation which enabled him/her to participate in activities authorized under WIOA Title IB. (See current Supportive Services OD for usage directions and limits).	No	1		
482	Support Service - Medical	A Youth participant was referred to medical services which enabled him/her to participate in activities authorized under WIOA Title IB. (See current Supportive Services OD for usage directions and limits).	No	1		
485	Support 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 activity code requires staff to document the type of service provided in a case note.	No	1		
487	Supportive Services – Tools/Clothing	A Youth participant received assistance with employment-related attire or tools for the purpose of obtaining employment. Includes drug testing, background checks. (See current Supportive Services OD for usage directions and limits).	No	1		

CalJOBS SM Service Code	Service Code Description	Local Activity Description	Restarts Exit Clock	Duration (Days)	Credential Attainment	MSG
488	Supportive Services - Housing Assistance	Staff provided and/or arranged for a Youth 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	1		
489	Supportive Service - Utilities	Staff provided and/or arranged for a Youth 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	1		
490	Supportive Services - Educational Testing	A Youth participant received supportive services to take a high school equivalency test, or an exam for an occupation certification or credential. Supportive services can also be provided to a Youth participant with disabilities to assist with participation in certain assessments to ensure equal access and opportunity to participate in a variety of work-based learning activities. (See current Supportive Services OD for usage directions and limits).	No	1		
493	Supportive Service: Post- Secondary Educational Materials	A Youth participant received assistance with books, fees, school supplies, and other necessary supplies for students enrolled in post-secondary education classes. (See current Supportive Services OD for usage directions and limits).	No	1		
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		

CalJOBSSM Service Code	Service Code Description	Local Activity Description	Restarts Exit Clock	Duration (Days)	Credential Attainment	MSG
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		
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	Staff provided a participant additional career planning and counseling after being placed in unsubsidized employment. This follow-up service was provided to the individual to enable him/her to progress further in his/her occupation or retain his/her 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		
F08	Adult Mentoring	A Youth participant received adult mentoring after being placed in unsubsidized employment, education, or training. This follow-up service was provided to the participant to enable him/her to progress further in their occupation or retain their employment.	No	1		

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F09	Tutoring	Staff provided or arranged for a Youth participant to receive tutoring after being placed in unsubsidized employment, education, or training. This follow-up service was provided to the participant to enable him/her to further progress in his/her occupation, or retain employment.	No	1		
F10	Leadership Development	Staff provided and/or arranged for a Youth participant to receive Leadership Development training after being placed in unsubsidized employment, education, or training. This follow-up service was provided to the participant to enable him/her to further progress in his/her occupation, or retain his/her employment.	No	1		
F12	Support Services – Transportation Approved Waiver Only	Staff provided and/or arranged for a Youth participant to receive transportation assistance after being placed in unsubsidized employment, education, or training. This follow-up 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	1		
F13	Support Services - Purchase work related uniforms/ attire	Staff provided and/or arranged for a Youth participant to receive an allowance to purchase work-related uniforms or attire after being placed in unsubsidized employment, education, or training. This follow-up 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	1		
F14	Support Services - Purchase work related tools	Staff provided and/or arranged a Youth participant to receive an allowance to purchase work-related tools after being placed in unsubsidized employment, education, or training. This follow-up service was provided to the participant to enable him/her to further progress in his/her occupation, or retain his/her employment. (See current Supportive Services OD for usage directions and limits).	No	1		

CalJOBS SM Service Code	Service Code Description	Local Activity Description	Restarts Exit Clock	Duration (Days)	Credential Attainment	MSG
F15	Supportive Services: Housing Assistance Approved Waiver Only	Staff provided and/or arranged for a Youth participant to receive housing assistance after being placed in unsubsidized employment, education, or training. This follow-up 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	1		
F16	Supportive Services: Utilities Approved Waiver Only	Staff provided and/or arranged for a Youth participant to receive assistance with his/her utilities after being placed in unsubsidized employment, education, or training. This follow-up 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	1		
F17	Supportive Services: Dependent Care Approved Waiver Only	Staff provided and/or arranged for a Youth participant to receive child care or dependent care assistance after being placed in unsubsidized employment, education, or training. This follow-up 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	1		
F18	Supportive Services: Medical Approved Waiver Only	A Youth participant received assistance with medical services after being placed in unsubsidized employment. This follow-up supportive 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	1		
F21	Supportive Services: Educational Testing	A Youth participant received financial assistance in obtaining a High School equivalency certificate, a license, or other type certificate, for the purpose of obtaining employment. (See current Supportive Services OD for usage directions and limits).	No	1		

CalJOBS SM Service Code	Service Code Description	Local Activity Description	Restarts Exit Clock	Duration (Days)	Credential Attainment	MSG
F22	Supportive Service: Post-Secondary Educational Materials	A Youth participant received assistance with books, fees, school supplies, and other necessary supplies for students enrolled in post-secondary education classes that enabled him/her to participate in activities authorized under Title IB. (See current Supportive Services OD for usage directions and limits).	No	1		