

COMMONWEALTH OF VIRGINIA  
VIRGINIA COMMUNITY COLLEGE SYSTEM

**WORKFORCE INVESTMENT ACT**

**VIRGINIA WORKFORCE LETTER (VWL) #11-02**

**TO:** LOCAL WORKFORCE INVESTMENT BOARDS  
**FROM:** WORKFORCE DEVELOPMENT SERVICES  
**SUBJECT:** WIA Participant Activity Code Definitions and Time/Use  
Limitations  
**EFFECTIVE DATE:** August 1, 2011  
**REVISION # 1**  
**REVISION DATE:** December 15, 2013  
**REVISION EFFECTIVE DATE:** January 1, 2014

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**Purpose:**

To provide guidance to the local workforce areas and their service providers on the definitions of activities and services included in the Virginia Workforce Connection (VaWC); to initiate time or use limitations on those codes; and to eliminate unused or obsolete activity codes.

This VWL is revised to include definitions and codes for attainment of the Career Readiness Certificate (CRC) for Adult/Dislocated Worker and Youth participants. It has also been revised to define the framework of the Ten Elements of the Youth Program. Two codes have been added to track the provision of Workforce Information Services for Adults, Dislocated Workers and Youth.

Several additional duplicated or outdated codes have been eliminated in this Revision. Please note these eliminated codes at the end of this document.

**A. Background:**

DOL's November, 2010 review of Virginia's Workforce System (released January, 2011), included a finding that Adult and Dislocated Worker participants are not exited in accordance with ETA guidance. This VWL is intended to address this finding by providing both definitions for the WIA activity codes and provide guidance on their appropriate use. This revision of VWL 11-02 is meant to further refine the accuracy and utilization of activity codes in serving WIA participants.

**B. Discussion:**

Workforce Development Services developed a list of valid activity codes, definitions for each of the codes and “limitations” for the use of each code. The standardized definitions assist the local areas in accurately recording participant activities in WIA.

The purpose of defining 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 WIA program is the accuracy of services reported in the Workforce Investment Act Standardized Record Data (WIASRD) and 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. Further, the Virginia Workforce Council’s has increased its involvement in WIA-related accountability issues.

**C. Implementation**

The attached list shows each valid participant activity code, defines the code and includes any limitation that govern the code’s use. For example, code 104, Job Search Workshop, is limited to 30 calendar days. A “limitation” does not mean a code cannot be used more than once per participant, nor does it mean an activity cannot be extended for a participant based upon the participant’s service plan.

Inactive and obsolete codes listed at the end of the document for reference only, as they may appear on some past participant records in VaWC. They are not valid for current or future use.

**D. Effective Date**

This revision to VWL 11-02 is effective January 1, 2014

**E. Required Action**

Local boards are responsible for ensuring that all WIA service provider/case management staff is familiar with this information.

## What is “Limitation” in the Activity Code Definitions?

The term “Limitation” refers to one or both of the following circumstances for all Activity Codes:

Time Limit for an Activity Code – a limited period of time that an activity code may be active (“open”) in VaWC (“VOS”). It does not refer to the duration of the activity itself. For example, Activity Code 213, Mentorship, can be entered initially into VaWC for a period beginning on a certain date with an ending date as much as 30 calendar days later, even if the Mentoring activity lasts longer than 30 days. At the end of the **initial** 30 day period, the case is to be reviewed and the end date **may be extended** an additional 30 days, or fewer as appropriate, if the participant is still involved in that activity. The review and update of this activity code’s end date continues for as long as it is applicable to the participant’s situation. **All extensions must be documented in VaWC Case Notes and in the participant’s file.**

- Restriction of Use of an Activity Code - Certain activity codes can be used for only a particular segment of persons or only under certain circumstances. For example, Activity Code 181, Transportation Assistance, may be used only for persons enrolled in WIA Title 1B activities. This code may not be used for persons in “applicant” status. Another example - only youth should be enrolled in 400 level services.
- The purpose of the service limitation is to prevent services from being projected indefinitely into the future

**001 – Hold, waiting for activities or health/medical** – This code is used when the participant has a planned, **temporary** break in training with a planned date of re-entry as documented in the ISS/IEP. 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. This service will prevent the soft exit from occurring and should be used only for one of the following conditions:

- 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. (**Training and Employment Guidance Letter No. 17-05**).

The participant folder and VaWC case notes should contain documentation to support the holding status.

**Limitation: May not exceed 90 calendar days and must be documented. Any extension(s) must be fully documented.**

## **Staff-Assisted Core Services**

**101 – Orientation** – Information provided on services that are available through the One-Stop service centers and other WIA service providers.

**Limitation:** **Not to exceed 30 calendar days.**

**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.

**Limitation:** **Not to exceed 30 calendar days.**

**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.

**Limitation:** **Not to exceed 30 calendar days.**

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

**Limitation:** **Not to exceed 30 calendar days.**

**107 – Workforce Information Services** - 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.

**Limitations:** **Not to exceed 30 calendar days; required service for all programs (Adult/Dislocated Workers).**

**110 – Attended Rapid Response Workshop** – attend an informational briefing related to the layoffs at a particular employer.

**Limitation:** **Not to exceed 30 calendar days.**

**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 of all new hires.

**Limitation:** **Not to exceed 30 calendar days.**

**153 - Job Search/Placement Assistance, including Career Coaching** – services provided to a participant 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.

**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 WIA activities.

Local Boards, in consultation with the One-Stop 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.

### **When may supportive services be provided to participants?**

Supportive services may only be provided to persons who are:

- Participating in core, intensive or training services; **and**
- Unable to obtain supportive services through other programs providing such services.
- Supportive services may only be provided when they are necessary to enable persons participate in Title I activities.

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

Local Boards may establish procedures on the provision of supportive services or provide the One-Stop operator 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.**

**180 – Support Service – Family 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) while the participant is enrolled in training activities.

**Limitation: Available only to participants enrolled in Title 1B activities.**

**181 – Support Service – Transportation Assistance** – depending on need and local policies, transportation assistance provided to a participant enrolled in a training activity to enable him or her to participate in that activity. 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.

**Limitation: Available only to participants enrolled in Title 1B activities.**

**182 – Support 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.

**Limitation:** Available *only* to participants enrolled in Title 1B activities.

**183 – Support Service – Incentive/Bonuses** - depending on need and local policy, an allowance provided to a participant as an award for outstanding participation in or completion of a training program.

**Limitation:** Available *only* to participants enrolled in Title 1B activities.

**184 – Support Service – Temporary Shelter** – depending on need and local policies, funds provided to a participant to assist him or her in obtaining housing/shelter.

**Limitation:** Available *only* to participants enrolled in Title 1B activities.

**185 – Support Service – Other** – 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.).
- 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.
- 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.)
- Examinations/Inoculations – examinations and/or vaccinations required before entering training or employment (e.g. tuberculin skin tests, eye exams, etc.).
- Other-services – other services such as an interpreter or signer, etc., for intake/registration, assessment, etc.

**Limitations:** Available *only* to participants enrolled in Title 1B activities; excludes CRC testing

## **Adult Intensive Services Codes**

### **What are Adult Intensive Services?**

Adult Intensive Services may include the following:

- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include diagnostic testing and use of other assessment tools; and in-depth interview and evaluation to identify employment barriers and appropriate employment goals.
- Development of an individual employment plan to identify the employment goals, appropriate achievement objectives and appropriate combination of services for the participant to achieve the employment goals.

- Group counseling.
- Individual counseling and career planning.
- Case management for participants seeking training services
- Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills and professional conduct, to prepare participants for unsubsidized employment or training.

**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.

**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.

**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.

**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 limitation placed on this service matches the other assessment activities listed in this document.

**Limitations:** **Not to exceed 30 calendar days. Not to be used for Adult or Dislocated Worker CRC.**

**204 – Interest and Aptitude Testing** – standardized testing and assessment services that guide the participant to make an informed choice about a course of action that best meets his or her needs and interests and maximizes his or her employment opportunities.

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

**205 – Develop Service Strategies (IEP/ISS/EDP) – *establishing*** a plan (not implementing or executing the plan) for a participant which should include an employment goal, appropriate achievement objectives, support service needs and an appropriate combination of services for him or her based on an initial assessment and a more comprehensive or specialized assessment.

**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.

**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 team work training, team leadership training, training in decision making, including determining priorities.

**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.

**Limitation: Not to exceed 90 calendar days; excludes CRC preparation.**

**215 – Short-Term Pre-Vocational 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.

**Limitation: Not to exceed 90 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 Investment Area.

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

**218 – Internships** – an activity similar in outcome and structure to work experience; may include paid and unpaid internships.

**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.

**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 own native language (first language) is not English.

**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.

**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.

**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 and 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. A detailed description of what skills are tested for can be found at <http://www.crc.virginia.gov/Home/JobSeekers>.

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.

**Use one of the following codes to record the level of CRC attained by the Adult or Dislocated Worker participant, if applicable:**

#### **239 - Career Readiness Certificate (CRC) Assessment**

Client was referred to certified CRC testing provider

**Limitation: Not to exceed 30 calendar days.**

**240** – Career Readiness Certificate – CRC Gold – used when participant attains a Gold CRC.

**Limitation: Not to exceed 30 calendar days.**

**241** – Career Readiness Certificate – CRC Silver – used when participant attains a Silver CRC.

**Limitation: Not to exceed 30 calendar days.**

**242** – Career Readiness Certificate – CRC Bronze – used when participant attains a Bronze CRC.

**Limitation: Not to exceed 30 calendar days.**

## **Adult Training Services**

**300 – Occupational Skills Training – Approved Provider (ITA)** - 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. Approved provider is one that is included on the State Eligible Training Providers List.

**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 50 percent of the wage rate of the participant, 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.

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

**302 – Entrepreneurial Training** - programs designed to help prospective new business owners launch and successfully operate new enterprises.

**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.

**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.

**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.

**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.

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

**324 – Adult Education w/ Occupational Skills Training – Approved Provider (ITA)** - 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. May include job-specific competency training, apprenticeship programs, on-site industry-specific training, customized training, entrepreneurial training, internships and pre-apprenticeship training. Approved provider is one that is included on the State Eligible Training Providers List.

**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.

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

**326 – Support Service – Needs Related Payment** – depending on need and local policies, financial assistance to an eligible participant to enable him or her to **participate in training**. The eligibility requirements for needs-related payment are as follows:

**An adult** must:

- Be unemployed,
- Not qualified for, or have ceased to qualify for, unemployment compensation; and
- Be enrolled in a program of training services under WIA Title IB.

**A dislocated worker** must:

- Be unemployed, and not qualify for, or have ceased to qualify for unemployment compensation or trade readjustment assistance under TAA or NAFTA TAA; **and**
- Be enrolled in a program of training under WIA section 134 (d)(4) by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, **or, if later,**
- by the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months; **or**
- Be unemployed and not qualify for unemployment compensation or trade readjustment assistance under TAA or NAFTA-TAA.

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

**328 – Occupational Skills Training Non-Approved Provider (No ITA)** – 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. May include job-specific competency training, apprenticeship programs, on-site industry specific training, customized training, entrepreneurial training, internships and pre-apprenticeship training. Non-approved provider is one that is not included on the State Eligible Training Providers List.

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

## Youth-Specific Program Design, Services and Codes

**Program Framework and Design; Intake Activities** - include services such as registration, eligibility determination 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 services. Other activities include referrals to other services which may include providers of the ten program elements.

**Objective Assessment** - a process that identifies service needs, academic levels, goals, interests, skill levels, abilities, aptitudes, and supportive service needs, and measures barriers and strengths. It includes a review of basic and occupational skills, prior work experience, employability potential and developmental needs. The result of an assessment is an individual service strategy. This process does not include the Youth Career Readiness Certificate (CRC).

**Individual Service Strategies** - is the plan which identifies the employment goals, educational objectives, and prescribes appropriate services for the participant. The individual service strategy plan should provide for:

- (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.

Individual service strategies should also include providing information on local youth activities and referrals to the providers of those services. Information and referrals are activities that any youth may receive, regardless of eligibility for youth activities. These activities may be funded by sources other than WIA.

### **Youth Case Management**

A client-centered approach used to ensure that goals, activities, and services in the individual service strategy are being met. This approach ensures that youth are actively engaged on a path to success related to employment and life.

**412 - Objective Assessment** - an assessment of the skill levels and service needs of a youth participant which should include a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for non-traditional jobs) and supportive service needs. To maintain consistency, the limitation placed on this service matches the other assessment activities listed in this document.

**Limitation: Not to exceed 30 calendar days. Not to be used for Youth Career Readiness Certificate (CRC). See codes 439 through 442 for Youth CRC.**

**413 - Develop Service Strategies (IEP/ISS) – *establishing*** a plan (not implementing or executing the plan) for a participant which should include an employment goal, appropriate achievement objectives, support service needs and an appropriate combination of services for him or her based on an initial assessment and a more comprehensive or specialized assessment. This is a follow-up activity to code **412** – Objective Assessment.

**Limitation: Not to exceed 30 calendar days.**

**407 – Workforce Information Services** - 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.

**Limitations: Not to exceed 30 calendar days; required service for all programs (Youth only).**

**484 –Incentives/Bonuses:** - award made to participants who have met attendance requirements or have shown progress or attainment of a benchmark during their program participation.

**Limitation:** **Depending on local policies the Incentives/Bonuses should be awarded based on a specific event. The limitation is one calendar day.**

**Incentives/Bonuses are applicable to the following program elements:**

**Element One** - Tutoring, study skills training, and instruction leading to secondary school completion, including dropout prevention strategies

**Element Two** - Alternative secondary school offerings

**Element Three** - Summer employment opportunities directly linked to academic and occupational learning

**Element Five** - Occupational skills training

**Element Six** - Leadership development opportunities, which include community service and peer-centered activities encouraging responsibility and other positive social behaviors

**The Ten Elements of Youth Participation and Related Codes**

**Element One** - Tutoring, study skills training, and instruction leading to secondary school completion, including dropout prevention strategies

**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.

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

**Element Two** - Alternative secondary school offerings

**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.

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

**Element Three** - Summer employment opportunities directly linked to academic and occupational learning

**400 – Youth 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.

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

**Element Four** - Paid and unpaid work experiences, including internships and job shadowing, as provided in Secs.664.460 and 664.470;

**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:

- As provided in WIA sections 129 (c) (2) (D) and Section 664.470, work experiences may be paid or unpaid.
- Work experience workplaces 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; 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 and is not to benefit the employer, although the employer may benefit from the activities performed by the youth. 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;
  - Internships and job shadowing;
  - The integration of basic academic skills into work activities;
  - Supported work, work adjustment and other transition activities;
  - Entrepreneurship;
  - Service learning;
  - Paid and unpaid community service;
  - Other elements designed to achieve the goals of work experiences.

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

**Element Five** - Occupational skills training

**416 – 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. Approved provider is one that is included on the State Eligible Training Providers List.

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

**Element Six - Leadership development opportunities, which include community service and peer-centered activities encouraging responsibility and other positive social behaviors**

**410 – Leadership Development Services** – citizen and leadership services that are intended to develop the potential of youth participants as citizens and leaders, and include, but are not limited to: leadership development opportunities, which may include community service and peer-centered activities encouraging individual responsibility and other positive behaviors during non-school hours. Citizenship training includes life skills training such as parenting, work behavior training and budgeting of resources.

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

**Element Seven - Supportive services, which may include the services listed in Sec. 664.440**

**480 – Support Services for Youth - Family 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 the following:

- Linkages to appropriate community services
- Assistance with child care and dependent care costs
- Assistance with housing costs
- Referrals to medical services
- Assistance with uniforms or other appropriate work attire and work-related tool costs, including such items as eyeglasses and protective eye wear.

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

**481 – Support Services – Transportation** – Depending on need and local policies, funds allocated to assist a participant in accessing local transportation services. In communities where public transportation may not be available, this could mean assistance in obtaining a driver's license

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

**482 – Support Services – 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.



**Limitation – Not to exceed 90 calendar days**

**483 – Support Services – Temporary Shelter** – Depending on need and local policies, services provided to a youth participant to assist him or her in securing suitable housing within the community.

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

**485 – Support Services – Other** - Supportive services to enable youth participants to participate in program activities.

**Limitation** – Must be provided for in local policy. May only be used for program participants, not applicants; must be included in participant’s I.S.S.; must be documented fully in case notes; must comply with WIA Section 129(c) (2) (G) and Section 664.440 of Final Rules, Workforce Investment Act of 1998.

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

**Element Eight - Adult mentoring for at least twelve (12) months that may occur both during and after program participation**

**411 – Adult Mentoring** – one-on-one training provided by a volunteer who assists a youth participant to successfully complete training and/or maintain employment through counseling, tutoring and on-the-job interaction. This service may also be used to assist a youth in completing his or her education.

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

**Element Nine - Follow-up services, as provided in Sec. 664.450**

**Follow-Up Services** – May include:

- Leadership development and supportive services that may include the following:
  - Exposure to postsecondary educational opportunities
  - Community and service learning projects
  - Peer-centered activities, including peer mentoring and tutoring
  - Training in decision-making, including priorities
  - Organizational and teamwork training, including team leadership training; training in decision-making, including determining priorities
- Citizenship training including life skills training such as parenting, work behavior training and budgeting of resources.

**Limitation: Must be provided for a minimum of 12 months after exit.**

The following services may be provided to persons participating in Workforce Investment Act programs. Any supportive service included in the follow-up process should be included in the local workforce investment board policies regarding the provision of supportive services. Local supportive service policies should address the following:

- What services are available?
- Who will provide these services?

- What are the limits on these services – time, amounts?
- What are the documentation requirements (how do you document need for the service, participant responsibilities, and program responsibilities)?
- What are VaWC (VOS) entry and supporting documentation requirements?
- How is the supportive service need addressed in the Individual Service Plan?

In the Virginia Workforce Connection, VaWC (VOS):

Follow-up services in VaWC are identified as F01- F19. These services may be provided once the Case Closure is completed and the record is in the 90-day waiting period before the soft exit (see VOS User Guide, Chapter 6, Pages 6-31 & 6-32). The provision of follow-up services to youth is required for a period of 12 months. The scope and nature of follow-up services will vary by participant depending on his or her needs (these codes are fully defined after the Youth CRC codes).

**F01** – Referral to Community Resources

**F02** – Referral to Medical Services

**F03** – Tracking Progress on the Job

**F04** – Work-Related Peer Support Group

**F05** - Assistance in Securing a Better Paying Job

**F06** – Career Development and further education planning

**F07** – Assistance with Job/Work-Related Problems

**F08** – Adult Mentoring

**F09** – Tutoring

**F10** – Leadership Development

**F11** – Other Follow-up Service, not classified

**F12** – Support Service-Transportation

**F13** – Support Service-Purchase Work-Related Uniforms/Attire

**F14** – Support Service-Purchase Work-Related Tools

**F15** – Support Service-Housing Assistance

**F16** – Support Service-Utilities

**F17** – Support Service-Dependent Care

**F18** – Support Service-Medical

**F19** – Incentives/Bonus

**Element Ten - Comprehensive guidance and counseling, including drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth**

**417 - Comprehensive Guidance and Counseling** – clinical or psychological counseling that includes drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the youth participant. Counseling should be provided by an appropriately trained/licensed counselor or social worker, for example a Licensed Clinical Social Worker.

**Limitation: Not to exceed 30 calendar days.**

**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. A detailed description of what skills are tested for can be found at <http://www.crc.virginia.gov/Home/JobSeekers>.

The purpose of the limitation is to prevent services from being projected indefinitely into the future. To maintain consistency, the limitation placed on this service matches the other assessment activities listed in this document. Although this service lists a limitation not to exceed calendar 30 days, it is assumed the CRC activity will be keyed into the system once it is attained, and therefore the service should have the same start and end dates.

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.

**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**

Client was referred to certified CRC testing provider.

**Limitation: Not to exceed 30 calendar days.**

**440** – Career Readiness Certificate – CRC Gold – used when a participant attains a Gold CRC.

**Limitation: Not to exceed 30 calendar days.**

**441** – Career Readiness Certificate – CRC Silver – used when a participant attains a Silver CRC.

**Limitation: Not to exceed 30 calendar days.**

**442** – Career Readiness Certificate – CRC Bronze – used when a participant attains a Bronze CRC.

**Limitation: Not to exceed 30 calendar days.**

**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 youth to assist them in gaining access to medically-required services in the community after program exit.

**F03 – Tracking Progress on the Job** – process used to collect supplemental data on the participant’s employment status during the follow-up period. Data collected here may impact the entered employment rate, employment retention rate, and the placement in employment or education rate.

**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.

**F08 – Adult Mentoring** - one-on-one training provided by a volunteer who assists a youth participant to successfully complete training and/or maintain employment through counseling, tutoring and on-the-job interaction. This service may also be used to assist a youth in completing his or her education.

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

**F10 – Leadership Development** - citizen and leadership services that are intended to develop the potential of youth participants as citizens and leaders, and include, but are not limited to: leadership development opportunities, which may include community service and peer-centered activities encouraging individual responsibility and other positive behaviors during non-school hours. Citizenship training includes life skills training such as parenting, work behavior training and budgeting of resources.

**F11 – Other Follow-up Service, not classified** – depending on need and local policies, any follow-up service not covered by any of the codes listed. This should **not** be used as a catch all where any follow-up service is captured using this code.

**F12 – Support 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 – Support 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 – Support 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 – Support Service-Housing Assistance** – depending on need and local policies, assistance provided to a participant needing assistance with housing during the follow-up period.

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

**F17 – Support Service-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 the following:

- Linkages to appropriate community services
- Assistance with child care and dependent care costs
- Assistance with housing costs

**F18 – Support Service-Medical** - depending on need and local policies, a service provided to youth to assist them in paying for medically-required services in the community after program exit.

**F19 – Incentives/Bonuses** - an award made to participants who have met attendance requirements or have shown progress or attainment of a benchmark during their program participation.

#### **COMPLETION CODES:**

#### **Definitions – Applicable to all programs and services – Adult, Dislocated Worker, Youth**

One of the following definitions is added to the participant record at the end of a service or activity. These definitions describe the outcome 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 left 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 as a result of 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 record.

**Inactive Codes – Do not Use:**

The following codes may appear in some VaWC participant records but are either conversion codes from an older system, are obsolete or have been eliminated. Case managers will be able to close the inactive code, but will no longer be able to use them once they are inactive. Do not attempt to enter these codes in a participant record:

401 – Pre-employment Training/Work Maturity	431 – Alternative Secondary School Services
402 – Other Youth Services	432 – Counseling
403 – Youth Computer Literacy	433 – Follow along Services
408 – Youth Internship – Unpaid	434 – Job Placement, Career and Educational Services
409 – Youth Job Shadowing	485 – Support Services – Other
414 – Basic Skills Training	487 – Needs-Related Payments
418 – Adult Education (GED)	F19 – Supportive Service – Incentives/Bonuses
419 – Stipends	
426 – Work Experience Unpaid	299 – Conversion Intensive Service
427 – Youth Internship Paid	399 – Conversion Training Service
428 – Youth On-the-Job Training	499 – Conversion Youth Services
429 – Enrolled in Secondary School (H.S.)	F99 – Conversion Follow-up Service
430 – Youth Occupational Skills Training – Non-Approved Provider	