

WIOA PARTICIPANT ACTIVITY CODE DEFINITIONS AND TIME/USE LIMITATIONS

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 14 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 a youth assessment is having information to work with as you establish an appropriate individual service strategy. This process does not include the Youth Career Readiness Certificate (CRC).

Individual Service Strategy – 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, but may not be limited to:

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

Youth Case Management

A client-centered approach used to ensure that goals, activities, and services in the 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.

Note- This activity is not to be used for Youth Career Readiness Certificate (CRC). See codes 439 through 442 for Youth CRC.

Limitation: Not to exceed 30 calendar days.

413 – Develop Service Strategies (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 activity is a critical component of the youth program design which should closely and quickly follow the assessment goals and needs determined as part of activity 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.

Limitation: Not to exceed 30 calendar days; Required service for all youth programs.

484 – Incentive – an award made to youth participants for program participation and achievement. This would include the completion or attainment of a program goal, objective, milestone or benchmark during their program participation. Specific incentives and allowable milestones should be defined in LWIOA policy and documented in the file. A case note must be added within the VaWC to support and explain the specific details related to the incentive being awarded.

Examples of such milestones might include, but are not limited to:

- Attainment of high school diploma, GED, certificate, license or degree
- Complete basic, work readiness and occupational skill attainment goals
- Attainment of literacy/numeracy level gain for WIOA performance
- Attainment of Career Readiness Certificate (Bronze level or higher)
- Obtain unsubsidized employment
- Entering post-secondary education program

Limitation: Depending on local policies, the incentives should be awarded based on a specific program achievement. This activity is available to those youth that attained a specific milestone as a result of their youth program participation.

The Fourteen Elements of Youth Program Participation and Related Codes

Youth Program Element One – Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent or for a recognized post-secondary credential.

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.

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

Limitation: Not to exceed 90 calendar days.

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

Limitation: Not to exceed 90 calendar days.

Youth Program Element Two – Alternative secondary school services or dropout recovery services

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.

Youth Program Element Three – Paid and unpaid work experiences that have academic and occupational education as a component of the work experience

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

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

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

- Work experiences may be 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.

Youth Program Element Four – Occupational skills training

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

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

428 – 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% 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. Not to be used for In-School Youth.**

Youth Program Element Five – Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster

Youth Program Element Six – Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic 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:

- Exposure to post-secondary educational opportunities
- Community and service learning projects
- Peer-centered activities, including peer mentoring and tutoring
- Training in decision-making, including determining priorities
- Citizenship training including life skills training such as parenting, work behavior training and budgeting of resources
- Work readiness training

Limitation: **Not to exceed 90 calendar days. Required service for all youth programs.**

Youth Program Element Seven – Supportive Services, which may include the services listed in 681.570

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

Limitation: **Available only to participants in Title IB WIOA Program activities.**

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

Limitation: Available only to participants in Title IB WIOA Program activities.

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

- **Health Screenings:** dental, general medical and drug screenings needed to enter training or employment, e.g. physicals and dental exams for health occupations, drug testing prior to entering tractor-trailer drivers' training, etc.
- **Examinations/Inoculations:** examinations and/or vaccinations required before entering training or employment, e.g. tuberculin skin tests, eye exams, etc.

Limitation: Available only to participants in Title IB WIOA Program activities.

483 – Supportive Service – Housing – Depending on need and local policies, service provided to a youth participant to assist him or her in securing suitable housing within the community.

Limitation: Available only to participants in Title IB WIOA Program activities.

488 – Supportive Service – Assistance with Uniforms or Other Work-Related Items – Depending on need and local policies, assistance in obtaining necessary work-related apparel and supplies that enable youth to participate in program activities; 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, stopwatches, stethoscopes, etc.)

Testing fees required for licensure or certification exams- GED test, driver's permit, licensing test fees for professional certification after training (e.g., cosmetology, CNA, LPN, barber, MCSE, CDL, etc.)

Other services such as an interpreter or signer, for intake/registration, assessment, etc.

Limitation: Available only to participants in Title IB WIOA Program activities; Such activity must be provided for in local policy; must be included in participant's I.S.S.; and must be documented fully in case notes.

Youth Program Element Eight – Adult mentoring for at least 12 months that may occur both during and after program participation

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

Limitation: Not to exceed 90 calendar days.

Youth Program Element Nine – Follow-up services

Follow-Up Services – May include:

- Leadership development and supportive services that may include the following:

- Exposure to post-secondary 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 made available to youth participants during the 12 months after program exit.

Follow-up services may be provided to all persons participating in Workforce Innovation and Opportunity Act programs, however it is required that follow-up activities be made available to youth participants during the 12 months after they exit the program. Any supportive service included in the follow-up process should be included in the local workforce 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 the VaWC data entry and supporting documentation requirements?
- How is the supportive service need addressed in the ISS?

Follow-up services in VaWC are identified as F-01 – F20. 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. 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 later in this document.

F-01 – Referral to Community Resources

F-02 – Referral to Medical Services

F-03 – Tracking Progress on the Job

F-04 – Work-Related Peer Support Group

F-05 – Assistance in Securing a Better Paying Job

F-06 – Career Development and Further Education Planning

F-07 – Assistance with Job/Work-Related Problems

F-08 – Adult Mentoring

F-09 – Tutoring, Educational Achievement Services

F-10 – Leadership Development

F-11 – Other Follow-Up Service, Not Classified

F-12 – Supportive Service – Transportation

F-13 – Supportive Service – Assistance with Uniforms or Other Work-Related Items

F-14 – Supportive Service – Purchase Work-Related Tools

F-15 – Supportive Service – Housing Assistance F-16- Supportive Service- Utilities

F-17 – Supportive Service – Child Care and Dependent Care

F-18 – Supportive Service – Medical

F-19 – Incentives

F-20 – Work-Related Testing and Related Fees

Youth Program 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 may include drug and alcohol abuse counseling, involve problem-solving and techniques to overcome life issues; and may include referrals 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.

Youth Program Element Eleven – Financial literacy education

Youth Program Element Twelve – Entrepreneurial skills training

Youth Program Element Thirteen – Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling and career exploration services

Youth Program Element Fourteen – Activities that help youth prepare for and transition to post-secondary education and training

Youth Career Readiness Certificate (CRC) Codes

The Career Readiness Certificate is based on the Work Keys System and serves as an assessment of the youth's work readiness. The assessment tests 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>.

To maintain consistency, the limitation placed on this service matches the other assessment activities listed in this document. Although the service lists a limitation not to exceed 30 calendar 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 5 years.

- **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; this service should be in place prior to the awarding of a gold, silver or bronze CRC. The only exception to this requirement would be for those individuals that had attained a CRC prior to program participation. For those individuals, the appropriate CRC code may be recorded within the VaWC after the 413- Develop Service Strategies (ISS) is in place. The program participation date may be listed as the actual start and end date for the CRC service recorded for cases which fit into this situation.

Limitation: Not to exceed 30 calendar days.

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

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

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

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

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

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

Follow-Up Services and Definitions:

F-01 – 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.

F-02 – 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.

F-03 – Tracking Progress on the Job – process through which staff track a participant's progress on the job and identified any additional follow-up services that may be required or beneficial for the participant in retaining employment and/or progressing further in their current occupation. It is not expected that this activity be added to the system each time the staff add or update the "Follow-Up" data collection link within the system.

F-04 – Work-Related Peer Support Group – group activity guided by a case manager where employed participants meet to solve issues related to employment situations.

F-05 – 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.

F-06 – 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.

F-07 – 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.

F-08 – 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.

F-09 – Tutoring, Educational Achievement Services – provided to enable a participant to gain skills necessary to complete secondary school requirements. This may include basic skills training and GED preparation.

F-10 – 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.

F-11 – Other Follow-Up Service, Not Classified – depending on need and local policies, any follow-up service not covered by any of the other follow-up codes listed in this document. This code should not be used as a catch all where any follow-up service is captured using this code. A case note should be included in the system when this code is used to explain the specific purpose for this activity.

F-12 – Supportive Service – Transportation – depending on need and local policies, transportation assistance provided to a participant during follow-up. Transportation assistance can be in the form of mileage reimbursement, bus tickets or other transportation payments that enable a participant to go to training and return to his or her residence.

F-13 – Supportive Service – Purchase Work-Related Uniforms/Attire – depending on need and local policies, assistance provided to a participant to purchase uniforms or work-related attire during follow-up.

F-14 – Supportive Service – Purchase Work-Related Tools – depending on need and local policies, assistance provided to a participant to purchase work-related tools during follow-up.

F-15 – Supportive Service – Housing – depending on need and local policies, assistance provided to a participant needing assistance with housing and/or housing costs during the follow-up period.

F-16 – Supportive Service – Utilities – depending on need and local policies, assistance provided to a participant needing assistance with utility payments during the follow-up period.

F-17 – Supportive Service – Child Care and Dependent Care – Depending on need and local policies, funds allocated to a participant for the care of his or her dependents; may be his or her children or

persons dependent on the participant for support while the participant is engaged in training and related activities- May include the following:

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

F-18 – Supportive Service – Medical – depending on need and local policies, a service provided to youth to assist them in gaining access to necessary medical services in the community after program exit.

F-19 – Incentives – an award made to participants who have met attendance requirements or have shown progress or attainment of a benchmark, goal or milestone after program exit.

F-20 – Work-Related Testing and Related Fees – depending on need and local policies, cost of testing required for a credential, certificate or licensing exam.

Completion Codes:

Definitions – Applicable to all programs and services

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.