

EMPLOY FLORIDA SERVICE CODE GUIDE



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PREFACE

The Florida Department of Economic Opportunity (DEO) developed and published a Wagner Peyser (WP) service code guide in 2013. The guide has been updated to include the Workforce Innovation and Opportunity Act (WIOA) youth, adult and dislocated worker programs. The guide is designed to help Local Workforce Development Boards (LWDBs) appropriately record services and activities available to program participants based on federal law and regulations. The types of services included in this guide are:

- Basic career services,
- Individualized career services,
- Training services, and
- Follow-up services.

Services and activities may be recorded for the various workforce programs, including Wagner Peyser, WIOA, Trade Adjustment Assistance (TAA) and Veterans' programs. Service codes are documented in Employ Florida, the state's management information system, and identified in this guide by the assignment of code numbers. Each code is distinct and has its own title and corresponding definition. The authorizing references and minimum documentation requirements are outlined for each service code.

For the Title I Adult and Dislocated Worker programs, receipt of any individualized career service or training service makes a reportable individual a participant. For basic career services, a reportable individual becomes a participant when he or she receives a service that is neither self-service nor information-only. For Title I Youth, an individual is considered a participant after satisfying all applicable program requirements, including eligibility determination, an objective assessment, development of an individual service strategy, and receipt one of the 14 WIOA Youth program elements. Additionally, we have added a superscript to the youth codes to indicate the WIOA Youth program element the code ties to.

JOBSEEKER SERVICE CODES

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
1	Hold, waiting for activities or health/medical	<p>Staff-generated – Code is recorded to indicate a planned gap in service of greater than 90 days but no more than 180 days due to:</p> <ul style="list-style-type: none"> a delay before the beginning of training the participant has a health or medical condition, or is providing care for a family member with a health/medical condition the participant has made a temporary move from the area that prevents him/her from participating in services. 	<p>A gap in service may last 90 to 180 consecutive calendar days from the date of the most recent service to allow time to address any issue that prevents continued participation. Additionally, career center staff may initiate a consecutive gap in service of up to an additional 180 days that follows the initial 180-day period, when needed, and to allow the participant more time to resolve the any issue that prevent the participant from completing program services that lead to employment. If a participant does not come back after the end of the planned gap, the exit will be retroactive to the last service</p> <p>A case note must be created explaining the reason for the gap in service and the date to re-engage in services. Recording this activity code will suspend the 90-day soft exit process.</p>	Training and Employment Guidance Letter 17-05 , page 22	Yes	No
3	Self-Service Registration	System-generated. Code is recorded when a jobseeker self-registers in Employ Florida. Registration is the process for	Jobseekers who have completed a self-service registration are not participants in a program until they have been deemed eligible and	20 CFR 680.110	Yes	No

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		collecting information to support a determination of eligibility. Self-service registration does not initiate participation in a program.	received a reportable service that initiates or extends participation.			
4	Self-Service Information on Training Providers, Performance Outcomes	System-generated self-service or staff-assisted. Code is recorded when a jobseeker or staff assisting a jobseeker research information on training providers and performance outcomes.	Not applicable.	TEGL 10-16, Change 1	Yes	No
5	Self-Service Labor Market Research	System-generated self-service or staff-assisted. Code is recorded when a jobseeker or staff assisting a jobseeker looks up labor market information in Employ Florida.	Not applicable.	TEGL 10-16, Change 1	Yes	No
6	Self-Service Job Search through Virtual One Stop (VOS)	System-generated self-service. or staff-assisted self-service. Code is recorded when a jobseeker conducts a job search in Employ Florida.	Not applicable.	TEGL 10-16, Change 1	Yes	No
7	Self-Service Resume	System-generated self-service. or staff-assisted self-service – Code is recorded when a jobseeker or staff assisting a jobseeker completes a résumé in Employ Florida.	Not applicable.	TEGL 10-16, Change 1	Yes	No
89	Automated Veteran Priority of Service Notification	System-Generated. Code is recorded when a jobseeker completes a registration and indicates that he or she is a veteran or eligible spouse.	Not applicable.	20 CFR 680.650	Yes	No

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		Employ Florida was modified to provide this information through an information button on the site. Newly self-registering veterans and eligible spouses are presented with a “Veteran Priority of Service” button option, so that they may receive information concerning their entitlements.				
90	Skills Self-Assessment	System-generated – Code is recorded when a jobseeker completes the skills assessment in Employ Florida.	Not applicable.	20 CFR 678.430(b)	Yes	No
97	FL. Virtual Orientation, Self-Service	System-generated – Code is recorded when a jobseeker accesses a virtual session that provides an overview of the programs and services available in a career center, criteria and requirements for program participation and receipt of services.	Not applicable.		No	No
98	Online Orientation, Self-Service	System-generated – Code is recorded when a jobseeker accesses a virtual session that provides an overview of the programs and services available in the one-stop career center, criteria and requirements for program participation and receipt of services.	Not applicable.		No	No

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
99	511N Issued and Explained	Staff-generated – Code is recorded when staff provide MSFWs with a 511N that explains career and supportive services in their native language.	A case note is required and must include a description of the information provided to the jobseeker, such as the program components available to MSFWs at their working, living or gathering areas, by means of written and oral presentations either spontaneous or recorded, and in a language readily understood by the MSFW(s). Staff must also record when information is shared about services available from the career center, including the availability of referrals to: agricultural job orders and non-agricultural employment, training, supportive services, and the availability of testing, counseling, and other job development services.	20 CFR 653.103 Administrative Policy 03-040	No	No
100	Validate I-9	Staff-generated – Code is recorded by staff whenever a Form I-9, is completed for a jobseeker.	<p>A case note must recorded and must include the date the Form I-9 was completed and the name of the employer for whom the form was completed.</p> <p>Career center staff must ensure Form I-9 is properly completed for the jobseeker, in accordance with USCIS, and staff must confirm that the jobseeker presented acceptable documents evidencing identity and employment authorization. Staff must examine the employment eligibility</p>	AWI FG 071 USCIS	No	No

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
			<p>and identity document(s) presented at the time Form I-9 is being completed, to determine if the document(s) appear to be genuine, and relate to the job seeker. The job seeker must also attest to his or her employment authorization.</p> <p>** Once the I-9 has been completed, the DEO 516INS must be completed. The 516INS is the certification that is delivered to the employer.</p>			
101	Orientation, Staff-Assisted	<p>Staff-generated. Code is used to document the provision of orientation services to a jobseeker. Orientation is a structured individual or group on-site session provided by career center staff, and gives the jobseeker an overview of the programs and services available in the career center; summary criteria and requirements for program participation and receipt of services.</p> <p>Additionally, for RESEA and PREP customers, orientation includes an overview of required and optional activities.</p>	A case note must be recorded for each job seeker who attends orientation, whether in an individual or group setting, and must include a description of information provided and the date of the orientation.	<p>20 CFR 678.430</p> <p>TEGL 10-16, Change 1</p> <p>UI Report Handbook, ETA 9038</p>	Yes	No

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
102	Initial Assessment (IA)	<p>Staff-generated – Code is recorded by staff to identify an evaluation of a jobseeker’s skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service’s needs.</p> <p>For RESEA and PREP, this includes an evaluation of the jobseeker’s history, education, interests and skills and that result in the identification of employment goals, barriers to employment and services needed to obtain goals. It also includes completion and review of the application; standardized testing; and interviews. Assessment includes joint development with the claimant of an Individual Service Strategy.</p>	A case note is required and must record results of the assessment, to include the date of the IA and everything listed in the definition. Case notes should provide sufficient detail so that other staff can review the summary of the assessment and provide appropriate follow-up.	20 CFR 678.430	Yes	Yes
103	Information on Training Providers, Performance Outcomes	Staff-generated – Code is recorded when staff reviews or provides information on training providers and/or performance outcomes with a jobseeker.	A case note is required and must include at least a description of the information provided to the jobseekers. Information provided does not require an assessment by the staff member of the participant's skills, education, or career objectives.	20 CFR Part 680	Yes	No

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
104	Job Search Workshop	Staff-generated – Code is recorded when jobseekers participate in a workshop or short seminar that provides techniques that enable jobseekers to perform a comprehensive job search. Each jobseeker must be provided, at minimum, labor market information, application preparation and résumé writing, interviewing techniques, networking, developing a job search plan; and instruction on following up on job leads and how to find job openings before credit can be taken. Additional topics may be discussed, at the discretion of the local area.	A case note is required and must include the topics discussed in the workshop and the date of the workshop. Each subject can be broken down into individual components; however, the components may be scheduled at separate times. Staff cannot record a workshop as completed until all mandatory components have been provided.	20 CFR 678.430 UI Reports Handbook No. 401	Yes	Yes
105	Job Finding Club	Staff-generated – Code is recorded for a jobseeker participates in and completes job finding club. The job finding club is at least one week of structured, supervised individual and/or group support where participants learn the skills necessary to obtain jobs and actively seek vacant positions. This activity must include all of the elements of the job search workshop outlined above.	A case note is required and must include the topics discussed in the workshop and the date of the workshop. Each subject can be broken down into individual components; however, the components may be scheduled at separate times. Staff cannot record a job finding club cannot be recorded as completed until all mandatory components have been provided.	20 CFR 678.430 UI Reports Handbook No. 401	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
106	Provided Internet Job Search Support / Training	Staff-generated – Code is recorded when staff provides support to a jobseeker on using the internet for job search activities. Staff may assist customers with basic computer instruction such as learning the mouse, basic keyboarding, and using a computer to search job banks such as Employ Florida or CareerBuilder.	A case note is required and must include a description of the internet support or training provided to the jobseeker.	20 CFR 678.430 UI Reports Handbook No. 401	Yes	Yes
107	Provision of Labor Market Research	Staff-generated – Code is recorded when a jobseeker is provided with information pertaining to the socio-economic forces which may influence the employment outlook in the local labor market. Labor Market Information (LMI) provides occupational staffing and hiring patterns, working conditions, and wage information that can guide jobseekers with their job search. LMI services can be provided as often as needed, in person, or by phone or mail. However, duplication of the same “Provision of Labor Market Information” service is prohibited. RESEA requires that LMI be specific and unique to the customer.	A case note is required and must include the specific LMI that was provided to a jobseeker. This reduces duplication and helps staff target information provided to the jobseeker. Program areas may have specific LMI requirements which may be more restrictive regarding the type of LMI that must be provided and the documentation that must be retained. Staff must consult the applicable program guidance and policy for additional instruction.	UI Reports Handbook No. 401	Yes	No

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
109	Case Coordinated Services	Staff-generated – Code is recorded to document coordination with community agencies and/or other federal, state and local governments. Community agencies may refer their clients to participate in workforce services administered by or through the career centers to meet eligibility requirements.	A case note is required and must include description of services coordinated, and must identify the community partners and governmental entities. The case note must identify the expected service to be provide by the community partner.	20 CFR 678.430	Yes	No
110	Attended Rapid Response	Staff-generated – Code is recorded when staff provides information to a jobseeker during a rapid response event. Rapid response events are held when a company is downsizing or closing and typically involve a large number of displaced employees who may need the services offered by the career center.	A case note is required and must include the employer’s name that is the target of the rapid response. Staff must also record the rapid response event number in the designated field in Employ Florida, if available.	20 CFR 682.300 and 682.330	Yes	No
112	Job Fair	Staff-generated – Code is recorded when a jobseeker attends a structured gathering in an appointed place with jobseekers and multiple employers who are seeking workers. Job fairs can be provided at an employer’s business location, the career center, or another designated location with prior arrangements made by or in conjunction with one-stop staff.	A case note is required and must include the date of and the job fair attended. This service code must only be recorded after the jobseeker has attended the job fair. Referral to a job fair is not sufficient to record this code.	2Y0 CFR 678.435 UI Reports Handbook No. 401	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
113	Job Search Plan	Staff-generated – Code is recorded to identify the development of a plan (not necessarily a written plan) that includes the necessary steps and timetable to achieve employment in specific occupational, industry, or geographic area.	A case note is required and must include a description of the job search plan. It may also include job search sources, networking opportunities, organization in preparation for a job search, application submission and follow-up, other related activities.	20 CFR 678.430 UI Reports Handbook No. 401	Yes	Yes
114	Staff-Assisted Job Search	Staff-generated – Code is recorded when a job search is conducted by staff using Employ Florida, other job banks, or other means such as newspapers and other printed advertisements.	A case note is recommended. It is suggested that the jobseeker leave with one or more appropriate referrals to employment.	20 CFR 678.430 UI Reports Handbook No. 401	Yes	Yes
115	Resume Preparation Assistance	Staff-generated – Code is recorded when staff provides instruction on the content and format, and provides assistance in the development and production of résumés and cover letters.	A case note is recommended. It is suggested that each jobseeker leave with a résumé in hand.	20 CFR 678.430	Yes	Yes
116	Received Service from Staff Not Classified	Staff-generated – Code is recorded significant staff time has been extended in providing a service, to a jobseeker, which is not listed in Employ Florida.	A case note is required and must include a description of the service(s) rendered, as well as in specific actions that are required of the jobseeker. This code cannot be used to stop a jobseeker from soft exit. This code cannot be used to record an activity for which there is an existing code.		Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
117	Outreach MSFW/Mil Dependents	Staff-generated – Code is recorded when staff perform an outreach service to a veteran, MSFW or military spouse or dependent. The outreach may include providing information about services available to these jobseekers. This code does not commence or extend participation, but is necessary for performance of duties.	A case note is required and must include the date of the outreach and a description of what was done with the jobseeker.	20 CFR 653.107	Yes	No
118	Failed to Respond to Call-In	Staff-generated – Code is recorded to identify a jobseeker’s failure to respond to a request by staff to report to the career center.	A case note is required and must include the reason for the call-in.	20 CFR 658.400(a)	No	No
119	Recruitment Event	Staff-generated – Code is recorded when a structured event is organized and hosted by the career center for one employer seeking qualified jobseekers to fill positions.	A case note is required and must document the name of the employer and date of the event. This service code can only be recorded after the jobseeker has attended the event. Referral to a recruitment event is not sufficient to record this code.	20 CFR Part 653	Yes	Yes
120	Use of One-Stop Resource Room / Equipment	Staff-generated – Code is recorded to indicate that a jobseeker has received staff assistance using the resource room to perform a service.	A case note is recommended to describe the services provided or used in the resource room.	20 CFR 677.150	No	No
121	Professional Placement Network (PPN)	Staff-generated – Code is recorded when a workshop geared toward the professional customer focuses on seeking employment opportunities that will lead to gainful employment or assistance	A case note is required and must include the specific topic covered during each session and other essential information.	20 CFR 678.430	Yes	Yes

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		with career choices and changes. There should be predetermined criteria for PPN entry and participation (e.g. bachelor's degree, three years management experience, salary of \$30,000 or more, etc.).				
123	Job Development Contact	Staff-generated – Code is recorded to when staff engages in the process of securing a job interview with a public or private employer for a specific jobseeker for whom the career center has no suitable opening on file.	<p>A case note is required and must include the employer's name, phone number, address, date of contact, and position/title of job staff is seeking for the customer.</p> <p>Case Note Example: Reviewed jobseeker's skills with the following employer and arranged an interview for 2/3/13. Employers Name: ABC Corp Phone: (850) 555-2299 Contact Person: James Smith Date of contact: 1/25/13 Position Title: Laborer Address: 123 Main St. Tallahassee, FL.</p>	20 CFR 678.430	Yes	Yes
124	Received Federal Bonding Assistance	Staff-generated – Code is recorded when the federal fidelity bond paperwork has been issued for a jobseeker to DEO. This code may only be recorded by the staff writing the bond, and after the bond has been issued.	<p>A case note is required and must identify the employer, start-to-work date, and amount of bond to be issued.</p> <p>In addition to ex-offenders, bonds can be issued to ex-addicts or recovering substance abusers, persons</p>	20 CFR 678.430	Yes	No

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
			rehabilitated through treatment for alcohol or drug abuse, individuals with poor credit or who have declared bankruptcy, individuals dishonorably discharged from the military, persons with no work history who are from families with low income and anyone who cannot secure employment without bonding.			
125	Job Search/Placement Asst., Inc. Career Counseling	Staff-generated – Code is recorded when a jobseeker is assisted by staff with a job search with career counseling. This activity is designed to assist jobseekers identify and obtain tools to become employable. Career counseling is the process of helping a jobseeker define a course of action or study to become more employable and ultimately get a job. Staff helps the jobseeker get into a career that is suited to their aptitude, personality, interests, and skills. The focus is generally on issues such as career exploration, career change, personal career development, and other career-related issues.	A case note must be recorded and must include Staff provided career counseling to assist the participant in determining whether more intensive services were required to obtain employment. This could include the development of a plan (not necessarily a written plan) that includes the necessary steps and timetables to achieve employment in specific occupational, industry, or geographic area.	20 CFR 678.430	Yes	Yes
126	Tax Credit Information	Staff-generated – Code is recorded when a jobseeker has been provided information regarding tax credits that employers may receive	A case note recommended and should include the type of information provided to the jobseeker.	20 CFR 678.430	Yes	No

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		as a result of hiring the jobseeker, such as the Work Opportunity Tax Credit (WOTC). This code may also be used to record information provided about other tax credit programs for individuals, such as the Earned Income Tax Credit (EITC).		Work Opportunity Tax Credit		
130	Proficiency Testing	Staff-generated – Code is recorded to document proficiency tests that examine the level of knowledge or skill an individual has in a particular area. These types of tests demonstrate to staff and employers whether the customer can perform a job. This code may be recorded when the career center provides any type of proficiency testing, such as computer skills or workplace knowledge or other testing.	Staff must document all proficiency testing for each job seeker either in a case note or under the assessment tab in Employ Florida. When using a case note, staff must record the type of test and the results. If scores are recorded under the assessment tab in Employ Florida, staff must enter a case note stating where the score is located as follows: Please refer to the assessment tab for the results.	20 CFR 678.430	Yes	Yes
131	Testing/ background check as required by employer	Staff-generated – Code is recorded when career center staff provides any testing to a jobseeker or when a background check is done on a jobseeker for an employer. The type of test may vary (aptitude, personality, interest, etc.).	Staff must document all testing for each job seeker either in a case note or under the Assessment tab in Employ Florida. When using a case note, staff must record the type of test and the results. If scores are recorded under the assessment tab in Employ Florida, staff must enter a case note stating where the score	20 CFR 678.430	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
			<p>is located as follows: Please refer to the assessment tab for the results.</p> <p>A background check must be recorded in a case note. The name of the employer for whom the service is performed, and the date of the service must be recorded in a case note.</p>			
132	Testing - Other	Staff-generated – Code is recorded to document other types of testing services that may be provided by the career center beyond those specified in this guide, such as career assessments. Testing must be performed by career center staff.	Staff must document all testing for each job seeker either in a case note or under the Assessment tab in Employ Florida. When using a case note, staff must record the type of test and the results. If scores are recorded under the assessment tab in Employ Florida, staff must enter a case note stating where the score is located as follows: Please refer to the assessment tab for the results.	20 CFR 678.430	Yes	Yes
134	Employer Pre-Screening	Staff-generated – Code is recorded when staff pre-screen an applicant’s qualifications before providing a job referral for a suppressed job order. This code may also be used to document staff efforts to screen applicants on the referral pending review list of suppressed job orders when the screening does not result in a referral.	A case note is required and must include any job order for which a jobseeker was screened.	20 CFR 678.430	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
135	Local Office Contact	Staff-generated – Code is recorded to indicate that the jobseeker came into the career center as a result of a call-in.	A case note is required and must state the purpose the jobseeker was called in. This code may be recorded for the call-in, beyond any other code to indicate specific activities or services provided during the jobseeker’s visit.	Not applicable	Yes	No
136	Follow-up Contact	Staff-generated – Code is recorded to indicate that follow-up has been provided to a jobseeker, such as following up after reemployment services, job referrals, or soft exit report.	A case note is recommended and should include the reason for the follow-up and results of the follow-up contact.	20 CFR 681.580 20 CFR 678.430	Yes	No
153	Computer Skills Workshop	Staff-generated – Code is recorded when a group or individual session provides instruction about using any type of computer application.	A case note is recommended.	20 CFR 678.430	Yes	Yes
154	Social Networking Workshop	Staff-generated – Code is recorded when a group or individual session is held to provide information on how to use social networking sites to search for employment and networking opportunities. Information may be provided on the proper conduct for using various sites to contact employers or networking with other users.	A case note is recommended.	20 CFR 678.430	Yes	Yes
155	Interviewing Skills Workshop	Staff-generated – Code is recorded when a group or individual session is held to review guidelines and best practices on how to successfully participate in an	A case note is recommended.	20 CFR 678.430	Yes	Yes

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		interview. Information may be provided on how to dress appropriately, a review of frequently asked questions, mock interview sessions, etc.				
156	Soft Skills Workshop	Staff-generated – Code is recorded when a group or individual session is held to discuss and identify key soft skills useful in the workplace. Soft skills are those behavioral attributes which enhance a person’s job performance or career success: interpersonal communications, professionalism and work ethic, critical thinking and problem solving, teamwork, creating a self-image and reputation maintenance, etc.	A case note is recommended.	20 CFR 678.430	Yes	Yes
157	Financial Management Workshop	Staff-generated – Code is recorded when a group or individual session is held that provides customers with information on personal finances. Information may be provided on basic financial terminology, building a budget, money management, saving and retirement planning. This code can also be used to document a customer’s attendance at a seminar or workshop hosted by	A case note is recommended.	20 CFR 678.430	Yes	Yes

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		a partner organization as long as the career center is involved in the activity.				
159	Initial Intake Screening – DVOP Services	Staff-generated – Code is recorded to indicate a transitioning service member (TSM), veteran, or eligible spouse was screened by staff for eligibility for services from a Disabled Veteran Outreach Program (DVOP) Specialist. The service should be recorded regardless of the outcome of the intake results (i.e., eligible or not eligible for DVOP services).	Using the Veteran Intake Form or local equivalent, staff must verify if the individual meets the requirements necessary to receive services from a DVOP, as prescribed in Administrative Policy 102: Veteran Intake at Career Centers. A case note must be created documenting the result of the screening, the specific eligibility category identified (i.e., significant barrier to employment or special population), if applicable, and the outcome (i.e., who the individual was referred to).	38 United States Code (U.S.C.), Chapter 41 38 U.S.C., Chapter 42 Administrative Policy 102: Veteran Intake at Career Centers	Yes	No
160	Meaningful RA Claim Assistance - Filed RA Claim	Staff-generated – Code is recorded when staff provides meaningful assistance to an individual with their Reemployment Assistance claim.	A case note is recommended.	Department of Economic Opportunity Reemployment Assistance Handbook	Yes	Yes
161	Assistance Establishing Eligibility for	Staff-generated – Code is recorded when institutions of higher education, other organizations involved in college access and	A case note is recommended.	20 U.S. Code 1092f (3)	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
	Financial Aid-Adult	student financial aid, employers, workforce investment boards, and public libraries, make special efforts to provide an individual with information regarding the availability of financial aid and with non-binding estimates of the amounts of grant and loan aid the individual may be eligible for upon completion of an application form.		20 U.S. Code 1087vv – Definitions		
168	Referral for DVOP Follow-Up	<p>Staff-generated – Code is recorded when a career center staff refers a JVSG-eligible veteran or eligible person to a DVOP specialist due to unavailability at the time of the veteran or eligible person’s intake.</p> <p>Career center staff must refer the veteran within two (2) business days of the veteran intake service. The DVOP specialist whom receives the referral must attempt to contact the eligible veteran or person within two (2) business days of receipt of the referral.</p> <p>Note: When no DVOP specialist is available due to position vacancies, career center staff must maintain a list of eligible persons served for</p>	A case note attached to the service code is required and must indicate the date the referral was made, the name of the DVOP specialist the participant was referred to along with and method of referral (e.g., email, phone call).	Administrative Policy 117: Employment and Advocacy Services	No	No

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		the DVOP specialist(s) to contact once fully onboard and trained.				
169	Referral to Supportive Service - Relocation Assistance	Staff-generated – Code is recorded when customers who face barriers that hinder their employment or training opportunities are referred to supportive services. This includes out-of-area job search assistance and relocation assistance.	A case note is required and must include to where the individual was referred for relocation assistance.	20 CFR 678.430	Yes	No
170	Referral to Supportive Service - Family Care	Staff-generated – Code is recorded when customers who face barriers that hinder their employment or training opportunities are referred to family care supportive services	A case note is required and must include a description of family care assistance the individual was referred for.	20 CFR 680.900	Yes	No
171	Referral to Supportive Service - Medical	Staff-generated – Code is recorded when customers who face barriers that hinder their employment or training opportunities are referred to medical supportive services	A case note is required and must a description of the medical assistance the individual was referred for.	20 CFR 680.900	Yes	No
172	Referral to Supportive Service - Incentives/Stipends	Staff-generated – Code is recorded when customers who face barriers that hinder their employment or training opportunities are referred to supportive services for incentives/stipends	A case note is required and must include a description of the incentives/stipends assistance the individual was referred for.	20 CFR 680.900	Yes	No
173	Referral to Supportive Service - Temporary Shelter	Staff-generated – Code is recorded when customers who face barriers that hinder their employment or training opportunities are referred	A case note is required and must include description of the temporary shelter assistance the individual was referred for.	20 CFR 680.900	Yes	No

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		to supportive services for temporary shelter				
174	Referral to Supportive Service - Other (Non-Federal/State)	Staff-generated – Code is recorded when customers who face barriers that hinder their employment or training opportunities are referred to supportive services beyond those specified in this guide	A case note is required and must include a description of the non-federal/non-state supportive service and/or agency the individual was referred for assistance.	20 CFR 680.900	Yes	No
175	Referral to Supportive Service - Seminar/Workshop Allowance	Staff-generated – Code is recorded when customers who face barriers that hinder their employment or training opportunities are referred to supportive services	A case note is required and must include a description of the seminar/workshop allowance assistance to which the individual was referred.	20 CFR 680.900	Yes	No
176	Referral to Supportive Service - Job Search Allowance	Staff-generated – Code is recorded when customers who face barriers that hinder their employment or training opportunities are referred to supportive services	A case note is required and must include a description of the job search allowance assistance for which the individual was referred.	20 CFR 678.430	Yes	No
177	Referral to Supportive Services - Federal/State	Staff-generated – Code is recorded when customers who face barriers that hinder their employment or training opportunities are referred to supportive services	A case note is required and must include to which supportive service and/or agency the individual was referred for federal/state assistance.	20 CFR 680.900	Yes	No
178	Referral to Supportive Service - Transportation Assistance	Staff-generated – Code is recorded when customers who face barriers that hinder their employment or training opportunities are referred to supportive services	A case note is required and must include a description of the transportation assistance the individual was referred for.	20 CFR 680.900	Yes	No
179	Outside Web-Link Job Referral	System-generated – Code is recorded when staff assists a jobseeker with a job search and	Not applicable.	20 CFR 678.430	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		clicks on the “get more information” link on a spidered/external job. It also records when the jobseeker clicks on the link. Spidered/external jobs are vacancies imported into Employ Florida from other job search sites such as Career Builder.				
180	Supportive Service - Family Care	Staff-generated – Code is recorded when customers who face barriers that hinder their employment or training opportunities are provided family care supportive services	A case note is required and must include a description of the family care supportive service(s) provided to the individual.	20 CFR 680.900	Yes	Yes
181	Supportive Service - Transportation Assistance	Staff-generated – Code is recorded when customers who face barriers that hinder their employment or training opportunities are provided transportation assistance supportive services	A case note is required and must include the specific transportation assistance supportive service(s) provided to the individual.	20 CFR 680.900	Yes	Yes
182	Supportive Service - Medical	Staff-generated – Code is recorded when customers who face barriers that hinder their employment or training opportunities are provided medical supportive services	A case note is required and must include the specific medical supportive service(s) provided to the individual.	20 CFR 680.900	Yes	Yes
183	Supportive Service – Incentives / Bonuses	Staff-generated – Code is recorded when customers who face barriers that hinder their employment or training opportunities are provided incentives/bonuses supportive services	A case note is required and must include the specific incentives/bonuses supportive service(s) provided to the individual.	20 CFR 684.340	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
184	Supportive Service - Temporary Shelter	Staff-generated – Code is recorded when customers who face barriers that hinder their employment or training opportunities are provided temporary shelter supportive services	A case note is required and must include the specific temporary shelter supportive service(s) provided to the individual.	20 CFR 680.900	Yes	Yes
185	Supportive Service -Other	Staff-generated – Code is recorded when customers who face barriers that hinder their employment or training opportunities are provided supportive services beyond those specified in this guide	A case note is required and must include the specific supportive service(s) beyond those specified in this guide provided to the individual.	20 CFR 680.900	Yes	Yes
186	Supportive Service - Seminar/ Workshop Allowance	Staff-generated – Code is recorded when customers who face barriers that hinder their employment or training opportunities are provided seminar/workshop allowance supportive services	A case note is required and must include the specific seminar/workshop allowance supportive service(s) provided to the individual.	20 CFR 680.900	Yes	Yes
187	Supportive Service - Job Search Allowance	Staff-generated – Code is recorded when customers who face barriers that hinder their employment or training opportunities are provided job search allowance supportive services	A case note is required and must include the specific job search allowance supportive service(s) provided to the individual.	20 CFR 680.900	Yes	Yes
189	Notification of Veteran Priority of Service	Staff-generated – Code is recorded when staff explains the Veteran Priority of Service (POS) to veterans. Note: This code is not exclusive to veteran staff (LVER/DVOP) and should be used by all staff.	If a Veteran does not have a Code 089 recorded on the activity service plan, staff must verbally provide POS, case note the provision, and record code 189 on the activity service plan. Handouts regarding POS alone are not sufficient to record code 189.	20 CFR 680.650	Yes	No

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
200	Individual Counseling	<p>Staff-generated – Code is recorded to identify a private, face-to-face session where career center staff and a jobseeker plan to establish realistic employment related goals. The counseling must relate to choosing, changing, or adapting to a vocation.</p> <p>Assistance may include support in choosing or changing occupations; making a suitable job adjustment; and addressing personal issues that may limit the jobseeker's ability to achieve employment related goals. A written plan outlining steps to move forward with obtaining employment and/or training goals is developed.</p>	A case note is required. The case note must state what services were provided, outcomes, and steps to be taken going forward (e.g. additional assessments, workshops, etc.) along with a timeline and dates.	20 CFR 678.430	Yes	Yes
201	Group Counseling	<p>Staff-generated – Code is recorded to indicate when two or more participants address certain issues, problems, or situations that may be shared by the group members. Counseling may be financial, vocational, or personal.</p>	<p>A case note is required and must follow the same protocol listed for individual counseling.</p> <p>Example: Staff provided counseling to a participant in a group setting to help the individual achieve employment goals and make decisions about employment and training opportunities.</p>	20 CFR 678.430	Yes	Yes
202	Career Guidance/ Planning	<p>Staff-generated – Code is recorded to indicate the ongoing delivery of services designed to prepare and</p>	A case note is required and must include the specific guidance provided and document the plan that was	WIOA, Section 3(8)	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		coordinate comprehensive employment plans, such as service strategies, for jobseekers to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and to provide job, education, and career counseling, as appropriate during program participation and after job placement.	developed. Provide as much detail as possible about the meeting with the jobseeker and note the steps that need to be taken for him/her to reach the goals and an approximate timeline for completing them, if possible.			
203	Objective Assessment	Staff-generated – Code is recorded when an evaluation of the academic and skill levels, and service needs of a jobseeker are assessed. This process includes 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 a jobseeker, for the purpose of identifying appropriate services and career pathways for participants. A new assessment of a jobseeker is not required if staff determines it is appropriate to use a recent assessment conducted	A case note is required and must include the specific testing used and a summary of the results, interview and employment/education history evaluation results, barriers and strengths, and supportive service needs. The assessment in Employ Florida or a locally-developed format may be used.	WIOA, Section 129 (c)(1)(A)	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		pursuant to another education or training program.				
204	Interest and Aptitude Testing	<p>Staff-generated – Code is recorded to identify testing that evaluates the skill levels and service needs of adults and dislocated workers that includes assessment instruments beyond basic skills assessment.</p> <p>Interest tests measure an individual’s likes and dislikes of a variety of activities. Aptitude tests measure the skills an individual has acquired through life experience, study or training.</p>	<p>A case note is required and must include the specific testing used and a summary of the results.</p> <p>Examples of testing include placement testing by colleges or universities, GATB, COPS/CAPS/COPEs, Career Key, Vocational Rehabilitation’s comprehensive vocational evaluations and/or psychological/physical capacity evaluations, other diagnostic testing, and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.</p>	20 CFR 678.430	Yes	Yes
205	Service Strategy (IEP/ISS/EDP)	<p>Staff-generated – Code is recorded when a service strategy is developed jointly by a participant and case manager. The service strategy incorporates steps taken to identify career pathways that include education and employment goals, based in part on career planning and the results of the objective assessment. The document records the process a jobseeker will take to achieve educational and/or occupational goals, and includes a summary of</p>	<p>A case note is required and must include a summary of the goals and steps to attain them, as well as a summary of the jobseeker’s strengths, barriers, services needed.</p> <p>Example: Strengths – mathematical skills (count money, balance accounts); Leadership and management skills (team lead for a team of five employees); Barriers – Transportation and childcare. Services needed – Full Employ Florida</p>	20 CFR 678.430	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		<p>the jobseeker’s strengths, barriers, services needed and/or provided, and educational and employment goals. It also includes short- and long-term goals and a planned series of action steps to achieve them.</p> <p>*For the Reemployment Services and Eligibility Assessment (RESEA) program, the EDP must focus on “occupational goals” instead of “educational goals” to meet program requirements.</p> <p>*For the Jobs for Veterans’ State Grant program, the IEP must have one employment goal with multiple objectives and be created using the Employ Florida IEP/Service Strategy wizard.</p>	<p>registration. Short-term goal – Obtain a cashier position for 25 – 30 hours a week in retail. Long-term goal – Complete manager trainee program for company/business and obtain a store manager position.</p> <p>Future actions – Scheduled to attend Employ Florida registration workshop at N.E. Career Center on 12/3/18 in room 234A; Follow-up appointment with Ms. Smith on 12/15/18 to review Employ Florida registration to include a completed résumé. If assistance is needed on résumé completion, a workshop is going to be held on 12/10/18 at N.E. Career Center in room 112B 3:00 p.m. – 4:00 p.m.; After follow up meeting, submit an online application for the Cashier position at www.needajob.com no later than 3/3/19.</p> <p>*For the Jobs for Veterans’ State Grant program, a case note is not required if the plan is developed in accordance with Administrative Policy 116: Employment and Advocacy Services.</p>			
206	Referred to Apprenticeship	Staff-generated – Code is recorded when referring customers interested in obtaining training to orientations	A case note is required and must include to which orientation or	WIOA Section 3(10)	Yes	No

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		or training institutions to find out more information and/or register.	training institution the individual was referred.	20 CFR 678.430		
207	Referred to Job Corps	Staff-generated – Code is recorded when referring customers interested in Job Corps.	A case note is required and must include to which Job Corps site and training program the individual was referred.	WIOA, Subtitle C—Job Corps, Section 141.	Yes	No
208	Referred to Other Federal (Non-WIOA) Training	Staff-generated – Code is recorded when staff refers an individual to a training program supported by the federal government, such as TAA. This definition does not include referrals to Job Corps (207).	A case note is required and must include to which federal training program the individual was referred.	20 CFR 678.430	Yes	No
209	Referred to State and Local Training	Staff-generated – Code is recorded when staff refers an individual to a training program funded with monies from state and/or local agencies. This definition does not include referrals to WIOA funded training (211).	A case note is required and must include to which training program the individual was referred.	20 CFR 678.430	Yes	No
210	Referred to Educational Services	Staff-generated – Code is recorded when referring customers interested in obtaining training to orientations or training institutions to find out more information and/or register.	A case note is required and must include to which specific educational services the individual was referred.	20 CFR 678.430	Yes	No
211	Referred To WIOA	Staff-generated – Code is recorded when referring customers to the WIOA program who are interested in obtaining training to orientations	A case note is required.	20 CFR 678.430	Yes	No

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		or training institutions to find out more information and/or register. This definition does not include referrals to registered apprenticeship programs (206).				
212	Other Career Services Not Otherwise Classified	Staff-generated – Code is recorded when Wagner-Peyser staff time is used to provide a career service that cannot be captured using any other Employ Florida service code.	A case note is required. The case note or other documentation for this code will vary depending on the type of service offered. However, staff must detail the career service that was provided and the results of that action. Note: This code should not be used to record an activity for which there is an existing code.	20 CFR 678.430	Yes	Yes
213	Mentorship	Staff-generated – Code is recorded when a participant is paired with a mentor experienced in one or more areas that would benefit the participant. The mentor shares their knowledge, wisdom, and experience with the participant and facilitates learning through methods such as instructing, coaching, providing experiences, modeling, and advising. The mentorship could include a contract for learning and should last for a specified period of time.	A case note is required and must include specifics of the mentorship, including the name of the mentor, expected length of mentorship, expectations from the mentorship, and other specifics.	20 CFR 678.430	Yes	Yes
215	Pre-Vocational-Adult	Staff-generated – Code is recorded to identify short-term pre-vocational services that include	A case note is required and must include to which specific pre-	20 CFR 678.430	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services provided to prepare individuals for unsubsidized employment or training.	vocational services the individual was referred.			
216	Out-of-area job search asst.	Staff-generated – Code is recorded when staff assists participants with out-of-area job search. The assistance is deemed appropriate based on an assessment of the participant or the participant’s individual employment plan.	A case note is required and must include on which specific areas and jobs the job search assistance focused.	20 CFR 678.430	Yes	Yes
217	Supportive Service - Relocation assistance	Staff-generated – Code is recorded when customers who face barriers that hinder their employment or training opportunities are referred to supportive services. This includes out-of-area job search assistance and relocation assistance.	A case note is required and must include to which supportive service and/or agency the individual was referred for relocation assistance.	20 CFR 680.900	Yes	Yes
218	Internships	Staff-generated – Code is recorded when an internship or work experience is a planned, structured learning experience that takes place in a workplace for a limited period of time. Internships may be paid or unpaid, as appropriate and consistent with other laws, such as	A case note is required and must include to which internship and/or agency the individual was referred.	20 CFR 680.180	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		the Fair Labor Standards Act. An internship may be arranged within the private for-profit sector, the non-profit sector, or the public sector. Labor standards apply in any work experience setting where an employee/employer relationship exists.				
219	Work Experience	Staff-generated – Code is recorded when work experience is a planned, structured learning experience that takes place in a workplace for a limited period of time. Work experience may be paid or unpaid, as appropriate and consistent with other laws, such as the Fair Labor Standards Act. Work experience may be arranged within the private for-profit sector, the non-profit sector, or the public sector. Labor standards apply in any work experience setting where an employee/employer relationship exists.	A case note is required and must include to which internship and/or agency the individual was referred.	20 CFR 680.180	Yes	Yes
222	English as a Second Language (ESL)	Staff-generated – Code is recorded when an individual is enrolled in a program of instruction designed to help eligible individuals who are English language learners achieve competence in reading, writing, speaking, and comprehension of	A case note is required and must include in which program the individual was enrolled.	20 CFR 678.430	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		the English language; and that leads to attainment of the secondary school diploma or its recognized equivalent; and transition to postsecondary education and training; or employment.				
226	Reading and/or Math Testing	Staff-generated – Code is recorded when a reading or math test has been administered by staff (e.g. TABE test).	A case note is required and must include the name of the test administered, the results and any other pertinent information in which program the individual was enrolled.	20 CFR 678.430	Yes	Yes
230	TAA - Approved Out of Area Relocation Allowance	Staff-generated – Code is recorded when a service is provided to a trade-affected worker who has relocated outside of the commuting area for which other employment has been secured. It reimburses the worker and pays for travel, subsistence for the worker to assist him/her family, if any, to relocate within the United States including a lump-sum payment.	A case note is required to support the activity with details regarding the occurrence. The activity must be recorded when all pertinent information is received and approval granted for reimbursement. Documentation Required: The worker must complete a Relocation Application (DEO 860), TAA Certification of Suitable Employment (DEO MA 861A), become totally separated from the trade-impacted employer, obtained suitable employment of long-term, and has received a bona fide offer. A Relocation Application must be filed prior to the official move. Duplication	Trade Act of 1974, as amended, 20 CFR 617 , Trade Adjustment Assistance Reauthorization Act 2015 TAPR .	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
			of payment is prohibited under 20 CFR 617.25.			
231	TAA - Approved Out of Area Job Search Allowance	Staff-generated – Code is recorded when a service is provided to a trade-affected worker who has traveled outside of the commuting area to interview for a valid job opening. It reimburses the worker and pays for travel or subsistence to assist the worker in securing employment within the United States.	<p>A case note is required to support the activity with details regarding each occurrence, if applicable. The activity must be recorded when all pertinent information is received and approval granted for reimbursement.</p> <p>Documentation Required: The worker must complete a Job Search Allowance Application (DEO 861), TAA Certification of Suitable Employment (DEO MA 861A), become totally separated from the trade-impacted employer, active Employ Florida Job Seeker Registration. A Job Search Application must be filed prior to the worker’s actual interview. Duplication of payment is prohibited under 20 CFR 617.25.</p>	Trade Act of 1974, as amended, 20 CFR 617, Trade Adjustment Assistance Reauthorization Act 2015 TAPR.	Yes	Yes
232	ATAA/RTAA Wage Subsidy	Staff-generated – Code is recorded to indicate benefits that are provided for a wage supplement available to workers age 50 or older who have found reemployment making less than those wages from the trade-impacted employer.	A case note is required to support the activity when the Trade Unit has reviewed all information and an official determination issued approving the wage subsidy for the individual.	Trade Act of 1974, as amended, TEGLs 11-02, 02-03, 22-08, 06-09, 10-11, 05-15, Trade Adjustment	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
			Documentation Required: The worker must complete a Wage Subsidy Application by visiting the CareerSource Center, provide the first two pay statements from the reemployment hire date and the last two pay statements from the official separation date from the trade-impacted employer.	Assistance Reauthorization Act 2015 TAPR .		
233	TAA - Scheduled Break in Training	Staff-generated – Code is recorded when a participant is in an approved training program and has been placed on a scheduled break between semesters/terms when classes needed are not available.	Documentation Required: The TAA case manager must complete the TAA Break in Training form, and record the appropriate activity in Employ Florida and submit the form to the Trade Unit via the TRA Mailbox after the beginning of the first day. The document must have the actual begin and projected end dates. Note: When the break has ended, the case manager must verify and submit the initial Break in Training form with the actual end date for the break and record the actual end date activity in Employ Florida and resubmit the completed form closing the break to the Trade Unit at DEO.	Trade Act of 1974, as amended, 20 CFR 617 , Trade Adjustment Assistance Reauthorization Act 2015, TEGLs 11-02, 02-03, 22-08, 06-09, 10-11, 05-15	Yes	No
234	TAA - Unscheduled Break in Training	Staff-generated – Code is recorded when the participant is no longer participating in training during a semester/term for personal or academic reasons.	Documentation Required: The TAA case manager must complete the TAA Break in Training form, and record the appropriate activity in Employ Florida	Trade Act of 1974, as amended, 20 CFR 617 , Trade Adjustment	Yes	No

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
			and submit the form to the Trade Unit via the TRA Mailbox after the beginning of the first day. The document must have the actual begin and projected end dates. Note: When the break has ended, the case manager must verify and submit the initial Break in Training form with the actual end date for the break and record the actual end date activity in Employ Florida and resubmit the completed form closing the break to the Trade Unit at DEO.	Assistance Reauthorization Act 2015, TEGs 11-02, 02-03, 22-08, 06-09, 10-11, 05-15		
243	Waiver - Individual or Family Care	Staff-generated – Code is recorded when the participant has been approved for training with an anticipated start date but due to health reasons (individual or family), the individual is unable to begin training as scheduled.	Documentation Required: The TAA case manager must complete the first Waiver of Training Requirement Form prior to the enrolled in training deadline, the worker must be Reemployment Assistance (RA) eligible, collect appropriate medical certification, record the activity and case note in Employ Florida for this condition and submit the documents to the Trade Unit via the TRA Mailbox. HIPAA Requirements must be satisfied. Note: For continued benefits, the waiver is required to be viewed within an every 30-day period.	Trade Act of 1974, as amended, 20 CFR 617 , Trade Adjustment Assistance Reauthorization Act 2015, TEGs 11-02, 02-03, 22-08, 06-09, 10-11, 05-15 TAPR	Yes	Yes
244	Waiver - Enrollment Unavailable	Staff-generated – Code is recorded when the participant has been approved for training but is	Documentation Required: The TAA case manager must complete the first Waiver of Training Requirement Form	Trade Act of 1974, as amended, 20	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		scheduled to begin participating in training within 60 days from the approval date. The trade-affected worker may also receive a waiver for this condition based on the individual not receiving a timely notification for which the comprehensive assessment will not be completed before the enrolled in training deadline.	prior to the enrolled in training deadline, the worker must be RA eligible, record comment on the form to support the condition selected, record the activity, case note in Employ Florida and submit the document(s) to the Trade Unit at DEO via the TAA Mailbox.	CFR 617 , Trade Adjustment Assistance Reauthorization Act 2015, TEGLs 11-02 , 02-03 , 22-08 , 06-09 , 10-11 , 05-15 TAPR		
245	Waiver - Training Not Available	Staff-generated – Code is recorded when the participant is being considered for training approval however, there is no training that is suitable or available to start timely or at a reasonable cost, or there are no training funds available to meet the enrolled in training deadline.	Documentation Required: The TAA case manager must complete the first Waiver of Training Requirement Form prior to the enrolled in training deadline, the worker must be RA eligible, record comment on the form to support the condition selected, record the activity in Employ Florida and submit the document(s) to the Trade Unit at DEO via the TAA Mailbox.	Trade Act of 1974, as amended, 20 CFR 617 , Trade Adjustment Assistance Reauthorization Act 2015, TEGLs 11-02 , 02-03 , 22-08 , 06-09 , 10-11 , 05-15 TAPR	Yes	Yes
300	Occupational Skills Training - Approved Provider (ITA)	Staff-generated – Code is recorded to indicate that occupational skills training provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels. Local areas must	A case note is required and must include the specific details related to the activities of the training assignment, the training topic, the name of the organization providing training to the participant, a point of contact, the address and a phone number and the length of training.	20 CFR 680.200	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		<p>give priority consideration to training programs that lead to recognized postsecondary credentials that align with in-demand industry sectors or occupations in the local area.</p>				
301	On-The-Job Training (OJT)	<p>Staff-generated – Code is recorded to identify on-the-job training by an employer that is provided to a paid participant while engaged in productive work in a job that:</p> <ul style="list-style-type: none"> a. provides knowledge or skills essential to the full and adequate performance of the job; b. is made available through a program that provides reimbursement to the employer of up to 50 percent of the wage rate of the participant, except as provided in section 134(c)(3)(H), for the extraordinary costs of providing the training and additional supervision related to the training; and c. is limited in duration as appropriate to the occupation for which the participant is being trained, taking into account the content of the 	<p>A case note is required and must include the specifics related to the activities of the training assignment, the name of the organization providing training to the jobseeker, the job title, wage, length of OJT, a point of contact, the address and a phone number.</p>	20 CFR 680.700	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		training, the prior work experience of the participant, and the service strategy of the participant, as appropriate.				
302	Entrepreneurial Training	Staff-generated – Code is recorded to indicate entrepreneurial skills training that provides the basics of starting and operating a small business.	Such types of training must develop the skills associated with entrepreneurship. These skills may include, but are not limited to, the ability to: <ul style="list-style-type: none"> a. Take initiative; b. Creatively seek out and identify business opportunities; c. Develop budgets and forecast resource needs; d. Understand various options for acquiring capital and the trade-offs associated with each option; and e. Communicate effectively and market oneself and one’s ideas. 	20 CFR 680.200	Yes	Yes
303	Occupational Skills Distance Learning	Training services lead to recognized postsecondary credentials that align with in-demand industry sectors or occupations in the local area. Such training must: <ul style="list-style-type: none"> a. Be outcome-oriented and focused on an occupational goal specified in the individual service strategy; 	A case note is required and must include the specific subjects taught and the length of training.	20 CFR 680.200	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		<p>b. Be of sufficient duration to impart the skills needed to meet the occupational goal; and Result in attainment of a recognized postsecondary credential.</p>				
304	Customized Training	<p>Staff-generated – Code is recorded to indicate that customized training is designed to meet the specific requirements of an employer (including a group of employers) conducted with a commitment by the employer to employ an individual upon successful completion of the training and for which the employer pays a significant portion of the cost of training.</p> <p>Customized training may be provided when the employee is not earning a self-sufficient wage or wages comparable to, or higher than wages from previous employment, as determined by LWDB policy. Customized training requires a contract with the employer.</p>	A case note is required and must include the specifics related to the activities of the training assignment and should include the name of the organization providing training to the jobseeker, a point of contact, the address and a phone number.	20 CFR 680.760 – 680.770	Yes	Yes
305	Skill Upgrading and Retraining	Staff-generated – Code is recorded when training services are provided for the purpose of upgrading the	A case note is required and must include the specifics related to the activities of the training assignment	20 CFR 680.200	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		skills and/or retraining the participant.	<p>and should include the name of the organization providing training to the jobseeker, a point of contact, the address and a phone number.</p> <p>Retraining assistance —participants shall be eligible for retraining assistance to upgrade skills by obtaining marketable skills needed to support the conversion.</p>			
306	Transitional Jobs	Staff-generated – Code is recorded to identify paid work experience that is a transitional job which provides a time-limited work experience that is wage-paid and subsidized, and is in the public, private, or non-profit sectors for those individuals with barriers to employment who are chronically unemployed or have inconsistent work history, as determined by the LWDB. A transitional job is designed to enable an individual to establish a work history, demonstrate work success in an employee-employer relationship, and develop the skills that lead to unsubsidized employment.	A case note is required and must include the name of the employer, job title, industry and the expected length of employment.	20 CFR 680.190	Yes	Yes
307	Job Shadowing	Staff-generated – Code is recorded when a participant spends time one-on-one with an employee	Individuals participate before, during and after the job shadowing to help	20 CFR 678.430	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		observing daily activities and asking questions about the job and industry.	them understand and reflect on what is learned at the worksite. Job shadowing allows the individual to determine career compatibility and responsibilities.			
308	Prerequisite-Adult	Staff-generated – Code is recorded to identify coursework that a training institution requires before entry into an approved training program.	Non-credit education and remedial coursework often provide a vital opportunity to strengthen basic skills needed in order to enroll in credentialing programs and to maximize independence.	20 CFR 678.430	Yes	No
311	WP Enrolled in Job Corps	Staff-generated – Code is recorded when a Wagner- Peyser participant has enrolled in a Job Corps training program.	A case note is required and must include the specific details related to the activities of the assignment, a point of contact, the address and a phone number.	20 CFR 670.400	Yes	No
312	WP Enrolled in Federal Training	Staff-generated – Code is recorded when a Wagner- Peyser participant has enrolled in a federal training program other than Job Corps (could include WIOA and TAA).	A case note is required and must include the specific details related to the activities of the training assignment, the name of the organization providing training to the participant, a point of contact, the address and a phone number.	20 CFR 680.200	Yes	No
313	WP Enrolled in State and Local Training	Staff-generated – Code is recorded when a Wagner -Peyser participant has enrolled in a state or local training program.	A case note is required and must include the specific details related to the activities of the training assignment, the name of the organization providing training to the	20 CFR 680.200	Yes	No

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
			participant, a point of contact, the address and a phone number.			
314	WP Enrolled in Apprenticeship Training	Staff-generated – Code is recorded when a Wagner- Peyser participant has enrolled in a registered apprenticeship training program.	A case note is required and must include the specific details related to the activities of the training assignment, the name of the organization providing training to the participant, a point of contact, the address and a phone number.	20 CFR 680.330	Yes	Yes
315	Adult Literacy, Basic Skills, GED Prep	<p>Staff-generated – Code is recorded to indicate that adult education and “literacy” is a measure of an individual’s ability to participate and successfully function both in the workplace and in society.</p> <p>Basic skills deficient -means, with respect to an individual:</p> <ol style="list-style-type: none"> a. who is a youth, that the individual has English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test; or b. who is a youth or adult, which the individual is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function 	A case note is required and must include the specific details related to the activities of the assignment.	20 CFR 678.430	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		<p>on the job, in the individual's family, or in society.</p> <p>GED Prep: formerly General Education Diploma - GED preparation is considered a career service or a training service.</p>				
316	Incumbent Worker Training (Local)	Staff-generated – Code is recorded to indicate the special requirements of an employer (including a group of employers) to retain a skilled workforce or avert the need to lay off employees by assisting the workers in obtaining the necessary skills to retain employment and is conducted with a commitment by the employer to retain or avert the layoff of the incumbent worker.	A case note is required and must include the specific details related to the activities of the training assignment, the name of the organization providing training to the participant, a point of contact, the address and a phone number.	20 CFR 680.780	Yes	Yes
317	Other Occupational Skills Training - Adult	Staff-generated – Code is recorded when a participant receives occupational skills training that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels. Occupational skills training includes training programs that lead to recognized postsecondary credentials that align with in-	A case note is required and must include the specific details related to the activities of the training assignment, the training topic, the name of the organization providing training to the participant, a point of contact, the address and a phone number and the length of training.	20 CFR 680.200	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		demand industry sectors or occupations in the local area.				
318	Other Non-Occupational Skills Training - Adult	<p>Staff-generated – Code is recorded to indicate that non-occupational skills training provides specific educational skills that lead to recognized postsecondary credentials that align with in-demand industry sectors or occupations in the local area.</p> <p>Occupational skills training is an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate or advanced levels. Postsecondary classroom-based training teaches the skills necessary for a specific occupation. The provider of the training must be approved by the LWDB prior to placement.</p>	A case note is required and must include the specific details related to the activities of the training assignment, the training topic, the name of the organization providing training to the participant, a point of contact, the address and a phone number and the length of training.	20 CFR 680.200	Yes	Yes
320	Private Sector Training	Staff-generated – Code is recorded to identify training services operated by the private sector to equip individuals to enter the workforce and retain employment.	A case note is required and must include the specific details related to the activities of the training assignment, the name of the organization providing training to the	20 CFR 678.430	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
			participant, a point of contact, the address and a phone number.			
323	Workplace Training & Cooperative Education	Staff-generated – Code is recorded to identify training services that combine workplace training with related instruction.	A case note is required and must include the specific details related to the activities of the training assignment, the name of the organization providing training to the participant, a point of contact, the address and a phone number.	20 CFR 678.430	Yes	Yes
324	Adult Education w/ Occupational Skills Training - Approved Provider (ITA)	Staff-generated – Code is recorded when an Individual Training Account (ITA) is established on behalf of a participant. WIOA title I adult and dislocated workers purchase training services from eligible providers they select in consultation with the case manager. Payments from ITA's may be made in a variety of ways, including the electronic transfer of funds through financial institutions, vouchers, or other appropriate methods. Payments may also be made incrementally, through payment of a portion of the costs at different points in the training course. ITAs are key tools used in the delivery of many training services.	A case note is required and must include the specific details related to the activities of the training assignment, the training topic, the name of the organization providing training to the participant, a point of contact, the address and a phone number and the length of training.	20 CFR 680.200	Yes	Yes
326	Supportive Service - Needs	Staff-generated – Code is recorded to indicate that needs-related payments provide financial	A case note is required and must include the specific details related to	20 CFR 680.930	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
	Related Payments	assistance to participants for the purpose of enabling them to participate in training. In order to qualify for needs-related payments a participant must be enrolled in training.	the supportive service/needs related payment provided to the participant.			
327	Supportive Service - Training Allowance	Staff-generated – Code is recorded when direct payments are made to participants during their enrollment to enable them to participate in career services or training services as appropriate.	<p>A case note is required and must include the specific details related to the supportive services provided and the activity.</p> <p>Approved allowances for training needed must be in conjunction with the training or education.</p> <p>Example: a participant with a nursing degree receives training allowance for CPR training.</p>	20 CFR 680.900	Yes	Yes
328	Occupational Skills Training - Non Approv Provider (No ITA)	<p>Staff-generated – Code is recorded to indicate that occupational skills training provides the technical skills necessary to perform a specific job or group of jobs.</p> <p>Occupational skills training is an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry,</p>	A case note is required and must include the specific details related to the activities of the training assignment, the training topic, the name of the organization providing training to the participant, a point of contact, the address and a phone number and the length of training.	20 CFR 680.200	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		intermediate or advanced levels. Postsecondary classroom-based training teaches the skills necessary for a specific occupation. The provider of the training must be approved by the LWDB prior to placement.				
329	Registered Apprenticeship	Staff-generated – Code is recorded to indicate that registered apprenticeships are unique, flexible training system that combine job related technical instruction with structured on-the-job learning experiences.	Training strategies for Registered Apprenticeships include: <ul style="list-style-type: none"> a. Naming an apprenticeship representative to state and local workforce boards; b. including Registered Apprenticeship programs on the Eligible Training Provider List; c. promoting work-based learning to meet employer needs for skilled workers; d. supporting career pathways for youth through apprenticeship; and e. using the apprenticeship model as a key strategy in meeting the needs of business. 	20 CFR 680.470	Yes	Yes
330	TAA -Approved Transportation in Training	Staff-generated – Code is recorded when the participant has been approved for training but is required to travel outside of the commuting area. The distance is calculated from the participant’s residence to the training institution.	A case note is required and must include the specific details related to this activity where the round trip mileage is documented along with the number days per week the individual is required to travel.	Trade Act of 1974, as amended, 20 CFR 617 , Trade Adjustment Assistance Reauthorization	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		LWDB must use the commuting distance definition based on your local operating procedures for TAA program participants.	Documentation Required: The TAA case manager must have approved training documents along with mileage calculating the distance in order for the federal mileage rate to be applied and the activity recorded in Employ Florida with the actual begin and projected end dates for the approved training program. This reimbursable amount must be based on attendance record. The LWDB will decide on the process for which this benefit will be payable to the participant (weekly, bi-weekly, monthly or quarterly). Duplication of payment is prohibited under 20 CFR 617.25	Act 2015, TEGLs 11-02, 02-03, 22-08, 06-09, 10-11, 05-15 TAPR		
331	TAA - Approved Subsistence in Training	Staff-generated – Code is recorded when the participant has been approved for training but is required to travel outside of the commuting area for which lodging and meals may be authorized based on federal travel regulations.	A case note is required and must include the specific details related to this activity where the lodging requirements are documented. Documentation Required: The TAA case manager must have approved training documents along with the training institution’s course requirements that overnight lodging is necessary and the activity recorded in Employ Florida with the actual begin and end dates. This reimbursable amount must be supported by school	Trade Act of 1974, as amended, 20 CFR 617, Trade Adjustment Assistance Reauthorization Act 2015, TEGLs 11-02, 02-03, 22-08, 06-09, 10-11, 05-15 TAPR	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
			records. The LWDB will decide on the process for which this benefit will be payable to the participant (weekly, bi-weekly, monthly or quarterly). Note: Duplication of payment is prohibited under 20 CFR 617.25			
332	TAA - Approved On-the-Job Training	Staff-generated – Code is recorded when the participant has been approved for training for which the training is provided by the employer. The employer pays 50 percent of the training cost and the TAA program pays 50 percent. On-the-Job training may be provided when the individual meets the conditions for approval of training, and who has been hired by the employer, while the individual is engaged in productive work which provides knowledge and skills essential to the full and adequate performance of the job.	Documentation Required: The TAA case manager must have approved training documents, an executed contract/agreement between the LWDB and employer for the participant’s training position, activity recorded in Employ Florida and documents submitted to the Trade Unit at DEO via the TRA Mailbox. Note: Duplication of payment is prohibited under 20 CFR 617.25	Trade Act of 1974, as amended, 20 CFR 617, Trade Adjustment Assistance Reauthorization Act 2015 TAPR .	Yes	Yes
333	TAA - Approved Customized Training	Staff-generated – Code is recorded when the participant has been approved for customized training that is designed to meet the special requirements of an employer or group of employers; is conducted with a commitment by the employer to hire an individual upon successful completion of the	Documentation Required: The TAA case manager must have approved training documents, an executed contract/agreement between the LWDB and employer for the participant’s training position, activity recorded in Employ Florida and documents submitted to the Trade Unit at DEO via the TRA Mailbox. Note:	Trade Act of 1974, as amended, 20 CFR 617, Trade Adjustment Assistance Reauthorization Act 2015 TAPR .	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		training; and the employer pays for a significant cost of the training, as determined by the LWDB. When it is determined that the employee is not earning a self-sufficient wage or wages comparable to or higher than wages from previous employment, the LWDB will require a contract with the employer.	Duplication of payment is prohibited under 20 CFR 617.25			
334	TAA - Approved Occupational Skills Training	Staff-generated – Code is recorded when the participant has been approved for skills training which is structured, competency-based usually with a set curriculum or learning plan that teaches the student job specific skills needed to perform actual tasks and functions required by particular jobs or occupational clusters.	Documentation Required: The TAA case manager must have approved training documents, activity recorded in Employ Florida and documents submitted to the Trade Unit at DEO via the TRA Mailbox. Note: Duplication of payment is prohibited under 20 CFR 617.25	Trade Act of 1974, as amended, 20 CFR 617, Trade Adjustment Assistance Reauthorization Act 2015 TAPR .	Yes	Yes
335	TAA - Approved Remedial Training	Staff-generated – Code is recorded when the participant has been approved for entry level training to increase areas of study in basic skills (reading, math, language) to allow the individual to meet entry level requirements of a skills training program.	Documentation Required: The TAA case manager must have approved training documents, activity recorded in Employ Florida and documents submitted to the Trade Unit at DEO via the TRA Mailbox. Note: Duplication of payment is prohibited under 20 CFR 617.25	Trade Act of 1974, as amended, 20 CFR 617, Trade Adjustment Assistance Reauthorization Act 2015 TAPR .	Yes	Yes
336	TAA - Approved	Staff-generated – Code is recorded when the participant has a language barrier and is in need of English for	Documentation Required: The TAA case manager must have approved training documents, activity recorded	TEGLs 11-02 , - 02-03 , 22-08 ,	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
	ESOL Required Only	Speakers of Other Languages (ESOL) but has skills necessary to obtain employment.	in Employ Florida and documents submitted to the Trade Unit at DEO via the TRA Mailbox. Note: Duplication of payment is prohibited under 20 CFR 617.25	06-09, 10-11 and 05-15		
337	TAA Prerequisite Training	Staff-generated – Code is recorded when the participant has been approved for college-level prerequisite classes. These type courses are often required prior to enrolling in the program. Typically, prerequisite courses are outlined in the program of study.	Documentation Required: The TAA case manager must have approved training documents, activity recorded in Employ Florida and documents submitted to the Trade Unit at DEO via the TRA Mailbox. Note: Duplication of payment is prohibited under 20 CFR 617.25	Trade Act of 1974, as amended, 20 CFR 617, Trade Adjustment Assistance Reauthorization Act 2015, TEGLs 11-02, 02-03, 22-08, 06-09, 10-11, 05-15	Yes	Yes
338	TAA Apprenticeship Training	Staff-generated – Code is recorded when the participant has been approved for training where there is a combination of on-the-job learning and related instruction. Also, there is a series of defined curricula until the completion of their apprenticeship program.	Documentation Required: The TAA case manager must have approved training documents, activity recorded in Employ Florida and documents submitted to the Trade Unit at DEO via the TRA Mailbox. Note: Duplication of payment is prohibited under 20 CFR 617.25	TEGLs 22-08, 05-15	Yes	Yes
341	TAA - Occupational Skills Training - Non Approv Provider (No ITA)	Staff-generated – Code is recorded when the participant has been approved for skills training which is structured, competency-based usually with a set curriculum or learning plan that teaches the	Documentation Required: The TAA case manager must have approved training documents, activity recorded in Employ Florida and documents submitted to the Trade Unit via the TRA Mailbox. Note: Duplication of	Trade Act of 1974, as amended, 20 CFR 617, Trade Adjustment Assistance	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		student job specific skills needed to perform actual tasks and functions required by particular jobs or occupational clusters. Note: Co-enrollment in WIOA for which either all or a portion of the funds are paid with this funding stream.	payment is prohibited under 20 CFR 617.25	Reauthorization Act 2015, TEGLs 11-02, 02-03, 22-08, 06-09, 10-11, 05-15		
370	Completed Training - WP/Vets	Staff-generated – Code is recorded to indicate the outcome of the training.	<p>A referred to training service code must be recorded before this service can be taken.</p> <p>A case note is required and must include the specifics related to the activities of the training assignment and should include the name of the organization providing training to the participant, a point of contact, the address and a phone number.</p>	<p>Florida Veteran’s Program Service Guide</p> <p>20 CFR Part 1001</p>	Yes	Yes
400	Summer Youth Employment ³	Staff-generated – Code is recorded to indicate a structured learning experience in a workplace and provides opportunities for career exploration and skill development. WIOA identifies four types of work experience for youth: summer employment and other employment opportunities available throughout the school year, pre-apprenticeship programs, internships and job shadowing, and on-the-job training.	<p>A case note is required and must include type of activity provided, duration, start and end dates, the name of the organization providing the activity to the participant, the point of contact, the address and the phone number.</p> <p>The Summer Youth Employment activity must be included in the youth’s individual service strategy.</p>	20 CFR 681.460	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		This activity counts towards the work experience priority.				
406	Tutoring, study skills training, instruction and Dropout Prevention activities that lead to completion of a high school diploma or recognized equivalent ¹	<p>Staff-generated – Code is recorded to identify tutoring, study skills training, and instruction that lead to a high school diploma. The services focus on providing academic support, helping a youth identify areas of academic concern, assisting with overcoming learning obstacles, or providing tools and resources to develop learning strategies. Tutoring, study skills training, and instruction can be provided one-on-one, in a group setting, or through developed resources and workshops.</p> <p>Dropout prevention strategies are intended to lead to a high school diploma and include activities that keep a youth in school and engaged in a formal learning and/or training setting. Strategies include, but are not limited to, tutoring, literacy development, active learning experiences, after-school opportunities, and individualized instruction.</p>	A case note is required and must include the specific details of the expected outcome and related activities of the assignment, and include the name, address and phone number of the organization providing the activity; a point of contact with their phone number and email address; activity start/end date and, length of activity.	20 CFR 681.460 §129(c)(2)(A), WIOA	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		The activity must be included in the youth's individual service strategy.				
408	Internship - Un-Paid ³	<p>Staff-generated – Code is recorded to indicate that the participant is enrolled into planned, structured learning experience that takes place in a workplace for a limited period. The Internship must be included in the youth's individual service strategy.</p> <p>This activity counts towards the work experience priority.</p>	A case note is required and must include the name, address and phone number of the organization providing the internship; a point of contact with their phone number and email address; internship start/end date and, length of internship.	20 CFR 681.600	Yes	Yes
409	Job Shadowing ³	<p>Staff-generated – Code is recorded to when a youth is engaged in a job shadowing work experience option where the youth learns about a job by walking through the workday as a shadow to a competent worker. Youth witness firsthand the work environment, employability and occupational skills in practice, the value of professional training, and potential career options. This is a temporary, unpaid exposure to the workplace in an occupational area of interest to the participant.</p> <p>The Job Shadowing must be included in the youth's individual service strategy.</p>	A case note is required and must include the name, address and phone number of the organization providing training; a point of contact with their phone number and email address; training start/end date and the length of job shadowing.	20 CFR 681.600	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		This activity counts towards the work experience priority.				
410	Leadership Development Opportunities ⁶	<p>Staff-generated – Code is recorded to identify opportunities provided to a youth that encourage responsibility, confidence, employability, self-determination, and other positive social behaviors.</p> <p>This includes but is not limited to:</p> <ul style="list-style-type: none"> • Exposure to post-secondary educational possibilities; • Community and service-learning projects; • Peer-centered activities; • Organizational and teamwork training; • Training in decision-making; • Citizenship training; • Civic engagement activities • Other leadership activities that place youth in a leadership role. <p>The Leadership Development Opportunities must be included in the youth’s individual service strategy.</p>	A case note is required and must include a description of the specific activity(ies) the youth is engaged in, the organization and contact details, and the length of the activity.	20 CFR 681.520	Yes	Yes
411	Adult Mentoring ⁸	Staff-generated – Code is recorded when youth is engaged in a formal relationship with an adult mentor	A case note is required and must include the name of the adult mentor,	20 CFR 681.490	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		<p>and includes structured activities where the mentor offers guidance, support, and encouragement to develop the competence and character of the mentee.</p> <p>The adult mentoring must last at least 12 months and may take place both during the program and following exit from the program. While group mentoring activities and mentoring through electronic means are allowable as part of the mentoring activities, at a minimum, the local youth program must match the youth with an individual mentor with whom the youth interacts on a face-to-face basis.</p> <p>Mentoring may include workplace mentoring where the local program matches a youth participant with an employer or employee of a company.</p>	<p>phone number, address, dates of mentorship, location, type of mentorship, e.g. workplace, group and in-person. If mentoring is done through a workplace, documentation must also include the point of contact.</p> <p>The activity must be included in the youth's individual service strategy.</p>			
412	Objective Assessment - Youth	Staff-generated - An assessment of the academic levels, skill levels, and service needs of the reportable individual which includes a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for	A case note is required to confirm the type of objective assessment done, e. g. assessments approved for use in the Department of Education's National Reporting System (NRS), formalized testing instruments designed to measure skills-related gains.	20 CFR 681.420	Yes	No

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		<p>nontraditional jobs), supportive service needs, and developmental needs of the reportable individual, to identify appropriate services and career pathways for reportable individuals. Assessments must also consider both a youth’s strengths and areas that need improvement.</p> <p>The local area may use a previous Objective Assessment done within the immediately preceding six months.</p>				
413	Develop Service Strategies (IEP/ISS) - Youth	<p>Staff-generated – Code is recorded when an IEP/ISS or a plan is developed or updated. The ISS/IEP provides a framework for identifying a youth’s goals and the strategies needed to help guide ongoing development and enhance the reportable individual’s capabilities. The ISS should be developed in partnership with the youth, and updated as needed, based on the objective assessment and identified needs of the youth reportable individual. The ISS must directly link to one or more indicators of performance¹, career pathways that</p>	<p>A case note is required and must include the details related to the assessment and activities of the assignment. The ISS must:</p> <ul style="list-style-type: none"> • Be completed within 30 days of the date of participation; • Reviewed, updated and revised regularly to reflect outcomes, and current circumstances. • Indicate whether it is the initial or an update to the ISS. <p>Note: A new ISS is not required if a recent (within the previous six months) ISS was developed under</p>	<p>20 CFR 681.420</p>	Yes	No

¹ The indicators of performance are found in WIOA sec. 116(b)(2)(A)(ii).

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		include education and employment goals, consider career planning and the results of the objective assessment and prescribe achievement objectives and services for the reportable individual.	another education and training program.			
414	Basic Skills Training – ¹⁴ WIOA Youth Program Required Element	<p>Staff-generated – Code is recorded to indicate when a participant is enrolled in an organized program of study, such as secondary school, post-secondary school, adult education, etc. This should not be used for informal instruction.</p> <p>Basic skills training includes, but is not limited to, reading comprehension, math computation, writing, speaking, listening, problem solving and reasoning.</p>	<p>A case note is required and must include the specific details related to the training activities, the type of training, the outcome and any other relevant information.</p> <p>The need for basic skills training must be documented in the Individual Service Strategy (ISS).</p>	20 CFR 681.460	Yes	Yes
415	Enrolled in Alternative Secondary Education and Dropout Recovery Services ²	<p>Staff-generated – Code is recorded when a participant is enrolled in training such as basic education skills training, individualized academic instruction, and English as a Second Language training, to assist youth who have struggled in traditional secondary education.</p> <p>These programs provide instruction and lead to a high school diploma or its equivalency.</p>	<p>A case note is required and must include the name, address and phone number of the organization providing the activity; a point of contact with their phone number and email address; training start/end date and the length of activity.</p> <p>The activity must be included in the youth’s individual service strategy.</p>	20 CFR 681.460	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
416	Occupational Skills Training – Eligible Training Provider ⁴	<p>Staff-generated – Code is recorded to indicate when a participant is enrolled into a formal occupational skills training, through an Individual Training Account (ITA).</p> <p>Occupational skills training is an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate or advanced levels. The participant should select this training from their local Eligible Training Provider List (ETPL).</p> <p>ISY cannot use youth program-funded ITAs. However, ISY between the ages of 18 and 21 may co-enroll in the WIOA Adult program.²</p>	<p>A case note is required and must include the name of the training; the name, address and phone number of the organization providing training; a point of contact with their phone number and email address; training start/end date and the length of training.</p> <p>The activity must be included in the youth’s individual service strategy.</p>	20 CFR 681.540	Yes	Yes
417	Comprehensive Guidance and Counseling ¹⁰	Staff-generated – Code is recorded when an individual participates in individualized counseling that is included, but not limited to, drug and alcohol abuse counseling, mental health counseling, and	A case note is required and must include a description of the counseling, information provided to the youth participant, documentation of whether the activity is done by the local program or external partner,	20 CFR 681.510	Yes	Yes

² TEGL [21-16](#)

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		<p>referral to partner programs, as appropriate.</p> <p>Referrals to appropriate resources should be made as needed and must be coordinated with the service provider and the local area. When resources exist within the local program or its service providers, it is allowable to provide counseling services directly to participants rather than refer youth to partner programs.</p>	<p>referral to an external agency, if appropriate; name of the external organization and reason for referral.</p> <p>The activity must be included in the youth's individual service strategy.</p>			
418	Adult Education (GED) ²	Staff-generated – Code is recorded when a participant is enrolled in an adult education program and receives academic instruction, and education services below the post-secondary level that increase an individual's ability to read, write, and speak in English and perform mathematics or other activities necessary for the attainment of a secondary school diploma or its recognized equivalent; in order to transition to post-secondary education and training; and/or obtain employment.	<p>A case note is required and must include the details related to the participants current educational level, name of the training organization, training start date, point of contact, phone number, and address.</p> <p>The activity must be included in the youth's individual service strategy.</p>	20 CFR 681.460	Yes	Yes
419	Supportive Services - Stipends ⁷	Staff-generated – Code is recorded to identify support services that are	A case note is required and must include a description of the	20 CFR 681.570	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		reasonable and necessary to enable a jobseeker to participate in WIOA activities.	achievement, date and amount of the stipend.			
420	Post-Secondary Transition Activities ¹⁴	<p>Staff-generated – Code is recorded to identify youth services designed to help youth prepare for and transition to post-secondary education and training after attaining a high school diploma or its recognized equivalent. These services include helping youth explore post-secondary education options, including technical training schools, community colleges, four-year colleges and universities, and Registered Apprenticeship programs.</p> <p>Examples of other post-secondary preparation and transition activities include:</p> <ul style="list-style-type: none"> • assisting youth to prepare for SAT/ACT testing; • assisting with college admission applications; • searching and applying for scholarships and grants; • filling out the proper financial aid applications and adhering to changing guidelines; 	<p>A case note is required and must include the point of contact phone number the type of activity provided the youth as well as the name and contact of the provider, if external to the LWDB.</p> <p>The activity must be included in the youth’s individual service strategy.</p>	20 CFR 681.460	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		<ul style="list-style-type: none"> connecting youth to post-secondary education programs. 				
421	Financial Literacy Education ¹¹	Staff-generated – Code is recorded when a youth participant is provided activities that help youth gain the knowledge and skills needed to achieve long-term financial stability. Financial literacy education encompasses information and activities such as creating budgets; setting up checking and saving accounts; managing spending, credit, and debt; understanding credit reports and credit scores; and protecting against identify theft.	<p>A case note is required and must include the name of the training provider and date of training.</p> <p>The activity must be included in the youth’s individual service strategy.</p>	20 CFR 681.500	Yes	Yes
422	Education Concurrently with Workforce Preparation ⁵	Staff-generated – Code is recorded to document an integrated education and training model. This activity is recorded when workforce preparation activities, basic academic skills, and hands-on occupational skills training are provided within the same time frame and connected to training in a specific occupation, occupational cluster, or career pathway.	<p>A case note is required and must include a description of the activities provided to the youth and clearly demonstrate how activities are offered concurrently.</p> <p>The activity must be included in the youth’s individual service strategy.</p>	20 CFR 681.630	Yes	Yes
423	Pre-Apprenticeship ³ – WIOA Youth	Staff-generated – Code is recorded to document pre-apprenticeship, which is defined as a program	A case note is required and must document the type of registered ³ pre-apprenticeship training, the type of	20 CFR 681.600	Yes	Yes

³ All pre-apprenticeships in Florida must be registered with the Florida Department of Education.

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
	Program Required Element	<p>designed to prepare individuals to enter and succeed in a “registered apprenticeship/program” and includes the following elements:</p> <ul style="list-style-type: none"> • Training and curriculum that aligns with the skill needs of employers in the economy of the State or local area; • Access to educational and career counseling and other supportive services, directly or indirectly; • Hands-on, meaningful learning activities that are connected to education and training activities, such as exploring career options, and understanding how the skills acquired through coursework can be applied toward a future career; • Opportunities to attain at least one industry-recognized credential; and • A partnership with one or more registered apprenticeship programs that assists in placing individuals who complete the pre-apprenticeship program in a registered apprenticeship program. 	<p>employer engagement, as applicable, name of the training and provider, date of training, length of training and expected activities.</p> <p>The activity must be included in the youth’s individual service strategy.</p>			

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		This activity counts towards the work experience priority.				
424	Registered Apprenticeship ³	<p>Staff-generated – Code is recorded to indicate that an eligible participant is enrolled into a registered apprenticeship.</p> <p>Registered Apprenticeships are a proven business-driven employment model that provides an effective way for employers to recruit, train, and retain highly skilled workers.</p> <p>Registered Apprenticeship provides a learn-and-earn opportunity to job seekers and workers.</p> <p>Registered Apprenticeship combines on-the-job learning with related classroom instruction.</p> <p>This activity counts towards the work experience priority.</p>	<p>A case note is required and must include the specifics related to the activities of the apprenticeship and should include the name of the organization, the point of contact, the address and phone number.</p> <p>The activity must be included in the youth’s individual service strategy.</p>	20 CFR 681.460	Yes	Yes
425	Work Experience - Paid ³	<p>Staff-generated – Code is recorded to identify paid work experiences that provide participants the opportunity to learn basic work skills and workplace behaviors through a subsidized work placement with an employer. A</p>	<p>A case note is required and must include the specifics related to the activities of the work experience and include the name of the organization providing the service to the participant, the point of contact, the</p>	20 CFR 681.600	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		<p>work experience placement is a planned, structured learning experience that occurs in a workplace.</p> <p>This activity counts towards the work experience priority.</p>	<p>address and phone number and the length of the work experience.</p> <p>The activity must be included in the youth's individual service strategy.</p>			
426	Work Experience - Un-Paid ³	<p>Staff-generated – Code is recorded to identify work experience that provides participants the opportunity to learn basic work skills and workplace behaviors through an unsubsidized work placement with an employer. A work experience placement is a planned, structured learning experience that occurs in a workplace.</p> <p>This activity counts towards the work experience priority.</p>	<p>A case note is required and must include the specifics related to the activities of the work experience and include the name of the organization providing the service to the participant, the point of contact, the address and phone number and the length of the work experience.</p> <p>The activity must be included in the youth's individual service strategy.</p>	20 CFR 681.600	Yes	Yes
427	Internship ³	<p>Staff-generated – Code is recorded when an eligible participant participates in an internship or work experience that is a planned, structured learning experience that takes place in a workplace for a limited period.</p> <p>This activity counts towards the work experience priority.</p>	<p>A case note is required and must include the name, address and phone number of the organization providing the internship; a point of contact with their phone number and email address; internship start/end date and, length of internship.</p> <p>The activity must be included in the youth's individual service strategy.</p>	20 CFR 681.600	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
428	On-the-Job Training ³	<p>Staff-generated – Code is recorded when training is provided to a paid participant while engaged in productive work in a job that:</p> <ul style="list-style-type: none"> • Provides knowledge or skills essential to the full and adequate performance of the job; • Is made available through a program that provides reimbursement to the employer of up to 50 percent of the wage rate of the participant, except as provided in section 134 (c)(3)(H), 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, considering the content of the training, the prior work experience of the participant, and the service strategy of the participant, as appropriate. <p>This activity counts towards the work experience priority. Limitation: <i>Not to be used for In-School Youth.</i></p>	<p>A case note is required and must include the specifics related to the activities of the training and include the name of the organization providing the training, the point of contact, the address and phone number as well as the length of the on-the-job training.</p> <p>The activity must be included in the youth’s individual service strategy.</p>	20 CFR 681.600	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
429	Enrolled in Secondary School ²	Staff-generated – Code is recorded when a participant enrolls in a secondary school, nonprofit institutional day or residential school, including a public secondary charter school, that provides secondary education, as determined under State law, except that the term does not include any education beyond grade 12. This includes enrollment as a student at a secondary school, post-secondary school, or any other organized program of study that offers general, technical, vocational, or college-preparatory courses.	<p>A case note is required and must include the name of the organization the participant is enrolled in, the point of contact, the address, phone number, training start date and length of time in training.</p> <p>The activity must be included in the youth’s individual service strategy.</p>	<p>20 CFR 681.460</p> <p>20 U.S. Code §7801(45)</p>	Yes	Yes
430	Youth Occupational Skills Training ⁴ - Non-ETPL Provider	Staff-generated – Code is recorded when a participant receives occupational skills training designed to provide the technical skills necessary to perform a specific job or group of jobs from a non-ETPL provider. Occupational skills training is an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate or advanced levels. Post-secondary	<p>A case note is required and must include the name of the training; the name, address and phone number of the organization providing training; a point of contact with their phone number and email address; training start/end date and the length of training.</p> <p>The activity must be included in the youth’s individual service strategy.</p>	<p>20 CFR 681.540</p>	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		classroom-based training teaches the skills necessary for a specific occupation. The provider of the training must be approved by the LWDB prior to placement.				
431	Alternative Secondary School Services ¹⁴	<p>Staff-generated – Code is recorded to identify educational opportunities in institutions or educational settings that differ from traditional secondary school education and still provide a secondary school diploma or its’ equivalent.</p> <p>Alternative Secondary School Services are for youth participants who are not successful in the “traditional” K-12 public education. Services include basic education skills, general equivalency diploma preparation, remedial reading, writing, mathematics, literacy training in different setting or location, and may use a different delivery system or educational model/curriculum that leads to a high school diploma or a GED.</p>	<p>A case note is required and must include the type of activity, the name of the organization, the point of contact, the address, phone number, date of activity and length.</p> <p>The activity must be included in the youth’s individual service strategy.</p>	20 CFR 681.460	Yes	Yes
432	Counseling ¹⁰	Staff-generated – Code is recorded when counseling is provided to individual participants. This program element also includes substance and alcohol abuse	Case note is required and must include type of counseling, provider’s name, phone number, and address.	20 CFR 681.510	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		counseling, mental health counseling, and referral to partner programs.	The activity must be included in the youth's individual service strategy.			
433	Follow-Up Services ⁹	<p>Staff-generated – Code is recorded to document services provided to a youth participant after exit to help ensure the youth is successful in employment and/or post-secondary education and training.</p> <p>Follow-up services may include regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise.</p> <p>Follow-up services for youth also may include the following program elements: (1) Supportive services; (2) Adult mentoring; (3) Financial literacy education; (4) 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; and (5) Activities that help youth prepare for and transition to post-secondary education and training.</p>	A case note is required and must include the specific follow-up service provided to the participant.	20 CFR 681.580	Yes	No

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		Follow-up services must be provided to all participants for a minimum of 12 months unless the participant declines to receive follow-up services or the participant cannot be located or contacted.				
434	Job Placement, Career and Education Services ¹³	<p>Staff-generated – Code is recorded to identify job placement that involves hiring by a public or private employer of an individual for a job or an interview, provided that the employment office completed all of the following steps:</p> <ul style="list-style-type: none"> • Prepared a job order form prior to referral, except in the case of a job development contact on behalf of a specific participant; • Made prior arrangements with the employer for the referral of an individual or individuals; • Referred an individual who had not been specifically designated by the employer, • except for referrals on agricultural job orders for a specific crew leader or worker; • Verified from a reliable source, preferably the employer, that the individual had entered on a job; and 	<p>A case note is required and must include the specifics related to the activities and services provided to the participant.</p> <p>The activity must be included in the youth’s individual service strategy.</p>	20 CFR 681.460	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		<ul style="list-style-type: none"> • Appropriately recorded the placement. 				
439	Post-Secondary Education-During Participation ⁴	<p>Staff-generated – Code is recorded when a participant attends a post-secondary education program at an accredited degree-granting institution that leads to an academic degree (e.g., A.A., A.S., B.A., B.S.).</p> <p>Programs offered by degree-granting institutions that do not lead to an academic degree (e.g., certificate programs) do not count as a placement in post-secondary education but may count as a placement in “advanced training/occupational skills training.”</p>	<p>A case note is required and must include the related activities of the education experience and should include the name of the organization providing the service to the participant, the point of contact, the address and phone number.</p> <p>The activity must be included in the youth’s individual service strategy.</p>	20 CFR 681.460	Yes	Yes
440	Assistance Establishing Eligibility for Financial Aid ¹⁴	Staff-generated – Code is recorded when a participant requires assistance and is provided with establishing eligibility for programs of financial aid assistance for training and education programs.	A case note is required and must include the specifics related to the required assistance should include the name of the organization providing the service to the participant, the point of contact, the address and phone number.	20 CFR 681.460	Yes	Yes
441	Entrepreneurial Skills Training ¹²	Staff-generated – Code is recorded to indicate entrepreneurial skills training that provides the basics of starting and operating a small business. Such types of training	A case note is required and must include the name, address and phone number of the organization providing training; a point of contact with their phone number and email address;	20 CFR 681.560	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		<p>must develop the skills associated with entrepreneurship. These skills may include, but are not limited to, the ability to:</p> <ul style="list-style-type: none"> • Take initiative; • Creatively seek out and identify business opportunities; • Develop budgets and forecast resource needs; • Understand various options for acquiring capital and the trade-offs associated with each option; and • Communicate effectively and market oneself and one's ideas. 	<p>training start/end date and the length of training.</p> <p>The activity must be included in the youth's individual service strategy.</p>			
<p>Supportive services are services that enable an individual to participate in WIOA activities. These services enable an individual to participate in WIOA activities (such as, but not limited to, assistance with transportation, childcare, housing, health care, educational testing, and work-related tools).</p>						
480	Supportive Service ⁷ - Family Care	<p>Staff-generated –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:</p> <ul style="list-style-type: none"> • Linkages to appropriate community services • Assistance with childcare and dependent care costs 	<p>A case note is required and must include a description of the family care provided to the jobseeker.</p>	<p>20 CFR 681.570</p>	<p>Yes</p>	<p>Yes</p>

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
481	Supportive Service ⁷ - Transportation Assistance	Staff-generated. Transportation assistance can be in the form of mileage reimbursement, bus tickets / vouchers or other transportation payments that enable a participant to go to training and return to his or her residence. Limits and duration must be defined in local policies.	A case note is required and must include the type of transportation assistance provided to the jobseeker.	20 CFR 681.570	Yes	Yes
482	Supportive Service ⁷ - Medical	Staff-generated. A service provided to youth to assist them in gaining access to necessary medical services in order to participate in WIOA youth activities. This must be defined in policy and must define what is considered a need.	A case note is required and must include the type of medical assistance secured for the jobseeker.	20 CFR 681.570	Yes	Yes
483	Supportive Service ⁷ - Temporary Shelter	Staff-generated. The temporary provision of assistance with housing and/or housing costs. Local policy must define what is considered a need, limits and duration.	A case note is required and must include the name, address, location and phone number of the temporary shelter provided to the jobseeker and specific requirements, if applicable.	20 CFR 681.570	Yes	Yes
484	Supportive Service ⁷ - Incentives / Bonuses	Staff-generated. An award made to participants who have met attendance requirements or have shown progress or attainment of a benchmark, goal or milestone.	A case note is required and must include the type of incentive, or the amount when cash or a cash equivalent, (e.g., gift card), is given.	20 CFR 681.570	Yes	Yes
485	Support Service ⁷ – Other WIOA Youth Program	Staff-generated – Code is recorded to identify support services that are reasonable and necessary to enable a jobseeker to participate in WIOA activities.	A case note is required and must include the type of support service provided to the youth. The support service must be different than any of	20 CFR 681.570	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
	Required Element	This code should not be used if another, more specific support service code applies.	those listed in the Employ Florida service code guide.			
488	Supportive Service ⁷ - Needs Related Payments	Staff-generated – Code is recorded to identify needs-related support services that are reasonable and necessary to enable a jobseeker to participate in WIOA activities.	A case note is required and must include the type of needs related payment, any source used other than WIOA and the amount of the payment.	20 CFR 681.570	Yes	Yes
500	Referred to Job Over 150 Days	System-generated – Code is recorded when a jobseeker either self-refers or is staff-referred to a job order with an anticipated job duration of over 150 days. A referral facilitates the matching of jobseekers and employers by providing the jobseeker with information on job openings and/or notifying an employer of a jobseeker who is qualified and available to fill a job opening.	N/A		Yes	Self-Referral – No Staff-Referral - Yes
501	Referred to Job 4 - 150 Days	System-generated – Code is recorded when a jobseeker either self-refers or is staff-referred to a job order with an anticipated job duration of 4 – 150 days.	N/A		Yes	Self-Referral – No Staff-Referral - Yes
502	Referred to Job 3 Days or Less	System-generated – Code is recorded when a jobseeker either self-refers or is staff-referred to a job order with an anticipated job duration of 3 days or less.	N/A		Yes	Self-Referral – No Staff-Referral - Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
503	Negative Referral Result	System-generated – Code is recorded when an employer or staff updates a jobseeker’s referral status on a job order to “Not Hired”, regardless of whether it was a self- or staff-referral or of anticipated job duration.	N/A		No	No
504	Refused Referral to Job / Training	System-generated – Code is recorded when a jobseeker refuses a referral to either a job or training.	N/A		No	No
505	External Job Referral by Staff	System-generated – Code is recorded when staff-refers a jobseeker to a job order that was “spidered in” to Employ Florida from another job board.	N/A		Yes	Self-Referral – No Staff-Referral - Yes
585	Referral to volunteer Job	Staff- or System-generated – Code is recorded when a jobseeker either self-refers or is staff-referred to a job order for a volunteer job.	N/A		No	Self-Referral – No Staff-Referral - Yes
590	Notification to Jobseeker of potential job	System-generated – Code is recorded when staff uses “Notification to Job Seeker Only” as the Referral Type to refer a jobseeker to a job order.	N/A		Yes	Self-Referral – No Staff-Referral - Yes
640	Florida Back to Work Enrollment	Staff-generated – Code is recorded to identify participants in the Florida Back to Work program.	N/A		No	No
642	FLNG Member Service	Staff-generated – Code is recorded to identify jobseekers who are members of the Florida National Guard.	N/A		No	No

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
750	Placement Local Individual Over 150 Days	System-generated – Code is recorded when staff records a placement for a job seeker who obtained employment as a result of a job referral or job development and the duration of the employment is expected last more than 150 days.	A case note is required and must include the jobseeker’s name, the name of the employer, the source of verification and the date the jobseeker started working at the designated jobsite.		Yes	No
760	Placement Local Individual 4 - 150 Days	System-generated – Code is recorded when staff records a placement for a job seeker who obtained employment as a result of a job referral or job development and the duration of the employment is expected to last 4 - 150 days.	A case note is required and must include the jobseeker’s name, the name of the employer, the source of verification and the date the jobseeker started working at the designated jobsite.		Yes	No
770	Placement Local Individual 3 Days or Less	System-generated – Code is recorded when staff records a placement for a job seeker who obtained employment as a result of a job referral or job development and the duration of the employment is expected to be 3 days or less.	A case note is required and must include the jobseeker’s name, the name of the employer, the source of verification and the date the jobseeker started working at the designated jobsite.		Yes	No
850	Placement Local Individual Over 150 Days PT	System-generated – Code is recorded when staff records a placement for a job seeker who obtained part time employment as a result of a job referral or job development and the duration of the employment is expected last more than 150 days.	A case note is required and must include the jobseeker’s name, the name of the employer, the source of verification and the date the jobseeker started working at the designated jobsite.		Yes	No
860	Placement Local Individual 4 - 150 Days PT	System-generated – Code is recorded when staff records a placement for a job seeker who obtained part time	A case note is required and must include the jobseeker’s name, the name of the employer, the source of		Yes	No

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		employment as a result of a job referral or job development and the duration of the employment is expected to last 4 - 150 days.	verification and the date the jobseeker started working at the designated jobsite.			
870	Placement Local Individual 3 Days or Less PT	System-generated – Code is recorded when staff records a placement for a job seeker who obtained part time employment as a result of a job referral or job development and the duration of the employment is expected to be 3 days or less.	A case note is required and must include the jobseeker’s name, the name of the employer, the source of verification and the date the jobseeker started working at the designated jobsite.		Yes	No
880	Obtained Employment Manual	Staff-generated – Code is recorded when a jobseeker secures employment within 180 calendar days of receiving one or more reportable services that trigger participation, and where the employment does not meet the federal definition for a job placement.	A case note is required and must include the employer’s name, service date, source of verification, job start date and region information. If a 750 series, 880 or 881 has been previously recorded for the jobseeker, staff must certify that they are not duplicating a previously documented placement.		Yes	No
881	Obtained Employment Automated	System-Generated – Code is recorded when a jobseeker secures employment within 180 calendar days of receiving one or more reportable services that trigger participation, and where the employment does not meet the federal definition for a job placement.	A case note is required and must include the employer’s name, service date, source of verification, job start date and region information.		Yes	No
882	Obtained Employment - Post Exit - Manual	Staff-generated - Code is recorded when a jobseeker who has not has received a service that extends participation for at least 90 days, has	A case note is required and must include the employer’s name, service date, source of verification, job start date and region information.		Yes	No

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		exited the system and the employment does not meet the definition of a placement.				
883	Obtained Employment - Post Exit - Automated	System-Generated Code is recorded when a jobseeker who has not received a service that extends participation for at least 90 days, has exited the system and the employment does not meet the definition of a placement.	A case note is required and must include the employer's name, service date, source of verification, job start date and region information.		Yes	No
890	Placement in volunteer job	System-Generated – Code is recorded when staff records a placement obtained as a result of a prior job referral or job development.	The referral result and salary type, wage, employer name, verification of employment, job start date, and region information must be recorded.		Yes	No

TRADE ACT SERVICE CODES

The following service codes and definitions are specific to and apply only to the Trade Adjustment Assistance (TAA) Program.

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
T01	TAA - Comprehensive Assessment	Staff-generated – Code is recorded by staff to report an in-depth interview and evaluation to identify a participant’s employment barriers, skills, interests, supportive service needs and appropriate employment goals.	A case note is required and must record the results of the assessment, to include the date of the comprehensive assessment and identify the participant’s employment barriers, educational and professional background, occupational interests, and skills. Case notes should provide sufficient detail so that other staff can review the summary of the assessment and provide appropriate follow-up.	Trade Act of 1974 20 CFR 617.20 20 CFR 618	Yes	Yes
T02	TAA - Specialized Assessment	Staff-generated – Code is recorded by staff to identify an assessment of a participant’s skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, interests, abilities (including skills gaps), through diagnostic testing and use of other assessment tools.	Staff must document all testing for each job seeker either in a case note or under the assessment tab in Employ Florida. When using a case note, staff must record the type of assessment and the results. If scores are recorded under the assessment tab in Employ Florida, staff must enter a case note stating where the score is located.	Trade Act of 1974 20 CFR 617.20 20 CFR 618	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
T03	TAA - Provision of Labor Market Information	Staff-generated – Code is recorded when a jobseeker is provided with information pertaining to the socio-economic forces which may influence the employment outlook in the local labor market. Labor Market Information (LMI) provides job vacancy listings in such labor market areas; information on jobs skills necessary to obtain employment; information relating to local occupations that are in demand and earnings potential of such occupations; and skills requirements for local occupations.	A case note is required and must include the specific LMI that was provided to the participant. This reduces duplication and helps staff target information provided to the jobseeker.	Trade Act of 1974 20 CFR 617.20 20 CFR 618	Yes	No
T04	TAA - Individual Career Counseling	Staff-generated – Code is recorded to identify a one-on-one, face-to-face session where staff provide career counseling and career exploration to TAA eligible participants for the purposes of securing suitable employment or the selection of a occupational skills training program.	A case note is required and must state what services were provided, outcomes, and steps to be taken going forward (e.g. additional assessments, workshops, etc.) along with a timeline and dates.	Trade Act of 1974 20 CFR 617.20 20 CFR 618	Yes	Yes
T05	TAA - Individual Employment Plan (IEP)	Staff-generated – Code is recorded when an employment plan is developed jointly by a TAA participant and Local TAA Coordinator. The employment plan incorporates steps taken to identify an employment goal, objectives, and if necessary, the appropriate training	Staff must document the employment goal and steps to attain the goal (objectives), as well as a summary of the participant’s strengths, barriers and services needed.	Trade Act of 1974 20 CFR 617.20 20 CFR 618	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		to achieve the goals and objectives based in part on career planning and the results of the comprehensive assessment. The document records the process a participant will take to achieve an occupational goal and includes a summary of the services needed or provided, and the objectives required to achieve the occupational goal.				
T06	TAA - Provision of Training Information	Staff-generated – Code is recorded when a Local TAA Coordinator provides the participant with information on occupational skills-based, work-based and other training options available in local and regional areas; including individual counseling to determine which training is suitable training, information on how to apply for such training, and information on how to apply for financial aid. Recording this code indicates the Local TAA Coordinator evaluated and considered all local and regional applicable training options with the participant, including available work-based training options.	A case note is required and must include the specific training and financial aid information provided to the participant.	Trade Act of 1974 20 CFR 617.20 20 CFR 618	Yes	Yes
T07	TAA - Provision of Support Service Information	Staff-generated – Code is recorded when participants who may face barriers that hinder their employment or training	A case note is required and must include the specific support service(s) information provided to the participant.	Trade Act of 1974	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		opportunities, to include: services relating to child care, transportation, dependent care, housing assistance, and need-related payments are provided with information on support services, partner workforce program such as the WIOA Dislocated Worker program, and local community programs relevant to their needs.		20 CFR 617.20 20 CFR 618		
T08	TAA - Short-term Prevocational Services	Staff-generated – Code is recorded to identify short-term pre-vocational services that include development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services provided to prepare participants for unsubsidized employment or training.	A case note is required and must include which specific pre-vocational services the participant was provided or referred to.	Trade Act of 1974 20 CFR 617.20 20 CFR 618	Yes	Yes
T09	TAA - Follow-up Services	Staff-generated – Code is recorded to indicate that follow-up has been provided to a participant, such as benchmark reviews, training enrollment updates, or following up on goals and objectives as part of ongoing case management.	A case note is required and must include the reason for and results of the follow-up contact.	Trade Act of 1974 20 CFR 617.20 20 CFR 618	Yes	Yes

JOBS FOR VETERANS' STATE GRANT SERVICE CODES

The following service codes and definitions are specific to and apply only to the Jobs for Veterans' State Grant program.

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
V01	JVSG - Objective Assessment	<p>Staff-generated – Code is recorded when staff conduct an evaluation of the academics, skill levels, and service needs of a participant using the Employ Florida Objective Assessment Summary (OAS).</p> <p>This process includes 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 a jobseeker, for the purpose of identifying appropriate services and career pathways for participants.</p>	<p>Staff must complete all required elements of the Employ Florida Objective Assessment Summary wizard, including an overall note that includes, at minimum, the following:</p> <ul style="list-style-type: none"> • The Significant Barrier to Employment (SBE) or Special Population Group which affirms the participants eligibility for DVOP specialist services; and • A summary of the assessment's findings, to include the participant's barriers to employment, occupational skills and education. <p>A case note is not required.</p>	Administrative Policy 117: Employment and Advocacy Services	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
V02	JVSG – Specialized Assessments	<p>Staff-generated – Code is recorded when a DVOP specialist administers or refers the participant to, and receives the results of, an assessment which examined one or more of the following:</p> <ul style="list-style-type: none"> a) Basic literacy in math, reading or writing b) English language proficiency c) Interests and aptitude d) Occupational skill levels e) Transferable skills <p>The results of the assessment must be used to inform the participant of career and/or training opportunities for the participant.</p>	<p>A case note attached to the service code is required and must state the purpose of the assessment (e.g., determine career interests) as well as the outcome of the assessment and how the DVOP specialist applied the results in the provision of services.</p>	<p>Administrative Policy 117: Employment and Advocacy Services</p>	<p>Yes</p>	<p>Yes</p>
V03	JVSG - Individual Career Counseling	<p>Staff-generated – Code is recorded when a DVOP specialist assists a participant with making informed educational, training, and occupational choices in relation to their employment goals, such as:</p> <ul style="list-style-type: none"> a) Developing knowledge of educational and occupational opportunities, and/or the steps involved in career planning; 	<p>A case note attached to the service code is required and must state what services were provided, if any referrals were made, outcomes, and steps to be taken going forward (e.g., additional assessments, workshops, etc.).</p>	<p>Administrative Policy 117: Employment and Advocacy Services</p>	<p>Yes</p>	<p>Yes</p>

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		b) Establishing career goals by using assessments and career explorations that focus on the talents, knowledge, transferable skills, interests, values, and aptitudes of the participant; and c) Interpreting the local job market(s), providing specific information about job duties, working conditions, and hiring requirements.				
V04	JVSG - Individual Employment Plan Update	Staff-generated – Code is recorded when the participant’s Individual Employment Plan (IEP) is amended, in coordination with the participant, using the Employ Florida IEP/Service Strategy wizard by: a) Recording a successful closure of an objective or goal; or b) Recording a new goal or objective that was established jointly with the participant.	Staff must complete the amendment and/or update utilizing the Employ Florida IEP/Service Strategy wizard, a case note is not required.	Administrative Policy 117: Employment and Advocacy Services	Yes	Yes
V05	JVSG - Short-term Prevocational Services	Staff-generated – Code is recorded when a DVOP specialist provides short-term prevocational services to assist a participant with attaining and maintaining sustained employment. Services are inclusive of:	A case note attached to the service code is required and must include which pre-vocational services the participant was provided.	Administrative Policy 117: Employment and Advocacy Services	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		a) Communication and interviewing skills b) Punctuality c) Study skills d) Professional conduct e) Basic computer literacy and competencies. f) Workplace expectations; and g) Personal Maintenance.				
V06	JVSG - Coordination of Wraparound Services	Staff-generated – Code is recorded when a DVOP specialist takes an active role (i.e., direct referral, scheduling an appointment, assisting to prepare necessary documentation) in assisting the participant access resources required to overcome barriers to employment.	A case note attached to the service code is required and must indicate what agency/community resource the participant was referred to, reason for the referral (i.e. employment barrier/challenge anticipated to overcome), appointment date, any additional actions coordinated by the DVOP specialist, and the expected outcome.	Administrative Policy 117: Employment and Advocacy Services	Yes	No
V07	JVSG - Work Experience	Staff-generated – Code is recorded when a DVOP specialist refers participants to work experience opportunities through WIOA or other programs for the purpose of providing work-base opportunities to enhance skills gained from their military service, program of study, or industry training program. Opportunities include but are not limited to:	A case note attached to the service code is required and must include how the participant’s employment goal is related to the work experience opportunity and which work experience program the participant was placed in.	Administrative Policy 117: Employment and Advocacy Services	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		a) Apprenticeships b) DoD SkillBridge Program c) Internships d) Job shadowing e) Pre-apprenticeship programs f) Transitional jobs VA Work Study Program				
V08	JVSG - Workforce Preparation Activities	<p>Staff-generated – Code is recorded when a DVOP specialist provides workforce preparation activities for the purpose of increasing the participant’s employability skills and readiness to enter the workforce.</p> <p>These preparations may be in the form of activities, programs, and/or services designed to help participants acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills including competencies in:</p> <ul style="list-style-type: none"> a) Critical thinking; b) Transitioning from military to civilian work environments; c) Digital skills; d) Skills necessary for successful transition into and completion of post-secondary education training, or employment; 	A case note attached to the service code is required and must include a detailed description of the activities, programs, and/or services provided along with the overall outcome of the interaction.	Administrative Policy 117: Employment and Advocacy Services	Yes	Yes

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
		e) Utilizing resources; and Working with others.				
V09	JVSG - Consistent Contact	<p>Staff-generated – Code is recorded when a DVOP specialist conducts ongoing contact with the participant regarding the employment plan as part of the case management process. Consistent contact may be administered both pre-and post-employment.</p> <p>Consistent contact is based on the participant's individual needs and situation per the written employment plan and case notes. This also includes any documented attempted contacts.</p> <p>Note: When the participant successfully obtains employment, the DVOP specialist must provide post-employment consistent contact for 90 days to ensure sustained employment.</p>	<p>A case note attached to the service code is required and must include the method of contact, reason for contact, and outcome of the interaction (if applicable).</p> <p>Note: Successful consistent contact must involve direct contact with the participant; contact attempts which are not successful do not constitute a successful consistent contact service activity.</p> <p>Unsuccessful consistent contact attempts must be recorded with a case note (no activity code required) and titled “Unsuccessful Contact Attempt” including the method of contact and outcome of attempt (e.g., left voicemail, phone disconnected, email returned as undeliverable, etc.)</p>	Administrative Policy 117: Employment and Advocacy Services	No	No

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
V10	JVSG - DVOP Outreach Engagement	Staff-generated – Code is recorded when services are immediately provided by a DVOP specialist to participants while conducting outreach activities, or when a participant presents at the career center and is enrolled in the JVSG program as a result of DVOP specialist outreach activities.	A case note is required and must include the location the outreach activity occurred, service provided (if applicable), and outcome.	Administrative Policy 117: Employment and Advocacy Services	No	No
V11	JVSG - Work Readiness Case Conference	Staff-generated – Code is recorded when the DVOP specialist, the Local Veterans’ Employment Representative (LVER), and the participant conduct an organized and scheduled meeting (either in-person or virtually) and establish consensus that the participant is work ready, as defined by Administrative Policy: Employment and Advocacy Services. This activity indicates the LVER’s agreement to provide job development and advocacy services on behalf of the participant.	A case note attached to the service code is required and must include the following elements: meeting type (e.g. virtual or in-person), date, time, the name of the LVER referred to, and details pertaining to the discussion points that led to the decision of why the participant was deemed work ready.	Administrative Policy 117: Employment and Advocacy Services	No	No

Service Code Number	Service Code Title	Definition	Documentation Requirements	Authority	Reportable Service	Trigger Participation
V12	Veteran Advocacy Contact	Staff-generated – Code is recorded when LVER staff advocates on behalf of a work ready veteran or eligible person for the purpose of attempting to secure a job interview with a public or private employer for listings that are on file in the Employ Florida labor exchange system.	<p>A case note is required and must include the company or employer name, employer contact name and title, phone number, address, date of contact, and position/title of job staff is seeking for the participant, and the outcome of the contact.</p> <p>Example case note: LVER conducted advocacy efforts on behalf of Brady Quinn to the following employer:</p> <p>Employer: REI Phone: (850) 481-1559 Contact Name: Rudy Barns Contact Title: President/CEO Date of contact: 8/1/2021 Position Title: Climbing Instructor Address: 1423 NE 50th Terrace, Hollywood, FL 33024</p> <p>An interview has been scheduled for next week Tuesday, August 10th, 2021, at 11:00 am</p>	Administrative Policy 117: Employment and Advocacy Services	Yes	Yes

APPENDIX A: FOLLOW-UP SERVICES

Follow-up services are provided to help participants maintain and/or retain their employment. These codes are recorded resource after a participant has been placed in unsubsidized employment, education, or training. Follow-up services do not extend the date of exit in performance reporting.

Adult and Dislocated Worker Follow-up Services

Follow-up services must be made available, as determined appropriate by the LWDB, for a minimum of 12 months following the first day of employment, to participants who are placed in unsubsidized employment.

Youth Follow-up Services

All youth participants must be offered an opportunity to receive follow-up services that align with their individual service strategies. Furthermore, follow-up services must be provided to all youth participants for a minimum of 12 months unless the participant declines to receive follow-up services or the participant cannot be located or contacted. Follow-up services may be provided beyond 12 months at the LWDB's discretion. The types of services provided, and the duration of services must be determined based on the needs of the individual and therefore, the type and intensity of follow-up services may differ for each participant. Follow-up services must include more than only a contact attempted or made for securing documentation in order to report a performance outcome.

Service Code Number	Service Code Title	Definition
F01	Referral to Community Resources	Code is recorded when a participant is referred to a community resource.
F02	Referral to Medical Services	Code is recorded when a participant is referred to medical services.
F03	Tracking Progress on the Job	Code is recorded to track a participant's progress on the job, and to identify any additional follow-up services the participant needs.
F04	Work Related Peer Support Group	Code is recorded when a participant is referred to a work-related peer support group.
F05	Assistance securing better paying job	Code is recorded when a participant receives assistance with obtaining employment that has a higher wage.
F06	Career development and further education planning	Code is recorded when a participant receives additional career counseling, planning or other related activities.
F07	Assistance with Job/Work Related Problems	Code is recorded when a participant receives assistance with solving job or work-related issues.
F08	Adult Mentoring	Code is recorded when a participant receives adult mentoring.
F09	Tutoring	Code is recorded when a participant receives tutoring.
F10	Leadership Development	Code is recorded when a participant receives leadership development training.
F11	Other Follow Up Service, not classified	Code is recorded when a participant is referred to or receives a follow-up service that is not otherwise covered by one of the follow-up codes available in Employ Florida.
F12	SS-Transportation	Code is recorded when a participant receives supportive service in the form of transportation assistance.
F13	SS- Purchase work related uniforms/attire	Code is recorded when a participant receives supportive service in the form of vouchers for or work-related uniforms or attire.
F14	SS-Purchase work related tools	Code is recorded when a participant receives supportive service in the form of
F15	SS-Housing Assistance	Code is recorded when a participant receives supportive service in the form of housing assistance.

F16	SS-Utilities	Code is recorded when a participant receives supportive service in the form of utilities.
F17	SS-Dependent Care	Code is recorded when a participant receives supportive service in the form of dependent care.
F18	SS-Medical	Code is recorded when a participant receives supportive service in the form of medical assistance.
F19	SS-Incentives/Bonus	Code is recorded when a participant receives supportive service in the form of an incentive or bonus.

APPENDIX B: WIOA YOUTH PROGRAM ELEMENTS

WIOA Youth Program Elements
<p>WIOA outlines a vision for supporting youth and young adults through an integrated service delivery system. This vision includes high quality services for in-school and out-of-school youth beginning with career exploration and guidance, continued support for educational attainment, opportunities for skills training, and culminating with a good job along a career pathway or enrollment in post-secondary education.</p>
<p>1. Tutoring, study skills training, instruction and dropout prevention strategies that lead to completion of a high school diploma includes services such as providing academic support, helping a youth identify areas of academic concern, assisting with overcoming learning obstacles, or providing tools and resources to develop learning strategies. Dropout prevention strategies intended to lead to a high school diploma include activities that keep a young person in-school and engaged in a formal learning and/or training setting.</p>
<p>2. Alternative secondary school services assist youth who have struggled in traditional secondary education. Dropout recovery services are those that assist youth who have dropped out of school. Both types of services help youth to re-engage in education that leads to the completion of a recognized high school equivalent. Examples of activities under this program element include: • Basic education skills training • Individualized academic instruction • English as a Second Language training • Credit recovery • Counseling and educational plan development.</p>
<p>3. Paid and unpaid work experience is a planned, structured learning experience that takes place in a workplace and provides youth with opportunities for career exploration and skill development. A work experience may take place in the private for-profit section, the non-profit sector, or the public sector. Work experience for youth: summer employment and other employment opportunities available throughout the school year, pre-apprenticeship programs, internships and job shadowing, and on-the-job training.</p>
<p>4. Occupational skills training is an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels. Occupational skills training: • is outcome-oriented and focused on an occupational goal specified in the individual service strategy for the youth; • is of sufficient duration to impart the skills needed to meet the occupational goal; and • leads to the attainment of a recognized post-secondary credential.</p>
<p>5. Education offered concurrently with workforce preparation and training for a specific occupation element reflects an integrated education and training model and describes how workforce preparation activities, basic academic skills, and hands-on occupational skills training are to be taught within the same time frame and connected to training in a specific occupation, occupational cluster, or career pathway.</p>
<p>6. Leadership development opportunities encourage responsibility, confidence, employability, self-determination, and other positive social behaviors. Leadership development includes: • Exposure to post-secondary educational possibilities • Community and service learning projects • Peer-centered activities, including peer mentoring and tutoring • Organizational and team work training, including team leadership training • Training in decision-making, including determining priorities and problem solving • Citizenship training, including life skills training such as parenting and work behavior training • Civic engagement activities which promote the quality of life in a community • Other leadership activities that place youth in a leadership role, such as serving on youth leadership committees.</p>

<p>7. Supportive services enable an individual to participate in WIOA activities. These services enable an individual to participate in WIOA activities (such as, but not limited to, assistance with transportation, childcare, housing, health care, educational testing, and work-related tools).</p>
<p>8. Adult mentoring is a formal relationship between a youth participant and an adult mentor that includes structured activities where the mentor offers guidance, support, and encouragement to develop the competence and character of the mentee. Mentors should be someone other than a case manager.</p>
<p>9. Follow-up services are critical services provided following a youth's exit from the program. The goal of follow-up services is to help ensure that youth are successful in employment and/or post-secondary education and training. Follow-up services may include regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise.</p>
<p>10. Comprehensive guidance and counseling provides individualized counseling to participants. This program element also includes substance and alcohol abuse counseling, mental health counseling, and referral to partner programs.</p>
<p>11. Financial literacy education provides youth with the knowledge and skills that they need to achieve long-term financial stability. Financial literacy education encompasses information and activities on a range of topics, such as creating budgets; setting up checking and saving accounts; managing spending, credit, and debt; understanding credit reports and credit scores; and protecting against identify theft.</p>
<p>12. Entrepreneurial skills training provides the basics of starting and operating a small business. This training helps youth develop the skills associated with entrepreneurship, such as the ability to take initiative, creatively seek out and identify business opportunities, develop budgets and forecast resource needs, understand various options for acquiring capital and the trade-offs associated with each option, and communicate effectively and market oneself and one's ideas. Examples of approaches to teaching youth entrepreneurial skills include: • Entrepreneurship education introducing to the values and basics of starting and running a business, such as developing a business plan and simulations of business start-up and operation. • Enterprise development, which provides supports, and services that incubate and help youth develop their own businesses, such as helping youth access small loans or grants and providing more individualized attention to the development of viable business ideas. • Experiential programs that provide youth with experience in the day-to-day operation of a business.</p>
<p>13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area and includes career awareness, career counseling, and career exploration services. Labor market information also identifies employment opportunities, and provides knowledge of job market expectations, including education and skill requirements and potential earnings. Numerous tools and applications are available that are user-friendly and can be used to provide labor market and career information to youth. These tools can be used to help youth make appropriate decisions about education and careers.</p>
<p>14. Post-secondary preparation and transition activities help youth prepare for and transition to post-secondary education and training. These services include helping youth explore post-secondary education options, including technical training schools, community colleges, 4-year colleges and universities, and Registered Apprenticeship programs. Examples of other post-secondary preparation and transition activities include: • Assisting youth to prepare for SAT/ACT testing • Assisting with college admission applications • Searching and applying for scholarships and grants • Filling out the proper Financial Aid applications and adhering to changing guidelines • Connecting youth to post-secondary education programs.</p>

APPENDIX C: EMPLOY FLORIDA COMPLETION CODES

All services should be closed out in Employ Florida upon completion by the participant, employer and the local area. Below are the available activities in Employ Florida and corresponding. These definitions describe the outcome of the service:

- **Successful Completion** – the participant has met/completed all requirements of the activity or service.
- **Unsuccessful Completion** – the participant failed to meet/complete the requirements of the activity or service.
- **Dropped Out of Activity** – participant left the 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 by the system. This may begin the 90-day period prior to the soft exit occurring.
- **Void** – Informational code used when an incorrect service code was added to a participant record then voided. The occurrence is not deleted from participant record.