

**DWD's Statewide Electronic Case Management System
Activity Codes and Definitions**

Service Code	Activity Description	Countable for Participation	Duration	Extended Duration	Max Duration	Definition
Reportable Individual, Wagner Peyser and/or WIOA						
001	Hold, waiting for activities or health/medical	Yes	90	90	180	A gap in service must be either, a delay before the beginning of training; a health/medical conditions or providing care for a family member with a health or medical condition and/or a temporary move from the area that prevents the individual from participating in services including National Guard or military service. The gap in service can last no more than 180 consecutive calendar days from the date of the most recent service to allow time to address the barriers to continue participation. However, grantees may initiate a consecutive gap in service of up to an additional 180 days for the participant that follows the initial 180-day period to resolve issues that prevent the participant from completing program services that lead to employment. Grantees must document all gaps in service that occur and the reasons for the gaps in service, including the participant's intent to return to complete program services.
Basic Services (Staff Assisted)						
101	Orientation	No	1	0	1	Orientation to Missouri Job Center services.
103	Provision of Info on training providers, Performance Outcomes	No	1	0	1	Supply Eligible Training Provider System information to provide customer-focused employment training resources.

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Basic Services (Staff Assisted)						
107	Provision Of Labor Market Research	No	1	0	1	Provide workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas; information on job vacancy listings in such labor market areas; information on the job skills necessary to obtain the jobs in such labor market areas; and information relating to local occupations in demand and earnings, skill requirements, and opportunities for advancement for such occupation.
110	ETT Meeting Service	No	1	0	1	Rapid Response activities which includes the provision of additional assistance to local areas that experience disasters, mass layoffs, plant closings, or other events that precipitate substantial increases in the number of unemployed individuals. This service should only be provided by appropriate staff who are working with ETT event attendees, after the individual participates in an ETT event.
114	ONET	Yes	1	0	1	The provision of ONET products to provide job placement services for participants.
115	Resume Preparation Assistance	Yes	1	0	1	The provision of resume preparation assistance to participants.
118	Outreach and Intake	No	1	0	1	Outreach, intake, and orientation to information and other services available through the one-stop delivery system.
123	Job Development Contacts (working with Employer and Job Seeker)	Yes	1	0	1	Contact with employer in order to develop a job order on behalf of the individual.

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Basic Services (Staff Assisted)						
124	Received Bonding Assistance	Yes	1	0	1	Assist individual in securing no cost fidelity bonds for returning citizens and other hard-to-place job applicants who face barriers to employment.
130	Proficiency Testing	Yes	1	0	1	Completion of clerical test such as typing or 10-key.
132	RJS Assessment	Yes	1	0	1	Comprehensive and specialized assessments of the skills level and service needs of RJS claimants, which may include diagnostic testing and use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate goals.
133	RJS Job Search Review	Yes	1	0	1	Review of job-search activities and career information with RJS claimants.
134	RJS LMI Career Information	Yes	1	0	1	Provision of Labor Market Information to RJS claimants.
135	RJS Orientation	Yes	1	0	1	Orientation to Missouri Job Center services to RJS claimants.
136	Referred to WIOA Services	No	1	0	1	Referrals to WIOA programs and services. WP staff should select this service code when transferring an individual to WIOA staff in order to access information relating to the availability of WIOA training/education funding, supportive services, and other WIOA services that may benefit the individual.
140	Referred to Other Services	No	1	0	1	Referrals to other programs and services, including programs and services within the one-stop delivery system, and in appropriate cases, other workforce development programs. Provisions of information relating to the availability of supportive services or assistance, and referrals to those services, including but not limited to, child care, TANF, SNAP, and Medicaid.
144	Testing - Assessment	Yes	1	0	1	When giving an assessment for Basic Skills Assessment or an Aptitude test, staff can enter this activity.
145	Unemployment Compensation Assistance	Yes	1	0	1	The Job Center must provide "meaningful" assistance and information to individuals seeking assistance in filing a claim for unemployment insurance compensation.
146	Workkeys Assessment	Yes	1	0	1	Enter this service when a Workkeys Test has been issued.

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Basic Services (Staff Assisted)						
148	Workshop-Career & Skills Assessment	No	1	0	1	When Staff create a Workshop Event that falls under this Workshop Category must add this activity/service to the Event so that when a client is marked as Attended, this activity/service will be placed on the clients WP app to record as a service to be counted as a Reportable Individual.
149	Workshop-Career Advancement and Enhancement	No	1	0	1	When Staff create a Workshop Event that falls under this Workshop Category must add this activity/service to the Event so that when a client is marked as Attended, this activity/service will be placed on the clients WP app to record as a service to be counted as a Reportable Individual.
150	Workshop-Educational and Personal Skills Upgrade	No	1	0	1	When Staff create a Workshop Event that falls under this Workshop Category must add this activity/service to the Event so that when a client is marked as Attended, this activity/service will be placed on the clients WP app to record as a service to be counted as a Reportable Individual.
151	Workshop-Job Search	No	1	0	1	When Staff create a Workshop Event that falls under this Workshop Category must add this activity/service to the Event so that when a client is marked as Attended, this activity/service will be placed on the clients WP app to record as a service to be counted as a Reportable Individual.
153	CR101 Remediation	Yes	1	0	1	Using CR101 to increase skill level of individual towards the NCRC.
154	Career Guidance	Yes	1	0	1	Activities that provide individualized career pathway planning.
158	Financial Aid Information	Yes	1	0	1	Assistance in establishing eligibility for programs of financial aid assistance for training and education programs that are not provided under WIOA.
159	Job Search Activity	Yes	1	0	1	Staff enter this service when the job search for the job seeker does not result in a job referral

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Basic Services (Staff Assisted)						
162	RESEA-Labor Market Information	Yes	1	0	1	Provide workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas; information on job vacancy listings in such labor market areas; information on the job skills necessary to obtain the jobs in such labor market areas; and information relating to local occupations in demand and earnings, skill requirements, and opportunities for advancement for such occupation to RESEA participants.
163	RESEA-Orientation	Yes	1	0	1	Orientation to Missouri Job Center services for RESEA participants.
164	RESEA-Eligibility Review and Work Search Plan Dev	Yes	1	0	1	Review continued eligibility and develop work search plan with RESEA participants.
165	RESEA-Individual Employment Plan	Yes	1	0	1	Developed jointly by the RESEA participant and case manager when determined appropriate by the one-stop operator or one-stop partner. The plan is an on-going strategy to identify employment goals, achievement objectives, and an appropriate combination of services for the RESEA participant to achieve their employment goals.
166	RESEA-Job Search Assistance	Yes	1	0	1	Provision of job-search assistance and career information with RESEA participants.
167	RESEA-Referral to Reemployment Services	Yes	1	0	1	Referral to reemployment services for RESEA participants.
168	RESEA-Work Search Verification	Yes	1	0	1	Review of job-search activities and career information with RESEA participants.

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Wagner Peyser and/or WIOA						
Basic Services (Staff Assisted)						
180	Support Service - Child/Dependent Care	Yes	1	0	1	Services which include childcare or dependent care that are necessary to enable an individual to participate in activities authorized under Title I of WIOA and the current DWD Statewide Supportive Services Issuance.
181	Support Service - Transportation Assistance	Yes	1	0	1	Services which include transportation assistance that are necessary to enable an individual to participate in activities authorized under Title I of WIOA and the current DWD Statewide Supportive Services Issuance.
182	Support Service - Medical	Yes	1	0	1	Services which include medical assistance that are necessary to enable an individual to participate in activities authorized under Title I of WIOA and the current DWD Statewide Supportive Services Issuance.
184	Support Service - Temporary Shelter	Yes	1	0	1	Services which include temporary shelter that are necessary to enable an individual to participate in activities authorized under Title I of WIOA and the current DWD Statewide Supportive Services Issuance.
185	Support Service-Other	Yes	1	0	1	Other services not defined in the above categories that are necessary to enable an individual to participate in activities authorized under Title I of WIOA and the current DWD Statewide Supportive Services Issuance.
Individualized Services						
200	Individual Counseling	Yes	30	30	90	To advise a single participant at one time. Such counseling may be financial, vocational, or personal.
201	Group Counseling	Yes	30	30	90	To advise several participants at one time. Such counseling may be financial, vocational, or personal.
204	Interest and Aptitude Testing	Yes	30	30	90	A testing instrument designed for the purpose of measuring and evaluating the level of an individual's ability and interest in, or preference for, specific fields or activities.

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Wagner Peyser and/or WIOA						
Individualized Services						
205	Development of IEP/ISS	Yes	30	30	90	Developed jointly by the participant and case manager when determined appropriate by the one-stop operator or one-stop partner. The plan is an on-going strategy to identify employment goals, achievement objectives, and an appropriate combination of services for the participant to achieve their employment goals.
213	Comprehensive Assessment	Yes	30	30	90	Individualized career service. Comprehensive and specialized assessments of the skills level and service needs of Adults, Dislocated Workers and SNAP recipients which may include diagnostic testing and use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate goals.
215	Short Term Pre-Vocational Services	Yes	90	30	90	Activities designed to develop learning skills, communications skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.
216	Out-of-area job search asst.	Yes	30	30	90	Reimbursement for expenses incurred by a participant seeking suitable employment or reemployment. Participants must be seeking employment within the United States and cannot be reasonably expected to find satisfactory employment within the commuting area. Activities to cover the costs of approved out-of-area job search. It must be certified that the participant was unable to find satisfactory employment within the commuting area.

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Wagner Peyser and/or WIOA						
Individualized Services						
217	Support Service-Relocation Assistance	Yes	1	0	1	Reimbursement for expenses incurred by a participant seeking suitable employment or reemployment. Participants must be seeking employment within the United States and cannot be reasonably expected to find satisfactory employment within the commuting area. Reimbursement of participants' reasonable and necessary expense incurred in moving to another locality to accept employment. It must be certified that the participant was unable to find satisfactory employment within the commuting area
218	Internships	Yes	90	90	365	A planned, structured learning experience that takes place in a workplace for a limited time. An internship may be arranged within the private for profit sector, the non-profit sector or the public sector.
219	Work Experience	Yes	90	90	365	A planned, structured learning experience that takes place in a workplace for a limited time. Work experience may be paid or unpaid, as appropriate. An internship or work experience may be arranged within the private for profit sector, the non-profit sector or the public sector.
220	Financial Literacy	Yes	30	30	90	Activities that support the participants ability to create budgets, initiate checking and savings accounts, how to manage spending, credit and debt, and the significance of credit reports.

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Individualized Services						
221	Workforce Preparation Activities	Yes	30	30	90	Workforce preparation includes activities, programs, or services designed to help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self management skills, including competencies in: Utilizing resources, Using information, Working with others understanding systems, Skills necessary for successful transition into and completion of postsecondary education or training, or employment; and Other employability skills that increase an individual's preparation for the workforce.
222	English Language Acquisition	Yes	90	0	90	English language acquisition and integrated education and training programs.
223	WIOA Pre-Apprenticeship	Yes	90	90	365	A program or set of strategies designed to enter and succeed in a registered apprenticeship program, and had a documented partnership with at least one, if not more, registered apprenticeship programs. Pre-Apprenticeships may be used to provide work experiences that can help obtain the skills needed to be placed into a registered apprenticeship. Pre-Apprenticeship services and programs are designed to prepare individuals to enter and succeed in Registered Apprenticeship programs.
224	DRJP After Temp Empl Supportive Service 2	Yes	90	0	90	Services such as transportation, childcare, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in activities authorized under Title I of WIOA and the current DRJP Handbook. Post-employment supportive services can only be paid if the DRJP allows for the Workforce portion of the grant and only for 30 days beginning the first day of employment with a non-DRJP position.

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Wagner Peyser and/or WIOA						
Individualized Services						
225	DRJP Comprehensive Assessment	Yes	90	0	90	Comprehensive and specialized assessments of the skills level and service needs of DRJP participants, which may include diagnostic testing and use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate goals.
226	DRJP Full Development of an Individ Emp Plan	Yes	90	0	90	An ongoing strategy jointly developed by the participant and staff which identifies the participant's employment goals; the appropriate achievement objective(s); and the appropriate combination of services to achieve the employment goals.
227	DRJP Group Counseling	Yes	90	0	90	To advise several DRJP participants at one time. Such counseling may be financial, vocational, or personal.
228	DRJP Individual Counseling	Yes	90	0	90	To advise one DRJP participant at a time. Such counseling may be financial, vocational, or personal.
229	DRJP Internships	Yes	90	0	90	A planned, structured learning experience that takes place in a workplace for a limited time. An internship may be arranged within the private for profit sector, the non-profit sector or the public sector.
230	DRJP Needs-Related Payments	Yes	90	0	90	A type of Supportive Service which must meet all Supportive Service Criteria. These payments are equal to \$175 a week or the previous amount of unemployment compensation, whichever is less. Needs-related payments are only available to DRJP participants who have successfully completed the work assignment and are in DWG-funded training.
238	DRJP Safety Course	Yes	5	0	5	Required course for all debris positions prior to any work on the worksite.
239	DRJP Short Term Pre-Vocational Services	Yes	90	0	90	Activities designed to develop learning skills, communications skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.

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Wagner Peyser and/or WIOA						
Individualized Services						
240	DRJP Supportive Services	Yes	1	0	1	Services such as transportation, childcare, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in activities authorized under Title I of WIOA and the current DRJP Handbook.
242	DWG Workshop	Yes	90	0	90	This workshop is led by University of Missouri Extension Family Financial Educators to help keep control of family finances while laid off, or underemployed.
WIOA						
Training Services						
300	Occupational Skills Training - Approved Provider (ITA)	Yes	90	90	1095	Occupation specific training provided by a public or private vendor with demonstrated training capability and paid for through individual training accounts.
301	On-The-Job Training	Yes	90	90	365	Training by an employer that is provided to a participant while engaged in paid, productive work in a job that provides knowledge or skills essential to the full and adequate performance of the job; provides reimbursement to the employer of up to 50 percent of the wage rate of the participant, for the extraordinary costs of providing the training.
302	Entrepreneurial Training	Yes	90	90	730	Training designed to provide participants with the skills to start businesses of their own.
304	Customized Training	Yes	30	30	365	Training that is designed to meet the special requirements of an employer (including a group of employers); that is conducted with a commitment by the employer to employ an individual upon successful completion of the training; and for which the employer pays for a significant cost of the training, as determined by the Local Board.

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WIOA						
Training Services						
305	Show Me Hero - OJT	No	1	0	1	When staff complete the Show Me Hero OJT Generic Application, they will need to record this service on the Generic Application.
306	Eligible for Show Me Hero OJT	No	1	0	1	Staff will need to record this service on the WIOA Application to indicate they have done a full Eligibility that includes the WIOA Application and the Generic Application. Before staff can enter a client in the 307 service for the Show Me Hero OJT, this service must be entered.
307	Show Me Hero OJT	Yes	90	90	365	Staff will need to record this service when the client is participating in the Show Me Hero OJT program.
310	Apprenticeship-Non-Approv Provider	Yes	90	90	1460	Program Registered under the National Apprenticeship Act as a "Registered Apprenticeship". Record this service when supporting RA activity with an OJT agreement only.
314	Apprenticeship-Approved Provider List ITA	Yes	90	90	1460	A program registered under the National Apprenticeship Act as a "Registered Apprenticeship." Record this service when supporting the related instruction component of a RA activity through ITA contract <i>or</i> when supporting the RA activity through an ITA contract <u>and</u> an OJT agreement jointly, as allowable by 2 CFR 680.750 and TEGL-19-16.

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WIOA						
Training Services						
315	DRJP Adult Education and Literacy	Yes	90	90	180	Adult Education and Literacy (AEL) includes activities of English language acquisition and integrated education and training programs that may be provided concurrently or in combination with services such as Occupational Skills Training, On-the-Job Training, Incumbent Worker Training, and other programs that combine workplace training with related instruction that may include cooperative education programs, and training programs offered by the private sector skill upgrading and retraining, and entrepreneurial training and transitional jobs.
316	DRJP Employment	Yes	180	180	365	Assist DRJP participant with obtaining employment.
317	DRJP Occupational Skills Training	Yes	90	90	365	Short-term occupation specific training provided by a public or private vendor with demonstrated training capability and paid for through the Dislocated Worker Grant.
319	DRJP Private Sector Training Programs	Yes	90	90	180	Formal training programs conducted or sponsored by private business or organized labor. Allowable only after the US DOL approves the Workforce component.
320	Private Sector Training	Yes	90	90	180	Formal training programs conducted or sponsored by private business or organized labor.

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WIOA						
Training Services						
323	Workplace Training & Cooperative Education	Yes	90	90	180	A combination of training and education, which may include both employer-based, and classroom-based training elements operated either concurrently or sequentially or an employer based program combining vocational and educational elements for which academic credit is received.
324	Adult Educ Lit w/ Occ. Skills Training	Yes	90	90	730	Adult Education and Literacy (AEL) activities, including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with at least one of the following training services such as: Occupational Skills Training, On-the-Job Training, Incumbent Worker Training, Programs that combine workplace training with related instruction, Training programs offered by the private sector, Skill upgrading and retraining, and Entrepreneurial training. AEL is typically conducted in a classroom setting designed to upgrade basic educational skills in preparation for future training, future employment, or retention in present employment. It may include such curriculum as remedial reading, writing, mathematics, literacy training and study skills, English for non-English speakers, bilingual training, and High School Equivalency preparation.
325	Skills Upgrading and Retraining	Yes	90	90	180	Training designed to enhance the skills of currently employed participants who are working at less than their skill potential and have minimal or no advancement capability without gaining the skills needed to upgrade and retrain them to move them to self-sufficiency.
326	Support Service - Needs Related Payments	Yes	1	0	1	Services which include needs-related payments that are necessary to enable an individual to participate in activities authorized under Title I of WIOA and the current DWD Statewide Supportive Service Issuance.

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WIOA						
Training Services						
330	NDWG Temporary Employment	Yes	180	180	365	Humanitarian or Debris Removal Temporary Employment Position as established under a National Dislocated Worker Grant. Service may only be posted for applicable NDWGs with this allowable service. Confirm with supporting grant manual or other guidance. Durations vary per NDWG; refer to supporting grant manual/guidance for additional details.

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WIOA						
Training Services						
345	Job Readiness Training	Yes	90	90	365	Job readiness training provided in combination with the at least one of the following training services: Occupational Skills Training, On-the-Job Training, Incumbent worker training, Programs that combine workplace training with related instruction, Training programs offered by the private sector, Skill upgrading and retraining, Entrepreneurial training, and Transitional jobs. Job Readiness training is a formal classroom activity providing instruction in job seeking and job holding skills that can be augmented with such curriculum as business math and business communications. Local employers may also suggest additional curriculum based on identified shortcomings of job applicants.
347	Incumbent Worker Training	Yes	90	90	365	A program designed to meet 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 skills necessary to retain employment.
348	Transitional Jobs	Yes	90	90	365	Time-limited work experiences that are subsidized and are in the public, private, or nonprofit sectors for individuals with barriers to employment who are chronically unemployed or have an inconsistent work history. Per the PIRL, this service reports as a work experience.
369	WIOA Occupational Skills Training- NON Approv Provider (no ITA)	Yes	90	90	1095	This training activity should only be used in special circumstances where the training is not funded by WIOA and is a Training Provider who did not have to be an approved ITA provider. Training Providers would need to be added in order for staff to attach a training provider to the service as the service provider cannot be blank.

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WIOA Youth						
Youth Services						
400	Summer Youth Employment Opportunities	Yes	90	30	365	Work experiences provided to youth during the summer months. This activity is utilized for work experiences supported by WIOA funds.
401	Education for Workplace preparation	Yes	90	90	365	Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster. This program element reflects an integrated education and training model and describes how workforce-preparation activities, basic academic skills, and hands-on occupational skills training are taught within the same timeframe and connected to training in a specific occupation, occupational cluster, or career pathway. Examples include participants enrolled in Job Corps and YouthBuild.
406	Tutoring, Study Skills, and Dropout Prevention	Yes	90	90	365	Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or a recognized certificate of attendance or similar document for individuals with disabilities .
408	Youth Internship - Un-Paid	Yes	90	30	365	A planned, structured, time-limited learning experience that takes place in a workplace. This internship will be unpaid and consistent with other laws, including the Fair Labor Standards Act. They may take place in the private, non-profit, or public sector.
409	Youth - Job Shadowing	Yes	90	30	180	A planned, structured, time-limited learning experience that takes place in a workplace. They may take place in the private, non-profit, or public sector.

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WIOA Youth						
Youth Services						
410	Leadership Development Opportunities	Yes	90	0	90	Leadership-development opportunities encourage responsibility, confidence, employability, self-determination, and other positive social behaviors. These may include 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 in decision-making, including determining priorities and problem solving; citizenship training, including life skills training such as parenting and work behavior training; civic engagement which promote the quality of life in a community; and other leadership activities that place a youth in a leadership role such as serving on youth leadership committees, such as a Standing Youth Committee.
411	Adult Mentoring	Yes	90	90	730	Mentoring must be a formal relationship between a youth participant and an adult mentor that includes structured activities where the mentor offers guidance, support, and encouragement. Group mentoring and mentoring through electronic means are allowable; however, the youth program must match the youth to a mentor where they interact face to face. Mentoring may include workplace mentoring. Mentoring must last at least 12 months.
412	Objective Assessment	Yes	90	0	90	Includes a review of the youth's academic and occupational skill levels, and service needs, to identify appropriate services and career pathways for the youth and to inform the individual service strategy.

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WIOA Youth						
Youth Services						
413	Develop Individual Service Strategy	Yes	90	0	90	Identifies appropriate career pathways that include education and employment goals, considers career planning and the results of the objective assessment and includes achievement objectives and services for the youth. It is directly linked to one or more performance indicators. Activity should remain open while actively creating/updating the ISS, and then immediately closed upon completion.
415	Alternative Secondary School Services	Yes	90	90	365	Alternative secondary school services, or dropout recovery services, as appropriate. Participants enrolled in alternative secondary schools that lead to a recognized high school equivalent diploma.
416	Youth Occupational Skills Training - Approved Provider	Yes	90	90	1095	Occupational skills training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupations in the local area involved, if the local board determines that the programs meet the quality criteria described in section 123 of WIOA. Occupational skills training must be outcome oriented, focused on an occupational goal in a participant's individual service strategy, and of sufficient duration to impart the skill needed to meet that occupational goal. It must lead to the attainment of a recognized postsecondary credential. Occupational skills training can be funded through ITAs for Out of School Youth aged 16-24.
417	Comprehensive Guidance and Counseling	Yes	90	0	90	Activities which provide individualized counseling to participants. This includes drug and alcohol abuse counseling, mental health counseling, and referral to partner programs as appropriate.
418	Alternative Secondary School (AEL)	Yes	90	90	365	Participants enrolled in Title II Adult Education and Literacy (AEL) classes.

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WIOA Youth						
Youth Services						
420	Scholars (flag)	No	1	0	1	This is a non-countable activity, and it should be only posted in the statewide electronic case-management system for a youth participant enrolled in AEL who is also receiving compensation while attending AEL classes (i.e., Scholars@Work enrollment).
423	Youth Apprenticeship	Yes	90	90	1460	Program Registered under the National Apprenticeship Act as a "Registered Apprenticeship". Designed to support and accept Youth as young as 16 years of age. This service is currently restricted to the MORAP grants ONLY and must not be used for any other purpose.
425	Work Experience - Paid	Yes	90	30	365	Employment opportunities available throughout the school year. A work experience is a planned, structured learning experience that takes place in a workplace for a limited time. A work experience may take place in the private for-profit sector, the non-profit sector, or the public sector.
426	Work Experience - Un-Paid	Yes	90	30	365	Employment opportunities available throughout the school year. A work experience is a planned, structured learning experience that takes place in a workplace for a limited time. A work experience may take place in the private for-profit sector, the non-profit sector, or the public sector.
427	Youth Internship - Paid	Yes	90	30	365	A planned, structured, time-limited learning experience that takes place in a workplace. An internship may be paid as appropriate and consistent with other laws, including the Fair Labor Standards Act. They may take place in the private, non-profit, or public sector.

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WIOA Youth						
Youth Services						
428	Youth On-the-Job Training Opportunities	Yes	90	30	365	Training by an employer that is provided to a participant while engaged in paid, productive work in a job that provides knowledge or skills essential to the full and adequate performance of the job. Provides reimbursement to the employer of up to 50 percent of the wage rate of the participant, for the extraordinary costs of providing the training. Limited in duration as appropriate to the occupation for which the participant is being training, taking into account the content of the training, the prior work experience of the participant, and the service strategy of the participant, as appropriate.
430	Youth Occupational Skills Training - Non-Approved Providers	Yes	90	90	1095	Providers not on the ETPS that have been approved through the regions procurement process.
431	Postsecondary Preparation and Transition	Yes	90	0	90	Activities that help the youth prepare for, and transition into, post-secondary education and training. Some examples would include exploring post-secondary opportunities, assisting with college admission applications, post-secondary site visits, and applying for financial aid/scholarships. This code should also be used for participants enrolled in AEL for remediation only.
433	Pre-Apprenticeship Programs	Yes	90	30	365	A program or set of strategies designed to prepare individuals to enter and succeed in a Registered Apprenticeship program that has a documented partnership with at least one, if not more, Registered Apprenticeship program(s).

**DWD's Statewide Electronic Case Management System
Activity Codes and Definitions**

Service Code	Activity Description	Countable for Participation	Duration	Extended Duration	Max Duration	Definition
WIOA Youth						
Youth Services						
434	Financial Literacy Education	Yes	90	0	90	Activities include, but are not limited to, those that support the ability of participants to create budgets, initiate checking and savings accounts, and make informed decisions; support participants in learning how to effectively manage spending, credit and debt, including student loans, consumer credit and credit cards; and teach the significance of credit reports and credit scores. Identity theft should also be a component of Financial Literacy Education. Activities should equip the participant with the knowledge and skills they need to achieve long-term financial stability.
435	Entrepreneurial Skills Training	Yes	90	0	90	Activities that provide the basics of starting and operating a small business. Such activities must develop the skill associated with entrepreneurship. Such skills include, but are not limited to, 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.
436	Labor Market Information	Yes	90	0	90	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. Provision of MERIC and BLS data to participants.

**DWD's Statewide Electronic Case Management System
Activity Codes and Definitions**

Service Code	Activity Description	Countable for Participation	Duration	Extended Duration	Max Duration	Definition
WIOA Youth						
Youth Services						
480	Support Service - Child/Dependent Care	Yes	1	0	1	Services listed in WIOA Section 3(59), such as Child/Dependent Care that is necessary to enable an individual to participate in activities authorized under and consistent with Title I of WIOA and the current DWD Supportive Service Issuance. Post-employment supportive services also may be provided to ensure success at the worksite and during youth follow-up enrollment. Local program operators are encouraged to develop a network of existing Supportive Services to assist as needed. These may include clothing, temporary shelter, family planning services, legal aid, emergency food, and heating and cooling assistance.
481	Support Service - Transportation Assistance	Yes	1	0	1	Services listed in WIOA Section 3(59), such as transportation assistance that is necessary to enable an individual to participate in activities authorized under and consistent with Title I of WIOA and the current DWD Supportive Service Issuance. Post-employment supportive services also may be provided to ensure success at the worksite and during youth follow-up enrollment. Local program operators are encouraged to develop a network of existing Supportive Services to assist as needed. These may include clothing, temporary shelter, family planning services, legal aid, emergency food, and heating and cooling assistance.

**DWD's Statewide Electronic Case Management System
Activity Codes and Definitions**

Service Code	Activity Description	Countable for Participation	Duration	Extended Duration	Max Duration	Definition
WIOA Youth						
Youth Services						
482	Support Service - Medical	Yes	1	0	1	Services listed in WIOA Section 3(59), such as medical care that is necessary to enable an individual to participate in activities authorized under and consistent with Title I of WIOA and the current DWD Supportive Service Issuance. Post-employment supportive services also may be provided to ensure success at the worksite and during youth follow-up enrollment. Local program operators are encouraged to develop a network of existing Supportive Services to assist as needed. These may include clothing, temporary shelter, family planning services, legal aid, emergency food, and heating and cooling assistance.
483	Support Service - Temporary Shelter	Yes	1	0	1	Services listed in WIOA Section 3(59), such as temporary housing that is necessary to enable an individual to participate in activities authorized under and consistent with Title I of WIOA and the current DWD Supportive Service Issuance. Post-employment supportive services also may be provided to ensure success at the worksite and during youth follow-up enrollment. Local program operators are encouraged to develop a network of existing Supportive Services to assist as needed. These may include clothing, temporary shelter, family planning services, legal aid, emergency food, and heating and cooling assistance.

**DWD's Statewide Electronic Case Management System
Activity Codes and Definitions**

Service Code	Activity Description	Countable for Participation	Duration	Extended Duration	Max Duration	Definition
WIOA Youth						
Youth Services						
485	Support Service - Other	Yes	1	0	1	Services listed in WIOA Section 3(59), such as educational testing, legal aid services, books, school supplies, fees for employment and training related applications, tests, and certifications, uniforms, tools, and supplies that are necessary to enable an individual to participate in activities authorized under and consistent with Title I of WIOA and the current DWD Supportive Service Issuance. Post-employment supportive services also may be provided to ensure success at the worksite and during youth follow-up enrollment. Local program operators are encouraged to develop a network of existing Supportive Services to assist as needed. These may include clothing, temporary shelter, family planning services, legal aid, emergency food, and heating and cooling assistance.
486	Support Service - Counseling	Yes	1	0	1	Services listed in WIOA Section 3(59), such as counseling service which is necessary to enable an individual to participate in activities authorized under and consistent with Title I of WIOA and the current DWD Supportive Service Issuance. Post-employment supportive services also may be provided to ensure success at the worksite and during youth follow-up enrollment. Local program operators are encouraged to develop a network of existing Supportive Services to assist as needed. These may include clothing, temporary shelter, family planning services, legal aid, emergency food, and heating and cooling assistance.
487	WIOA Youth Incentive Payment	No	1	0	1	Payments to Youth participants for recognition and achievement. Incentive payments must be directly tied to training activities and work experiences. Incentive payments may not include entertainment, such as movie or sporting event tickets or gift cards to movie theaters or other venues whose sole purpose is entertainment.

**DWD's Statewide Electronic Case Management System
Activity Codes and Definitions**

Service Code	Activity Description	Countable for Participation	Duration	Extended Duration	Max Duration	Definition
Wagner Peyser and/or WIOA						
Job Referrals						
500	Referred To Job Over 150 Days	Yes	1	0	1	This service will record when staff refer a job seeker to a job order and will be counted as a staff assisted service. This service will also trigger when a job seeker clicks the "How To Apply" button when they are performing a job search. When the job seeker triggers the service, it will not be a countable service.
501	Referred To Job 4 - 150 Days	Yes	1	0	1	This service will record when staff refer a job seeker to a job order and will be counted as a staff assisted service. This service will also trigger when a job seeker clicks the "How To Apply" button when they are performing a job search. When the job seeker triggers the service, it will not be a countable service.
502	Referred To Job 3 Days Or Less	Yes	1	0	1	This service will record when staff refer a job seeker to a job order and will be counted as a staff assisted service. This service will also trigger when a job seeker clicks the "How To Apply" button when they are performing a job search. When the job seeker triggers the service, it will not be a countable service.
505	External Job Referral by Staff	Yes	1	0	1	This service will record when staff refer a job seeker to an external job order and will be counted as a staff assisted service. This service will also trigger when a job seeker clicks the "How To Apply" button when they are performing a job search on external job orders. When the job seeker triggers the service, it will not be a countable service.

**DWD's Statewide Electronic Case Management System
Activity Codes and Definitions**

Service Code	Activity Description	Countable for Participation	Duration	Extended Duration	Max Duration	Definition
WIOA						
Follow Up Services						
F01	Referral to Community Resources	No	365	0	365	Follow up referral to community resources for participants in workforce development activities authorized under WIOA who are placed in unsubsidized employment for up to 12 months after the first day of employment.
F02	Referral to Medical Services	No	365	0	365	Follow up referral to medical services for participants in workforce development activities authorized under WIOA who are placed in unsubsidized employment for up to 12 months after the first day of employment.
F03	Tracking Progress on the Job	No	365	0	365	Follow up tracking progress on the job for participants in workforce development activities authorized under WIOA who are placed in unsubsidized employment for up to 12 months after the first day of employment.
F04	Work Related Peer Support Group	No	365	0	365	Follow up referral to work related peer support group for participants in workforce development activities authorized under WIOA who are placed in unsubsidized employment for up to 12 months after the first day of employment.
F05	Assistance securing better paying job	No	365	0	365	Follow up assistance securing better paying job for participants in workforce development activities authorized under WIOA who are placed in unsubsidized employment for up to 12 months after the first day of employment.
F06	Career development and further education planning	No	365	0	365	Follow up career development and further education planning for participants in workforce development activities authorized under WIOA who are placed in unsubsidized employment for up to 12 months after the first day of employment.

**DWD's Statewide Electronic Case Management System
Activity Codes and Definitions**

Service Code	Activity Description	Countable for Participation	Duration	Extended Duration	Max Duration	Definition
WIOA						
Follow Up Services						
F07	Assistance with Job/Work Related Problems	No	365	0	365	Follow up assistance with job/work related problems for participants in workforce development activities authorized under WIOA who are placed in unsubsidized employment for up to 12 months after the first day of employment.
F08	Adult Mentoring	No	365	0	365	Follow up adult mentoring for participants in workforce development activities authorized under WIOA who are placed in unsubsidized employment for up to 12 months after the first day of employment.
F09	Tutoring	No	365	0	365	Follow up tutoring for participants in workforce development activities authorized under WIOA who are placed in unsubsidized employment for up to 12 months after the first day of employment.
F10	Leadership Development	No	365	0	365	Follow up leadership development for participants in workforce development activities authorized under WIOA who are placed in unsubsidized employment for up to 12 months after the first day of employment.
F11	Other Follow Up Service, not classified	No	365	0	365	Other follow up services for participants in workforce development activities authorized under WIOA who are placed in unsubsidized employment for up to 12 months after the first day of employment.
F12	SS-Transportation	No	365	0	365	Services which include transportation expenses that are necessary to enable an individual to participate in activities authorized under Title I of WIOA and the current DWD Statewide Supportive Services Issuance.
F13	SS- Purchase work related uniforms/attire	No	365	0	365	Services which include the purchase of work related uniforms/attire that are necessary to enable an individual to participate in activities authorized under Title I of WIOA and the current DWD Statewide Supportive Services Issuance.

**DWD's Statewide Electronic Case Management System
Activity Codes and Definitions**

Service Code	Activity Description	Countable for Participation	Duration	Extended Duration	Max Duration	Definition
WIOA						
Follow Up Services						
F14	SS-Purchase work related tools	No	365	0	365	Services which include the purchase of work related tools that are necessary to enable an individual to participate in activities authorized under Title I of WIOA and the current DWD Statewide Supportive Services Issuance.
F15	SS-Housing Assistance	No	365	0	365	Services which include housing assistance that are necessary to enable an individual to participate in activities authorized under Title I of WIOA and the current DWD Statewide Supportive Services Issuance.
F16	SS-Utilities	No	365	0	365	Services which include utilities assistance that are necessary to enable an individual to participate in activities authorized under Title I of WIOA and the current DWD Statewide Supportive Services Issuance.
F17	SS-Dependent Care	No	365	0	365	Services which include dependent care that are necessary to enable an individual to participate in activities authorized under Title I of WIOA and the current DWD Statewide Supportive Services Issuance.
F18	SS-Medical	No	365	0	365	Services which include medical expenses that are necessary to enable an individual to participate in activities authorized under Title I of WIOA and the current DWD Statewide Supportive Services Issuance.
F19	SS-Youth Incentives Payment	No	365	0	365	LWDAs may provide incentives while the Youth is enrolled in follow-up services. The incentive must be directly linked to a Youth activity, the activity must be posted in the DWD case management system, and Case Notes must accompany the Youth activity and incentive payment. Incentive payments are to be provided in the manner described in the LWDB's policy.

**DWD's Statewide Electronic Case Management System
Activity Codes and Definitions**

Service Code	Activity Description	Countable for Participation	Duration	Extended Duration	Max Duration	Definition
Veteran Only Services						
111	Attended TAP Workshop	Yes	1	0	1	The Transition Assistance Program (TAP) provides information, tools, and training to ensure Service members and their spouses are prepared for the next step in civilian life whether pursuing additional education, finding a job in the public or private sector, or starting their own business.
127	Received Reportable Service From DVOP/LVER	Yes	1	0	1	The DVOP or LVER has provided any 9002 service to a job seeker.
128	Assigned Case Manager - Vets Only	No	1	0	1	The DVOP or LVER is the case manager on the job seeker record.
129	Assigned Case Manager and/or Received Case Management Services- Vets Only	No	1	0	1	The DVOP or LVER has provided any 9002 service to a job seeker AND they are the case manager on the job seeker record.
155	DVOP IEP	Yes	1	0	1	The DVOP has completed an employment plan for a job seeker.
156	DVOP INTERVIEW PREP	Yes	1	0	1	The DVOP has provided one on one interview prep service for a job seeker.
157	DVOP RESUME PREP	Yes	1	0	1	The DVOP has provided one on one Resume prep service for a job seeker.

**DWD's Statewide Electronic Case Management System
Activity Codes and Definitions**

Service Code	Activity Description	Countable for Participation	Duration	Extended Duration	Max Duration	Definition
Trade Act						
001	Hold, waiting for activities or health/medical	Yes	90	90	180	A gap in service must be either, a delay before the beginning of training; a health/medical conditions or providing care for a family member with a health or medical condition and/or a temporary move from the area that prevents the individual from participating in services including National Guard or military service. The gap in service can last no more than 180 consecutive calendar days from the date of the most recent service to allow time to address the barriers to continue participation. However, grantees may initiate a consecutive gap in service of up to an additional 180 days for the participant that follows the initial 180-day period to resolve issues that prevent the participant from completing program services that lead to employment. Grantees must document all gaps in service that occur and the reasons for the gaps in service, including the participant's intent to return to complete program services.
Basic Services (Staff Assisted)						
103	Provision of Info on training providers, Performance Outcomes	No	1	0	1	This is a required Employment and Case Management service. Supply Eligible Training Provider System information to provide customer-focused employment training resources. For Trade Act purposes, Provide training provider and credential information for training facilities within the client's commuting area. Additional assistance must be provided to the client to research training providers and credentials that are outside of his/her commuting area.

**DWD's Statewide Electronic Case Management System
Activity Codes and Definitions**

Service Code	Activity Description	Countable for Participation	Duration	Extended Duration	Max Duration	Definition
Trade Act						
Basic Services (Staff Assisted)						
107	Provision of Labor Market Research	No	1	0	1	This is a required Employment and Case Management service. Provide workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas; information on job vacancy listings in such labor market areas; information on the job skills necessary to obtain the jobs in such labor market areas; and information relating to local occupations in demand and earnings, skill requirements, and opportunities for advancement for such occupation.
118	Outreach and Intake	No	1	0	1	This is a required Employment and Case Management service. Outreach, intake, and orientation to information and other services available through the one-stop delivery system
123	Job Development Contacts (working with Employer and Job Seeker)	Yes	1	0	1	Contact with employer in order to develop a job order on behalf of the individual.
154	Career Guidance	Yes	1	0	1	This is a required Employment and Case Management service. Activities that provide individualized career pathway planning.
158	Financial Aid Information	Yes	1	0	1	This is a required Employment and Case Management service. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs that are not provided under WIOA.

**DWD's Statewide Electronic Case Management System
Activity Codes and Definitions**

Service Code	Activity Description	Countable for Participation	Duration	Extended Duration	Max Duration	Definition
Trade Act						
Basic Services						
183	Trade Re-location Allowance	Yes	90	90	546	Reimbursement of 90% of customer's reasonable and necessary expenses incurred in moving customer's household outside of the commuting area to accept bona fide suitable employment. This may include the cost of the actual transfer of goods and property, including mileage for the family's travel and meals/lodging. Customer must be relocating within the United States and unable to find suitable employment within the commuting area. For Trade Act, the customer is also entitled to three times the average weekly wage earned at the Trade affected employer; up to \$1,250. Refer to the appropriate program policy. In order to post this service, another service must be open in the TAA Application.
187	Trade Job-Search Allowance	Yes	30	30	546	Reimbursement for expenses incurred by a customer seeking suitable employment or reemployment outside of commuting area. Client must participate in allowable job search activities. Customers must be seeking employment within the United States and cannot be reasonably expected to find suitable employment within the commuting area. Reimbursements are for 90% of the customer's reasonable and necessary job search expenses, not to exceed \$1,250 maximum. Refer to the appropriate program policy. In order to post this service, another service must be open in the TAA Application.

**DWD's Statewide Electronic Case Management System
Activity Codes and Definitions**

Service Code	Activity Description	Countable for Participation	Duration	Extended Duration	Max Duration	Definition
Trade Act						
Individualized Services						
205	Development of IEP/ISS	Yes	90	90	90	This is a required Employment and Case Management service. Developed jointly by the participant and case manager when determined appropriate by the one-stop operator or one-stop partner. The plan is an on-going strategy to identify employment goals, achievement objectives, and an appropriate combination of services for the participant to achieve their employment goals.
213	Comprehensive Assessment	Yes	1	0	1	This is a required Employment and Case Management service. Individualized career service. Comprehensive and specialized assessments of the skills level and service needs of Adults, Dislocated Workers and SNAP recipients which may include diagnostic testing and use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate goals.
231	Wavier-Recall	Yes	90	28	868	Can be issued to workers who cannot be enrolled or participate in training by the 8/16 or 26/26 week criteria. Worker who are issued a waiver may draw Basic TRA until they are able to participate in training, exhaust their Basic TRA, reach the end of the of their two year period of Basic TRA, or no longer meet the criteria for wavier. A Recall Wavier means the firm from which separation occurred plans to recall individual (client). This requires a specific written notice of recall. The Recall Wavier is only available under Trade 2002, 2009, and 2002 Revert. Refer to the appropriate program policy.

**DWD's Statewide Electronic Case Management System
Activity Codes and Definitions**

Service Code	Activity Description	Countable for Participation	Duration	Extended Duration	Max Duration	Definition
Trade Act						
Individualized Services						
232	Waiver - Marketable Skills	Yes	90	28	868	Can be issued to workers who cannot be enrolled or participate in training by the 8/16 or 26/26 week criteria. Worker who are issued a waiver may draw Basic TRA until they are able to participate in training, exhaust their Basic TRA, reach the end of their two year period of Basic TRA, or no longer meet the criteria for a waiver. A Marketable Skills Waiver means the worker (client) has marketable skills. The worker possesses marketable skills for suitable employment and there is reasonable expectation of employment at equivalent wages in the foreseeable future. The Marketable Skills Waiver is only available under Trade 2002, 2009, and 2002 Revert. Refer to the appropriate program policy.
233	Waiver - Retirement	Yes	90	28	868	Can be issued to workers who cannot be enrolled or participate in training by the 8/16 or 26/26 week criteria. Worker who are issued a waiver may draw Basic TRA until they are able to participate in training, exhaust their Basic TRA, reach the end of their two year period of Basic TRA, or no longer meet the criteria for a waiver. A Retirement Waiver means the worker (client) is within two years of meeting all requirements for entitlement to either 1) old-age insurance benefits under Title II of the Social Security Act, or 2) a private pension sponsored by an employer or labor organization. A tentative date of retirement must be available. The Retirement Waiver is only available under Trade 2002, 2009, and 2002 Revert. Refer to the appropriate program policy.

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Activity Codes and Definitions**

Service Code	Activity Description	Countable for Participation	Duration	Extended Duration	Max Duration	Definition
Trade Act						
Individualized Services						
234	Waiver-Health Reasons	Yes	90	28	868	Can be issued to workers who cannot be enrolled or participate in training by the 8/16 or 26/26 week criteria. Worker who are issued a waiver may draw Basic TRA until they are able to participate in training, exhaust their Basic TRA, reach the end of their two year period of Basic TRA, or no longer meet the criteria for a waiver. A Health Reasons Waiver means the worker (client) is unable to participate in training due to a health issue. Clients waived under this category are not eligible to receive TRA while health issues exists. However, use of this category will protect the client's eligibility for TRA at a later date. The Health Reasons Waiver is available under all versions of Trade. Refer to the appropriate program policy.
235	Waiver - Enrollment Unavailable	Yes	90	28	868	Can be issued to workers who cannot be enrolled or participate in training by the 8/16 or 26/26 week criteria. Worker who are issued a waiver may draw Basic TRA until they are able to participate in training, exhaust their Basic TRA, reach the end of their two year period of Basic TRA, or no longer meet the criteria for a waiver. An Enrollment Unavailable Waiver means the first available enrollment date for approved training of the worker (client) is not within 60 days after the date of the determination, or if later, there are extenuating circumstances for the delay in enrollment. The Enrollment Unavailable Waiver is available under all versions of Trade. Refer to the appropriate program policy.

**DWD's Statewide Electronic Case Management System
Activity Codes and Definitions**

Service Code	Activity Description	Countable for Participation	Duration	Extended Duration	Max Duration	Definition
Trade Act						
Individualized Services						
236	Waiver - Training Not Available	Yes	90	28	868	Can be issued to workers who cannot be enrolled or participate in training by the 8/16 or 26/26 week criteria. Worker who are issued a waiver may draw Basic TRA until they are able to participate in training, exhaust their Basic TRA, reach the end of their two year period of Basic TRA, or no longer meet the criteria for a waiver. A Training Not Available Waiver means training is not feasible for the affected worker (client) at the current time because of, but not limited to, one of the following reasons: 1) Training is not reasonably available to the worker from either governmental agencies or private sources; 2) Training is not available at a reasonable cost; or 3) Training funds not available to pay total cost of training. The Training Not Available Waiver is available under all versions of Trade. Refer to the appropriate program policy.
260	Provide Information on Supportive Services	No	1	0	1	This is a required Employment and Case Management service. Provide information relating to the availability of Supportive Services that are necessary to enable an individual to participate in training.
280	Trade Payment	Yes	1	0	1	Service added due to a Trade related payment made by the Division of Employment Security (DES). Examples of Trade Payment include TRA, RTAA, etc.

**DWD's Statewide Electronic Case Management System
Activity Codes and Definitions**

Service Code	Activity Description	Countable for Participation	Duration	Extended Duration	Max Duration	Definition
Trade Act						
Training Services						
300	Occupational Skills Training - Approved Provider (ITA)	Yes	60	60	1267	Occupation specific training provided by a public or private vendor with demonstrated training capability. For Trade Act purposes, this training service is part of the Eligible Training Provider System (ETPS) list.
301	On-The-Job Training	Yes	90	90	903	Training by an employer that is provided to a participant while engaged in paid, productive work in a job that provides knowledge or skills essential to the full and adequate performance of the job; provides reimbursement to the employer of up to 50 percent of the wage rate of the participant, for the extraordinary costs of providing the training.
314	Apprenticeship-ITA provider	Yes	90	90	1267	A program registered under the National Apprenticeship Act as a "Registered Apprenticeship."
328	Occupational Skills Training - Non Approved Provider (No ITA)	Yes	60	60	1267	Trade Act only service when training provider/program, for classroom or distance learning, is not on ETPS through Trade Act approval process. Other examples include 3rd party billings.

**DWD's Statewide Electronic Case Management System
Activity Codes and Definitions**

Service Code	Activity Description	Countable for Participation	Duration	Extended Duration	Max Duration	Definition
Trade Act						
Training Services						
336	Trade Completed Training Service	No	1	0	1	This service is used in place of the Completed Training Waiver. For clients who have a balance remaining on their Basic TRA after completing Trade approved training, this service should be issued. This service notifies the Division of Employment that the client is eligible to draw their remaining Basic TRA while job searching.
339	Trade Basic Skills/Remediation	Yes	60	60	1267	Enrolled in training that may include adult education, literacy activities (including English as a Second Language), remedial reading, writing, mathematics, or a combination thereof; for customers who have proficiencies below the ninth grade level or to improve basic skills to a level greater than the customer held at assessment.
368	Trade Pre-Requisite Training	Yes	60	60	1267	This service can only be used for Trade Act eligible clients. This is NOT remedial training, but instead general course required to be accepted into a skills training program.

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Activity Codes and Definitions**

Service Code	Activity Description	Countable for Participation	Duration	Extended Duration	Max Duration	Definition
Employer Services						
E02	Participate in Job/Career Fair	NA	NA	NA	NA	Services provided to an employer to assist with recruitment by having participated in either a company-specific or multi-business career fair.
E03	Assistance with Job Order	NA	NA	NA	NA	Services provided to an employer in any way involving job orders. Examples include entering job orders into MoJobs and answering questions over the phone or in person regarding job orders.
E04	Assist with Recruitment	NA	NA	NA	NA	Services provided to employers when actively assisting in an employer's recruitment that involves more than just placing a job order. Examples include, but are not limited to: <ul style="list-style-type: none"> - receiving and forwarding resumes to an employer as requested - providing an employer with meeting/work space at the Job Center (or an affiliate site) for screening or interviewing - conducting pre-employment testing, background checks and assistance in completion of I-9 form paperwork
E05	Provide Labor Market Information	NA	NA	NA	NA	Provide workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas; information on job vacancy listings in such labor market areas; and information relating to the wages of local occupations for better job recruitment and retention needs.
E09	Agricultural Services Marketing	NA	NA	NA	NA	Provision of information to employers when regarding Agricultural Employment Services and Foreign Labor Certification details.

**DWD's Statewide Electronic Case Management System
Activity Codes and Definitions**

Service Code	Activity Description	Countable for Participation	Duration	Extended Duration	Max Duration	Definition
Employer Services						
E10	Customer Service Follow Up	NA	NA	NA	NA	Services provided to an employer after having marketed employer services in order to follow up on unanswered questions, return phone calls and other correspondence, and/or to inquire of customer satisfaction.
E11	DVOP Service Organization Outreach	NA	NA	NA	NA	DVOP staff only – to be used when a DVOP has made contact with an organization to perform outreach.
E12	Work Based Learning Contract/Monitoring Visit	NA	NA	NA	NA	Contact with an employer regarding any Work Based Learning contract (OJT, Apprenticeship, Transitional Jobs, Incumbent Worker). Examples include, establishing a training plan, monitoring visits, and follow up services.
E13	Job Development Contact	NA	NA	NA	NA	Services provided to employers when actively working to develop a job opportunity for a specific program or applicant.
E14	LVER Outreach	NA	NA	NA	NA	LVER staff only – to be used when a LVER has made contact with an employer on topics outside of Show-Me-Heroes, WREAP, and VEVRAA Federal Compliance.
E15	Make Business Presentation	NA	NA	NA	NA	Services provided to employers on workforce programs or other topics at their request.
E16	NCRC Contact	NA	NA	NA	NA	Provision of information to employers regarding WorkKeys Assessment, National Career Readiness Certifications, and Work Ready Communities.
E17	Summer Youth	NA	NA	NA	NA	Services provided to employers to discuss information related to the Summer Jobs program.
E18	Work Based Learning Marketing	NA	NA	NA	NA	Services provided to employers involving outreach and marketing of all Work Based Learning opportunities, to include OJT, Apprenticeships, Transitional Jobs, and Incumbent Worker Training.

**DWD's Statewide Electronic Case Management System
Activity Codes and Definitions**

Service Code	Activity Description	Countable for Participation	Duration	Extended Duration	Max Duration	Definition
Employer Services						
E19	Participated in Workshop/Seminar /Conference	NA	NA	NA	NA	Services provided in which an employer has attended a sponsored workshop, seminar, or conference.
E20	Provide Business Services Information	NA	NA	NA	NA	Services provided to an employer to discuss other available services not otherwise listed. Examples could include, information regarding federal bonding, WARN, TAA, WOTC, referral to other services, specific services related to Job Center capabilities.
E21	Provide business retention assistance	NA	NA	NA	NA	To be used when providing information or services related to Business Retention, such as Shared Work or layoff aversion strategies, including Incumbent Worker Training
E22	ETT Contact	NA	NA	NA	NA	Employment Transition Team only - To be used when providing guidance and services to businesses experiencing a reduction in workforce.
E23	Show Me Heroes Contact	NA	NA	NA	NA	To be used when making any contact with an employer regarding the Show Me Heroes program.
E24	VEVRAA Federal Compliance	NA	NA	NA	NA	LVER staff only – to be used when a LVER is working with an employer regarding the Vietnam Era Veterans Readjustment Assistance Act.
E25	WREAP Contact	NA	NA	NA	NA	LVER staff only – to be used when a LVER is working with an employer regarding the Work Ready Employment Assistance Program.
E26	Incumbent Worker Training	NA	NA	NA	NA	To be used when providing information or services related to Incumbent Worker Training.
E92	Notification to employer of potential applicant	NA	NA	NA	NA	Service provided to an employer informing them of a potential applicant to positions that are available. Notification to the employer can be made verbally, in person, or electronically.

**DWD's Statewide Electronic Case Management System
Activity Codes and Definitions**

Service Code	Activity Description	Countable for Participation	Duration	Extended Duration	Max Duration	Definition
Miscellaneous Activity Codes (for special projects/grants)						
14R	Change 1000 Soft Skills Registration	Yes	1	0	1	Ozark Region only- staff should add this activity when client is participating in the Change One Thousand Soft Skills training (6 week course). This activity is only for the Change One Thousand Program.
14T	Change 1000 Soft Skills Outcome	No	1	0	1	Ozark Region only- staff should add this activity when client had completed the Change One Thousand Soft Skills training (6 week course). his activity is only for the Change One Thousand Program.
355	Change 1000 Training	Yes	90	0	90	Ozark Region only- staff should add this activity when client is participating in the Change One Thousand Soft Skills training (6 week course). This activity is only for the Change One Thousand Program.
14A	America's Promise-Registration	Yes	1	0	1	Ozark Region only- staff should add this activity when client is participating in the America's Promise program.
14P	America's Promise-Outcome	No	1	0	1	Ozark Region only- staff should add this activity when client is participating in the America's Promise program.