

North Carolina
Department of Commerce
Division of Workforce Development

Beverly Eaves Purdue, Governor
J. Keith Crisco, Secretary

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June 11, 2009

LOCAL AREA ISSUANCE NO. 2009-12

SUBJECT: WorkforcePlus™ Definitions and Instructions

PURPOSE: To issue updated WorkforcePlus™ Definitions and Instructions and rescind Local Area Issuance No. 2004-12

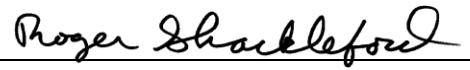
BACKGROUND: The WorkforcePlus™ Users Group provides input and assistance on WorkforcePlus™ operation in North Carolina including developing commonly accepted WorkforcePlus™ definitions and instructions. One of the product developments the Users Group undertook was a WorkforcePlus™ Definitions and Instructions document to create ease and system-wide uniformity when using the WorkforcePlus™ system.

ACTION: Local Areas are to incorporate the updated definitions and instructions in using the WorkforcePlus™ system.

EFFECTIVE DATE: May 5, 2009

EXPIRATION DATE: Indefinite

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Attachment

**WORKFORCEPLUS™ DEFINITIONS
and
INSTRUCTIONS**

*N.C. Department of Commerce
N.C. Division of Workforce Development
May 2009*

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The Division of Workforce Development expresses sincere appreciation to the WorkforcePlus™ User group for their initiation of this project and their valuable contributions to this document.

WORKFORCEPLUS™ DEFINITIONS and INSTRUCTIONS

DEFINITIONS OF EMPLOYMENT ACTIVITIES AS THEY APPEAR IN WORKFORCEPLUS™ ON THE EMPLOYMENT PLAN

C – Follow-Up Services (including counseling regarding the workplace)134(d)(2)(K); WIA Final Rules Section 663.150(b)

Services provided to Adult or Dislocated Worker participants who participate in any WIA activity requiring registration but do not go to work prior to exit from WIA. Follow-up services including counseling regarding the workplace shall be provided for not less than 12 months after the first day of the employment, as appropriate.

C – Individual Job Development

Core service that requires registration into WIA. Staff is involved in the process of securing a job interview with an employer for a specific participant who is seeking employment.

C – Job Clubs

Staff assisted workshops and meetings of job seekers. Activities include, but are not limited to, mutual support groups of job seekers meeting to sharpen job seeking skills, network/share job leads, and/or to help each other find appropriate work. Job Club is a core service that requires registration into WIA.

C – Screened Referrals (testing and background checks)

Staff assisted referrals (such as testing and background checks) when required by a specific employer. Screened referral is a core service that requires registration into WIA.

I – Adult Work Experience

(WIA Section 663.200) 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. A work experience workplace may be in the private for profit sector, the non-profit sector, or the public sector.

I – Case Management

A process or ongoing activity can include many kinds of services:

- ◆ the accumulation of resources to serve a participant's needs;
- ◆ provision for any identified needs in accordance with Workforce Development Board policies and procedures;
- ◆ justification for any/all supportive services provided to a participant;
- ◆ provision for and monitoring written progress notes on participant status;

- ◆ communication with partner service providers of any change in participant status;
- ◆ completion of appropriate MIS paperwork as required by the Local Workforce Development Board and the N.C. Division of Workforce Development.

Every Adult and Dislocated Worker must be enrolled in Case Management as an initial activity and dates of services received and recorded parallel to those indicated in the Individualized Employment Plan.

I – Comprehensive and Specialized Assessment

Evaluation of the skill levels and service needs of Adults and Dislocated Workers that includes assessment instruments beyond basic skill assessment. WIA funds may be used to pay for these services. Examples 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.

I – Development of Individual Employment Plans

Identification of the employment goals, appropriate achievement objectives, and appropriate combination of services needed in order for a participant to achieve his or her employment goals. Also identifies barriers, and means to overcome them. The plan is developed jointly by a participant and the case manager.

I – Employment Follow-Up

Tracking of employment status and any related issues that help a participant stay on the job is required on all Adult and Dislocated Worker participants who go to work. Employment follow-up begins on date of employment and continues for 12 months without concern to exit date. It may occur prior to exit or after exit from WIA.

I – Group Counseling

Group meetings set for a specific purpose and led by professionals. The group may meet only once for a specific purpose, i.e., Resume Workshops, Networking Workshops, WIA Orientations, or may involve sequential meetings: the defining element is "led by a professional".

I – Individual Client Meetings

In-person, case manager contact with participant for the purpose of recording services provided; on occasion, phone contact may supplement in-person contact. All notes should be dated, initialed, and should reference actual work done with a participant. Example: Reviewed attendance sheets with "Ms. Smith" and discussed the class schedule for next semester. DVR 1-23-03.

I – Individual Counseling and Career Planning

Specific, confidential counseling, whether career/employment or personal, that is administered by a counseling professional.

I – Job Referral and Placement

A referral sends a qualified participant to a specific employer for an identified job opening and/or interview; a placement occurs when a participant is hired for a job. The Job Referral and Placement

screen is used to indicate that job referrals and job placement services have been provided to a participant.

For a referral only, mark the “Customer Satisfaction” field “No” because the employer has not yet received a service from or been visited by WIA Staff. Only mark the field “Yes” when a participant is actually placed on the job and the employer has knowledge of WIA services having been provided.

I – Literacy Activities Related To Basic Workforce Readiness

This screen is used to record the results of Literacy Activities provided to a participant. Activities are: WorkforcePlus™ basic education activities which prepare a participant for employment, such as GED, Basic Skills, Remediation, and English as a second language. *All Out of School Youth (14-21) who have enrolled in WIA since 7/1/2006 must record a Literacy/Numeracy activity within 60 days of WIA participation*

I – Needs Based Payment (WIA Section 134 (e)(3)) (WIA Final Rules Section 663.815-613.840)

A dislocated worker who has ceased to qualify for unemployment compensation may be eligible to receive needs-based payments only if such worker was enrolled in the training services— (i) by the end of the 13th week after the most recent layoff that resulted in a determination of the worker’s eligibility for employment and training activities for dislocated workers; or (ii) if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months.

The level of a needs-based payment made to a dislocated worker shall not exceed the greater of— (i) the applicable level of unemployment compensation; or (ii) if such worker did not qualify for unemployment compensation, an amount equal to the poverty line, for an equivalent period, which amount shall be adjusted to reflect changes in total family income.

I – Short Term Pre-Vocational Services

Activities which develop soft skills, learning skills, job seeking skills, and work ethics, within a period of six months or less, such as Human Resource Development offerings.

I – Supportive Services (WIA Section 134 (e)(2)) (WIA Final Rules Sections 663.800 – 663.810)

Support services for participants include; assistance with transportation, child care, dependent care, and housing that are necessary to enable the individual to participate in activities authorized under WIA title IB.

Support services for participants include; (a) linkages to community services; (b) assistance with transportation; (c) assistance with child care and dependent care; (d) assistance with housing; (e) referrals to medical services; and (f) assistance with uniforms or other appropriate work attire and work-related tools, including such items as eye glasses and protective eye gear.

T – Adult Education and Literacy Activities (In Combination)

Training in Basic Education provided concurrently with another “T” workforce training activity. This combination is required so that any credential earned may be counted in the calculation of performance measures. Any “T” activity listed below meets the requirements of “in combination”:

- T – On-the-job training
- T – Skill upgrading and retraining
- T – Entrepreneurial training
- T – Adult education & literacy activities
- T – Customized training
- T – Occupational skills training
- T – Workplace training and cooperative education
- T – Private sector training programs
- T – Job readiness training

T – Customized Training (WIA Final Rules Section 663.715)

Training 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 on successful completion of the training and for which the employer pays not less than 50% of the cost of the training.

T – Entrepreneurial Training

Training that provides/develops the transferable skills that a participant may need to enter viable self-employment and successfully operate a small business. This training may include but is not limited to assistance in preparing loan applications to the Small Business Administration, understanding self-employment taxes, recordkeeping, business planning, market surveys, regulatory/statute requirements, marketing, business law, and development of business plans.

T – Job Readiness Training

Training that provides skills needed to become an effective employee, and to retain/advance in employment. Training may include but is not limited to: resume preparation, interviewing skills, job obtainment and keeping skills. Length of training would be six months or longer.

T – Occupational Skills Training

Training in specific occupations for which a participant has minimal or no specific skills but has identified an interest and aptitude. Training must be tied to an occupational code. Training may be short-term such as “CNA I” or long-term such as “Nursing”.

T – On the Job Training (OJT)

Training provided by an employer [public, private non-profit or private sector per WIA Final Rules Section 663.700(a)] to a paid participant while engaged in productive work in a job that:

- provides knowledge or skills essential to the full and adequate performance of the job;
- provides reimbursement to the employer of up to 50 percent of the wage rate of a participant, for the extraordinary costs of providing the training and additional supervision related to the training; and
- is limited in duration, as appropriate, to the occupation for which a participant is being trained, taking into account the content of the training, the prior work experience of a participant, and the service strategy of a participant, as appropriate. 101(31)

T – Private Sector Training Programs

Training for which the private sector employer provides facilities and operates the training.

T – Skill Upgrading and Retraining (WIA Final Rules Section 663.220 (b))

Training which allows a participant to upgrade or re-tool their skills in an existing field of work, so that they might obtain, retain, and/or advance in employment in that field.

T – Workplace Training and Cooperative Education

Training that involves training assignments in the workplace and related instruction such as cooperative education, internships, and apprenticeships.

Y – Adult Mentoring for Youth (WIA Final Rules Section 664.410 (a)(8))

Pairing a youth with a caring adult in a one-to-one relationship, challenging the youth to do well, helping the youth make the connection between school and work, and providing first-hand exposure to the world of work. Typically, mentors become advocates for the youth, working in consultation with the youth's teacher(s), supervisor, counselor/caseworker and parent(s), as appropriate. Adult mentoring, if provided, is for a duration of at least twelve months that may occur both during and after program participation.

Y – Alternative Secondary School Offerings (WIA Final Rules Section 664.410 (a)(2))

Instruction leading to a high school diploma. Instruction may be provided outside of the traditional school setting, but programs must meet applicable state and local educational standards. Offerings may also provide instruction leading to the receipt of certification that an individual has completed a level of education attainment equivalent to completion of high school or GED.

Y – Comprehensive Guidance and Counseling (WIA Final Rules Section 664.410 (a)(10))

Provided to assist youth in achieving success in school and at the workplace. Assistance may include drug and alcohol abuse counseling, as well as referrals to counseling. Services may be provided on an individual or group basis, using a variety of processes and techniques. Services may require counseling beyond the scope of most WIA staff training and should be provided through referral to appropriate health agencies.

Y – Follow-Up Services (WIA Final Rules Section 664.410 (a)(9); 664.450)

Services that continue for a period of not less than twelve months after the completion of participation and may include:

- Leadership development activities
- Supportive services
- Regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise
- Assistance in securing better paying jobs, career development and further education
- Work-related peer support groups
- Adult mentoring

- Tracking the progress of youth in employment after training. (WIA Final Rules Section 664.450; 129(c)(2)(I))

All youth must receive some form of follow-up services for a minimum duration of twelve months following exit from WIA. (WIA Final Rules Section 664.450(b))

Y – Leadership Development Opportunities (WIA Final Rules Section 129(c)(2)(F); 664.420)

Community services and peer-centered activities encouraging responsibility, employability, and other positive social behaviors during the non-school hours, as appropriate, and may include:

- Exposure to post-secondary educational opportunities
- 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
- Citizenship training, including life skills training such as parenting, work behavior training and budgeting of resources.

Positive Social Behaviors (WIA Final Rules Section 664.450) are outcomes of leadership opportunities, often referred to as soft skills, which are incorporated by many local programs as part of their menu of services. Positive social behaviors focus on areas that may include the following:

- Positive attitudinal development
- Self-esteem building
- Openness to working with individuals from diverse racial and ethnic backgrounds
- Maintaining healthy lifestyles, including being alcohol and drug free
- Maintaining positive relationships with responsible adults and peers, and contributing to the well being of one's community, including voting
- Maintaining a commitment to learning and academic success
- Avoiding delinquency
- Postponed and responsible parenting
- Positive job attitudes and work skills

Y – Literacy/Numeracy Activity

The Literacy/Numeracy is a new reporting measure that was implemented in July, 2006. For all Youth participants (14-21) who were enrolled after July 1, 2006 and is considered an Out-of-School Youth, you must set a Literacy/Numeracy Activity for them. You must pre-test within 60 days of WIA Youth participation (1st Y- Activity. If the youth is Basic Skills Deficient in either Math or Reading, after working with them to improve, you must post-test within one year of participation date. You will set one activity for both Math & Reading.

- *An OUT-OF-SCHOOL YOUTH [664.300] is an individual who:*
 - a. *is a school dropout; **OR***
 - b. *has graduated from high school receiving a diploma, certificate of achievement, graduation certificate or GED, and is basic skills deficient; **OR***
 - c. *has graduated from high school receiving a diploma, certificate of achievement, graduation certificate or GED, and is unemployed; **OR***
 - d. *has graduated from high school receiving a diploma, certificate of achievement, graduation certificate or GED, and is underemployed.*

What does this mean in WorkforcePlus™...

If a Youth is marked in the Application on the "School Status at Registration" field as

- Not Attending school; HS Graduate OR
- Not Attending School or HS Dropout OR
- Attending Post Secondary School **AND Basic Skills/Literacy Skills Deficient field = Yes**

then they will be counted as an Out of SchoolYouth. This is very important because ALL Out-of-school youth must have two Literacy/Numeracy activities created in WorkforcePlus™.

Y – Occupational Skills Training (WIA Final Rules Section 664.410 (a)(5))

Instruction tied to an occupational code, usually in a classroom setting, designed to provide individuals with technical skills and/or information required to perform a specific job or groups of jobs.

Y – Paid and Unpaid Work Experience (WIA Final Rules Section 664.410 (a)(4))

Planned, structured learning experiences that take place in a workplace for a limited period of time and may be paid or unpaid. Work experiences may take place in the private, for-profit sector; the non-profit sector; or the public sector. (WIA Final Rules Section 664.460; 664.470)

Work experiences are appropriate and desirable activities for many youth throughout the year, as determined by the youth's Individual Service Strategy (ISS). Work experiences should help youth acquire the personal attributes, knowledge, and skills needed to obtain a job and advance in employment. The purpose is to provide a participant with the opportunities for career exploration and skill development and is not to benefit the employer, although the employer may, in fact, benefit from activities performed by the youth. Youth funds may be used to pay wages and related benefits for work experiences in the public, private, for-profit or non-profit sectors when an employee/employer relationship has been established (as determined under the Fair Labor Standards

Act), and where the objective assessment and ISS indicate that a work experience element is appropriate.

Work experiences may be subsidized or unsubsidized and may include the following:

- Instruction in employability skills or generic workplace skills such as those identified by the Secretary's Commission on Achieving Necessary Skills (SCANS)
- Exposure to various aspects of an industry
- Progressively more complex tasks
- Internships and job shadowing
- The integration of basic academic skills into work activities
- Supported work, work adjustment and other transition activities
- Entrepreneurship
- Service learning
- Paid and unpaid community service
- Other activities designed to achieve the goals of the work experiences element.

In most cases, on-the-job training is not an appropriate activity for youth under the age of 18 but may be included for eligible youth when it is appropriate based on the needs identified by the objective assessment of an individual youth participant.

Y – Summer Employment Opportunities (WIA Final Rules Section 664.410 (a)(3) (664.600)

Provision of direct linkages to academic and occupational learning and may provide other elements and strategies, as appropriate, to serve the needs and goals of a participant. Summer Employment Opportunities create an employee/employer relationship, requiring the payment of a wage. The wage rate will be no less than the current federal minimum hourly wage, or the prevailing wage rate, which ever is higher. Summer Employment Opportunities subsidized with WIA funds may take place in the private for-profit sector; the private non-profit; or the public sector.

Summer Employment Opportunities are to be linked with academic and occupational learning. The approach is often referred to as “work-based learning” or “contextual learning.” Learning may occur totally at the employment site or may involve a classroom component as a supplement to the work assignment.

Academic learning is defined as the enhancement of the traditional education skills of reading, mathematics, and writing. Occupational learning involves those skills that are necessary to perform specific tasks. Pre-employment/job readiness activities do not meet the learning requirements of this WIA element.

Youth who participate in summer employment opportunities must be provided with a minimum of twelve months follow-up services as required in 664.450.

Y – Supportive Services (WIA Final Rules Section 664.410 (a)(7); 664.440; 101(46))

Services such as transportation, child care, dependent care, housing and needs-related payments that are necessary to enable an individual to participate in WIA. For youth, those services may also include:

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

Y – Tutoring, Study Skills Training

Instruction leading to secondary school completion, including dropout prevention strategies (664.410(a)(1)). Additional, special, or remedial assistance provided to a participant, often on an individual basis.

Y – Youth Employment Screen

This screen is used to key entrance into unsubsidized employment with wages for a youth participant.

Y – Youth Goals Screen

This screen is used to capture information on required younger youth skill goals. At least one skill goal per program year must be set for all in-school younger youth ages 14 -18 at time of registration. If the younger youth was assessed to be “deficient in basic literacy skills”, at least one goal must be basic skills. Also, at least one goal per program year must be set for an out-of-school youth who is assessed to need basic skills, work readiness skills or occupational skills.

A total of three goals may be set per program year in any combination of the three types (Basic skills, Occupational skills and Work Readiness goals) approved by the local Workforce Development Board. All goals will be set after assessment in accordance with the youth’s Individual Service Strategy.

It is necessary to key the date the goal is set, the type of goal set with details of the goal, the date the goal is attained, and the status of the goal as attained, (or not attained). All four data elements must be keyed for the youth’s skill goal(s) attainment to be included in the calculation of performance measures.

For more information about Basic Skills for In-School Younger Youth, refer to Local Area Issuance No. 2008-09 dated July 30, 2008.

Exit

The exit date is the last date of WIA funded or partner service received (except [post-program] follow-up services). For a soft exit, the exit date cannot be determined until 90 days has elapsed from the last date of service. At that point, the exit date recorded is the last date of service. The exit quarter (referred to throughout the definitions of the measures) is the quarter in which the last date of service (except post-program follow-up services) takes place. If a participant exits WIA and receives additional WIA services after exiting, that participant is treated as a new participant.

Exit occurs when a participant does not receive a service funded by the program or funded by a partner program for 90 consecutive calendar days. The term “service” does not include activities that are open to a non-participant, services and activities specifically provided as follow-up services, or regular contact with a participant or employer to only obtain information regarding his/her employment status, educational progress, or need for additional services.

Exit Date

The date of exit is the date on which the last service funded by the program or a partner program is received by a participant.

A participant who has a planned gap in service of greater than 90 days should not be considered as exited if the gap in service is due to one of the following:

- ◆ Delay before the beginning of training
- ◆ Health/medical condition
- ◆ Temporary move from the area that prevents the individual from participating in services
- ◆ Service providers/grantees must document any gap in service that occurs and indicate the reason for the gap in service.

DEFINITIONS OF POST-PROGRAM ACTIVITIES AS THEY APPEAR IN WORKFORCE PLUS ON THE EMPLOYMENT PLAN

1ST Qtr. Supplemental Data Screen

Use this screen to key data on employment of a participant/client in the first quarter after exit that can be used to document employment. All data must be verified and documentation filed in the participant/client's file for review.

2nd Qtr. Supplemental Data Screen

Use this screen to key data on employment of a participant/client in the second quarter after exit that can be used to document retention of employment. All data must be verified and documentation filed in the participant/client's file for review.

3rd Qtr. Supplemental Data Screen

Use this screen to key data on employment of a participant/client in the third quarter after exit that can be used to document retention of employment. All data must be verified and documentation filed in the participant/client's file for review.

C – Follow-Up Services (including counseling regarding the workplace)

Services provided to an Adult or Dislocated Worker participant who participates in any WIA activity requiring registration but do not go to work prior to exit from WIA. Follow-up services including counseling regarding the workplace (Employment Follow-up) shall be provided for not less than 12 months after the first day of the employment, as appropriate. (134(d)(2)(K); WIA Final Rules Section 663.150)

C – Individual Job Development

Core service that requires registration into WIA. Staff is involved in the process of securing a job interview with an employer for a specific participant who is seeking employment.

C – Job Clubs

Staff assisted workshops and meetings of job seekers. Activities include but are not limited to mutual support groups of job seekers meeting to sharpen job seeking skills, network/share job leads, work together to help each other find appropriate work. Job Club is a core service that requires registration into WIA.

C – Screened Referrals (testing and background checks)

Staff assisted job referrals (such as testing and background checks) when required by a specific employer. Screened referrals are core services that require registration into WIA.

Employment Follow-Up Screen

This screen is used to key follow up information after a participant is exited from WIA.

Individual Client Meetings Screen

This screen is used to key contact data after a participant is exited from WIA.

Job Referral and Placement

This screen is used to key employment information on a participant who goes to work by the end of the first quarter after exit from WIA or for whom a referral is made. For a referral only, mark the "Customer Satisfaction" field "No" because the employer has not yet received a service from or been visited by WIA Staff. Only mark the field "Yes" when a participant is actually placed on the job and the employer has knowledge of WIA services having been provided.

Client Tracking Screen

Other

Not used by N.C. WorkforcePlus™ Users at this time.

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