

NCWorks Service/ Activity Code	NC Works Service Name ** indicates service does NOT extend soft exit	WP ⁽¹⁾	Adult/DW	Youth	TAA	NC Works Service/Activity Definition *All service/activities must be opened and closed (SAME DAY) for each occurrence unless otherwise stated in the definition.	Does it extend Soft Exit?	Does it trigger Participation?	DOL Service	DOL Category of Service	Applicable PIRL Data Element Number(s) from TEGL 10-16
FLG	Finish Line Grant Participant		Y			This code is ONLY for participants whose training and/or support services for training are being funded through the Finish Line Grant program. This code is a one time entry with an open and close on the same day. This is a status code ONLY, no actual services are provided through this code. The participant must have a training activity keyed into NCWorks prior to entering this service. The training provider MUST be indicated with this code.	N	N			
000	WIOA Title 1 Application Completed with Intent to Receive Services	RI				This service will be used to report a general career service to USDOL of anyone who might have completed an application but never enrolled into a program. It will record the service if the person is eligible or not, it is recording the intent to enroll in the program.	N	N			
004	Self Service Information On Training Providers, Performance Outcomes**	RI				Job seeker searches for training information (System Generated)	N	N	Job Search Assistance (Self-directed)	Basic Career Service	N/A
005	Self Service Labor Market Research**	RI				Job seeker searches for labor market information (System Generated)	N	N	Job Search Assistance (Self-directed)	Basic Career Service	N/A
006	Self Service Job Search through VOS**	RI				Virtual online job search (System Generated)	N	N	Job Search Assistance (Self-directed)	Basic Career Service	N/A
06M	Self Service Job Search through Mobile App**	RI				Virtual online job search using the Mobile Application (System Generated)	N	N	Job Search Assistance (Self-directed)	Basic Career Service	N/A
007	Self Service Resume**	RI				Job seeker uses online "Resume Builder" (System Generated)	N	N	Job Search Assistance (Self-directed)	Basic Career Service	N/A
090	Skills Self-Assessment**	RI				Job seeker completes online self-assessment (System Generated)	N	N	Job Search Assistance (Self-directed)	Basic Career Service	N/A
101	Orientation**	RI				Information is provided on the array of services available in the Workforce Center so that the individual can decide which services meet their needs.	N	N	Outreach, Intake, Orientation	Basic Career Service	N/A
102	Initial Assessment	WP	Y		Y	Preliminary evaluation, provided by staff, of each participant's needs, abilities and interests as related to employment/training.	Y	Y	Initial Assessment of skill levels & Supportive Service Needs	Basic Career Service	1003, 1004, 1102
103	Information On Training Providers**	RI			Y	Specific training related information and program performance outcomes provided to customers that should enable them to make informed choices relative to training opportunities and available provider resources to complete training.	N	N	Provision of performance and program cost info for providers of education and training	Basic Career Service	1100, 1101
104	Workshop**	RI				Attendance to a group session offered through the center to provide guidance/assistance on various subjects related to employment services and sustainability (not to be confused with orientation) of 20-hours or less in total time.	N	N	Provision of Information on Job Skills Necessary to fill vacancies	Basic Career Service	1100, 1101, 1103
107	Provision of workforce and labor market employment statistics information**	RI				Staff provided information (using external website/resources) on specific labor market data & facts to assist customer with job search and/or career planning.	N	N	Provision of workforce and labor market employment statistics information	Basic Career Service	1100, 1101, 1103

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115	Resume Preparation Assistance	WP				Information provided one-on-one to a job seeker on the various formats and the type of content considered appropriate in resumes and cover letters (if done in group setting, falls under Service/Activity 104).	Y	Y	Job Search Assistance (Staff-assisted)	Basic Career Service	1003, 1004, 1104
120	Use of One-Stop Resource Room/Equipment**	RI				Job seeker uses equipment in the Career Resource Center for the purposes of job seeking/skills enhancement.	N	N	Job Search Assistance (Self-directed)	Basic Career Service	N/A
123	Job Development Contacts (working with Employer and Job Seeker)	WP				Staff market a specific job seeker via direct contact to a specific employer when no job order exists (Corresponding Employer Service/Activity is E92).	Y	Y	Job Search Assistance (Staff-assisted)	Basic Career Service	1003, 1004, 1104
124	Provided Bonding Information**	RI				Provide information on Federal Bonding coverage for job seeker.	N	N	Provision of referrals and associated coordination of activities with other programs and services	Basic Career Service	1100, 1101, 1113, 1115
125	Job Search Assistance	WP			Y	Staff provide assistance in NCWorks and other job search methods, search on behalf of the job seeker, assist in completion of application, or recommend best practices in job search techniques. (For more comprehensive assistance, see Service/Activity 202).	Y	Y	Placement Assistance (includes "Referred to Employment") (Staff Assisted)	Basic Career Service	1003, 1004, 1105, 1106, 1107, 1108, 1109, 1110, 1111
130	Proficiency Test	WP				Employer required testing, completed in the Career Center, in conjunction with a job application/interview (i.e. clerical skills)	Y	Y	Initial Assessment of skill levels & Supportive Service Needs	Basic Career Service	1003, 1004, 1102
140	Orientation RESEA**	RI				Information is provided on available services and training opportunities to help claimants become reemployed. (System Generated - only used for RESEA)	N	N	Outreach, Intake, Orientation	Basic Career Service	N/A
179	Outside Web-Link Job Referral**	RI				System generated when an individual clicks on "How To Apply" for jobs that have been spidered into NCWorks.	N	N	Job Search Assistance (Self-directed)	Basic Career Service	N/A
191	Refer to Supportive Service/External Resources**	RI				Referral to resources/assistance managed by another agency. The resource may be either job related or any community resource (i.e. housing, food, child care, transportation, etc). For REFERRALS ONLY - WIOA funded supportive service is CSS.	N	N	Referral to supportive services	Basic Career Service	1113
200	Individual Counseling		Y			One-on-one meeting with a staff person for assistance in addressing progress towards work, training, and barriers. Counseling may be financial, vocational, or personal.	Y	Y	Individual Counseling	Individualized Career Service	1004, 1200, 1201
201	Group Counseling		Y			Group meeting with staff for assistance in addressing progress towards work, training, and barriers. Counseling may be financial, vocational, or personal.	Y	Y	Group Counseling	Individualized Career Service	1004, 1200, 1201
202	Career Guidance/Planning	WP	Y		Y	Staff interaction with customer to provide information, materials, suggestions, and/or advice for exploration of their interests and abilities while strategically planning their short and long term career goals.	Y	Y	Career Counseling (includes "Staff-assisted career guidance")	Individualized Career Service	1004, 1200, 1201, 1322
203	Objective Assessment	WP	Y		Y	Service showing that the Objective Assessment Summary has been completed in NCWorks (SYSTEM GENERATED). For other assessments see Service/Activity 102.	Y	Y	Comprehensive and Specialized Assessments	Individualized Career Service	1004, 1200, 1201

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204	Interest And Aptitude Testing		Y		Y	Testing that evaluates the skill levels and service needs of individuals. Examples include basic skills assessments (TABE), interest inventories, placement testing by colleges or universities, GATB, COPS/CAPS/COPEs, Career Key, other diagnostic testing, followed by in-depth discussion and evaluation to identify employment barriers and appropriate employment goals.	Y	Y	Comprehensive and Specialized Assessments	Individualized Career Service	1004, 1200, 1201
205	Creation of IEP/ISS	WP	Y			Creation of plan in NCWorks 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. In addition, the plan also identifies barriers, the means to overcome them and is developed jointly by a participant and staff. This service/activity should be closed once the initial plan has been developed and signed. This is a manual entry for WIOA and an automatic entry for WP.	Y	Y	Development of IEP	Individualized Career Service	1004, 1200, 1201, 1202
20A	Update of IEP/ISS	WP	Y			Update of plan in NCWorks 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. In addition, the plan also identifies barriers, the means to overcome them and is developed jointly by a participant and staff. This service/activity should be closed once the plan has been updated and signed again.	Y	Y	Development of IEP	Individualized Career Service	1004, 1200, 1201, 1202
206	TAA - Individual Service Plan for Training				Y	TAA - Identification of customer employment goal and written training plan outlining training steps needed to acquire the necessary skills to gain marketability in chosen field. Should be entered when written training plan is submitted to State TAA Dept. for approval. This service/activity code is a prerequisite to the 300-level training activity being added.	Y	Y	Development of IEP	Individualized Career Service	1202
212	Group Workshop		Y			Group session on a specific job or industry related topic provided by workforce system staff that will help a participant increase their employability in that industry or job area.	Y	Y	Workforce Preparation Activities	Individualized Career Service	1004, 1200, 1201
213	TAA - Program Orientation				Y	This is the first service provided to a TAA participant to explain TAA program to the participant (replaces the 101 for TAA participants).	Y	Y	Case Management and Reemployment Service	TAA	TAA 1322
214	Adult Literacy, Basic Skills or GED Preparation		Y			Participation in, not a referral to, a formal instruction conducted by an educational institution 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, study skills, English for non-English speakers, bilingual training, and GED preparation. This service/activity should remain open for the duration of the training period and only one code should be used per training.	Y	Y	Workforce Preparation Activities	Individualized Career Service	1004, 1200, 1201

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215	Short Term Pre-Vocational Services		Y			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. Certifications such as the OSHA and CRC, that do NOT count towards the Credential Measure should be coded here, not under Code 300 - Occupational Skills Training.	Y	Y	Short-term prevocational services	Individualized Career Service	1004, 1200, 1201, 1210
217	TAA - Supportive Service - Relocation assistance**				Y	TAA reimbursement paid to individual who relocates due to accepting employment. See DWS Policy Statement 12-2016	Y	Y	Out-of-area job search assistance and relocation assistance	TAA	1508, 1509, 1510
219	Work Experience- Paid/Unpaid		Y			Planned, structured learning experiences in the participant's chosen career path that occur 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. This service/activity should remain open for the duration of the work experience and only one code should be used per work experience.	Y	Y	Paid and unpaid work experience	Career Service	1205, 1405
220	NC Pre-Apprenticeship Work Experience		Y	Y		Pre-apprenticeship services and programs are designed to prepare individuals to enter and succeed in Registered Apprenticeship programs. Pre-apprenticeship is a shorter training program that allows participants to explore an industry before they decide to join it. This activity will allow the individual to expand their career pathway opportunities with industry-based training/work experience that is planned and structured for a limited period of time and may be paid or unpaid. This industry-based training/work experience may take place in the private, for-profit sector, the non-profit sector, or the public sector. This service/activity should remain open for the duration of the Work Experience and only one code should be used per experience.	Y	Y	Paid and unpaid work experience	Career Service	1205, 1405
222	English as a Second Language (ESL)	WP	Y		Y	English as a Second Language (ESL) - English language education for adults whose inability to understand, speak, read, or write the English language is a barrier to their ability to get or keep employment. NOT to be used to document interpretive services. This service/activity should remain open for the duration of the training period and only one code should be used per training.	Y	Y	English-language acquisition and integrated education and training programs	Individualized Career Service	1004, 1200, 1201, 1207
226	RESEA Scheduled 2nd Appointment	WP				RESEA Additional Scheduled Appointment	Y	Y	Individual Counseling	Individualized Career Service	1004, 1200, 1201
227	RESEA Reported to Training	WP				RESEA Reported to Training	Y	Y	Individual Counseling	Individualized Career Service	1004, 1200, 1201
228	Employability Development Plan	WP				RESEA Employability Development Plan – Written plan to assess goals, objectives, barriers, and to develop the plan of action. Used only for re-employment programs such as RESEA and EAI.	Y	Y	Development of IEP	Individualized Career Service	1004, 1200, 1201, 1202
229	RESEA Reported to Reemployment Services	WP				RESEA Reported to Re-Employment Services	Y	Y	Individual Counseling	Individualized Career Service	1004, 1200, 1201

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230	RESEA Referred To Reemployment/Training Service**	RI				RESEA Referred To Reemployment/Training Service	N	N	Provision of referrals and associated coordination of activities with other programs and services	Basic Career Service	1100, 1101, 1113, 1115
234	TAA - Waiver- Health				Y	TAA - Issued when the worker's health prohibits training participation/completion, including learning disabilities. Applicable documentation required.	Y	Y	Career Counseling (includes "Staff-assisted career guidance")	TAA	1321, 1322, 1323
235	TAA - Waiver - Enrollment Unavailable				Y	TAA - The first available enrollment date for the approved training plan of the worker is within 60-days after the date the determination is made.	Y	Y	Career Counseling (includes "Staff-assisted career guidance")	TAA	1321, 1322, 1323
236	TAA - Waiver - Training Not Available				Y	TAA - Issued when training and/or funds are not available.	Y	Y	Career Counseling (includes "Staff-assisted career guidance")	TAA	1321, 1322, 1323
237	TAA - Approved Out of Area Job Search Allowance				Y	TAA - Reimbursement to offset cost of pre-approved out of area job search.	Y	Y	Out-of-area job search assistance and relocation assistance	TAA	1505, 1506, 1507
240	RESEA Letter Mailed**	RI				RESEA - Indicates an official notice was mailed instructing the customer to report to a Workforce Office for RESEA services.	N	N	Provision of referrals and associated coordination of activities with other programs and services	Basic Career Service	1100, 1101, 1113, 1115
244	RESEA Cancelled Appointment**	RI				RESEA claimant contacts staff before scheduled RESEA appointment to request change in date/time, due to justifiable reason (as defined by the Division of Employment Service). RESEA is NOT waived. Claimant must be given a new date/time to attend.	N	N			
245	RESEA Rescheduled Appointment	RI				RESEA claimant contacted local office and rescheduled RESEA appointment, or RESEA Claimant failed to report for RESEA appointment, and was rescheduled by local office staff.	Y	N			
246	RESEA Failed to Report**	RI				RESEA claimant failed to report to an initial RESEA appointment, was notified by official letter or email of a rescheduled RESEA appointment and then failed to report to the rescheduled appointment. Or, claimant is verified as not attending RESEA (such as return to work).	N	N			
249	RESEA Completed	WP				RESEA claimant attended RESEA appointment(s) and participated in all required elements of the RESEA program including: orientation, UI eligibility review, labor market/career info, reemployment plan, referral to services or training, etc...	Y	Y	Individual Counseling	Individualized Career Service	1004, 1200, 1201
49B	RESEA Completed 2nd Visit	WP					Y	Y	Individual Counseling	Individualized Career Service	1004, 1200, 1201
280	TAA - ATAA/RTAA Wage Subsidy				Y	TAA - Wage subsidy for TAA Eligible workers over the age of 50. The first occurrence of this activity should be set for the full RTAA eligibility period. Subsequent occurrences of this activity would be opened and closed the same day.	Y	Y	Supportive Services	TAA	1534, 1535, 1536, 1537, 1538, 1539, 1540, 1541, 1542, 1543, 1609

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CSS	Provided Support Service**		Y	Y		Assistance provided to eligible individuals to enable them to participate in training or any other employment activities. Per TEGL 19-16: Supportive services may include, but are not limited to: transportation, childcare, linkage to community services, housing, needs-related payments, medical fees, uniforms, work attire, work-related tools, books, school supplies, payments and fees for employment and training-related applications, tests, and certification, and legal aid services. Consult your local WDB policy for specifically allowable services. This is NOT a referral to, but an actual service being provided and paid for with program funding. This activity is to be open and closed reflective of local policy on the increments in which the service is provided and paid and the associated Case Note should detail the service type and provider of the supportive service. Staff should record one activity per supportive service occurrence/payment. This service/activity cannot be recorded without an existing OPEN activity.	N	N	Supportive Services	Career Service	1409
CSY	Provided Support Service for Youth PRE-Exit**			Y		Follow-up supportive service provided to a Youth during the 90 day period in which a case has been prepped for closure but has not been system closed with an assigned exit date. This support service is NOT related to previous activities and must be documented with a corresponding case note.	N	N	Supportive Services	Career Service	1409
NRP	Needs Related Payment**		Y			Amounts paid to individuals who are enrolled in a training activity and who would not be able to participate in the training without assistance. Payments are based on a formula developed by local Workforce Development Boards and documented in the Individual Employment Plan. The participant must be unemployed, not qualify for, or ceased qualifying for unemployment compensation, and be enrolled in a training activity. Dislocated workers must also ceased to qualify for trade readjustment allowance under TAA and be enrolled in a training program by the end of the 13th week of the most recent layoff. This service/activity cannot be recorded without an existing OPEN activity. See 20 CFR 680.940 and 20 CRF 680.950 for the full eligibility requirements. Boards must have an approved local policy to administer needs related payments.	N	N	Received Needs-Related Payments	Career Service	1500
300	Occupational Skills Training - on ETPL		Y		Y	Occupation specific training provided by a public or private vendor with demonstrated training capability. The provider of the training must be approved by the Local Workforce Development Board prior to placement. Training could be paid via ITA or Non-ITA. This Service/Activity Code should be used ONCE per program/curriculum enrollment; NOT per semester. The duration of this activity would begin with the first day of class and the Projected End Date (PED) should match the last day of class of the current semester (PED is then extended on a per semester basis).	Y	Y	Training Services under Sec. 134c(3)(D) with exception of Sec. 134c(3)(D)(iii)(incumbent working training)	Training	1300, 1301, 1302, 1303, 1304, 1305, 1306, 1307, 1308, 1309, 1310, 1311, 1312, 1313, 1314, 1315, 1316, 1317, 1318, 1319

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301	On-The-Job Training		Y			<p>Permanent employment whereby the initial training period with the new employer is developed with the WIOA Staff to close the skills gap of the Individual in the chosen career. The training period:</p> <ul style="list-style-type: none"> · provides knowledge or skills essential to the full and adequate performance of the job; · provides reimbursement to the employer, for the costs of providing the training and additional supervision related to the training; · is limited in duration, as appropriate, and is based on the gap between the skills needed for the occupation and the prior work experience and skill level of the participant along with the content of the training and the service strategy of a participant. <p>Do not use for TAA; Refer to WIOA staff for OJT service. This service/activity should remain open for the duration of the training period and only one code should be used per training.</p>	Y	Y	Training Services under Sec. 134c(3)(D) with exception of Sec. 134c(3)(D)(iii)(incumbent working training)	Training	1300, 1301, 1302, 1303, 1304, 1305, 1306, 1307, 1308, 1309, 1310, 1311, 1312, 1313, 1314, 1315, 1316, 1317, 1318, 1319
304	Customized Training		Y		Y	<p>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. This service/activity should remain open for the duration of the training period and only one code should be used per training.</p>	Y	Y	Training Services under Sec. 134c(3)(D) with exception of Sec. 134c(3)(D)(iii)(incumbent working training)	Training	1300, 1301, 1302, 1303, 1304, 1305, 1306, 1307, 1308, 1309, 1310, 1311, 1312, 1313, 1314, 1315, 1316, 1317, 1318, 1319
310	Occupational Skills Training for Special Grants		Y			<p>Occupation specific training provided by a public or private vendor with demonstrated training capability. The provider of the training must be approved by the local Workforce Development Board prior to placement. Training could be paid via ITA or Non-ITA. ONLY to be used in conjunction with Special Grant funding; such as NEG, etc. This Service/Activity Code should be used ONCE per program/curriculum enrollment; NOT per semester. The duration of this activity would begin with the first day of class and the Projected End Date (PED) should match the last day of class of the current semester (PED is then extended on a per semester basis).</p>	Y	Y	Training Services under Sec. 134c(3)(D) with exception of Sec. 134c(3)(D)(iii)(incumbent working training)	Training	1300, 1301, 1302, 1303, 1304, 1305, 1306, 1307, 1308, 1309, 1310, 1311, 1312, 1313, 1314, 1315, 1316, 1317, 1318, 1319
314	NC Registered Apprenticeship Training		Y			<p>Individual is in a DOL registered apprenticeship training. This service/activity should remain open for the duration of the apprenticeship and only one code should be used per apprenticeship.</p>	Y	Y	Training Services under Sec. 134c(3)(D) with exception of Sec. 134c(3)(D)(iii)(incumbent working training)	Training	1300, 1301, 1302, 1303, 1304, 1305, 1306, 1307, 1308, 1309, 1310, 1311, 1312, 1313, 1314, 1315, 1316, 1317, 1318, 1319

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328	Occupational Skills Training - Not on ETPL		Y			Occupation specific training provided by a public or private vendor with demonstrated training capability. The provider of the training has NOT been approved by the local Workforce Development Board prior to placement. This Service/Activity Code should be used ONCE per program/curriculum enrollment; NOT per semester. The duration of this activity would begin with the first day of class and the Projected End Date (PED) should match the last day of class of the current semester (PED is then extended on a per semester basis).	Y	Y	Training Services under Sec. 134c(3)(D) with exception of Sec. 134c(3)(D)(iii)(incumbent working training)	Training	1300, 1301, 1302, 1303, 1304, 1305, 1306, 1307, 1308, 1309, 1310, 1311, 1312, 1313, 1314, 1315, 1316, 1317, 1318, 1319
331	TAA - Approved Travel in Training				Y	TAA – Approved Travel in Training – See DWS Policy Statement 12-2016	Y	Y	Supportive Services	TAA	1500
332	TAA - Approved Subsistence in Training				Y	TAA — Approved Subsistence in Training - See 20 CFR 617.27	Y	Y	Supportive Services	TAA	1504
333	TAA - Approved Remedial Training (for those with GED/HS Diploma)				Y	TAA — Approved Remedial Training (for those with GED/HS diploma) – Approved remedial occupational skills training (NC state approved)	Y	Y	Training Services under Sec. 134c(3)(D) with exception of Sec. 134c(3)(D)(iii)(incumbent working training)	TAA	1302, 1303,1306, 1307, 1308, 1309, 1310, 1311, 1312, 1313, 1314, 1315, 1316, 1317, 1318, 1320, 1324, 1325, 1328, 1329, 1330, 1331
335	TAA - Approved Occupational Skills Training				Y	TAA — Approved Occupational Skills Training	Y	Y	Training Services under Sec. 134c(3)(D) with exception of Sec. 134c(3)(D)(iii)(incumbent working training)	TAA	1302, 1303,1306, 1307, 1308, 1309, 1310, 1311, 1312, 1313, 1314, 1315, 1316, 1317, 1318, 1320, 1324, 1325, 1328, 1329, 1330, 1331, 1800, 1801, 1802, 1803, 1804, 1805
339	TAA - Approved GED Training				Y	TAA — Approved GED Training – Training request for GED	Y	Y	Training Services under Sec. 134c(3)(D) with exception of Sec. 134c(3)(D)(iii)(incumbent working training)	TAA	1302, 1303,1306, 1307, 1308, 1309, 1310, 1311, 1312, 1313, 1314, 1315, 1316, 1317, 1318, 1320, 1324, 1325, 1328, 1329, 1330, 1331

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400	Summer Internship / Summer Employment			Y		<p>Summer employment provides WIOA Youth the opportunity to learn basic work skills and workplace behaviors through a work placement with an employer during the months between Spring and Fall semesters. Summer employment opportunities are one of the four suggested components of the paid and unpaid work experiences program element. A work experience placement is a planned, structured learning experience that occurs in a workplace. It may be with a public, private for profit, or non-profit business. While summer employment opportunities are an allowable activity and a type of work experience that counts toward the work experience priority, they are not a required program element.</p> <p>Even if the Summer Internship/Summer Employment is unpaid, all documentation (e.g., signed agreement, attendance sheets, etc...) is still required to be uploaded into the system. This service/activity should remain open for the duration of the internship/employment period and only one code should be used per internship/employment.</p>	Y	Y	Paid and unpaid work experience	Career Service	1205, 1405
401	Pre-Employment Training / Work Maturity			Y		<p>Activities that prepare a youth to gain employment or enhance current employment. To include resume building, job search techniques, problem solving, interviewing skills and business etiquette, etc. Certifications such as the OSHA and CRC, that do NOT count towards the Credential Measure should be coded here, not under Code 300 - Occupational Skills Training.</p>	Y	Y	Services that provide labor market information	Career Service	1414
404	Tutoring, study skills training & instruction			Y		<p>Services focused on providing academic support, helping a youth identify areas of academic concern, assisting with overcoming learning obstacles, and providing tools and resources to develop learning strategies. This activity can be provided one-on-one, in a group setting, or through resources and workshops. Services can include such things as basic education skills training, English as a Second Language, and remedial academic training. While the goal of the service is to improve skills, it is not expected that a recognized secondary or post-secondary credential will be obtained. This service/activity should remain open for the duration of the training period and only one code should be used per training.</p>	Y	Y	Tutoring, study skills training, dropout prevention	Career Service	1402
407	Alternative Secondary school services or dropout recovery services			Y		<p>Training that assists youth who have struggled in traditional secondary education. This includes dropout recovery services and GED preparation activities provided with the goal of helping the youth to re-engage and persist in education that leads to the completion of a recognized secondary credential. This service/activity should remain open for the duration of the training period and only one code should be used per training.</p>	Y	Y	Alternative Secondary School Services	Career Service	1401, 1403
409	Job Shadowing			Y		<p>A temporary, unpaid exposure to the workplace in an occupational area of interest to the student. Youth should not engage in any work or hands-on-experience from this activity.</p>	Y	Y	Paid and unpaid work experience	Career Service	1205, 1405

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410	Leadership Development Services			Y		Community services and peer-centered activities encouraging responsibility, employability, and other positive social behaviors during the non-school hours, as appropriate, and may include: <ul style="list-style-type: none"> · 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. 	Y	Y	Leadership Development	Career Service	1408
411	Adult Mentoring			Y		A formal relationship between a youth participant and an adult mentor that includes structured activities where the mentor offers guidance, support, and encouragement to develop the competence and character of the mentee. Adult Mentoring must be expected to last at least 12 months and may take place during the program or following the exit from the program. This activity is expected to last 12 months, but it is recorded for a single day each time contact occurs between the youth and case manager (not the mentor).	Y	Y	Adult Mentoring	Career Service	1410
412	Youth Objective Assessment			Y		Service showing that the Objective Assessment Summary has been completed in NCWorks (opens and closes on the same date).	N	N			
413	Youth Creation of IEP/ISS			Y		Manual entry required - Creation of plan in NCWorks 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. In addition, the plan also identifies barriers, the means to overcome them, and is developed jointly by a participant and staff.	N	N			
41A	Youth Update of IEP/ISS			Y		Manual entry required - Update of the plan in NCWorks 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. In addition, the plan also identifies barriers, the means to overcome them, and is developed jointly by a participant and staff.	N	N			
416	Youth Occupational Skills Training - on ETPL			Y		Occupational Skills Training - Approved Provider List - Occupation specific training provided by a public or private vendor with demonstrated training capability. The provider of the training must be approved by the local Workforce Development Board prior to placement. This Service Code should be used ONCE per program/curriculum enrollment; NOT per semester.	Y	Y	Occupational Skills Training	Training	1300, 1302, 1303, 1306, 1307, 1308, 1309, 1310, 1311, 1312, 1313, 1314, 1315, 1316, 1317, 1318, 1319

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417	Comprehensive Guidance and Counseling			Y		Services provided to benefit participant by addressing career, personal, and educational needs. Counseling activities will be designed to assist students in acquiring knowledge and skills in career planning, knowledge of self and others, and educational and vocational developments. Local, state and national career and labor market information may be used to facilitate the youth's career planning process. Networking among youth may also assist youth with career planning.	Y	Y	Comprehensive Guidance and Counseling	Career Service	1411
424	NC Registered Apprenticeship Training			Y		Individual is in a DOL registered apprenticeship training. This service/activity should remain open for the duration of the apprenticeship and only one code should be used per apprenticeship.	Y	Y	Occupational Skills Training	Training	1300, 1302, 1303, 1306, 1307, 1308, 1309, 1310, 1311, 1312, 1313, 1314, 1315, 1316, 1317, 1318, 1319
426	Work Experience - Paid/Un-Paid			Y		A service that provides WIOA clients the opportunity to learn basic work skills and workplace behaviors through a work placement with an employer. A work experience placement is a planned, structured, learning experience that occurs in a workplace. It may be with a public, private for profit, or non-profit business. Even if the Work Experience is unpaid, all documentation (e.g., signed agreement, attendance sheets, etc...) is still required to be uploaded into the system. This service/activity should remain open for the duration of the work experience and only one code should be used per work experience.	Y	Y	Paid and unpaid work experience	Career Service	1205, 1405
428	Youth On-the-Job Training			Y		Permanent employment whereby the initial training period with the new employer is developed with the WIOA Career Adviser to close the skills gap of the Individual in the chosen career. The training period: <ul style="list-style-type: none"> · provides knowledge or skills essential to the full and adequate performance of the job; · provides reimbursement to the employer, for the costs of providing the training and additional supervision related to the training; · 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. This service/activity should remain open for the duration of the training period and only one code should be used per training.	Y	Y	Paid and unpaid work experience	Career Service	1205, 1405
429	Enrolled in Traditional Secondary School (H.S.)**			Y		Participant is registered as a student at a traditional school between elementary school and college which usually offers general, technical, vocational, or college-preparatory courses. This service/activity should remain open for the duration of the training period and only one code should be used per training.	N	N	N/A		1401

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430	Youth Occupational Skills Training - Not on ETPL			Y		Occupation specific training provided by a public or private vendor with demonstrated training capability. The provider of the training has NOT been approved by the local Workforce Development Board prior to placement. This Service Code should be used ONCE per program/curriculum enrollment; NOT per semester. The duration of this activity would begin with the first day of class and the Projected End Date (PED) should match the last day of class of the current semester (PED is then extended on a per semester basis).	Y	Y	Occupational Skills Training	Training	1300, 1302, 1303, 1306, 1307, 1308, 1309, 1310, 1311, 1312, 1313, 1314, 1315, 1316, 1317, 1318, 1319
440	Financial Literacy			Y		Activities that assist with improving financial literacy and/or personal budgeting skills.	Y	Y	Financial Literacy Education	Career Service	1206
441	Entrepreneurial Skills Training			Y		Training for Youth that provides the basics of starting and operating a small business.	Y	Y	Entrepreneurial Skills Training	Career Service	1413
442	Services that provide labor market information about in-demand industry sectors			Y		Services that provide Labor Market and Employment Information about in-demand industry sectors, such as career awareness, career counseling, and career exploration services.	Y	Y	Services that provide labor market information	Career Service	1414
443	Activities that help youth prepare for and transition to post-secondary education and training and training for a specific occupation			Y		Activities that help youth prepare for and transition to post-secondary education and training - may include information about time management, practice interviews, independent living, how to prepare for post-secondary education (applications, financial aid, scholarships), and legal responsibilities after the age of 18.	Y	Y	Postsecondary preparation and transition activities	Career Service	1415
444	Education offered concurrently with workforce preparation and training for a specific occupation			Y		Education offered concurrently as workforce preparation activities and training for a specific occupation or occupational cluster. Training that integrates adult and literacy activities (programs, activities, and services such as English language services to achieve competence in reading, writing, speaking, and comprehension) with workforce preparation activities and workforce training. This program element allows workforce preparation activities, basic academic skills, and hands-on occupational skills to be taught within the same time frame and connected to training in a specific occupation, occupational cluster, or career pathway.	Y	Y	Education offered concurrently with workforce preparation	Career Service	1407
500	Referred To Job Over 150 Days	WP				Received a referral to a job lasting more than 150 days (System Generated)	Y	Y	Placement Assistance (includes "Referred to Employment") (Staff Assisted)	Basic Career Service	1003, 1004, 1105, 1106, 1107, 1108, 1109, 1110, 1111
501	Referred To Job 4 - 150 Days	WP				Received a referral to a job lasting from 4 to 150 days (System Generated)	Y	Y	Placement Assistance (includes "Referred to Employment") (Staff Assisted)	Basic Career Service	1003, 1004, 1105, 1106, 1107, 1108, 1109, 1110, 1111
502	Referred To Job 3 Days Or Less	WP				Received a referral to a job lasting 3 days or less (System Generated)	Y	Y	Placement Assistance (includes "Referred to Employment") (Staff Assisted)	Basic Career Service	1003, 1004, 1105, 1106, 1107, 1108, 1109, 1110, 1111

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503	Negative Referral Result**	WP				Individual not hired for the job order to which they were referred (System Generated)	N	N			
504	Refused Referral To Job/Training**	WP				Individual would not accept a referral to a job or to training (System Generated)	N	N			
505	External Job Referral by Staff	WP				System Generated	Y	Y	Placement Assistance (includes "Referred to Employment") (Staff Assisted)	Basic Career Service	1003, 1004, 1105, 1106, 1107, 1108, 1109, 1110, 1111
589	Notification of Jobs via Virtual Recruiter**	WP				System Generated	N	N	Job Search Assistance (Self-directed)	Basic Career Service	N/A
590	Notification to Jobseeker of potential job**	WP				System Generated	N	N	Job Search Assistance (Self-directed)	Basic Career Service	N/A
622	EAI/RESEA - Letter Printed - Manual - Do not use in Local Office	RI				Used only by Regional Analysts when RESEA/EAI customers report outside of the normal time frame of their initially scheduled RESEA/EAI appointment. NOT TO BE USED BY FIELD STAFF.	Y	Y	Individual Counseling	Individualized Career Service	1004, 1200, 1201
623	EAI Letter Mailed	RI				Mandatory EAI appointment date/time mailed to UI claimant (System Generated)	Y	N	Provision of referrals and associated coordination of activities with other programs and services	Basic Career Service	1100, 1101, 1113, 1115
629	EAI Completed	WP				All elements of the EAI have been completed.	Y	Y	Individual Counseling	Individualized Career Service	1004, 1200, 1201
650	Got a Job**	RI				Got a job.	N	N			
750	Placement Local Individual Over 150 Days	WP				System Generated	Y	Y	Placement Assistance (includes "Referred to Employment") (Staff Assisted)	Basic Career Service	1003, 1004, 1105, 1106, 1107, 1108, 1109, 1110, 1111
760	Placement Local Individual 4 - 150 Days	WP				System Generated	Y	Y	Placement Assistance (includes "Referred to Employment") (Staff Assisted)	Basic Career Service	1003, 1004, 1105, 1106, 1107, 1108, 1109, 1110, 1111
770	Placement Local Individual 3 Days Or Less	WP				System Generated	Y	Y	Placement Assistance (includes "Referred to Employment") (Staff Assisted)	Basic Career Service	1003, 1004, 1105, 1106, 1107, 1108, 1109, 1110, 1111
850	Placement - Local Individual Over 150 Days PT	WP				System Generated	Y	Y	Placement Assistance (includes "Referred to Employment") (Staff Assisted)	Basic Career Service	1003, 1004, 1105, 1106, 1107, 1108, 1109, 1110, 1111
860	Placement Local Individual 4 - 150 Days PT	WP				System Generated	Y	Y	Placement Assistance (includes "Referred to Employment") (Staff Assisted)	Basic Career Service	1003, 1004, 1105, 1106, 1107, 1108, 1109, 1110, 1111

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870	Placement Local Individual 3 Days Or Less PT	WP				System Generated	Y	Y	Placement Assistance (includes "Referred to Employment") (Staff Assisted)	Basic Career Service	1003, 1004, 1105, 1106, 1107, 1108, 1109, 1110, 1111
E01	On-Site Visit					On-site Visit, either at the employer location or the career center that includes a face-to-face with the employer about the services available.	N/A	N/A	Employer Information and Support Services	Employer Service	N/A
E02	Provided Job Fair Services					Provided job fair services to employer(s), including scheduling, hosting, and marketing.	N/A	N/A	Workforce Recruitment Assistance	Employer Service	N/A
E03	Provided Job Order Follow-up/Assistance					Provided job order assistance.	N/A	N/A	Workforce Recruitment Assistance	Employer Service	N/A
E04	Provided Mass Recruitment Services					Provided mass recruitment services, received applications, and/or provided interview space for a large number of workers/potential hires; services related to a mass-hiring event.	N/A	N/A	Workforce Recruitment Assistance	Employer Service	N/A
E05	Provided Detailed Labor Market Study					Provided detailed labor market study, any service related to the sharing or analysis of LMI, or wage analytics.	N/A	N/A	Employer Information and Support Services	Employer Service	N/A
E06	Provided Candidate Pre-Screening					Provided candidate pre-screening, applicant screening and referral, academic assessments, career readiness activities, career assessment tools, interest/aptitude testing, and job portal recruitment.	N/A	N/A	Workforce Recruitment Assistance	Employer Service	N/A
E07	Promotional Call/Email					Promotional call: anything related to contacting a business to promote or share information about services by email and/or phone. (If face-to-face interaction, use E01.)	N/A	N/A	Employer Information and Support Services	Employer Service	N/A
E08	Reviewed resumes and referred eligible individuals					Reviewed resumes and referred eligible individuals.	N/A	N/A	Workforce Recruitment Assistance	Employer Service	N/A
E10	Provided Additional Employer Services					Job profiling, employee surveys, job description development, Work Opportunity Tax Credit, referrals to small business resources, seminars, and workshops.	N/A	N/A	Employer Information and Support Services	Employer Service	N/A
E11	Accessing Untapped Labor Pools					Employer established pipeline activities in partnership with the public workforce system to access untapped labor pools. These activities include, but are not limited to, outreach to youth, veterans, individuals with disabilities, older workers, ex-offenders, and other targeted demographic groups; industry awareness campaigns; joint partnerships with high schools, community colleges, or other education programs to improve skill levels; and programs to address limited English proficiency and vocational training.	N/A	N/A	Accessing Untapped Labor Pools	Employer Service	N/A
E12	Provided Publicly Funded Training Assistance (Not including IW Training)					Received publicly funded training assistance that could include customized training, on-the-job training, and/or apprenticeship training. (Does NOT include Incumbent Worker Training.)	N/A	N/A	Training Services	Employer Service	N/A

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E13	Engaged in Strategic Planning / Economic Development					Employer engaged in either workforce investment strategic planning or business growth and economic development strategic planning. These activities include, but are not limited to, participating in community-based strategic planning, sponsoring employer forums, securing information on industry trends, providing information for the purpose of corporate economic development planning, partnering in collaborative efforts to identify workforce challenges, and developing ways to address those challenges.	N/A	N/A	Engaged in Strategic Planning/Economic Dev.	Employer Service	N/A
E14	Rapid Response and Business Downsizing Assistance					Employer received an initial on-site visit/contact to discuss the range of rapid response services and other assistance available to workers and employers affected by layoff, plant closures, or natural disasters.	N/A	N/A	Rapid Response/ Business Downsizing Assistance	Employer Service	N/A
E15	Planning a Layoff Response					Employer received an initial on-site visit/contact to plan a layoff response following notification of a current or projected permanent closure or mass layoff, including natural or other disasters.	N/A	N/A	Rapid Response/ Business Downsizing and Assistance Planning Layoff Response	Employer Service	N/A
E20	Provided Publicly Funded NCWorks Incumbent Worker Training					IWDP services to include technical assistance (grant submission), eligibility determination (pre-award analysis, etc.), administrative review (monitoring and oversight of activities), etc...	N/A	N/A	Incumbent Work Training Services	Employer Service	N/A
E30	Provided OJT information to Employer					OJT: any staff-assisted service related to the provision of OJT for business clients.	N/A	N/A	Employer Information and Support Services	Employer Service	N/A
E90	Referred Qualified Applicants					System generated	N/A	N/A	Workforce Recruitment Assistance	Employer Service	N/A
E92	Notification to employer of potential applicant					Notification to employer of potential applicant.	N/A	N/A	Workforce Recruitment Assistance	Employer Service	N/A
F01	Referral to Community Resources**			Y		Youth Follow Up - Referral to Community Resources	N	N/A	Follow up service	Follow-up Service	1412
F03	Tracking Progress on the Job**			Y		Youth Follow Up - Tracking Progress on the Job	N	N/A	Follow up service	Follow-up Service	1412
F04	Work Related Peer Support Group**			Y		Youth Follow Up - Work Related Peer Support Group	N	N/A	Follow up service	Follow-up Service	1412
F05	Assistance securing better paying job**			Y		Youth Follow Up - Assistance securing better paying job	N	N/A	Follow up service	Follow-up Service	1412
F06	Career development and further education planning**			Y		Youth Follow Up - Services provided to benefit participant by addressing career, personal, and educational needs. Counseling activities will be designed to assist in acquiring knowledge and skills in career planning, knowledge of self and others, and educational and vocational developments. Local, state and national career and labor market information may be used to facilitate the participant's career planning process. Networking among partner programs, business, labor and post-secondary institutions may also assist with career planning.	N	N/A	Follow up service	Follow-up Service	1412
F07	Assistance with Job/Work Related Problems**			Y		Youth Follow Up - Assistance with Job/Work Related Problems	N	N/A	Follow up service	Follow-up Service	1412

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F08	Adult Mentoring**			Y		Youth Follow Up - A formal relationship between a youth participant and an adult mentor that includes structured activities where the mentor offers guidance, support, and encouragement to develop the competence and character of the mentee. Adult Mentoring must be expected to last at least 12 months and may take place during the program or following the exit from the program. This activity is expected to last 12 months, but it is recorded for a single day each time contact occurs between the youth and case manager (not the mentor).	N	N/A	Follow up service	Follow-up Service	1412
F11	Provided Support Service**			Y		Youth Follow Up - Support Services for Youth	N	N/A	Follow up service	Follow-up Service	1412
F18	Financial Literacy Education during Follow-Up**			Y		Youth Follow Up - Activities that assist with improving financial literacy and/or personal budgeting skills.	N	N/A	Follow up service	Follow-up Service	1412
F19	Provide labor market and employment information during Follow-Up**			Y		Youth Follow Up - Services that provide Labor Market and Employment Information about in-demand industry sectors, such as career awareness, career counseling, and career exploration services.	N	N/A	Follow up service	Follow-up Service	1412
P20	Adult Follow Up Services Pre-Exit**		Y			Adult/DW Follow Up Pre-Exit - Provision of follow up services for WIOA Adult or Dislocated Worker participants. Per TEGL 19-16, follow up services for adults and dislocated workers must be available for up to 12 months after the first day of employment. Another service/activity must be recorded in the system before this service/activity can be keyed.	N	N/A	Follow up service	Follow-up Service	1503
F20	Adult Follow Up Services Post-Exit**		Y			Adult/DW Follow Up Post-Exit - Provision of follow up services for WIOA Adult or Dislocated Worker participants. Per TEGL 19-16, follow up services for adults and dislocated workers must be available for up to 12 months after the first day of employment.	N	N/A	Follow up services	Follow-up Service	1503
G01	FOI - Services Provided					Former Offender Initiative services provided.	Y	N/A			
T01	TAA - Hold- Waiting for final Bill				Y	TAA - Prevents soft exit while waiting on final bill for TAA training	Y	N/A			
V28	DVOP Only - Individual Development Plan	Y				Employability Development Plan	Y	Y	Development of IEP	Individualized Career Service	1004, 1200, 1201, 1202
V30	DVOP Only - Individual Coaching	Y				Individual Coaching	Y	Y	Individual Counseling	Individualized Career Service	1004, 1200, 1201
V32	DVOP Only - Group Coaching	Y				Group Coaching	Y	Y	Group Counseling	Individualized Career Service	1004, 1200, 1201
V34	DVOP Only - Referred to Supportive Services	Y				Referred to Supportive Services	Y	N	Referral to supportive services	Basic Career Service	1113
V36	DVOP Only - Job Development	Y				Job Development	Y	Y	Job Search Assistance (Staff-assisted)	Basic Career Service	1003, 1004, 1104
V38	DVOP Only - Veteran Employment Goals - Initial and Follow-up	Y				Veteran Employment Goals - Initial and Follow-up	Y	Y	Career Planning	Individualized Career Service	1004, 1200, 1201
V40	DVOP Only - Veteran Pre-Employment Coaching	Y				Veteran Pre-Employment Coaching	Y	Y	Individual Counseling	Individualized Career Service	1004, 1200, 1201