

E-codes that would be used by all levels of staff (Board, DWS, and Contractor staff)

E-Code	NCWorks Service Name	DOL Employer Services Category	NCWorks Definition	Keywords from DOL Definition
E01	On-Site Visit	Employer Information and Support Services	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.	<p>On-site visit at the <b>EMPLOYER LOCATION</b></p> <p>* If the employer does not have a NCWorks account, staff should report contact and details to their Center Manager to include as a non-recordable service.</p> <p>*** A detailed comment is required</p> <p><b>This could be virtual, when Centers are closed and/or working a modified schedule. If virtual, it should be properly documented in the comment.</b></p>
E07	Promotional Call/Email	Employer Information and Support Services	Promotional call: anything related to contacting a business to promote or share information about services <b>by email and/or phone. (If face-to-face interaction, use E01.)</b>	<p><b>PROMOTIONAL CALL OR EMAIL</b> that provides the employer information about the services offered through the NCWorks Career Center.</p> <p>* If the employer does not have a NCWorks account, staff should report contact and details to their Center Manager to include as a non-recordable service.</p> <p>*** A detailed comment is required</p>
E10	Provided Additional Employer Services	Employer Information and Support Services	Job profiling, employee surveys, job description development, Work Opportunity Tax Credit, referrals to small business resources, seminars, and workshops.	<p>ONLY RECORD THIS CODE FOR THE FOLLOWING: <b>job profiling, developing an employer survey, developing an "official job description", providing WOTC information, referring employer to small business resources. This could also be booth training related to virtual job fairs/hiring events.</b></p> <p>* creating a job description for WEX is not included as it is not an "official" job description.</p> <p>* If the employer does not have a NCWorks account, staff should report contact and details to their Center Manager to include as a non-recordable service.</p> <p>*** A detailed comment is required</p>
E30	Provided OJT information to Employer	Employer Information and Support Services	OJT: any staff-assisted service related to the provision of OJT for business clients.	<p>Providing <b>OJT</b> and/or <b>WEX</b> information to an employer.</p> <p>* If the employer does not have a NCWorks account, staff should report contact and details to their Center Manager to include as a non-recordable service.</p> <p>*** A detailed comment is required</p>
E02	Provided Job Fair Services	Workforce Recruitment Assistance	Provided job fair services to employer(s), including scheduling, hosting, and marketing.	<p><b>SCHEDULING AND/OR HOSTING A JOB FAIR OR APPLICATION EVENT</b></p> <p>** The "event" itself should only be recorded ONCE by the Center Manager. <b>ALL EVENTS SHOULD BE COORDINATED WITH THE ASSISTANCE OF THE CENTER MANAGER.</b></p> <p>*** A detailed comment is required</p>

E03	Provided Job Order Follow- up/Assistance	Workforce Recruitment Assistance	Provided job order assistance.	<b>JOB ORDER ASSISTANCE</b> ; keying in the job order, reviewing and/or updating.  ** All job orders keyed by BSRs should be shared with the local Center Manager prior to being keyed into NCWorks.  *** A detailed comment is required.
E04	Provided Mass Recruitment Services	Workforce Recruitment Assistance	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.	Recruitment services related to a job fair and/or application event: we provided the <b>SPACE and/or RECEIVED "MASS" APPLICATIONS and/or we provided "MASS" OUTREACH</b>  ** A detailed comment is required
E06	Provided Candidate Pre- Screening	Workforce Recruitment Assistance	Provided candidate pre-screening, applicant screening and referral, academic assessments, career readiness activities, career assessment tools, interest/aptitude testing, and job portal recruitment.	<b>PRE-SCREENED CANDIDATES NOT ASSOCIATED WITH</b> an active job order, provided assessment testing such as <b>eSkill, Traitify, TABE and/or WorkKeys.</b>  *** JDC should be entered
E08	Reviewed resumes and referred eligible individuals	Workforce Recruitment Assistance	Reviewed resumes and referred eligible individuals.	<b>REVIEWED RESUMES AND REFERRED INDIVIDUAL NOT ASSOCIATED WITH</b> an active job order or all resumes were held in the local office and screened by staff prior to sending to the employer.  ** JDC should be entered
E92	Notification to employer of potential applicant	Workforce Recruitment Assistance	Notification to employer of potential applicant.	Recruitment of a <b>POTENTIAL CANDIDATE NOT ASSOCIATED WITH</b> an active job order through file search or established resume pool.  ** JDC should be entered
E90	Referred Qualified Applicants	Workforce Recruitment Assistance	<b>System generated</b>	<i>SYSTEM GENERATED for all referrals associated with an active job order</i>
E12	Provided Publicly Funded Training Assistance (Not including IW Training)	Training Services	Received publicly funded training assistance that could include customized training, on-the-job training, and/or apprenticeship training. (Does NOT include Incumbent Worker Training.)	Received publicly funded training assistance, including customized training and on-the-job training.

E-codes that would be used by Management Level Staff (Board, Center Managers)

E-Code	NCWorks Service Name	DOL Employer Services Category	NCWorks Definition	Keywords from DOL Definition
E05	Provided Detailed Labor Market Study	Employer Information and Support Services	Provided detailed labor market study, any service related to the sharing or analysis of LMI, or wage analytics.	<b>LOCAL LABOR MARKET INFORMATION</b> including characteristics of the workforce, skills businesses need, local employment dynamics information such as workforce availability, worker supply and demand, business turnover rates, job creation, and job identification of high growth and high demand industries.

E13	Engaged in Strategic Planning / Economic Development	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.	Workforce investment strategic planning or business growth and economic development strategic planning. These activities could 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; and partnering in collaborative efforts to identify workforce challenges and developing strategies to address those challenges.
E11	Accessing Untapped Labor Pools	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.	Established pipeline activities in partnership with the public workforce system. 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.
E14	Rapid Response and Business Downsizing Assistance	Rapid Response/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.	Received an initial on-site visit or contact to either (a) discuss the range of rapid response services and other assistance available to workers and employers affected by layoff, plant closures, or natural disasters, or (b), as required by WIOA section 3(51) (A), plan a layoff response following notification of a current or projected permanent closure or mass layoff, including natural or other disasters.

E-codes (system generated) for employers only

E-Code	NCWorks Service Name	DOL Employer Services Category	NCWorks Definition	Keywords from DOL Definition
E94	Employers view internal resume(SYSTEM)	Workforce Recruitment Assistance		EMPLOYER HAS USED NCWORKS TO SEARCH FOR CANDIDATES

E-codes used by Board staff only

E-Code	NCWorks Service Name	DOL Employer Services Category	NCWorks Definition	Keywords from DOL Definition
E20	Provided Publicly Funded NCWorks Incumbent Worker Training	Training Services Incumbent Worker Training Services	Incumbent Worker Training Grants services to include technical assistance (grant submission), eligibility determination (pre-award analysis, etc.), administrative review (monitoring and oversight of activities), etc...	Received publicly funded training assistance (incumbent worker training only).
E15	Planning a Layoff Response	Rapid Response/Business Downsizing Assistance Planning 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.	Range of rapid response services and other assistance available to workers and employers affected by layoff, plant closures, or natural disasters, or (b), as required by WIOA section 3(51) (A), plan a layoff response following notification of a current or projected permanent closure or mass layoff, including natural or other disasters.

**Rivers East WDB**

**Updated Employer Services Guidance**

**Effective January 4, 2021**

- \* We will start using the DOL definitions to record employer services
- \* If the referral is made using a job order and a E90 is recorded; no other E-code should be recorded for the service
- \* For reporting purposes, employers are only counted ONCE, regardless of the number of services recorded

*Career Advisor*

E06	Only used for Job Development Contacts (JDC)
E08	Referral NOT associated with a job order

*BSR*

E06	Recorded when candidate is identified and referred, not associated with a job order
E08	pre-screening candidates not associated with a job order for WEX and/or OJT (i.e., file search)