

**PY 20-21 Customer Engagement Service Codes**

**(Attachment F, Measure 2)**

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| **99** | 511N-Issued and Explained | **129** | Veteran Case Management, Other |
| **101** | Orientation, Staff Assisted | **130** | Proficiency Testing |
| **102** | Initial Assessment  | **131** | Testing/Background check as required by employer |
| **104** | Job Search Workshop | **132** | Testing-Other |
| **105** | Job Finding Club | **134** | Employer Pre-Screening |
| **106** | Provided Internet Job Search Support/Training | **135** | Local Office Contact |
| **109** | Case Coordinated Services | **136** | Follow-up Contact |
| **110** | Attended Rapid Response | **153** | Computer Skills Workshop  |
| **111** | TAP Workshop | **154** | Social Networking Workshop |
| **112** | Job Fair | **155** | Interview Skills Workshop |
| **113** | Job Search Plan | **156** | Soft Skills Workshop |
| **114** | Staff-Assisted Job Search | **157** | Financial Management Workshop |
| **115** | Resume Preparation Assistance | **160** | Meaningful RA Claim Assistance – Filed RA Claim |
| **117** | Outreach VET/MSFW/Mil Dependents | **161** | Assistance Establishing Eligibility for Financial Aid Adult |
| **119** | Recruitment Event | **162** | Trade Adjustment Act (TAA) Staff: Wagner Peyser Initial Assessment |
| **121** | Professional Placement Network (PPN) | **163** | TAA Staff: Individualized Education Plan (Training Plan) |
| **123** | Job Development Contacts | **164** | Veteran Entered Federal Contractor Job |
| **124** | Received Bonding Assistance | **165** | Veteran Referred to Federal Contractor Job |
| **125** | Job Search/Placement Assistance including Career Counseling  | **169** | Referral to Supportive Service - Relocation Assistance |
| **127** | Reportable Service from DVOP/LVER | **170** | Referral to Supportive Service - Family Care |
| **128** | CH 31 Vocational Rehab, Case Management | **171** | Referral to Supportive Service - Medical |
| **172** | Referral to Supportive Service - Incentives/Stipends | **208** | Referred to Other Federal (Non-WIOA) Training |
| **173** | Referral to Supportive Service - Temporary Shelter | **209** | Referred to State and Local Training |
| **174** | Referral to Supportive Service - Other (Non-Federal/State) | **210** | Referred to Educational Services |
| **175** | Referral to Supportive Service - Seminar/Workshop Allowance | **211** | Referred to WIOA |
| **176** | Referral to Supportive Service - Job Search Allowance | **212** | Other Intensive Services not otherwise classified |
| **177** | Referral to Supportive Services - Federal/State | **213** | Mentorship |
| **178** | Referral to Supportive Service - Transportation Assistance | **215** | Pre-Vocational – Adult |
| **179** | Outside Web-Link Job Referral | **216** | Out of Area Job Search Assistance  |
| **180** | Supportive Service – Family Care | **217** | Supportive Service – Relocation Assistance  |
| **181** | Supportive Service – Transportation Assistance | **218** | Internships |
| **182** | Supportive Service – Medical  | **219** | Work Experience |
| **183** | Supportive Service – Incentive/Bonuses | **222** | English as a Second Language (ESL) |
| **184** | Supportive Service – Temporary Shelter | **226** | Reading and/or Math Testing |
| **185** | Supportive Service – Other  | **230** | TAA – Approved Out of Area Relocation Allowance |
| **186** | Supportive Service – Seminar/Workshop Allowance | **231** | TAA – Approved Out-of-Area Job Search Allowance |
| **187** | Supportive Service – Job Search Allowance  | **232** | ATAA/RTAA Wage Subsidy  |
| **189** | Notification of Veteran Priority of Service | **233** | TAA – Scheduled Break in Training |
| **200** | Individual Counseling | **234** | TAA – Unscheduled Break in Training |
| **201** | Group Counseling | **243** | Waiver -Individual or Family Care |
| **202** | Career Guidance/Planning | **244** | Waiver – Enrollment Unavailable |
| **203** | Objective Assessment | **245** | Waiver – Training Not Available |
| **204** | Interest and Aptitude Testing | **300** | Occupational Skills Training – Approved Provider (ITA) |
| **205** | Develop Service Strategies (EDP/IEP/ISS) | **301** | On-The-Job Training (OJT) |
| **206** | Referred to Apprenticeship | **302** | Entrepreneurial Training |
| **207** | Referred to Job Corps | **303** | Occupational Skills Distance Learning |
| **304** | Customized Training | **335** | TAA - Approved Remedial Training |
| **305** | Skill Upgrading and Retraining | **336** | TAA - Approved ESOL Required Only |
| **306** | Transitional Jobs | **337** | TAA Prerequisite Training |
| **307** | Job Shadowing | **338** | TAA Apprenticeship Training |
| **308** | Prerequisite-Adult | **341** | TAA - Occupational Skills Training - Non Approved Provider (No ITA) |
| **311** | WP Enrolled in Job Corps | **370** | Completed Training - WP/Vets |
| **312** | Enrolled in Federal Training | **400** | Summer Youth Employment |
| **313** | WP Enrolled in State and Local Training | **401** | Pre-Employment Training / Work Maturity |
| **314** | WP Enrolled in Apprenticeship Training | **402** | Other Youth Services |
| **315** | Adult Literacy, Basic Skills, GED Prep | **403** | Other Occupational Skills Training - Youth |
| **316** | Other Non-Occupational Skills Training - Adult | **404** | Other Non-Occupational Skills Training - Youth |
| **317** | Other Occupational Skills Training - Adult | **405** | Prerequisite - Youth |
| **318** | Other Non-Occupational Skills Training - Adult | **406** | Tutoring, study skills training, instruction and Dropout Prevention Strategies |
| **320** | Private Sector Training | **407** | Customized Training - Youth |
| **323** | Workplace Training & Cooperative Education | **408** | Internship – Un-Paid |
| **324** | Adult Education w/ Occupational Skills Training - Approved Provider (ITA) | **409** | Job Shadowing |
| **326** | Supportive Service - Needs Related Payments | **410** | Leadership Development Services |
| **327** | Supportive Service - Training Allowance | **411** | Adult Mentoring |
| **328** | Occupational Skills Training – Non-Approved Provider (No ITA) | **412** | Objective Assessment |
| **329** | Registered Apprenticeship | **413** | Develop Service Strategies (IEP/ISS) |
| **330** | TAA -Approved Transportation in Training | **414** | Basic Skills Training |
| **331** | TAA - Approved Subsistence in Training | **415** | Enrolled in Alternative Secondary Education |
| **332** | TAA - Approved On-the-Job Training | **416** | Occupational Skills Training – Eligible Training Provider |
| **333** | TAA - Approved Customized Training | **417** | Comprehensive Guidance and Counseling |
| **334** | TAA - Approved Occupational Skills Training | **418** | Adult Education (GED) |
| **419** | Supportive Services - Stipends | **440** | Assistance Establishing Eligibility for Financial Aid Youth |
| **420** | Post-Secondary Transition and Preparatory Activities/Service s - Youth | **451** | Track Progress on Job |
| **421** | Financial Literacy Education - Youth | **480** | Supportive Service - Family Care |
| **422** | Education Concurrently with Workforce Preparation - Youth | **481** | Supportive Service - Transportation Assistance |
| **423** | Pre-Apprenticeship - Youth | **482** | Supportive Service - Medical |
| **424** | Registered Apprenticeship | **483** | Supportive Service - Temporary Shelter |
| **425** | Work Experience - Paid | **484** | Supportive Service - Incentives / Bonuses |
| **426** | Work Experience - Un-Paid | **485** | Support Service - Other |
| **427** | Internship - Paid | **488** | Supportive Service - Needs Related Payments - Youth |
| **428** | On-the-Job Training | **500** | Referred to Job Over 150 Days |
| **429** | Enrolled in Secondary School (H.S.) | **501** | Referred to Job 4-150 Days  |
| **430** | Youth Occupational Skills Training - Non-ETPL Provider | **502** | Referred to Job 3 Days or Less |
| **431** | Alternative Secondary School Services | **505** | External Job Referral by Staff  |
| **432** | Counseling | **590** | Notification to Jobseeker of potential job |
| **433** | Follow-Up Services |  |  |
| **434** | Job Placement, Career and Education Services |  |  |
| **439** | Post-Secondary Education-During Participation - Youth |  |  |