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STATE INSTRUCTION NUMBER 17-02

To: DEW Area Directors
DEW Regional Managers

Subject: Wagner-Peyser Reporting Requirements and Activity Codes

Issuance Date: September 7, 2017

Purpose: The purpose of this guidance is to clarify the difference between a reportable individual and a participant in Wagner-Peyser (WP) for federal reporting purposes.

Background: WP services are available to any person who wishes to access them without regard to eligibility, employment or income status. Previously, any engagement with the labor exchange system and/or WP staff (e.g. using SCWOS to look for work, receipt of basic information from staff, or referrals to partners or services) would make an individual a WP participant. The Workforce Innovation and Opportunity Act (WIOA) now requires States to collect information and report individuals based on their level of engagement with the workforce system. The category of reportable individual allows the Department of Labor (DOL) to identify the individuals who engaged with the workforce development system on an initial level, but who do not receive a significant staff-assisted service that would make them participants. Outcomes of reportable individuals are not included in performance. Only individuals who meet the definition of "participant" are included in performance indicators.

Policy: WIOA now defines two categories of individuals accessing the workforce system:

- Reportable Individual; and
- Participant.

A *Reportable Individual* is one who only uses the self-service system or receives information-only services or activities. *Reportable Individuals* are **not** included in WP performance.

Self-service occurs when individuals independently access any workforce program's information and activities in either a physical location, such as an SC Works Center, or remotely via the use of electronic technologies. Self-service does not uniformly apply to all virtually accessed services. For example, virtually accessed services that provide a level of support beyond independent job or information seeking on the part of an individual would not qualify as self-service. Information-only services or activities are those that provide readily available information that does not require an assessment by a staff member of the individual's skills, education or career objectives.

A *Participant* is a reportable individual who receives an individualized career service or a basic career service that is neither self-service nor information-only. Participants are included in WP performance.

WP activity codes are recorded in South Carolina Works Online Services (SCWOS) to track services for reportable individuals and WP participants. The WP activity codes have been revised, to include the addition of the following codes, in accordance with federal reporting requirements:

- 137: WP Initial Assessment;
- 138: Referral to Veterans' Affairs VR&E Program;
- 139: Staff-Assisted UI Claim Assistance;
- 140: Provision of Financial Aid Eligibility Assistance; and
- 141: Provision of Financial Literacy Services.

Additionally, because the Federal bonding process at the local level is informational and does not require significant staff involvement, WP activity code 124: *Federal Bonding Assistance* will now be entered by State Level staff only. Local staff will continue to distribute the letter and brochure, but will no longer be required to enter an activity for doing so.

When a reportable individual becomes a participant by receiving a significant staff-assisted service, the WP application must be fully completed in order to accurately record activities. Under new Federal reporting requirements, staff must complete additional demographic data screens in SCWOS to fully enroll an individual in the WP program as a participant. The following activities require significant staff involvement and therefore trigger participation and the additional data collection elements:

105: Job Finding Club	140: Provision of Financial Aid Eligibility Assistance
115: Resume Preparation Assistance	141: Provision of Financial Literacy Services
123: Job Development Attempt/Contact	202: Career Guidance/Planning/Counseling
124: Federal Bonding Assistance (State-Level)	203: Comprehensive Specialized Assessment
126: Tax Credit Certification (State-Level)	204: Testing
137: WP Initial Assessment	205: Development of Individual Employment Plan
139: Staff-Assisted UI Claim Assistance	500-502, 505: Job Referrals (System Set)

Action: Ensure that all staff receive and understand this policy and the revised WP activity codes.

Inquiries: Questions may be directed to Grey Parks at bparks@dew.sc.gov or (803) 737-0086.



Patricia Sherlock, Director
Policies and Procedures

Attachment: *WP Activity Codes*

WAGNER-PEYSER ACTIVITY CODES

ACTIVITY CODE	ACTIVITY NAME	DEFINITION	NOTES	TRIGGERS PARTICIPATION
DO NOT DUPLICATE SERVICES ALREADY RECORDED IN WIOA/TAA ACTIVITY RECORDS.				
101	Orientation	Informational session to provide an individual or group with an overview of programs.	Examples: Orientation to a SC Works Center, Resource Room, or WIOA Services, etc.	No
105	Job Finding Club	A supervised group activity designed to develop internet job search skills and job retention strategies.	A corresponding case note should reflect the scheduled frequency and duration of the activity.	Yes
106	Provided Internet Job Search Support	Recorded when staff provides internet job search instruction.	This may be provided to an individual or in a group setting where computers are accessible.	No
107	Provided Labor Market Research	Recorded when staff provides specific, detailed labor market research.	This does not include referring an individual to a website or providing a handout with a list of websites.	No
110	Attended Rapid Response	Recorded when an individual attends a group orientation meeting in preparation for a layoff.	A corresponding case note should include the employer and the projected dislocation date.	No
111	Attended TAP Workshop	Specific workshop designed for transitioning service members and their families who are within 12 months of separation or within 24 months of retirement from the armed forces.	Staff records when an individual indicates he or she recently attended a TAP Workshop.	No
115	Resume Preparation Assistance	Recorded when staff provides assistance with the revision or completion of a resume/cover letter.		Yes
123	Job Development Attempt/Contact	Occurs when a staff member contacts a registered employer on behalf of an individual or group of individuals to develop a possible employment opportunity where no known job opening or active job opening exists.	A corresponding case note should reflect the employer, result of the attempt, and job title(s), if available.	Yes
124	Federal Bonding Assistance	Entered by State Level staff only.	Activity is entered by State Level staff when an individual completes the Federal bonding process.	Yes
126	Tax Credit Certification	Entered by State Level staff only.	Activity is in reference to the WOTC program.	Yes
132	Workshops/Seminars	Recorded when an individual attends a job readiness workshop or seminar which may include resume writing, interviewing skills, communication skills, and job acquisition and retention skills.	A corresponding case note should indicate the type of workshop or seminar conducted.	No

WAGNER-PEYSER ACTIVITY CODES

ACTIVITY CODE	ACTIVITY NAME	DEFINITION	NOTES	TRIGGERS PARTICIPATION
136	UI Profiling Workshop	Recorded when a claimant attends a required workshop for selected UI recipients.		No
137	WP Initial Assessment	Recorded upon completion of the WP Initial Assessment Form used to quickly identify the customer's occupational goals, existing skills, and work search readiness, and to determine if barriers to employment exist. The initial assessment will result in a determination of next steps for the customer, which may include a referral to a Workforce Consultant for individualized career services and development of an Individual Employment Plan (IEP).	A corresponding case note indicating the outcome of the assessment (i.e. referral to a Workforce Consultant or job search ready) must be entered with the completed Initial Assessment Form attached. (The form must be attached as a PDF to prevent a viewing rights issue.) If a referral is required, the case note must be sent to the Workforce Consultant and activity code 188: Interagency Referral, must be recorded as well.	Yes
138	Referral to Veterans' Affairs VR&E Program	Recorded when an individual is referred to the Department of Veterans' Affairs Vocational Rehabilitation and Employment Program.		No
139	Staff-Assisted UI Claim Assistance	Recorded when staff provides meaningful assistance filing an <u>initial</u> UI claim online.	If requested or if the individual is identified as needing the service due to barriers such as limited English proficiency, lack of computer skills, or other barriers.	Yes
140	Provision of Financial Aid Eligibility Assistance	Recorded when staff provides financial information or assistance in establishing eligibility for financial aid for training and education programs.	A corresponding case note should identify the type of financial eligibility assistance provided.	Yes
141	Provision of Financial Literacy Services	Recorded when an individual receives financial literacy services, which may include services that help with creating budgets, opening checking and saving accounts, managing credit and debt, or other basic financial literacy activities.	A corresponding case note should identify the type of financial literacy services provided.	Yes
178	Referral to Supportive Service	Recorded upon referral to another agency for services such as transportation, healthcare, child care, financial counseling, etc.	A corresponding case note should identify the service needed and the entity referred to.	No
179	External Website Job Review	A self-service activity based on user navigation in SCWOS.	System generated and not entered by staff.	No

WAGNER-PEYSER ACTIVITY CODES

ACTIVITY CODE	ACTIVITY NAME	DEFINITION	NOTES	TRIGGERS PARTICIPATION
188	Interagency Referral	Recorded upon referral of an individual from internal WP staff to other internal WP staff.	A corresponding case note should indicate the receiving staff member and the nature of referral.	No
190	Referral to Reemployment Services	Recorded at the mandatory RESEA appointments for selected UI recipients upon referrals to WP services deemed necessary to help claimants return to work.		No
202	Career Guidance/Planning/ Counseling	Recorded when staff provides a range of in-depth information, materials, suggestions, or advice to assist an individual in making an occupational or career choice regarding employment and training opportunities.	A corresponding case note must include a summary of the session, including next steps for the individual.	Yes
203	Comprehensive Specialized Assessment	An in-depth assessment of the skills and service needs of the individual which includes completion of the Objective Assessment Summary in SCWOS.	Activity 205: Development of Individual Employment Plan, should be completed as a result of this assessment.	Yes
204	Testing	Recorded upon completion of a formal, diagnostic assessment of an individual's aptitude, basic skills or proficiency in preparation for employment or training opportunities.	Scores must be recorded in the appropriate section of the Assessments tab.	Yes
205	Development of Individual Employment Plan (IEP)	Recorded upon completion of an IEP that includes objectives to achieve employment goals.	The development of an IEP should be based on a current Objective Assessment Summary.	Yes
208	Referred to Federal Training	Recorded upon referral to a training program supported by the Federal government, such as WIOA-funded projects, TAA, Adult Education, Voc Rehab, and Job Corps.	A corresponding case note should indicate the receiving program and the nature of the referral.	No
209	Referred to other Federal or State-Funded Assistance	Recorded upon referral to other Federal or State assistance programs, which may include SNAP, TANF, health insurance assistance, child support assistance, tax preparation assistance, etc.	A corresponding case note should indicate the receiving program and the nature of the referral.	No
210	Referred to Educational Services	Referrals designed to develop competency in basic educational skills such as reading, comprehension, mathematics, writing, speaking, reasoning, and/or programs leading to education credentials such as GED or High School Diploma or College Degree.	A corresponding case note should indicate the receiving program and the nature of the referral. Do not use for 208-209.	No
211	Referred to WIOA	Recorded upon referral to WIOA staff for possible services.	A corresponding case note should indicate the services needed and nature of the referral.	No

WAGNER-PEYSER ACTIVITY CODES

ACTIVITY CODE	ACTIVITY NAME	DEFINITION	NOTES	TRIGGERS PARTICIPATION
312	Enrolled in Federal Training	Staff referred individual to a Federal Program and verified entry into training. Example: WIOA, Job Corps, etc.	Document the name of the program, training provider, and the start date in case note.	No
500	Referred to Job Over 150 Days		All codes for job referrals are generated by the system and should not be added by staff.	Yes
501	Referred to Job 4 - 150 Days			
502	Referred to Job 3 Days or Less			
503	Negative Referral Results			
505	External Job Referral by Staff			
750 - 879	Placement Results		Both positive and negative placement results are system generated and do not extend soft exits.	N/A
W01 - W19	WOTC Program Codes	Entered by State Level staff only.		N/A
003	Self-Service Registration		SELF-SERVICE ACTIVITIES ARE SYSTEM-SET BASED ON JOB SEEKER LOG-IN TO SCWOS AND NAVIGATION WITHIN SCWOS RELATED TO THESE ACTIVITIES.	No
004	Self-Service Information on Training Providers, Performance Outcomes			
005	Self-Service			
006	Self-Service Job Search through SCWOS			
007	Self-Service Resume			
090	Skills Self-Assessment			