

Kansas Department of Commerce
Workforce Services
Policy and Procedures Manual

Policy Number: 4-05-00

Originating Office: Workforce Services

Subject: Enrollment and Documentation Standards

Issued: July 22, 2009 KWSB (per June 18, 2009 KWSB Policy Committee)

Purpose: The purpose of this policy is to define self-service and significant staff involvement services and their affect on Wagner-Peyser and WIA program enrollments. In addition, the policy establishes minimum documentation standards for Wagner-Peyser and WIA performance enrollments.

References: WIA sections 101(10), 101(25), 101(37), 129(c)(5), 134(d)(4), and 188(a)(5), 189(h), 20 CFR Parts 663, 110, 663.120, 667.250; TEGL 17-05; TEGL 22-04, Change 1.

Background: The intent of this policy is to:

- Define self service and informational and significant staff involvement activities;
- Respond to questions regarding how self service and significant staff involvement activities impact enrollments under the Wagner-Peyser and WIA programs.
- Review how significant staff involvement activities result in performance enrollments for the WIA program and review how performance enrollments differ from other participant enrollments;
- Review WIA program eligibility and documentation requirements as they relate to the WIA enrollment process;
- Provide information on minimum documentation standards for performance enrollments under WIA.

With the implementation of Wagner-Peyser and WIA integration there have been questions on what customer services trigger an enrollment in the Wagner-Peyser and WIA programs; when enrollments become performance counts under each program and what, if any, client documentation is needed to support a participant enrollment in one or both programs.

It is important to note that significant differences exist between a WIA and Wagner-Peyser enrollment including the documentation needed under each program to support an enrollment. This directive attempts to examine these variances and to establish minimum enrollment and documentation standards for each program.

Table of Contents

Enrollments 1

Service Definitions and Their Impact on Enrollments 1

Source Documentation 3

Source Document Definitions 4

Signatures 5

Attachments 6

Enrollment and Documentation Standards

Enrollments

Wagner-Peyser services are available to any person who wishes to access them without regard to eligibility, employment or income status. Any individual accessing the services whether electronically or at a workforce center should be enrolled in the Wagner-Peyser program. This includes individuals who access the services themselves (self service) or are provided significant staff involvement (staff assisted) services. While each of these terms are further defined in this policy, for the purpose of clarification, all individuals receiving either self service or significant staff involvement service under Wagner-Peyser would be enrolled in the Wagner-Peyser program and included in Wagner-Peyser performance measures.

WIA has specific eligibility requirements for each fund stream and varies significantly from Wagner-Peyser with regard to enrollment requirements. Customers can access a variety of WIA services and be enrolled as a WIA participant without triggering a performance enrollment. If significant staff involvement (staff assisted) services are provided, the participant must be determined eligible for WIA prior to the enrollment. A participant enrollment also has different documentation requirements from performance enrollments, the critical difference being eligibility, and eligibility documentation must be established before a WIA performance enrollment occurs. A WIA customer can be a WIA participant, a performance participant or both. This is determined by the level of service the participant received. Staff assisted services require an eligibility determination and eligibility documentation prior to enrollment.

Service Definitions and Their Impact on Enrollments

The following service explanations are provided as a tool in establishing at what point in the provision of services a customer is enrolled.

A. *Self-Service and Informational Activities:* Self-service and informational activities are those core services that:

- Are made available and accessible to the general public;
- Are designed to inform and educate individuals about the labor market, their employment strengths and weakness, and the range of services appropriate to their situation; and
- Do not require significant staff involvement with the individual in terms of resources or time.

Self-service means clients access information and activities on their own in a workforce center or online. Staff may assist a customer/participant with a self-service activity as a reasonable accommodation for a variety of reasons, including, but not limited to, a known or perceived disability, comprehension difficulty, technology familiarity, or general comfort level. Since the state must report on individuals who receive a service, whether it is self-service and/or informational or staff assisted, it is important that distinctions be made between self service and significant staff involvement services and how these services impact enrollment and documentation decisions.

- Wagner-Peyser self services result in a participant as well as a performance count for Wagner-Peyser. Since no eligibility requirements exist for Wagner-Peyser, enrollment documentation requirements do not apply. Enrollments may be done automatically when self-services are received through a registered account on **KANSASWORKS.com** or they may be recorded when individuals access such services through the workforce center. Documentation is not required for self service users of the system.

Note: Wagner-Peyser staff assisted services, including job referrals, establish the need for Work Authorization to be determined. This may be documented through self attestation.

- WIA self service enrollments count towards participants served, but do not count as performance participants. Self service enrollments do not require eligibility documentation and data elements gathered as a result of self service enrollments do not require documentation.

B. Significant Staff Involvement: This activity is fundamental in determining if a participant will be included in performance calculations (performance participant) under WIA. The critical distinction in determining when a participant has received a level of service that requires significant staff involvement is whether or not the service is designed to be delivered by staff or as a self-service. When a core service is designed to be delivered by staff it is staff assisted. An example of either a self-service or staff-assisted activity would be resume development. In this example, if resume development software is available through the workforce center and it is a self directed tutorial it would be considered a self-service. If, however, it is part of a class offered by workforce center staff, it would be considered a significant staff involvement activity. Significant staff involvement in a workforce setting is any assistance provided by staff beyond activities described as informational and self-service activities, regardless of the length of time involved in providing such assistance. Whenever a client of the workforce center receives significant staff assistance the service is to be recorded in their client record.

As noted earlier, all Wagner-Peyser self-service participants are included in Wagner-Peyser performance measures regardless of the level of staff involvement. When significant staff involvement activities occur in WIA the participant must be determined eligible to receive such services. This includes documentation needed to support the eligibility decision. Eligibility criteria for the Adult, Youth and Dislocated Worker programs along with documentation needed to support the eligibility decision can be referenced in policy number 3-14-02 (WIA Eligibility Determination and Documentation).

Clients receiving significant staff involvement services are recorded for enrollment purposes in the following categories:

- For Wagner-Peyser; count as a participant and enrolled as a performance participant;
- For WIA; count as a participant and, if eligible, enroll as a performance participant;
- For TAA; count as a participant and, if eligible, enroll as a performance participant.

Source Documentation

A WIA performance enrollment creates the need for the collection of data elements necessary to establish eligibility, carryout federal and state reporting requirements, evaluate services, determine outcome information and carryout monitoring activities. Documentation of specific data elements must be completed as part of the WIA enrollment process. For most data elements there are various documents that can be used as source documentation. All source documentation should consistently validate/document the data elements in question. In addition to collecting and retaining hard-copy source documentation on data elements, computer cross-match, State MIS data, self attestation and enrollment case notes are often acceptable forms of source documentation. The following represents minimum source documents necessary to support program enrollments by type of service:

Core Level:

- **Date of Birth:** This data element must be validated through a copy of a legal document (birth certificate, driver's license, work permit, hospital records, etc.) or cross-matched with the Department of Vital Statistics.
- **Work Authorization:** This data element may be validated at the core service level through self attestation, however, intensive and training services will require supporting documentation, such as a work permit.

- All other data elements may be validated through self attestation (printing and signing the view screen in **KANSASWORKS.com**).

Intensive and Training Level:

- Date of Birth: Legal document as noted above.
- Veteran’s Status (if applicable): database, cross-match or acceptable documentation.
- TANF (if applicable): data base, cross math or acceptable documentation.
- Other Public Assistance (if applicable): data base, cross-match or acceptable documentation.

Source Document Definitions

1. Cross-match: A cross match requires validation to find detailed supporting evidence for a data element. A social security number (SSN) with dates of publication and services received is detailed supporting evidence.
 - a. Note: Only finding a SSN is not a cross-match
 - b. Example: In a cross-match for Public Assistance using a non-WIA database such as SRS, the occurrence of a SSN match is NOT detailed supporting evidence while the occurrence of the SSN with dates of participation and services received is detailed supporting evidence.
2. State MIS: Unless otherwise noted, specific detailed information stored in the state’s information system to support an element.
 - a. Note: A checkmark on a computer screen is not detailed information to support an element. The date of first training in and of itself is not detailed information while the date of first training in addition to the type of training and training provider is sufficient detailed information. This level of detail is valid source documentation and makes it unnecessary to further validate the data element in the local workforce center.
3. Self-Attestation: Self-Attestation occurs when a participant states his or her status for a particular data element and then signs and dates a form acknowledging this status. The form and signature can be on paper or in the state management information system, with an online signature.
 - a. Note: The key elements for self-attestation are:

- i. The participant identifying his or her status for a permitted element; and
 - ii. Signing and dating a form attesting to this self-identification.
4. Case Notes: Case notes refer to either paper or electronic statements by the case manager that identifies, at a minimum, the following
 - a. The participant's status for a particular element;
 - b. The date on which the information was obtained; and
 - c. The case manager who obtained the information.

Signatures

The signature of the applicant must be obtained attesting the information on the application is true to the best of the applicant's knowledge and there is no intent to commit fraud. The actual or electronic signature acknowledges the information on the application will be used to determine eligibility and the applicant may be required to document the accuracy of the information. It should also note the information is subject to external verification (e.g. USDOL or independent auditors) and may be released for such purposes. The signature also acknowledges that, if found ineligible subsequent to enrollment, the applicant will be terminated and removed from the WIA performance participant count. The terminated applicant will however remain in the WP/WIA participant and WP performance participant tally. If the applicant is terminated as a result of falsifying information on the application they may also be prosecuted for fraud and/or perjury.

An authorized staff member should thoroughly review the entire eligibility assessment application and determine if the information is complete, consistent, and the eligibility determination is correct. If the eligibility verification is met, the staff member should sign and date the eligibility assessment. The application may be placed in a **KANSASWORKS.com** pending queue in order to complete the eligibility and documentation process prior to enrollment.

Attachments

Attachment A represents the activities and services that will trigger an automatic performance enrollment.



Attachment A -
Service List.pdf

Attachment B details data elements and source document definitions for adult, dislocated worker and NEG clients.



Attachment B -
Definitions.pdf

SERVICE NAME	SERVICE IDENTIFICATION	TYPE OF SERVICE	CO-ENROLLMENT REQUIRED	EXTENDS EXIT	ACTIVITY PERFORMED	COMMENTS/QUESTIONS
Adult Education and Literacy Activities		Training	Y	Y		
Assessment Orientation	Assessment Orientation	Core	Y	Y	In depth orientation during intake or one on one TANF Workshop	
Assessment Testing	Assessment Testing	Core	Y	Y	CASAS WorkKeys	
Career Guidance	Assessment Counseling	Intensive	Y	Y	One on One for LMI review One on one Choices Review Employer Orientation One on One for referral to counseling	
	Career Guidance	Intensive	Y	Y		
	Individual Counseling and Career Planning (WIA)	Intensive	Y	Y		
	Individual Counseling and Career Planning (TAA)	TAA	Y	Y		
Case Management	Case Management (TAA)	TAA	Y	N		
	Case Management (WIA)	Intensive	Y	N		
Child Care Services		Supportive	Y	Y		
Comprehensive Assessment	Comprehensive Assessment (WIA)	Intensive	Y	Y		
Customized Resume Assistance	Job Search Resume Preparation Assistance	Core	Y	Y	One on one resume assistance Resume Workshops	
	Job Search Resume Preparation Assistance (TAA)	TAA	Y	Y		
Customized Training	Customized/Private Sector Training (WIA)	Training	Y	Y		
	Customized Training (TAA)	TAA	Y	Y		
CRT Basic/Remedial		TAA	Y	Y		
Dependent Care		Supportive	Y	Y		
Disaster Relief Assistance	Disaster Relief Assistance (WIA)	Intensive	Y	Y		
Eligibility Determination (WIA)		Core	N	N		
Emergency Services		Supportive	Y	Y		
Entrepreneurial Training		Training	Y	Y		
Federal Bonding Assistance	Federal Bonding Assistance	Core	N	Y	Federal bond issued	

SERVICE NAME	SERVICE IDENTIFICATION	TYPE OF SERVICE	CO-ENROLLMENT REQUIRED	EXTENDS EXIT	ACTIVITY PERFORMED	COMMENTS/QUESTIONS
Follow-Up Services-Post Placement	Follow Up Services (WIA)	Core	N	N		
	Follow-Up Services - Supportive Services (WIA)	Core	N	N		
General Training	General Training	Training	Y	Y	Any training not otherwise specified	
Group Counseling		Intensive	Y	Y		
Health Coverage Tax Credit (HCTC)		TAA	Y	Y		
Individual Employment Plan	Assessment Employability Planning	Intensive	Y	Y	Creating IEP Choices Review Job Fit Review	
	Employment Plan Development (WIA)	Intensive	Y	Y	Placement Plan	
	Employment Plan Development (LE)	Intensive	Y	Y	Placement Plan	
Initial Assessment	Assessment Interview	Core	N	Y	Employer Pre-Screening Intake Assessment	
	Initial Assessment (WIA)	Core	N	Y		
	Assessment Interview (TAA)	TAA	N	Y		
Job Development	Job Development Activities	Core	Y	Y	Contact to an employer with the intent to place a qualified job seeker	
	Job Development (WIA)	Core	Y	Y		
	Job Development (TAA)	TAA	Y	Y		
Job Readiness Training		Training	Y	Y		
Job Referral	Job Referrals (WIA)	Core	Y	Y		
	Job Referrals (TAA)	TAA	Y	Y		
	Referral to Employment	Core	Y	Y	Referral to a job which cannot be documented as a job referral on KJL	
Job Search Job Finding Club		Core	Y	Y	Scheduled job club workshop	
Job Search and Placement Assistance		TAA/Core	Y	Y		
Job Search Planning	Job Search Planning	Core	Y	Y	One on one development of IEP	
	Job Search Planning (TAA)	TAA	Y	Y		
Job Search Workshop for Incarcerated Veterans		Core	Y	Y	Job search workshops targeted to incarcerated veterans	
Job Workshop - Computers		Core	Y	Y		
Job Workshop - Employer		Core	Y	Y		
Job Workshop - Interviewing		Core	Y	Y		

SERVICE NAME	SERVICE IDENTIFICATION	TYPE OF SERVICE	CO-ENROLLMENT REQUIRED	EXTENDS EXIT	ACTIVITY PERFORMED	COMMENTS/QUESTIONS
Job Workshop - Job Search		TAA/Core	Y	Y	Job search workshop Basic Computer Skills BEST Training	
Job Workshop - Resume		Core	Y	Y		
Job Workshop - Soft Skills		Core	Y	Y		
Needs-Related Payments		Supportive	Y	Y		
Occupational Skills Training	Occupational Skills Training (WIA)	Training	Y	Y		
	CRT Occupational (TAA)	TAA	Y	Y		
On-The-Job Training	On-the-Job Training (OJT) (WIA)	Training	Y	Y		
	On-the-Job Training (OJT) (TAA)	TAA	Y	Y		
Other Supportive Service		Supportive	Y	Y		
Out-of-Area Job Search Assistance		Intensive	Y	Y		
Partner Assessment Services		Core	N	N	WorkKeys	
Placed In Federal Training		Core	N	Y	In Federal Training	
Placed in Training		Core	N	Y	In Training	
Proficiency Testing	Testing Other	Core	N	Y	Tap Dance Assessments Employer Specific Assessments	
Rapid Response		Core	N	Y	Rapid Response Presentation RR Job Fair Targeted RR Workshops	
Referral to Educational Services	Referral to Educational Services	Core	N	Y	Referral for remedial services	
Referral to Partner Services		Core	N	Y	Referral to a partner (one stop or community partners)	
Referral to Supportive Services		Core	N	Y	Referral to supportive services	
Referral to Federal Employment		Core	N	Y		
Referral to Federal Training		Core	N	Y	Referral to Federal Training	
Referral to Training		Core	N	Y		
Referral to Unemployment Insurance Services		Core	N	Y	Referral to UI	
Relocation Assistance		Intensive	Y	Y		
Service Re-Employment Orientation	Assessment Orientation	Core	N	Y	RES	
Short Term Pre-Vocational Services	Short-Term Pre-Vocational Services (WIA)	Intensive	Y	Y		

SERVICE NAME	SERVICE IDENTIFICATION	TYPE OF SERVICE	CO-ENROLLMENT REQUIRED	EXTENDS EXIT	ACTIVITY PERFORMED	COMMENTS/QUESTIONS
Skill Upgrade/Retraining		Training	Y	Y		
Subsistence Allowance		TAA	Y	Y		
TAA Job Search Allowance	Job Search Allowance (TAA)	TAA	Y	Y		
TAA Relocation Allowance	Relocation Allowance (TAA)	TAA	Y	Y		
Training for Non-Traditional Employment		Training	Y	Y		
Transportation Allowance		TAA	Y	Y		
Trade Readjustment Allowance		TAA/TRA	Y	Y		
Transportation Services		Supportive	Y	Y		
Veterans Case Management	Veterans Case Management	Intensive	N	Y		
Veterans Comprehensive Assessment		Intensive	N	Y		
Veterans Customized Resume Assistance		Intensive	N	Y		
Veterans IEP	Employment Plan Development (LE)	Intensive	N	Y		
Veterans Job Development		Intensive	N	Y		
Veterans TAP	TAP Attended TAP Workshop	Core	N	Y	TAP	
Wage Subsidy		TAA/ATAA	Y	Y		
Waiver		TAA	Y	Y		
WIN Enrollment		Core	N	Y	Creating WIN Login	
Work Experience	Internships (WIA)	Intensive	Y	Y		
	Work Experience (WIA)	Intensive	Y	Y		
Work Opportunity Tax Credit Eligibility Determination	Tax Credit Eligibility Determination	Core	N	Y	WOTC Assistance	
Workforce Information Services	Local Area Performance Information (WIA)	Core	N	Y		
	Provision of Labor Market Information (WIA)	Core	N	Y		
	Establishing Financial Aid Eligibility Assistance (WIA)	Core	N	Y		
	Information on Available Supportive Services (WIA)	Core	N	Y		
	Information on Filing Unemployment Claims (WIA)	Core	N	Y		
	Outreach, Intake and Orientation (WIA)	Core	N	Y		

SERVICE NAME	SERVICE IDENTIFICATION	TYPE OF SERVICE	CO-ENROLLMENT REQUIRED	EXTENDS EXIT	ACTIVITY PERFORMED	COMMENTS/QUESTIONS
	Performance and Cost Information on Program Providers (WIA)	Core	N	Y		
	Workforce Information Services	Core	N	Y		
	Workforce Information Services (WIA)	Core	N	Y	LMI (wage survey, Career OneStop, etc.) Choices Employer Orientation	
Workplace Training/Cooperative Education		Training	Y	Y		

SERVICE NAME	DEFINITION OF SERVICE
Adult Education and Literacy Activities	Educational instruction, particularly in basic skills, to raise an individual's general competency level in order to succeed in vocational education, skill training programs, or employment. Included are educational services for participants in need of additional educational assistance to improve their general competence and develop their readiness for skill training or work. Normally conducted in an institutional setting and designed to upgrade basic skills and prepare the individual for further training, future employment, or retention in present employment. Includes remedial reading, writing, mathematics, literacy training, study skills, English for non-English speakers, bilingual training, and GED preparation (including computer-assisted instruction). This activity may only be used in combination with other training.
Assessment Orientation	An interview or meeting, between an interviewer and an individual client or group of clients. Purpose: to prepare the client(s) for participation in formal assessment or testing services; or to provide information about the availability of, access to, and participation in services
Assessment Testing	A meeting, between designated staff and an individual client or group of clients. Purpose: to administer a standardized means of measuring an individual's possession of, interest in, or ability to acquire job skills and knowledge. Assessment Testing refers to tests and assessment instruments used to evaluate individuals for selection, referral, and/or participation in training or vocational counseling.
Career Guidance	The provision of information, materials, suggestions, or advice which are intended to assist the job seeker in making occupation or career decisions.
Case Management	Case management is a process to determine an individual's needs and develop a plan to meet those needs. It involves assessment, planning, decision-making and problem solving. Case management is an ongoing process, depending on the needs of the individual.
Child Care Services	A service which helps parents meet their child care needs. Child care ranges from daycare outside the home or in-house, to after-school programs. It usually includes supervision and shelter, and may include subsistence and transportation.
Comprehensive Assessment	A comprehensive and specialized assessment of the participant's skill levels and service needs. This may include diagnostic testing and the use of other assessment tools, and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
Customized Resume Assistance	The client is provided instruction on the content and format of resumes and cover letters and provided assistance in the development and production of same. Includes online and paper.
Customized Training	Customized training is designed to meet the particular requirements of an employer, with a commitment by the employer to employ, or in the case of incumbent workers, continue to employ an individual upon successful completion of the training. The employer will pay for at least fifty percent of the cost of the training. Customized training of eligible employed workers who are not earning a self-sufficient wage must be related to the introduction of new technologies, introduction to new production or service procedures, upgrading to new jobs requiring additional skills, workplace literacy, or other appropriate purposes identified by the Local Board. This would include training programs operated by the private sector.
CRT Basic/Remedial	Educational instruction, particularly in basic skills, to raise an individual's general competency level in order to succeed in vocational education or skill training programs, or employment. Examples include General Education Diploma (GED) preparation, English as a Second Language (ESL), math instruction, and reading instruction.
Dependent Care	A service which helps individuals meet their family care needs. Family care ranges from day care outside the home or in-house, to after-school programs (outside the home or in-house). It usually includes supervision and shelter, and may include subsistence and transportation.
Disaster Relief Assistance	A service administered as part of a National Emergency Grant, which includes, but is not limited to, providing food, clothing, shelter and related humanitarian services; performing demolition, cleaning, repair, renovation and reconstruction of damaged and destroyed public structures, facilities and lands located within the designated disaster area, as defined in the grant award document.
Eligibility Determination (WIA)	Determinations of whether the individual is eligible to receive assistance under WIA.
Emergency Services	Any other supportive service that may be needed in an emergency to enable the participant to continue in the program.
Entrepreneurial Training	Training provided to individuals interested in starting their own business. Training may include, but not be limited to, how to start a business, how to obtain the necessary permits and licenses, how to successfully run a business, and how to write a business plan.
Federal Bonding Assistance	designated staff issues a bond through the Federal Bonding Program.
Follow-Up Services-Post Placement	Follow up services, including counseling and supportive services regarding the workplace, will be provided for at least 12 months after the first day of employment, as appropriate, to participants who are placed in unsubsidized employment. This might include discussing progress on the job, and discussing any problems the participant might be experiencing.
General Training	Use this activity if the Local Board does not wish to track activities separately or a separate activity does not appear elsewhere.
Group Counseling	Group counseling provided to participants who are unable to find employment through core services alone. This may include life skills workshops, workshops dealing with the world of work, or workshops to remove barriers to employment.
Health Coverage Tax Credit (HCTC)	Tax credit created for the purchase of private health insurance for TAA and ATAA participants who are eligible for or receiving TRA, in approved training, or on a waiver. The credit is equal to 65% of the premium normally paid by eligible individuals for qualified health insurance.
Individual Employment Plan	Joint development of a complete Individual Employment Plan (IEP) by the participant and designated staff, identifying employment goals, appropriate achievement objectives, and an appropriate combination of services to allow the participant to achieve their employment goals. Employability plans are documented in KansasWorks and may or may not include paper documentation.
Initial Assessment	Initial assessment of skill levels, aptitudes, abilities, and supportive service needs.

SERVICE NAME	DEFINITION OF SERVICE
Job Development	Staff work with both employers and participants to create or discover job openings and then market the participant to place them in the job opening.
Job Readiness Training	Job readiness training helps prepare participants for work by ensuring they are familiar with workplace expectations and they exhibit appropriate work behaviors and attitudes. Training may include job retention and life skills training, remedial education, and occupational, career and vocational exploration.
Job Referral	At the employers request, staff may screen participants before referring the participant to a potential job or when operating as an employer's agent.
Job Search Job Finding Club	All elements of the Job Search Workshop, defined herein, plus a follow-up period of structured, supervised application where participants attempt to obtain jobs. The follow-up period is at least one week.
Job Search and Placement Assistance	Staff assisted job search and placement activities are designed to provide individuals with support skills and information to support their occupational skills and work success.
Job Search Planning	In collaboration with an individual client, staff develop a plan for the participant's job search. The plan includes the necessary steps and timetables to achieve a specific employment objective. The job search plan may include, but is not limited to, a list of action steps related to various job search methods: conducting internet job searches; making direct employer contacts; monitoring newspaper and other ads; networking; and maintaining a record of activities, including thank-you letters and follow-up contacts. Clients who participate in Job Search Planning are typically job-ready. The Job Search Plan is documented in KansasWorks. The plan may or may not involve a paper document.
Job Search Workshop for Incarcerated Veterans	A Job Search Workshop, as defined herein, designed specifically for incarcerated veterans. The workshop subjects may include a focus on integration into the labor force and transition from the military and/or incarceration to civilian occupations.
Job Workshop - Computers	A seminar designed to provide clients with information to improve their computer skills. Subjects may include the following topics: computer hardware, information on accessing skill building resources, and setting up an email account.
Job Workshop - Employer	A seminar designed to provide clients with information to improve their chances of securing employment with an employer. Subjects may include the following topics: dependability, appearance, attitude, customer service, workplace etiquette, time management, and employer specific requirements and expectations.
Job Workshop - Interviewing	A seminar designed to provide clients with information to improve their interviewing skills. Subjects may include the following topics: appearance, preparation, panel interviews, behavioral based questions, eye contact, top questions, and follow up.
Job Workshop - Job Search	A seminar designed to provide clients with information to improve their job-search knowledge and skills. Subjects may include the following topics: employment applications, online job search resources, labor market resources, and job search methods (including direct employer contacts and networking).
Job Workshop - Resume	A seminar designed to provide clients with information to improve or build their resume. Subjects may include the following topics: online creation using KANSASWORKS.com or similar program, general templates, cover letter examples, thank you letter examples, and general resume do's and don'ts. Referrals for customized assistance may be made from the workshop.
Job Workshop - Soft Skills	A seminar designed to provide clients with information to improve their ability to obtain and retain employment. Subjects may include the following topics: dependability, appearance, attitude, customer service, workplace etiquette, and time management.
Needs-Related Payments	Needs-related payments provide financial assistance to dislocated workers for the purpose of enabling individuals to participate in training.
Occupational Skills Training	Basic or advanced training for acquiring skills in a specific occupation. Instruction conducted in an institutional or work site setting designed to provide or upgrade individuals with the technical skills and information required to perform a specific job or group of jobs such as auto mechanics, health services, or clerical training. Training provided must be limited to occupations for which there is demand in the local area served or in another area to which the participant is willing to relocate. Consideration must be given to training in occupations determined to be in sectors of the economy with a high potential for sustained demand or growth.
On-The-Job Training	On-the-job training provided by an employer to a paid participant while they are engaged in productive work that provides knowledge or the skills necessary to fully and adequately perform the job.
Other Supportive Service	Any other supportive services provided to the participant, to be defined by local policy.
Out-of-Area Job Search Assistance	Assistance to help the participant find employment outside the normal commuting area. May be used to pay for travel, lodging, and meals while attending job interviews and/or looking for jobs.
Partner Assessment Services	A meeting, between a partner services representative and an individual client or group of clients. Purpose: to administer a standardized means of measuring an individual's possession of, interest in, or ability to acquire job skills and knowledge. Assessment Testing refers to tests and assessment instruments used to evaluate individuals for selection, referral, and/or participation in training or vocational counseling provided by educational institutions and other partner services representative.
Placed In Federal Training	The client enters training funded with federal funds following the interviewer's referral to the training.
Placed in Training	The client enters training funded with state or local funds following the interviewer's referral to the training.
Proficiency Testing	A standardized means of measuring an individual's current proficiency in specific job-related skills.
Rapid Response	One or a combination of services designed to assist workers involved in plant closings or layoffs. Services may be provided individually or in groups and include, but are not limited to, orientation to available training and/or supportive services; labor market information; and participation in various activities developed in response to the layoff.

SERVICE NAME	DEFINITION OF SERVICE
Referral to Educational Services	designated staff refers a client to educational services designed to develop competency in basic literacy skills such as GED or high school diploma.
Referral to Partner Services	designated staff refers a client to a one-stop partner.
Referral to Supportive Services	designated staff refers a client to an entity or organization who is not a one-stop partner.
Referral to Federal Employment (Vets)	designated staff refers to a job filed by a federal government.
Referral to Federal Training	designated staff refers a client to training funded with federal funds.
Referral to Training	designated staff refers a client to training funded with state or local funds.
Referral to Unemployment Insurance Services	Refers a client to Unemployment Insurance: call center or internet. The referral is for services and may be related to a general or specific questions or problems regarding an initial claim, continued claim, appeal, or other UI-related issue.
Relocation Assistance	An allowance to help move an individual's household due to employment or training outside the normal commuting area
Service Re-Employment Orientation	A meeting between designated staff and an individual client or group of clients to prepare the client(s) for participation in formal assessment. Orientation may include an overview of the RES program including available services and the meaning of "mandatory" services.
Short Term Pre-Vocational Services	Services designed to help prepare the participant for unsubsidized employment or training. These services may include the development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct.
Skill Upgrade/Retraining	Training programs intended to upgrade skills or provide retraining necessary to obtain or retain employment.
Subsistence Allowance	Available only for recipients in an approved training program. Supplemental assistance that may be available under special circumstances and may be used to cover actual weekly expenses or 50 percent of the prevailing federal per diem rate, whichever is less, to cover the costs of meals and lodging.
TAA Job Search Allowance	An allowance to help the participant find a job within the United States but outside the individual's normal commuting area (50 miles).
TAA Relocation Allowance	An allowance to help the participant and the participant's family relocate for employment within the United States.
Training for Non-Traditional Employment	Training in an occupation or field of work for which individuals of the participant's gender comprise less than 25% of the individuals employed in the occupation or field of work.
Transportation Allowance	Available only for recipients in an approved training program. A TAA eligible worker may be reimbursed for mileage when driving in excess of 50 miles one way from their place of residence to the training facility.
Trade Readjustment Allowance	TRA is a benefit of the Trade Adjustment Assistance program. TRA weekly benefit payments are similar to UI benefits, which must be exhausted before TRA can be received. There are three types of TRA that may be paid: basic, additional, and remedial. The number of weeks that can be paid on them is shown below: -Basic - 26 weeks -Additional - Up to 52 weeks (if satisfactorily participating in training and other eligibility requirements are met) -Remedial - Up to 26 weeks (if satisfactorily participating in training) For more in-depth information on TRA, refer to Policy Number 2-05-00, Trade Adjustment Assistance program.
Transportation Services	A service for participants to ensure mobility between home and the location of employment, training and/or other supportive services.
Veterans Case Management	This services is to provide case management to targeted Veteran participants. It is a process to determine an individual's needs and develop a plan to meet those needs. It involves assessment, planning, decision-making and problem solving. Case management is an ongoing process, depending on the needs of the individual and should be in compliance with the Veteran definition of case management.
Veteran Comprehensive Assessment	A comprehensive and specialized assessment of the Veteran's skill levels and service needs. This may include diagnostic testing and the use of other assessment tools, and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
Veterans Customized Resume Assistance	Veterans are provided instruction on the content and format of resumes and cover letters and provided assistance in the development and production of same. Includes online and paper.
Veterans IEP	Joint development of an Individual Employment Plan (IEP) by the participant and the veteran case manager, identifying employment goals, appropriate achievement objectives, and an appropriate combination of services to allow the participant to achieve their employment goals
Veterans Job Development	Staff work with both employers and participants to create or discover job openings for veterans and then market the veterans to place them in the job opening.
Veterans TAP	A comprehensive three-day workshop. Workshop participants learn about job searches, career decision-making, current occupational and labor market conditions, and resume and cover letter preparation and interviewing techniques. Participants are also provided with an evaluation of their employability relative to the job market and receive information on the most current veterans' benefits.
Wage Subsidy	Workers who choose ATAA receive 50% of the difference between the wages the worker received from reemployment and the wages received by the worker at the trade-impacted job.
Waiver	A TAA Waiver is a written statement to an adversely affected worker waiving the requirement to be enrolled in training.
WIN Enrollment	The client has a UserID and Password created by staff for the purposes of self assessment and skill enhancement in the WIN system.
Work Experience	Work experience is a planned, structured learning experience in a workplace for a limited period of time. It may be paid or unpaid; and be in the private for profit sector, the non-profit sector, or the public sector. Work experience should be designed to promote the development of good work habits and basic work skills. May also include internships.

SERVICE NAME	DEFINITION OF SERVICE
Work Opportunity Tax Credit Eligibility Determination	Designated staff determines the client's eligibility for employer tax credit incentives and completes documents to initiate the tax credit process.
Workforce Information Services	Provision of information on state and local labor market conditions; industries, occupations and characteristics of the workforce; area business identified skills needs; employer wage and benefit trends; short- and long-term industry and occupational projections; worker supply and demand; and job vacancies survey results. Workforce information also includes local employment dynamics information such as workforce availability; business turnover rates; job creation; job destruction; new hire rates, worker residency, commuting pattern information; and the identification of high growth and high demand industries.
Workplace Training/Cooperative Education	Programs combine workplace training including cooperative education programs.