

# Spokane WorkSource Services Catalog

## Informational & Self-Service Basic Career Services

Registration and eligibility requirements
• Informational services do not require WorkSourceWA.com registration.
• Most self-services require WorkSourceWA.com registration.
• Informational services and self-services do not require an eligibility determination.
• Informational services and self-services, when requested, must be provided to a customer regardless of their eligibility status.

Service Description	Definition	Triggers/Extends Participation
PROVIDED WORKFORCE INFORMATION (2.0)	Providing readily available information that may include any of the following: explanation of the types of services available through the WorkSource system and how to access them; provide/discuss labor market information; training/retraining information, including vocational exploration, length of training, costs, funding resources and prerequisites needed for the training; general information regarding Unemployment Insurance to potential and current UI claimants (including phone, fax, submission of information to the Claim Center); information on eligible training providers and their outcomes; and information on local area performance accountability measures and outcomes.	N
RAPID RESPONSE SERVICES (2.0)	Rapid response services are provided by the State or local workforce entities to assist dislocated workers in obtaining reemployment upon notification that a layoff or closure will occur. Rapid response coordinates and shares information regarding programs and services available for dislocated workers. Rapid response includes activities such as information sessions, worker surveys, on-site transition services, outreach activities.	N
REFERRAL TO ADDITIONAL SERVICES (2.0)	Referral to services available from other WorkSource partners or community services, such as child care, child support, transportation, housing, medical insurance, TANF, SNAP, EITC, etc.	N
SELF-SERVICES (VARIOUS)	Services available on WorkSourceWA.com that do not require any staff interaction, such as creating a resume, job search, job apply, etc.	N
TAACCCT FUNDED COURSE	A TAA participant is enrolled in a TAACCCT funded community college course, verified by the community college.	N
VETERAN REFERRED TO JVSG SERVICES AS WOUNDED, ILL, OR INJURED LOCATED IN A MILITARY TREATMENT FACILITY, OR HIS OR HER CARETAKER	Veteran referred to Jobs for Veterans' State Grants (JVSG) services as wounded, ill, or injured located in a military treatment facility, or his or her caretaker.	N
VETERAN REFERRED TO JVSG SERVICES DUE TO SIGNIFICANT BARRIER TO EMPLOYMENT	Veteran referred to Jobs for Veterans' State Grants (JVSG) services due to significant barrier to employment.	N
VETERAN REFERRED TO JVSG SERVICES DUE TO TSM IDENTIFIED AS IN NEED OF INDIVIDUALIZED CAREER SERVICES	Veteran referred to Jobs for Veterans' State Grants (JVSG) services due to transitioning service member (TSM) identified as in need of individualized careers services.	N
VETERAN REFERRED TO JVSG SERVICES FOR REASONS OTHER THAN THOSE LISTED	Veteran referred to Jobs for Veterans' State Grants (JVSG) services for reasons other than those listed.	N
VETERAN REFERRED TO VA FOR MONTGOMERY GI BILL BENEFITS	Veteran referred to US Department of Veterans Affairs for Montgomery GI Bill benefits.	N
VETERAN REFERRED TO VA FOR POST-9/11 GI BILL BENEFITS	Veteran referred to US Department of Veterans Affairs for Post-9/11 GI Bill benefits.	N
VETERAN REFERRED TO VA FOR VA SERVICES OTHER THAN THOSE LISTED	Veteran referred to US Department of Veterans Affairs for services other than Montgomery GI Bill benefits, Post-9/11 GI Bill benefits, or Vocational Rehabilitation and Employment (VR&E) determinations.	N
VETERAN REFERRED TO VA FOR VR&E DETERMINATIONS	Veteran referred to US Department of Veterans Affairs for Vocational Rehabilitation and Employment (VR&E) determinations.	N



# Spokane WorkSource Services Catalog

## Staff-Assisted Basic Career Services

Registration and eligibility requirements
<ul style="list-style-type: none"> <li>• Requires WorkSourceWA.com registration.</li> <li>• Must have a Basic WIOA Title I eligibility determination for WIOA Adult and/or WIOA Dislocated Worker - Only the basic WIOA Title I eligibility determination itself is required to provide staff-assisted basic career services. Being determined eligible and subsequently enrolled in a WIOA Title I program is not required, however individuals who are not enrolled in a WIOA Title I program must be provided staff-assisted basic career services through WIOA Title III Employment Services or another program.</li> <li>• Staff-assisted basic career services, when requested, must be provided to a customer regardless of their eligibility status.</li> </ul>

Service Description	Definition	Triggers/Extends Participation
BASIC ASSESSMENT (2.0)	<p>A cursory or general assessment of a client's skills, education/career objectives, and/or service needs. Can include assessments of literacy, numeracy, ESL, skill gaps, training needs, and supportive service needs.</p> <p>This type of assessment assesses fundamental skills and immediate service needs. A basic assessment is brief and typically take less than 15 minutes.</p>	Y
DESKSIDE JOB SEEKER ASSISTANCE (2.0)	<p>This service covers job search assistance and career counseling. This includes:</p> <ul style="list-style-type: none"> <li>• Counseling that helps a client choose, change, or leave employment;</li> <li>• Facilitated self-assessment and self-analysis;</li> <li>• Matching aptitude skills, and interests to job types;</li> <li>• Identifying various job options available;</li> <li>• Providing clarity on job duties / roles; and</li> <li>• Mock interviews or interviewing tips.</li> </ul> <p>This service typically should take 30 minutes or less to provide.</p>	Y
EMPLOYMENT REFERRAL (2.0)	A referral to any employment opportunity not listed in WorkSourceWA.com.	Y
FINANCIAL AID ELIGIBILITY	Assistance in understanding financial aid offerings and options, such as FAFSA, TB, CAT, Worker Retraining, or other programs providing financial aid. This does not include filling out paperwork for the job seeker.	Y
JOB CLUB	<p>Activities facilitated by WorkSource staff that involve multiple customers in the development of appropriate job search strategies, networking surrounding available job opportunities and facilitated discussion on topics of common interest to group participants.</p> <p>Job clubs are only facilitated by WorkSource staff, not led by WorkSource Staff, and so are not considered workshops. Examples include E4 and professional networking clubs.</p>	Y
JOB DEVELOPMENT (2.0)	<p>A facilitated introduction of a job seeker to a private or public employer for the purpose of securing a job interview or to be considered for current or future job opportunities.</p> <p>WorkSource staff act on behalf of a job seeker which can include calling or emailing an employer contact, setting up employer tours where the job seeker interacts with management or hiring staff, and meeting directly with an employer with or without the job seeker present.</p>	Y
MEANINGFUL UNEMPLOYMENT ASSISTANCE	Information and assistance regarding filing claims under UI programs by staff who are properly trained in UI claims, filing, and/or the acceptance of information necessary to file a claim by answering questions, provide advice, or make decisions that could affect claimant's eligibility.	Y
MISCELLANEOUS WORKSHOP	A group service that is not a WorkSource Module or Job Club; that provides additional employment or training information or instruction. Service is taken at time of attendance rather than when someone is referred to a workshop. Examples include: LinkedIn workshop, OJT workshop, Financial Aid workshop.	Y

MODULE 1 ORIENTATION TO WORKSOURCE SERVICES	First module in a series of six. Learning objectives: increased knowledge of WorkSource services and local community resources; understand the features of WorkSourceWA.com website in relation to job search; identify work search requirements for various programs; identify job search skills and abilities; set goals for job search; identify additional workshops that will help in job search.	Y
MODULE 2 SKILLS AND ABILITIES ANALYSIS	Second module in a series of six. Learning objectives: identify interests and compatible work environments; identify 15 self-management, transferable, and job skills to present to an employer; write out these skills and qualities in a form to present to an employer.	Y
MODULE 3 JOB SEARCH STRATEGIES	Third module in a series of six. Learning objectives: increase your understanding of the current labor market; learn what makes an effective job search; develop the ability to evaluate and change your work search habits; learn how to use the Internet as a job search tool.	Y
MODULE 4 PERFECTING APPLICATIONS	Fourth module in a series of six. Learning objectives: learn the basic rules for completing applications; complete a master application; learn how to submit an electronic application.	Y
MODULE 5 EFFECTIVE RESUMES AND COVER LETTERS	Fifth in a series of six. Learning objectives: learn how to create a cover letter; prepare a resume worksheet.	Y
MODULE 6 INTERVIEWING TECHNIQUES	Sixth in a series of six. Learning objectives: learn what employers expect from an interview; prepare effective, impressive answers to frequently asked questions; improve your interviewing skills.	Y
OFF BASE TAP WORKSHOP	The Off Base TAP workshop, held at a WorkSource or partner agency office, offers transition assistance for persons who have previously left military service and their spouses. Topics covered include transition planning, career exploration, job-search planning, building effective resumes and mock interviews. This workshop is commonly supported by local DVOP and LVER representatives.	Y
RESEA Initial – No Follow up	Unemployment Insurance (UI) claimants with a valid claim and a work search requirement are called into WorkSource offices and meet one on one with staff to receive reemployment services. Claimants will receive an orientation to WorkSource services, review of their UI eligibility, labor market information specific for them and their job search needs, assistance in creating a viable reemployment action plan. Each appointment includes appropriate career services determined needed to result in reemployment or referral to career related training. Staff determine a follow-up appointment is <b>not</b> needed.	Y
RESEA Initial – Follow up scheduled	Unemployment Insurance (UI) claimants with a valid claim and a work search requirement are called into WorkSource offices and meet one on one with staff to receive reemployment services. Claimants will receive an orientation to WorkSource services, review of their UI eligibility, labor market information specific for them and their job search needs, assistance in creating a viable reemployment action plan. Each appointment includes appropriate career services determined needed to result in reemployment or referrals to career related training. Staff determine a follow-up appointment is beneficial and schedule it at that time.	Y
RESEA Follow up	Intended for Unemployment Insurance (UI) claimants who have attended an RESEA initial appointment in which it was determined they would benefit from a follow up appointment. Follow-up appointments include reviewing and building upon the reemployment action plan created during the initial appointment, reviewing their UI eligibility, providing labor market information specific to their current needs, and appropriate career services determined necessary to result in reemployment or referrals to career related training.	Y
RESUME REVIEW	Desk-side review of an existing resume created by the customer though attendance of the group resume workshop or through the customer's own means. This review can include assistance with targeting a resume, providing spelling, grammar changes and layout suggestions. Desk-side review should not be used to create a resume for the customer.	Y
STRATEGIES FOR SUCCESS MODULE 1	Includes assessment of current skills, goal-setting, and development of positive workplace attitude.	Y

STRATEGIES FOR SUCCESS MODULE 2	Development and maintenance of overall health and well-being.	Y
STRATEGIES FOR SUCCESS MODULE 3	Addresses effective and professional forms of communication.	Y
STRATEGIES FOR SUCCESS MODULE 4	Identification of purpose and goals; assessment of strengths; skill-building; and process of change.	Y
STRATEGIES FOR SUCCESS MODULE 5	Connection to the community; building awareness, personal involvement and civic responsibility.	Y
STRATEGIES FOR SUCCESS MODULE 6	Work preparation-work habits, workplace interactions, and engagement of potential employers; final interview preparation.	Y
TRANSLATION/ INTERPRETATION SERVICES PROVIDED	A service which involves a bilingual agent who hears or reads the language of one party and speaks or writes another language for another party.	Y
UI REEMPLOYMENT ORIENTATION	A specialized orientation for unemployment insurance claimants about requirements and rights related to receiving UI Benefits and the reemployment assistance they can receive through WorkSource.	Y

**Last Updated** 10/2/2019  
**SWC Policy WS816 R2 - Attachment C**

# Spokane WorkSource Services Catalog

## Individualized Career Services

Registration and eligibility requirements
<ul style="list-style-type: none"> <li>• Requires WorkSourceWA.com registration.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Must have a Full WIOA Title I eligibility determination for WIOA Adult and/or WIOA Dislocated Worker;</b> Only the full WIOA Title I eligibility determination itself is required to provide individualized career services. Being determined eligible and subsequently enrolled in a WIOA Title I program is not required, however individuals who are not enrolled in a WIOA Title I program but for whom a service need is identified, must be provided individualized career services through WIOA Title III Employment Services or another program.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>When an individual has been determined to be in need of individualized career services in order to obtain or retain employment, these services, when requested, must be provided to a customer regardless of their eligibility status.</b></li> </ul>

Service Description	Definition	Triggers/Extends Participation
CAREER AND VOCATIONAL COUNSELING	<p>Counseling that helps a client decide on a career, what the next steps are to achieve that career, and provide encouragement and coaching to help them pursue their career. Tends to be 30 minutes or more in length but doesn't have to be. Can include:</p> <ul style="list-style-type: none"> <li>• Assessment and coaching of a client on their strengths and capabilities;</li> <li>• Setting career goals;</li> <li>• Providing advice on employment options;</li> <li>• Providing direction, timing, and the appropriate sequence of steps to attain a specific career goal.</li> </ul>	Y
COMPREHENSIVE AND SPECIALIZED ASSESSMENT	<p><b>Comprehensive assessments:</b> assess a complete inventory of a client's skills, including level of proficiency. This can include vocational skills, pre-employment skills, or both. Comprehensive assessments can also be used to assess and document a complete inventory of a client's service needs. These assessments are in-depth and tend to take 30 minutes or more to complete.</p> <p><b>Specialized assessments:</b> assess skills that involve specific knowledge or training. Specialized assessments can also be used to assess and document specific service needs in great detail, such as childcare and transportation needs over a period of time.</p>	Y
DEVELOPMENT OF INDIVIDUAL EMPLOYMENT PLANS (2.0)	Joint development of an individual employment plan between the participant and case manager to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals, including eligible providers of training services and career pathways to attain career objectives.	Y
ENGLISH AS A SECONDARY LANGUAGE (2.0)	<p>Designed to help eligible individuals who are English language learners achieve competence in reading, writing, speaking, and comprehension of the English language.</p> <p>May also include English language education for a specific occupation or occupational cluster.</p>	Y
FINANCIAL LITERACY (2.0)	Supporting the ability of adults and dislocated workers to create household budgets; initiate savings plans; make informed financial decisions about education, retirement, homeownership, wealth building, or other savings goals; effectively manage spending, credit and debit; understand, evaluate, and compare financial products, services, and opportunities; and increase awareness of the availability of credit reports and scores in obtaining credit and their effect on credit terms.	Y
HOLD - GAP IN SERVICE (Individualized)	Participants can be placed in hold status for up to 180 consecutive calendar days for reasons that temporarily prevent them from participating in program activities but plan to resume participation after the situation is resolved. A gap in service may be due to but not limited to: delay before the start of training, health/medical situation, care for a family member, jury duty, incarceration, and temporary move from the area. Reasons for the gap in service must be documented in the case notes.	Y (extends only)

INDIVIDUALIZED CAREER SERVICES PAID BY OTHER	Individualized career service paid by a fund source that is not a part of the WorkSource System or who does not enter service data into WorkSource's management information system.	N
OUT-OF-AREA JOB SEARCH	Assistance to a participant seeking employment outside their normal commuting area.	Y
RELOCATION	Assistance to a participant who is successful in obtaining employment outside their normal commuting area and who is in need of relocation assistance in order to begin employment.	Y
SHORT-TERM PRE-VOCATIONAL SERVICES	This service includes activities that cover: <ul style="list-style-type: none"> <li>• Learning skills such as creative thinking, critical thinking, working with others, study skills, and researching information;</li> <li>• Communication skills;</li> <li>• Interviewing skills – general interviewing skills, not specific to job interviews;</li> <li>• Punctuality;</li> <li>• Personal maintenance skills – means of taking care of oneself, such as proper grooming, personal hygiene, dressing for success, banking/finance skills, cooking, etc.; and</li> <li>• Professional conduct – understanding commonly accepted standards regarding personal and business behavior, values, and principles.</li> <li>• Pre-apprenticeship – instruction and/or training to increase math, literacy, and other vocational and pre-vocational skills needed to gain entry into a Registered Apprenticeship program.</li> </ul>	Y
TESTING	Skill assessment tests facilitated by WorkSource staff that are designed to measure various skills and abilities important for a specific occupation or industry with WorkSource staff available for interpretation of the results.	Y
WORK / INTERNSHIP EXPERIENCE	Short-term, entry-level training that provides practical experience for beginners in a specific occupation or profession. This can be paid or unpaid. An unpaid internship / work experience still must comply with the Fair Labor Standards Act.  A work / internship experience should be linked to the seeker's career goal. General work experiences for someone to build a positive work history are not appropriate for work / internship experiences and fall under the service "Transitional Jobs", which is not available in Spokane at this time.	Y
WORKFORCE PREPARATION	This service represents remedial education needed prior to entering postsecondary education or necessary to gain employment. These are activities such as training in: <ul style="list-style-type: none"> <li>• Basic academic skills – reading, writing, basic mathematics, learning skills, communication, time management, study skills, and research skills;</li> <li>• Critical thinking skills;</li> <li>• Digital literacy – the ability to use information and communication technologies, such as smartphones, tablets, and personal computers, to find, evaluate, create, and communicate information;</li> <li>• Self-management skills – techniques in utilizing resources, using information, working with others, understanding systems, and obtaining other non-occupational skills necessary for postsecondary education or employment;</li> <li>• Non-specific employment skills – general employment skills such as safety, first aid, work-place hygiene, or hazardous materials handling.</li> </ul>	Y

Last Updated **10/3/2019**  
SWC Policy WS816 R2 - Attachment C

# Spokane WorkSource Services Catalog

## Training Services

Requirements to deliver service
• Requires WorkSourceWA.com registration.
• Must have a Full WIOA Title I eligibility determination for WIOA Adult and/or WIOA Dislocated Worker.
• Must be enrolled in WIOA Adult and/or WIOA Dislocated Worker, or another program that can provide a training service such as Trade Act or WorkFirst.
• Can only be provided to an individual who has been determined to be in need of training services in order to obtain or retain employment through an interview, evaluation, or assessment, followed by career planning.

Service Description	Definition	Triggers/Extends Participation
ADULT EDUCATION AND LITERACY WITH TRAINING (2.0)	Adult education and literacy instruction is intended to upgrade basic skills in order to 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 competency training, and school to post-secondary education transition). This group must be offered in combination with other allowable training services (not including transitional jobs or customized training).	Y
APPRENTICESHIP TRAINING	Training that is provided through a Registered Apprenticeship training system that combines paid learning on-the-job and related technical and theoretical instruction in a skilled occupation.	Y
CUSTOMIZED TRAINING (2.0)	Training customized to meet employer needs with a commitment by an employer or group of employers to employ the individual upon successful completion of the training and for which the employer pays a significant portion of the cost of training as determined by local policy.	Y
ENTREPRENEURIAL TRAINING (2.0)	Training provided to adults and dislocated workers 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.	Y
HOLD - GAP IN SERVICE (Training)	Participants can be placed in hold status for up to 180 consecutive calendar days for reasons that temporarily prevent them from participating in program activities but plan to resume participation after the situation is resolved. A gap in service may be due but not limited to delay before the start of training, health/medical situation, care for a family member, jury duty, incarceration, and temporary move from the area. Reasons for the gap in service must be documented in the case notes.	Y (extends only)
INCREASED CAPACITY TRAINING	Training provided through a direct contract between a local board and a training provider when a local board determines it is necessary to facilitate the training of multiple individuals to meet employer needs in demand industry sectors or occupations, when there is insufficient capacity to train those individuals timely using Individual Training Accounts (ITAs), provided the contract does not limit customer choice.	Y
INCUMBENT WORKER TRAINING	Incumbent worker training is intended to assist employed workers (employed a minimum of six months with the employer) to retain employment by averting layoffs or to obtain the increased skills necessary for promotion within the company and to create a backfill opportunity for the employer.	Y
OCCUPATIONAL SKILLS TRAINING (2.0)	An organized program of study for adults and dislocated workers that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels.	Y

ON-THE-JOB TRAINING (2.0)	Training provided by an employer to a paid participant while engaged in productive work in a job that improves knowledge or skills essential to the full and adequate performance of the job; provides reimbursement to the employer of up to 50% (for WIA) or up to 75% (WIOA) of the wage rate of the participant, for the extraordinary costs of providing the training and additional supervision related to the training; limited in duration as is appropriate to the occupation for which the participant is being trained, taking into account the content of the training, the prior work experience of the participant, and the service strategy of the participants, as appropriate.	Y
TRAINING PAID BY OTHER	Represents training services, including OJT, that is paid for by another funding source.	N
WORKPLACE TRAINING WITH RELATED INSTRUCTION	An activity that combines workplace training with related instruction, which may include cooperative education activities.	Y

**Last Updated** 10/3/2019  
**SWC Policy WS816 R2 - Attachment C**

# Spokane WorkSource Services Catalog

## Supportive Services

Requirements to deliver service
• Requires WorkSourceWA.com registration.
• Must have a Full WIOA Title I eligibility determination for WIOA Adult and/or WIOA Dislocated Worker.
• Must be enrolled in WIOA Adult and/or WIOA Dislocated Worker, or another program that can provide a supportive service such as Trade Act or WorkFirst.
• Can only be provided to an individual when necessary to participate in career or training services or when necessary to obtain or retain employment.

Service Description	Definition	Triggers/Extends Participation
PROGRAM SUPPORT SERVICES (OTHER)	This service is used when the support services being provided does not fall into the transportation category. This may include assistance with clothing, counseling, family/health care, housing, tools, union dues, drivers licenses, or car repairs to help participants become or stay independent. The purpose of support services is to offer a resource for participants who are actively engaged in job search, work activities or training. Support services should be provided based on the real and immediate needs of the participant.  Per ESD WIOA Policy 5602, R1 and SWC Policy W409, R4 - Groceries, including food or meals, are not an allowable supportive service for WIOA Adults and Dislocated Workers.	N
PROGRAM SUPPORT SERVICES (TRANSPORTATION)	Support services to be provided to participants prior to job placement and exiting the program. Transportation support are goods in the form of transportation assistance to help participants become or stay independent. The purpose of support services is to offer a resource for participants who are actively engaged in job search, work activities or training. Support services should be provided based on the real and immediate needs of the participant.	N
TUTORING	Tutoring services to assist participants to become or stay independent.	N
TRADE READJUSTMENT ASSISTANCE ATAA/RTAA (3.0)	Assistance provided as a wage subsidy for certified workers 50 years of age and older whose jobs were DOL-certified as trade affected.	Y
TRADE READJUSTMENT ASSISTANCE - REMEDIAL	Weekly income support payments to participants who require either remedial or prerequisite training to enroll in approved training. Up to 26 weeks of TRA Rem/Prereq are available. These weeks are added to the 78 weeks of Additional TRA benefits.	Y
TRADE READJUSTMENT ASSISTANCE - TO COMPLETION	Provision of up to an additional thirteen weeks of income support for a participant who has exhausted the maximum 65 weeks of Additional TRA and requires a longer period of income support to complete an approved training program. For a participant to be eligible, they must have met training benchmarks.	Y
TRADE READJUSTMENT ASSISTANCE ADDITIONAL	Weekly income support payments to participants in approved training programs. 78 weeks of TRA Additional are available. Participants have 91 weeks during which to receive the 78 weeks of benefits.	Y
TRADE READJUSTMENT ASSISTANCE BASIC	Assistance provided to support persons who have exhausted Unemployment compensation and whose jobs were affected by foreign imports.	Y

**Note:** Per TEGL 10-16 and TEGL 19-16, Attachment II, individuals in incumbent worker training are not eligible to receive supportive services unless they meet eligibility for and are co-enrolled in either the WIOA Title I adult or dislocated worker programs and receive a qualifying career service or training. In other words, supportive services cannot be provided to individuals who are in incumbent worker training only.

Last Updated **10/3/2019**  
SWC Policy WS816 R2 - Attachment C

# Spokane WorkSource Services Catalog

## Follow-up Services

Requirements to deliver service
• Requires WorkSourceWA.com registration.
• Must have exited a WIOA Title I Adult and/or Dislocated Worker program and have completed all other programs with a concurrent enrollment.
• Must have been placed in unsubsidized employment (including military service and registered apprenticeship) or self-employment.
• Can only be provided to an individual who has been determined to be in need of follow-up services in order to obtain or retain employment.

Service Description	Definition	Triggers/Extends Participation
EXIT EXCLUSION - INCARCERATION OR INSTITUTIONAL CARE	Individual placed into incarceration or institutional care within 4 quarters after exit.	N
EXIT EXCLUSION - MEDICAL TREATMENT EXPECTED TO LAST LONGER THAN 90 DAYS	Individual receiving medical treatment expected to last longer than 90 days within 4 quarters after exit.	N
EXIT EXCLUSION - RECALLED BY LAYOFF EMPLOYER (TAA ONLY)	Individual recalled by layoff employer within 4 quarters after exit.	N
EXIT EXCLUSION - RESERVE MILITARY CALLED TO ACTIVE DUTY	Reserve military Individual called to active duty within 4 quarters after exit.	N
EXIT EXCLUSION - RETIRED FROM EMPLOYER	Individual retired from employer within 4 quarters after exit.	N
EXIT EXCLUSION - YOUTH IN FOSTER CARE MOVED OUT OF AREA (YOUTH ONLY)	Youth in foster care moved out of area within four quarters of exit.	N
EXIT EXCLUSION-DECEASED	Individual deceased within 4 quarters after exit.	N
EXIT EXCLUSION-FAMILY CARE	Individual with family care issues within 4 quarters after exit.	N
EXIT EXCLUSION-INVALID OR NO SSN PROVIDED	Individual with an invalid SSN within 4 quarters after exit.	N
EXIT EXCLUSION-MANDATED TO RESIDENTIAL PROGRAM	Youth mandated to a residential program within 4 quarters after exit.	N
FOLLOW-UP SERVICES	Follow-up services occur following the individual's placement into unsubsidized employment for a period of up to 12 months. Follow-up services are two-way exchanges between the services provider and either the individual (or their advocate), or the individual's employer. Services include regular contact with the individual or employer for verification of employment, assistance in securing better paying jobs, additional career planning and counseling; assistance with work-related problems; peer support groups; information about additional educational or employment opportunities, and referral to other community services.	N

Last Updated

10/4/2019

SWC Policy WS816 R2 - Attachment C

# Next Generation Zone Services Catalog

## Youth Services

<b>Requirements to deliver service</b>
• Requires WorkSourceWA.com registration.
• Must have a Full WIOA Title I eligibility determination for WIOA Youth.
• Must have a completed Objective Assessment, Individual Service Strategy, and be enrolled in a WIOA Youth program.

Service Description	Program Element	Definition	Triggers/Extends Participation
TUTORING, STUDY SKILLS TRAINING, INSTRUCTION, AND DROPOUT PREVENTION (YOUTH ONLY)	<b>Program Element 1:</b> Tutoring, study skills training, instruction, and dropout prevention services	Tutoring, study skills training, and instruction provided in addition to regular in-school instruction that lead to a high school diploma are services that focus 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. These services can be provided one-on-one, in a group setting, through resources and workshops. Secondary school dropout prevention strategies intended to lead to a high school diploma are also included in this youth element, and include services and activities that keep a young person in-school and engaged in a formal learning and/or training setting. Strategies include but are not limited to tutoring, literacy development, active learning experiences, after-school opportunities, and individualized instruction.	Y
ALTERNATIVE SECONDARY SCHOOL SERVICES OR DROPOUT RECOVERY SERVICES (YOUTH ONLY)	<b>Program Element 2:</b> Alternative secondary school services or dropout recovery services	Alternative secondary school services, such as basic education skills training, individualized academic instruction, and English as a Second Language training, are those that assist youth who have struggled in traditional secondary education. Dropout recovery services, such as credit recovery, counseling, and educational plan development, are those that assist youth who have dropped out of school. While such activities may overlap, each are provided with the goal of helping youth to re-engage and persist in education that leads to the completion of a recognized high school equivalent.	
PAID AND UNPAID WORK EXPERIENCE WITH ACADEMIC/EDUCATION COMPONENT - employment opportunities (YOUTH ONLY)	<b>Program Element 3:</b> Paid and unpaid work experience	<p>Paid and unpaid work experiences that consists of general employment opportunities available throughout the year. These opportunities cover general work skills and are not tied to a specific profession, trade, or vocation.</p> <p>Work experiences must include academic and occupational education. The educational component may occur concurrently or sequentially with the work experience. Further academic and occupational education may occur inside or outside the work site.</p>	
PAID AND UNPAID WORK EXPERIENCE WITH ACADEMIC/EDUCATION COMPONENT - internships and job shadowing (YOUTH ONLY)	<b>Program Element 3:</b> Paid and unpaid work experience	<p>Paid and unpaid work experiences consisting of internships and job shadowing.</p> <p><b>Internship:</b> a work experience option where youth work in a training position, paid or unpaid, at an organization in order to gain work experience or to satisfy requirements for qualification in a specific profession, trade, or vocation. An internship typically lasts between one and four months, but can be shorter or longer as necessary.</p> <p><b>Job shadow:</b> a work experience option where youth learn about a job by walking through the work day as a shadow to a competent worker. The job shadowing work experience is a temporary, unpaid exposure to the workplace in an occupational area of interest to the participant. Youth witness firsthand the work environment, employability and occupational skills in practice, the value of professional training, and potential career options. A job-shadowing experience can be anywhere from a few hours, to a day, to a week or more.</p> <p>Work experiences must include academic and occupational education. The educational component may occur concurrently or sequentially with the work experience. Further academic and occupational education may occur inside or outside the work site.</p>	

<p>PAID AND UNPAID WORK EXPERIENCE WITH ACADEMIC/EDUCATION COMPONENT - on-the-job training opportunities (YOUTH ONLY)</p>	<p><b>Program Element 3:</b> Paid and unpaid work experience</p>	<p>Paid work experiences consisting of on-the-job training opportunities. "On-the-job training" means paid training by an employer or registered apprenticeship program sponsor that is provided to a participant while engaged in productive work in a job that:</p> <ul style="list-style-type: none"> <li>(a) provides knowledge or skills essential to the full and adequate performance of the job;</li> <li>(b) is made available through a program that provides reimbursement to the employer of up to 50 percent of the wage rate of the participant for the extraordinary costs of providing the training and additional supervision related to the training; and</li> <li>(c) is limited in duration as appropriate to the occupation for which the participant is being trained, taking into account the content of the training, the prior work experience of the participant, and the service strategy of the participant, as appropriate.</li> </ul> <p>Work experiences must include academic and occupational education. The educational component may occur concurrently or sequentially with the work experience. Further academic and occupational education may occur inside or outside the work site.</p>	
<p>PAID AND UNPAID WORK EXPERIENCE WITH ACADEMIC/EDUCATION COMPONENT - pre-apprenticeship programs (YOUTH ONLY)</p>	<p><b>Program Element 3:</b> Paid and unpaid work experience</p>	<p>Paid and unpaid work experiences consisting of pre-apprenticeship programs. Pre-apprenticeship programs are designed to prepare individuals to enter and succeed in a registered apprenticeship program and includes the following elements:</p> <ul style="list-style-type: none"> <li>(a) training and curriculum that aligns with the skill needs of employers in the economy of the State or region involved;</li> <li>(b) access to educational and career counseling and other supportive services, directly or indirectly;</li> <li>(c) hands-on, meaningful learning activities that are connected to education and training activities, such as exploring career options, and understanding how the skills acquired through coursework can be applied toward a future career;</li> <li>(d) opportunities to attain at least one industry-recognized credential; and</li> <li>(e) a partnership with one or more registered apprenticeship programs that assists in placing individuals who complete the pre-apprenticeship program in a registered apprenticeship program.</li> </ul> <p>Work experiences must include academic and occupational education. The educational component may occur concurrently or sequentially with the work experience. Further academic and occupational education may occur inside or outside the work site.</p>	<p>Y</p>
<p>OCCUPATIONAL SKILLS TRAINING (YOUTH ONLY)</p>	<p><b>Program Element 4:</b> Occupational Skills Training</p>	<p>An organized program of study for youth (ages 16-24) that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels.</p>	<p>Y</p>
<p>EDUCATION OFFERED WITH WORKFORCE PREPARATION ACTIVITIES AND OCCUPATIONAL TRAINING (YOUTH ONLY)</p>	<p><b>Program Element 5:</b> Education offered concurrently with workforce preparation and training for a specific occupation</p>	<p>Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.</p> <p>This program element reflects an integrated education and training model and describes how workforce preparation activities, basic academic skills, and hands-on occupational skills training are to be taught within the same time frame and connected to training in a specific occupation, occupational cluster, or career pathway.</p>	<p>Y</p>
<p>YOUTH COMMUNITY SERVICE</p>	<p><b>Program Element 6:</b> Leadership development opportunities</p>	<p>Leadership development opportunities that include civic engagement activities that promote the quality of life in a community.</p>	<p>Y</p>
<p>YOUTH LEADERSHIP DEVELOPMENT OPPORTUNITIES (2.0)</p>	<p><b>Program Element 6:</b> Leadership development opportunities</p>	<p>Leadership development opportunities include opportunities that encourage responsibility, confidence, employability, self-determination, and other positive social behaviors such as:</p> <ul style="list-style-type: none"> <li>(a) exposure to postsecondary educational possibilities; (b) community and service learning projects;</li> <li>(c) peer-centered activities, including peer mentoring and tutoring;</li> <li>(d) organizational and team work training, including team leadership training;</li> <li>(e) training in decision-making, including determining priorities and problem solving;</li> <li>(f) citizenship training, including life skills training such as parenting and work behavior training; and</li> <li>(g) other leadership activities that place youth in a leadership role such as serving on youth leadership committees, such as a Standing Youth Committee.</li> </ul>	<p>Y</p>

SUPPORT SERVICES - fees, supplies, tests, transportation, etc. (YOUTH ONLY)	<b>Program Element 7:</b> Supportive services	Support services to be provided to youth to enable them to participate in youth program activities. These services may include: linkages to community services; assistance with transportation, child and dependent care, housing, educational testing, uniforms or other appropriate work attire and work-related tools, such as eyeglasses, protective eye gear, books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; payments and fees for employment and training-related applications, tests, and certifications; reasonable accommodations for youth with disabilities; legal aid services, and referrals to health care.  Per ESD WIOA Policy 5602, R1 and SADWC Policy W409, R4 - Groceries, including food or meals, are not an allowable supportive service for WIOA Adults, Dislocated Workers, and Youth.	Y
MENTORING (YOUTH)	<b>Program Element 8:</b> Adult mentoring	A formal relationship between youth and an adult mentor that includes structured activities, guidance, support, and encouragement to develop competence and character of the mentee. May include workplace mentoring where a youth is matched with an employer or employee of a company. WIOA case managers are discouraged from serving as mentors unless adult mentors are sparse in the local area, in which case, WIOA case managers can serve in that role. Mentoring must be provided for at least 12 months.	Y
FINANCIAL LITERACY IN FOLLOW-UP - effective budgeting and spending, etc. (YOUTH ONLY)	<b>Program Element 9:</b> Follow-up services	Financial literacy is one of the five program elements that may be provided to youth following their exit from the program to support successful employment and/or post-secondary education and training. Supports the ability of youth to make informed financial decisions about education, create household budgets; initiate savings plans; effectively manage spending, credit and debit; understand, evaluate, and compare financial products, services, and opportunities; and increase awareness of the availability of credit reports and scores in obtaining credit and their effect on credit terms.	N
LABOR MARKET INFORMATION SERVICES IN FOLLOW-UP (YOUTH ONLY)	<b>Program Element 9:</b> Follow-up services	Labor market services is one of the five program elements that may be provided to youth following their exit from the program to support successful employment and/or post-secondary education and training. These are services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services.	N
MENTORING IN FOLLOW-UP - Adult guidance, work encouragement (YOUTH ONLY)	<b>Program Element 9:</b> Follow-up services	Adult mentoring is one of the five program elements that may be provided to youth following their exit from the program to support successful employment and/or post-secondary education and training. Adult mentoring is a formal relationship between youth and an adult mentor that includes structured activities, guidance, support, and encouragement to develop competence and character of the mentee. May include workplace mentoring where a youth is matched with an employer or employee of a company. WIOA case managers are discouraged from serving as mentors unless adult mentors are sparse in the local area, in which case, WIOA case managers can serve in that role. Mentoring must be provided for at least 12 months.	N
OTHER FOLLOW-UP - Assistance with work-related problems (YOUTH ONLY)	<b>Program Element 9:</b> Follow-up services	Follow-up services may include regular contact with youth employers, including assistance in addressing work-related problems that arise.	N
POST-SECONDARY PREPARATION AND TRANSITION ACTIVITIES IN FOLLOW-UP (YOUTH ONLY)	<b>Program Element 9:</b> Follow-up services	Postsecondary preparation and transition activities are one of the five program elements that may be provided to youth following their exit from the program to support successful employment and/or post-secondary education and training. Such activities prepare ISY and OSY for advancement to postsecondary education after attaining a high school diploma or its recognized equivalent. These services include exploring postsecondary education options including technical training schools, community colleges, 4-year colleges and universities, and registered apprenticeship. Additional services include, but are not limited to, assisting youth to prepare for SAT/ACT testing; assisting with college admission applications; searching and applying for scholarships and grants; filling out the proper Financial Aid applications and adhering to changing guidelines; and connecting youth to postsecondary education programs.	Y
SUPPORT SERVICES IN FOLLOW-UP - work attire, housing, etc. (YOUTH ONLY)	<b>Program Element 9:</b> Follow-up services	Support services are one of the five program elements that may be provided to youth following their exit from the program to support successful employment and/or post-secondary education and training. Services may include: linkages to community services; assistance with transportation, child and dependent care, housing, educational testing, uniforms or other appropriate work attire and work-related tools, such as eyeglasses, protective eye gear, books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; payments and fees for employment and training-related applications, tests, and certifications; reasonable accommodations for youth with disabilities; legal aid services, and referrals to health care.  Per ESD WIOA Policy 5602, R1 and SADWC Policy W409, R4 - Groceries, including food or meals, are not an allowable supportive service for WIOA Adults, Dislocated Workers, and Youth.	N

YOUTH GUIDANCE AND COUNSELING	<b>Program Element 10:</b> Comprehensive guidance and counseling	Additional support for youth includes activities such as comprehensive guidance and counseling, including drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth.	Y
FINANCIAL LITERACY (YOUTH ONLY)	<b>Program Element 11:</b> Financial literacy education	Supporting the ability of youth participants to create household budgets; initiate savings plans; understand financial services and products; make informed financial decisions; understand rights and protections related to identity theft and financial data, and pursue financially-related activities and education that are age-appropriate and timely.	Y
ENTREPRENEURIAL SKILLS TRAINING (YOUTH ONLY)	<b>Program Element 12:</b> Entrepreneurial Skills Training	Training to provide youth with the basics of starting and operating a small business. Training may include, but not be limited to, taking initiative, identifying business opportunities; developing budgets and forecasting resource needs; understanding options for acquiring capital; and effectively communicating and marketing ideas.	Y
LABOR MARKET INFORMATION SERVICES (YOUTH ONLY)	<b>Program Element 13:</b> Services that provide labor market information	Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services.	Y
POST-SECONDARY PREPARATION AND TRANSITION ACTIVITIES (YOUTH ONLY)	<b>Program Element 14:</b> Postsecondary preparation and transition activities	Such activities prepare ISY and OSY for advancement to postsecondary education after attaining a high school diploma or its recognized equivalent. These services include exploring postsecondary education options including technical training schools, community colleges, four-year colleges and universities, and registered apprenticeship. Additional services include, but are not limited to, assisting youth to prepare for SAT/ACT testing; assisting with college admission applications; searching and applying for scholarships and grants; filling out the proper Financial Aid applications and adhering to changing guidelines; and connecting youth to postsecondary education programs.	Y

Last Updated 10/7/2019  
SWC Policy WS816 R2 - Attachment C

**Spokane WorkSource Services Catalog**  
**Services for Career Connect Washington (CCWA) Program**

Registration and eligibility requirements
• Requires WorkSourceWA.com registration
• Must have a Full WIOA Title I Youth program eligibility determination
• Must be enrolled in Career Connect WA

Service Type	Service Description	Definition	Triggers/Extends Participation
BASIC - INFORMATIONAL	CCWA OTHER CAREER CONNECTED LEARNING (INFORMATION ONLY)	Information-only career connected learning activities that provide readily available information that does not require an assessment by a staff member of the individual's skills, education, or career objectives. May include activities such as career fairs, career presentations by panels, and others.	Y
BASIC - STAFF ASSISTED	CCWA OTHER CAREER CONNECTED LEARNING (BASIC)	Short-term career connected learning activities with staff involvement such as career presentations with panel and audience interactions, employer/worksites tours, career preparation workshops, networking events, informational interviews, one-day job shadows, and others.	Y
INDIVIDUALIZED	CCWA ADULT MENTORSHIP	Provide mentorship or coaching of at least 10 hours per year, and/or mentorship or coaching provided through JAG, AVID, or Gear-Up. Examples include employer mentorship and graduation coaching. Documentation must demonstrate that: the participant has met the 10 hour requirement and must include dates, hours, and signatures; OR the participant has met the specific requirements of JAG, AVID, or Gear-Up.	Y
INDIVIDUALIZED	CCWA COMPREHENSIVE CAREER PLAN	Must include a career goal, career plan, and guided career exploration. Must be recorded in High School and Beyond Plan (HSBP) and/or career exploration software such as WOIS, Career Bridge, or Career Cruising.	Y
INDIVIDUALIZED	CCWA COOPERATIVE WORKSITE LEARNING	A learning and work experience, of which at least 180 hours take place at a worksite, where students practice in the community (or school if the experience is comparable to that in a community setting) the skills and knowledge learned in the classroom. An employer/employee relationship must exist if the work performed by the student results in a net increase in productivity or profitability for the business or organization.	Y
INDIVIDUALIZED	CCWA OTHER CAREER CONNECTED LEARNING (INDIVIDUALIZED)	Career connected learning activities that are based on assessments by a staff member of an individual's skills, education, or career objectives. May include activities such as career preparation workshops, extended job shadows, STEM industry-based design challenges, Instructional Worksite Learning, and others.	Y
INDIVIDUALIZED	CCWA PAID AND UNPAID WEX	A planned, structured learning experience that takes place in a workplace for a limited period of time and is linked to a career. Work experience may be paid or unpaid, as appropriate. A work experience workplace may be in the private for profit sector, the non-profit sector, or the public sector. Labor standards apply in any work experience where an employee/employer relationship, as defined by the Fair Labor Standards Act, exists.	Y

**Last Updated** 10/2/2019  
**SWC Policy WS816 R2 - Attachment C**

## Spokane WorkSource Services Catalog

### Services for Economic Security for All (EcSA) Program

Registration and eligibility requirements	
• Requires WorkSourceWA.com registration	
• Must have a Full WIOA Title I Adult program eligibility determination AND be enrolled in SNAP AND live within the following ZIP codes: 99201, 99202, 99207	
• Must be enrolled in Economic Security for All (EcSA) - Adult	

Service Type	Service Description	Definition	Triggers/Extends Participation
ALL	OTHER WIOA SERVICES	All WIOA services, including WEX, OJT, & Supportive Services, are allowable for individuals enrolled in EcSA. Services provided should be based on the participant's career plan and assessments provided as part of the EcSA model. All EcSA-funded WIOA services provided to participants must be recorded in ETO and each service must be tied to the active EcSA program.	VARIES
BASIC - INFORMATIONAL	REFERRAL TO ADDITIONAL SERVICES (2.0)	Referral to services available from other WorkSource partners or community services, beyond Basic Career Services. This referral identifies that the seeker has additional barriers to employment that Career, Training, or Supportive Services cannot address. Referrals to additional services include referrals for child care, child support, transportation, housing, medical insurance, TANF, SNAP, EITC, etc.	N
BASIC - STAFF-ASSISTED	STRATEGIES FOR SUCCESS MODULE 1	The EcSA program includes a workshop series to help participants establish personal stability as a foundation for success.	Y
BASIC - STAFF-ASSISTED	STRATEGIES FOR SUCCESS MODULE 2	The EcSA program includes a workshop series to help participants establish personal stability as a foundation for success.	Y
BASIC - STAFF-ASSISTED	STRATEGIES FOR SUCCESS MODULE 3	The EcSA program includes a workshop series to help participants establish personal stability as a foundation for success.	Y
BASIC - STAFF-ASSISTED	STRATEGIES FOR SUCCESS MODULE 4	The EcSA program includes a workshop series to help participants establish personal stability as a foundation for success.	Y
BASIC - STAFF-ASSISTED	STRATEGIES FOR SUCCESS MODULE 5	The EcSA program includes a workshop series to help participants establish personal stability as a foundation for success.	Y
BASIC - STAFF-ASSISTED	STRATEGIES FOR SUCCESS MODULE 6	The EcSA program includes a workshop series to help participants establish personal stability as a foundation for success.	Y
BASIC - STAFF-ASSISTED	MODULE 2 SKILLS AND ABILITIES ANALYSIS	<b>Navigating Career Paths</b> - EcSA program optional workshop	Y
BASIC - STAFF-ASSISTED	MODULE 3 JOB SEARCH STRATEGIES	<b>Strategic Job Search</b> - EcSA program optional workshop	Y
BASIC - STAFF-ASSISTED	MODULE 4 PERFECTING APPLICATIONS	<b>Apply Now</b> - EcSA program optional workshop	Y
BASIC - STAFF-ASSISTED	MODULE 5 EFFECTIVE RESUMES AND COVER LETTERS	<b>Effective Resumes</b> - EcSA program optional workshop.	Y
BASIC - STAFF-ASSISTED	MODULE 6 INTERVIEWING TECHNIQUES	<b>Successful Interviewing</b> - EcSA program optional workshop.	Y
BASIC - STAFF-ASSISTED	MISCELLANEOUS WORKSHOP	<b>Jumpstart Workshop</b> - EcSA program optional workshop. Note: all three services to the left are entered for this workshop.	Y
BASIC - STAFF-ASSISTED	MODULE 2 SKILLS AND ABILITIES ANALYSIS		Y
BASIC - STAFF-ASSISTED	MODULE 4 PERFECTING APPLICATIONS		Y
BASIC - STAFF-ASSISTED	MISCELLANEOUS WORKSHOP	<b>Basic Computer Use Workshop</b> - EcSA program optional workshop	Y
BASIC - STAFF-ASSISTED	JOB CLUB	<b>Job Club</b> : EcSA program optional workshop.	Y
BASIC - STAFF-ASSISTED	JOB CLUB	<b>Meet the Employers</b> : EcSA program optional workshop.	Y
BASIC - STAFF-ASSISTED	MISCELLANEOUS WORKSHOP	<b>Microsoft Word Workshop</b> - EcSA program optional workshop.	Y
INDIVIDUALIZED	COMPREHENSIVE AND SPECIALIZED ASSESSMENT	The EcSA program is utilizing the Arizona Self-Sufficiency Matrix to assess the needs of each EcSA enrolled participant and their family and prioritize services.	Y
INDIVIDUALIZED	DEVELOPMENT OF INDIVIDUAL EMPLOYMENT PLANS (2.0)	Use of Career Quest for development of a career plan, though an Individual Employment Plan may be used if more intensive career planning is necessary for the participant's success. A plan that leads to earnings above 200% of FPL should be developed with each EcSA participant and should be used as the basis to connect them to workforce training, career opportunities and related supportive services.	Y
INDIVIDUALIZED	EcSA MENTORSHIP OPPORTUNITY	A single point in time event or workshop intended to provide guidance, support, and encouragement to participants and build community and peer support. May include opportunities to support workforce preparedness, increase awareness of or exposure to additional resources or employment opportunities. Can be provided in groups or on an individual basis. Examples include: informational and life skills workshops, networking events, job shadows, informational interviews, or employer led workshops.	Y
INDIVIDUALIZED	FINANCIAL LITERACY (2.0)	<b>Financial Capabilities</b> - EcSA program optional workshop	Y
INDIVIDUALIZED	WORKFORCE PREPARATION	<b>E3</b> - EcSA program optional workshop	Y

