

Union County Workforce Development Board  
Workforce Area Guidance Letter  
Youth Follow-Up Policy

**SECTION 1. PURPOSE.**

The Union County Workforce Development Board (UCWDB) issues the following guidance letter to American Job Center Network Partners (AJCNP) regarding youth follow-up services for participants that exit the Workforce Innovation and Opportunity Act (WIOA) Title I youth programs.

**SECTION 2. REFERENCES.**

- a. WIOA Law sec 225, 20 CFR 681.580, 45 CFR 1355.20(a), 20 CFR 681.580
- b. New Jersey Workforce Innovation Notice WD-PY21-5, December 16, 2021,
- c. Training and Employment Guidance Letter 21-16, March 2, 2017
- d. New Jersey Workforce Innovation Notice WD-PY-21-4, December 16, 2021

**SECTION 3. BACKGROUND.**

A. The Training and Employment Guidance Letter (TEGL 21-16) from the United States Department of Labor states that follow-up services must be provided to all participants for a minimum of 12 months from the date of exit. Furthermore, 20 CFR 681.580 identifies follow-up as a "critical service" for youth participants to ensure a successful transition to employment or postsecondary activities. Follow-up services may begin immediately following the last expected service date in the 14 Youth Elements, and no future services are scheduled. The final rule states that follow-up service for youth may contain the following program elements;

1. Supportive services
2. Adult mentoring
3. Financial literacy education
4. 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
5. Activities that help youth prepare for and transition to postsecondary education and training

B. The New Jersey Department of Labor Workforce Innovation Notice (NJWIN) WD-PY21-5 defines follow-up as direct engagement and connection to an exited participant via email, phone, virtual meeting, or in person.

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Additionally, the purpose of the follow-up is to identify any problems that might jeopardize employment and provide appropriate services to ensure career progression and/or job retention. American Job Center Network Partners must adhere to the terms outlined in the New Jersey Workforce Innovation Notice WD-PY21-5, Attachment A.

**SECTION 4. POLICY.**

- A. The Union County Workforce Development Board asserts that all youth participants must be offered follow-up services for 12 months post-exit to help achieve documented goals and objectives. At a minimum, follow-up is to be provided quarterly, integrated into the program design, and considered to have as much value as all other program components. Follow-up services should be intentional, individualized, and success-oriented and must align with the youth's individual service strategy (ISS).
- B. Follow-up services for youth should ensure that the youth participants have the tools to continue their journey. For example, specific questions may include one or more of the following questions:
- How can I help you further?
  - Now that you have a job, are you saving money?
  - Do you need help setting up a savings account?
  - Do you need help establishing a long-term financial plan?
  - Is the job you're in what you expected?
  - Do you know what other opportunities are available to you within your local area?
- C. At the time of program enrollment, all youth participants must be informed of the provision of follow-up services for a minimum of 12 months following their exit from the program. Follow-up notifications must be documented in orientation materials, during the development of the individualized service strategy, and before exiting the program. Follow-up services must be documented in the Americas One Stop Operating System (AOSOS), Union County Works, and the individual service strategy (ISS). The documentation must include but is not limited to the following elements to ensure proper outreach attempts were established:
- Dates and times of contacts (Must document one successful contact per quarter)
  - Method of contact (In person, virtual, phone, or email)
  - Services/supports offered to the participant (Labor Market Information/ Supportive Services)
  - Details on employment and/or post-secondary activities (Transcript/credential supporting last day of training and/or

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completed Employment Verification Form Attachment B identifying the first day of unsubsidized employment)

- Number of failed contact attempts and efforts made to encourage engagement (After three failed attempts (once per month), within a quarter, the client file will be closed due to lack of successful communication).
- D. In instances where the participant refuses services or cannot be located, and the employer or educational institution is known, contact with the employer/education institution to document that the participant is still employed/enrolled can be used to document supplemental information.
- E. Termination of Follow Up Services: If the participant refuses follow-up services at any point during program participation or the 12 months following exit, they may do so. The file must contain a Youth Closure and Exit form Attachment C reviewed and signed by the Career Counselor and Program Manager, indicating why the participant requested to opt-out of follow-up. Follow-up services can be terminated if the following reasons have been established and documented in AOSOS, Union County Works, and participant casefile:
- Declines to receive Follow-up Services (opt-out) If the client wishes to no longer receive follow-up services, the client shall be asked to email the request to document the refusal of follow-up services.
  - Is unreachable (staff must have attempted contact, at minimum, once per month for three consecutive months and have used a variety of contact methods);
  - refuses to divulge information;
  - Has relocated out of the state with no intention of returning;
  - Meets the exclusion criteria
- F. Unsuccessful outreach attempts should be noted in AOSOS, Union County Works, and in the ISS as the following statement, "*Youth has been unreachable for (# of outreach attempts for # amount of months). A letter will inform the client that follow-up services will be closed.*" No fewer than three outreach attempts by phone and email should be completed before follow-up services are ended.
- G. Follow-Up Exclusion: If a participant meets one of the criteria listed below, they are excluded from performance and additional Follow-up Services:
- a) Institutionalized: the participant exits the program because he or she has become incarcerated in a correctional institution or has become a resident of an institution or facility providing 24-hour support, such as a

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- hospital or treatment center, during the course of receiving services as a participant.
- b) Health/Medical: the participant exits the program because of medical treatment, and that treatment is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation in the program.
  - c) Deceased: the participant is deceased.
  - d) Reserve forces called to active duty: the participant exits the program because the participant is a member of the National Guard or other reserve military unit of the armed forces and is called to active duty for at least 90 days.
  - e) Foster care: the participant is in the foster care system as defined in 45 CFR 1355.20(a) and exits the program because the participant has moved from the area as part of such a program or system (Youth Participants ONLY).
  - f) Ineligible: the participant, who was determined to be eligible, is later determined not to have met eligibility criteria (Vocational Rehabilitation only).
  - g) Criminal offender: the participant is a criminal offender in a correctional institution under WIOA Law § 225.
- H. Extension of Follow-up Services: Follow-up services may be provided beyond 12 months but must have written approval from the American Job Center Director. 20 CFR 681.580 indicated that the types of services provided and the duration of services must be determined based on the needs of the individual. Therefore, each participant's type and intensity of follow-up services may differ.
- I. Documenting Follow-Up Services: The American Job Center shall follow procedures set forth for documenting follow-up services by the New Jersey Department of Labor related to data entry into America's One Stop Operating System (AOSOS), as per the Workforce Innovation Notice WIN WD-PY-21-4 and instructions included in the AOSOS Technical Guide for Title I Service Delivery Attachment D. In addition, follow up services should be documented in Union County Works and hard copies should be kept in youth participant's case files.

**SECTION 5. ACTION.**

This directive will be made available to all American Job Center Network Partners.

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**SECTION 6. ATTACHMENTS.**

Attachment A: New Jersey Workforce Innovation Notice WD-PY21-5

Attachment B: Employment Verification Form

Attachment C: Youth closure and exit form

Attachment D: [AOSOS Technical Guide 2021](#)

	New Jersey Workforce Innovation Notice		WD-PY21-5
	Issued By:	Workforce Development Division of Career Services	
	Approved By:	Hugh Bailey, Assistant Commissioner Workforce Development	
	Issued Date:	December 16, 2021	

**SUBJECT:** Placement, Exit, and Follow-up Procedures

**PURPOSE:** This policy provides specific guidance regarding follow-up services for WIOA Title I Adult, Dislocated Worker, and Youth participants. This policy includes provisions from and replaces existing follow-up policies for youth included in NJWIN 1-18(Y) and NJWIN WD-PY19-1. This policy also draws on existing exit policies outlined in the NJWIN 7-15. This policy provides specific information about (1) sequencing individualized career services related to job placement, (2) exit, and (3) follow-up support and services for Adult, Dislocated Worker, and Youth participants in Title I programs.

**EFFECTIVE DATE:** This NJWIN is effective Immediately.

**BACKGROUND:** Follow-up services must be offered and provided as appropriate for participants after exit from Title I services for at least 12 months after exit. Follow-up services aid Youth, Adult, and Dislocated Workers as they transition and exit from Title I programs. Follow-up services are especially critical for supporting youth and ensuring their success in next step opportunities.

Follow-up services must be made available to all WIOA Title I Adult, Dislocated Worker<sup>1</sup>, and Youth participants, as well as Trade Adjustment Assistance (TAA) participants. All participants must be informed of Follow-up Services at the time of enrollment. Follow-up Services are critical to help ensure participants have a successful employment and/or post-secondary education or training experience post program participation. Follow-up services are not required for Wagner-Peyser participants.

Exit and follow-up service start dates are determined by the last day of Individualized Career and Training Services provided to individuals. These services may include the provision of specific Individualized Career Services post-training that further support the success of individuals before

<sup>1</sup> TEGL 19-16 specifies that follow-up services be made available for adult and dislocated worker participants who are placed in unsubsidized employment for up to 12 months from the first day of employment. NJDOL is expanding this to include providing access to follow up services for all individuals who have received Title I Adult and Dislocated Worker services. However, this policy also encourages local areas to maintain contact and service levels as part of active service until individuals are placed in employment, which aligns with USDOL policy to provide follow-up services from the point of employment.

exit, including the provision of job search and placement activities that help to secure the placement of individuals in employment before exit. However, job search and placement activities must not be entered to delay exit if the participant is not actively engaged in these activities.

#### KEY DEFINITIONS

- **Post-training services:** Additional career services provided after training services have ended while a customer is still active and before exit.
- **Same-day (one-day) services and activities:** Specific funded services and activities that are entered each day that a participant receives the support rather than across multiple days. Job search, job assistance, job placement, and follow-up supports should all be added as same-day activities (job search, assistance, and placement) or same-day services (follow-up support).
- **Follow-up attempt:** One-on-one efforts to contact and connect with a prior participant after exit – whether or not a specific contact is made.
- **Follow-up service:** Direct engagement and connection to an exited participant over email, by phone, through a virtual meeting, or in person.
- **Exited WIOA:** A participant exits after the participant goes 90 days without receiving any services other than self-service, informational, or follow-up and there are no future services planned other than follow-up.
- **Date of Exit:** The last date that a non-follow-up service was provided.
- **Soft exit:** An exit that takes place because 90 days have passed without an active service.
- **Manual (hard) Exit:** An exit where an exit date is entered by local area staff because an individual meets specific criteria for an immediate exit. (See page 5 for hard exit criteria.)

### POLICY OVERVIEW

Title I services can include a variety of career and training services<sup>2</sup>: (1) Individualized Career Services, (2) Training Service, and (3) Follow-up Services, as well as (4) Basic Career Services. These services provide the flexibility for meeting the needs and leveraging the assets of individual participants to support the successful employment and education outcomes of Title I participants. Although WIOA distinguishes levels of service, this distinction is not intended to imply that there is a sequence of services except for the fact that Follow-up Services must follow exit. For example, Individualized Career Services may follow Training Services during a participant's enrollment in WIOA services.

The key is that different activities and services offered align with specific employment goals and be sequenced to correspond appropriately with different phases of a participant's engagement, i.e., supporting training connection, training completion, and/or job placement. When the participant has finished completion of the service plan, the participant then exits the program, and follow-up services begin at the point of exit. Figure 1 provides an overview of the sequence of services that follow training and bridge post-training support, exit, and the follow-up period.

Note that Local WDBs providing Adult and Dislocated Worker services must seek to continue engagement of participants until they are successfully placed in employment. In other words, the ideal sequence of engagement is provision of a variety of career and training services that support successful employment during active enrollment and that follow-up services begin at the point of exit, coinciding with successful employment placement.

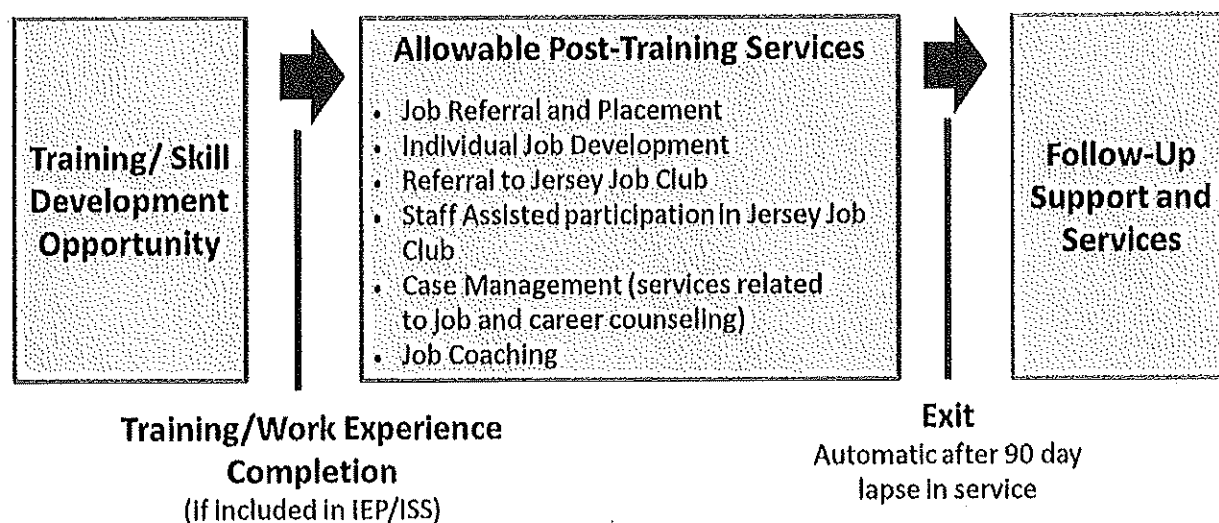
*Please see Figure 1 on next page.*

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<sup>2</sup> Career services are defined in 20 CFR 678.430; rules regarding provision to adults and dislocated workers are discussed in 20 CFR 680.100-195, in sec. 134(c)(2) of WIOA, and in 20 CFR 681.580 for youth.



Figure 1: The Provision of Post-Training and Follow-up Services



While flexibility in the activities and services offered to participants can be structured in many different ways, Title I participants must have access to Follow-up Services for not less than 12 months after completion of participation. The exit date is determined when the participant has not received services in any of DOL-funded programs in which the participant is enrolled and co-enrolled for 90 consecutive days and is not scheduled for any future staff-assisted services. At that point, the date of exit is applied retroactively to the last date of service.

This follow up policy expands the 12-month follow-up requirement after exit to all Adult and Dislocated Worker participants in New Jersey, whether or not the individual is placed in unsubsidized employment or training.<sup>3</sup> In other words, Adult, Dislocated Worker, and Youth participants must all have access to follow-up support for at least 12 months after exit and no gap should exist between exit and the beginning of follow-up services. A participant's follow-up period may extend beyond a 12-month period if needed, especially if a gap exists between exit and job placement.

<sup>3</sup> This represents an expansion of USDOL policy that specifies: 1. Follow-up services must be provided for 12 months from the start of unsubsidized employment for Adult and Dislocated Worker participants, and 2. Follow-up services must be provided for at least 12 months post-exit for Youth participants.

### Allowable Post-Training Services (prior to exit)

Local areas must provide as much support as possible during the period of participation to ensure placement in employment or post-secondary opportunities.

Upon completion of training, participants may be referred to job placement services – these may be provided by Employment Services staff, local area Title I staff, and/or training or program partner staff. These activities should offer opportunities for actively engaging participants in specific services (designated as one-day services or activities in AOSOS). According to this definition, an email or phone call in which the participant is a passive recipient would not count as a job placement service and must not be used to extend exit dates.

The following same day (one-day) services can be used to extend participation.

- Job Referral and Placement
- Individual Job Development
- Referral to Jersey Job Club (or other similar experience)
- Staff Assisted participation in Jersey Job Club (or other similar experience)
- Case Management (services related to job and career counseling)
- Job Coaching

If these elements occur within 90 days after the last planned service prior to exit, exiting can be postponed to allow for the continuation of services. Follow-up services must begin immediately following the last expected date of service, when no future services are scheduled, and does not cause the planned exit date to change or trigger re-enrollment.

#### About Planned Training End Dates

Exit dates do not have to align with planned training end dates if additional post-training services are provided. However, planned training end dates must be appropriate and align with the end of training.

When setting the planned training end date for an Adult or Dislocated Worker customer's training service, this date **must** be based on the duration of the training according to the Individual training account agreement.

The length of training in the agreement cannot exceed the maximum duration of training provided for the program in the Eligible Training Provider List. Any modification to the Planned End Date must be accompanied with an explanation in the "Comments" tab, and appropriate documentation, as necessary.

The following activities may not be entered as post-training services or used to extend the period of participation or exit dates:

- Determination of Eligibility
- Services and activities specifically provided as follow-up services such as regular contact with the customer to obtain information regarding his or her employment status, educational progress, need for additional services, or income support payments.
- Case management services and any other required administrative case load management activities that involve regular contact with the participant.
- Income Maintenance or support payments (e.g. Unemployment Insurance, Temporary Assistance for Needy Families, other cash assistance)

### Setting Exit Dates

Exit dates are set as equal to the end date of the last service received by the participant. Once a participant has not received any funded services or staff-assisted activity for 90 consecutive calendar days and is not scheduled for future services, a soft exit will occur in AOSOS. This is automatically generated by AOSOS.

Services, including same-day services, that are offered as part of a service and/or employment plan strategy should include case notes describing that service to document the active status of a participant with staff. Follow-up services should begin for Adult, Dislocated Worker and Youth participants after Exit.

As a general rule, soft exits should be based on intentional plans and decisions about when a participant is ready to exit Title I programs, based on assessment of skill development, barrier removal, goal achievement, and career pathway success:

- **Skills:** Has the individual had opportunities to develop the skills that were part of their employment plan?
- **Barriers:** Have specific barriers to employment been addressed and supported?
- **Goals:** Has the individual reached the goals they identified as part of their employment plan?
- **Career Pathway Success:** Is the individual poised for success in their identified career pathway?

In other words, soft exit dates must be planned and align with the progress and preference of participants. Local areas must manage caseloads to ensure that planned exit dates and actual soft exit dates align.

Manual (hard) exits are only allowed if one of the following participant conditions is met (Institutionalized, Health/Medical, Family Care, Deceased, Reservist Called to Active Duty, Ineligible, Retirement or Invalid Social Security Number). See NJWIN 7-15 for information about these specific categories.

### **Provision of Follow-Up Services**

Follow-up services must offer targeted support to individuals based on identified needs. Follow-up services support transitions and the success of individuals in employment or education placements. These services are critical to sustaining growth and progress achieved during an individual's engagement in Title I programs.

Follow-up service provision varies depending on the needs of an individual, however, at minimum follow-up contact should be attempted quarterly for Adult and Dislocated Worker participants and monthly for Youth participants. In some cases, a participant may benefit from more frequent support and additional contacts may be made.

The purpose of the follow-up is to identify any problems that might jeopardize employment and to provide services (follow-up services), as appropriate, to ensure career progression and/or job retention. Follow-up supports and services vary depending on the needs of the individual customer. These services must be discussed prior to a customer's exit and meet the following criteria:

- **Follow-up services are intentional.** Discussions about follow-up supports must be integrated into development of and updates to IEPs and ISSs. Customers must be part of discussion and planning around specific follow-up goals (especially for youth) and the services that will help them support achievement of those goals.
- **Follow-up services are individualized.** Follow-up services and support must be designed in response to the individual's employment status upon exit and the unique barriers and/or opportunities that emerge for that individual.
- **Follow-up services are success-oriented.** Follow-up supports must support self-sufficiency, focus on career pathways, and help customers to achieve and maintain employment and education goals.

Follow-up may be conducted by telephone, in person, via e-mail (or other social media), or by written correspondence. Preference is for the follow-up to be through a medium that increases the probability of interaction with the participant and also increases the probability of continued contact. Follow-up services must include more than only a contact attempted or made for securing documentation in order to report a performance outcome.<sup>4</sup> Follow-up services require contact, interaction, and the provision of an acceptable follow-up service.

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<sup>4</sup> 20 CFR681.580

As an example, a text conversation to provide assistance with a job or work-related problem is follow-up. However, although sending a letter might be considered "following up" this is not considered a follow-up service since interaction and the provision of an actual follow-up service are required.

Follow-up Services may include, but are not limited to the following:

- Counseling individuals about the workplace;
- Contacting individuals or employers to help secure better paying jobs; additional career planning, and counseling for the individual;
- Assisting individuals and employers in resolving work-related problems;
- Connecting individuals to peer support groups;
- Providing individuals with referrals to other community resources.
- Providing individualized information about additional educational or employment opportunities

**Important follow-up activities but not follow-up service.**

- Contacting individuals or employers to verify employment;
- Providing individuals with generalized information about additional educational or employment opportunities; and
- Leaving voicemails or other evidence of contact that don't result in individualized service

### Youth Follow-up Services

Follow-up services are a critical component of youth programs in particular. All youth participants must be advised of follow-up services at the time of enrollment and offered an opportunity to receive follow-up services. The follow-up services offered must be included in the ISS and align with the participant's goals and objectives. TEGL 21-16 outlines that follow-up services must be provided to all participants for a minimum of 12 months unless the participant declines to receive follow-up services or the participant can not be located or contacted.

The types and duration of services provided must be determined based on the needs of the individual. Therefore, the type and intensity of follow-up services may differ for each participant. Types of follow-up may include regular contact with a youth, a youth participant's employer or academic advisors, including assistance in addressing work or school related problems that arise.

Follow-up services for youth should consist of outreach to ensure that the youth participant has the needed tools to continue his/her journey. For example, specific questions may include one or more of:

- How can I help you further?
- Now that you have a job, are you saving money?

- Do you need help setting up a savings account?
- Do you need help establishing a long-term financial plan?
- Is the job you're in what you expected?
- Do you know what other opportunities are available to you within your local area?

In addition, WIOA highlights the provision of five specific program elements as follow-up services for Title I Youth participants, these include:

- Supportive services;
- Adult mentoring;
- Financial literacy education;
- 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 (including counseling about the workplace as appropriate), and career exploration services; and
- Activities that help youth prepare for and transition to post-secondary education and training.

#### Supportive Services in Follow-Up

Supportive services can be provided to WIOA title I Youth during program participation and during follow-up services. However, supportive services are only available to active Adult/Dislocated Worker WIOA participants as outlined in TEGL 19-16.

Adult/Dislocated Worker participants identified as needing ongoing supportive services must still be participating in career services (other than follow-up), training activities, or both to continue to receive supportive services.

Program elements and services defined beyond the above five program elements allowed as part of follow-up are not permitted during the follow-up period. To provide such services, the youth must be re-enrolled and a new eligibility determination completed.

Note: For a description of these services, see the [Youth Program Technical Assistance Guide](#), which was provided in [New Jersey Workforce Innovation Notice 6-17](#).

#### Follow-up Contingencies

Follow-up services must be provided to all participants for 12 months, with some exceptions that may apply. The exceptions are listed below.

***Informed Choice to Discontinue:*** For adults, dislocated workers, and youth, follow-up service may be discontinued if the participant indicates that they no longer need or want the follow-up contact. The participant must send an email or a writing indicating the participant's desire not to be contacted further. Service provider staff shall not solicit this request. The individual may

opt out of receiving follow-up at any point during the program or during the follow-up period. Opting out must be documented in a comment in AOSOS, as well as in the paper file. Opting out must be an informed and active choice of the participant that is based on full knowledge of the supports and services to which an individual has access. In cases, where an individual verbally expresses a choice to discontinue and is unwilling to submit written notice, this must be documented in a comment in AOSOS.

**Several Failed Attempts:** Follow-up services must include a minimum of quarterly attempts to contact Adult/Dislocated Worker participants and monthly attempts to contact Youth participants. If after multiple follow-up attempts, no contact is made within the first six months, follow-up services may be terminated. Attempts must have been made to all telephone numbers and through at least one other medium. Additionally, comments, activities, and services in AOSOS must document: (1) the number of failed contacts attempts and efforts made to encourage engagement, (2) the types of contact made, and (3) the services/support offered to the participant.

**Extension of Follow-up:** For adults, dislocated workers, and youth, follow-up services may be provided beyond 12 months at a local area's discretion. Follow-up may continue if the participant has still not met self-sufficiency and, in the opinion of local area staff, additional progress can be obtained through continued follow-up. Furthermore, for Adult and DW participants, a gap between exit and placement might result in a follow-up period that extends beyond 12 months. All of this must be documented via comments in AOSOS.

#### Local Follow-up Policies

Each local area must develop and approve a follow-up policy that specifies:

- Allowable follow-up services in your local area for Youth, Adult, and Dislocated Worker participants who have exited
- Specific tools for assessing and identifying follow-up supports, including follow-up agreements established during active engagement
- Opt-out procedures for Youth participants, include templates for participants to decline follow-up services
- Protocols around follow-up attempts, including when failed attempts are sufficient to discontinue follow-up services, as well as, specific expectations around the documentation of these attempts and decisions
- Procedures for how to document approvals and provision of follow-up services provided beyond 12 months

Local policies must be used to establish specific local details about follow-up policies and procedure related to opt-out, discontinuation of follow-up services based on failed attempts, and extended follow-up opportunities. Specifically, opt-outs and discontinuations of follow-up services are not allowed, if no local policy exists specifying follow-up policies and procedures.

**Additional categories of youth for whom follow-up services are not required per TEGl 10-16**

- The participant exits the program because he or she has become incarcerated in a correctional institution;
- The participant has become a resident of an institution or facility providing 24-hour support such as a hospital or treatment center while receiving services as a participant;
- The participant is deceased;
- The participant exits the program because of medical treatment, and that treatment is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation in the program;
- The participant exits the program because the participant is a member of the National Guard or other reserve military unit of the armed forces, and is called to active duty for at least 90 days; or
- The participant is in the foster care system as defined in 45 CFR 1355.20(a), and exits the program because the participant has moved from the local workforce area as part of such a program or system.

**Follow-up Documentation in AOSOS**

***Documenting Follow-up Attempts***

Specific attempts to follow-up with a customer after exit must be documented as an activity in the Activities tab in Customer Detail.

When documenting...	Please enter the following activity...
An attempt to follow-up and make contact with a customer	Follow-up Attempted

Counselors and other staff must use this activity to document making follow-up attempts even if connection and specific follow-up services are not offered. In addition, additional details about these attempts, must be documented in Comments in the Services tab – including information about the medium used to attempt contact and any specific information provided.

***Recording Follow-up Services***

A same-day follow-up service should be entered each time a customer engages directly in additional contact and receives support during the follow-up period. Follow-up can be entered as a generic follow-up service, however additional details about the nature of the follow-up engagement must be recorded in the Outcome/Status field of the "Achievement Objectives" tab in the Services module.

**About Same Day Services**

Follow-up services must always be entered as a same-day service, in other words the actual start and end dates should reflect the same date.

Entry of a same day follow-up service indicates direct contact and support of a customer.

Follow-up services must be attempted quarterly for Adult/DW participants and monthly for Youth participants. When these attempts result in service, a same day follow-up service must be entered.



In addition to entering a general follow-up service and details, five program elements are specifically allowable as part of youth follow-up services: Supportive Services, Adult Mentoring, Financial Literacy Education, services that provide Labor Market & Employment Information, and activities that help youth prepare for and transition to post-secondary education and training. Specific SSTs associated with these program elements (highlighted on page 10 in the AOSOS Technical Guide for Title I Service Delivery) can be entered as specific services provided as part of follow-up.

As with other services, specific details about these follow-up services should be captured in the Outcome/Status field of the "Achievement Objectives" tab. Please see the AOSOS Technical Guide: Title I Service Delivery for more details about how to ensure service details are captured in the "Achievement Objectives" tab. Specifically, this Outcome/Status field must be used to capture details about individual dates of follow-up connection, duration of connection with client, topics discussed, and specific supports provided.

#### ***Additional Follow-up Documentation***

In addition to documenting follow-up attempts as activities and follow-up services and details as same-day services in the Achievement Objectives tab, additional information must be documented in comments.

Overall, an AOSOS record should offer a clear picture of follow-up attempts and support individuals through recorded follow-up activities, same day service entries, details recorded in Achievement Objectives, and additional notes in the Comments tab in Services.

Specifically, if follow-up services and attempts are terminated, a comment summarizing follow-up attempts and support must be recorded in Comments in the Services tab. Furthermore, termination practices must be consistent with a local areas follow-up policy. In other words, documented attempts must correspond with requirements highlighted in the local follow-up policy.

Lastly, supplemental data relevant to training and employment outcomes must be collected during follow-up. This includes information about personal contact information (address, phone, other contact numbers, name changes), credential attainment (status), and employment (employer, wages, hours and position). If related to training completion or credential attainment, this information must be entered in the Training Outcomes tab. If information is related to employment, this information must be entered in the Employment Outcomes tab. Changes to personal contact information must be documented in the Customer Detail module. Additionally, back-up documentation of training and employment outcomes must be included in paper files.

**Final Close-Out Steps:** After the 12-month follow-up is completed, all files are to be reviewed again for accuracy in all areas (eligibility documentation, ISS/action plan, Case Notes) before the participant name is removed from the case manager's caseload list and the file is placed into storage. Exit files must be retained for no less than seven years.

**References:**

- WIOA 20 CFR 678.430
- WIOA 20 CFR 680.100-195
- WIOA 20 CFR 681.580
- TEGL 10-16 Change 1: [https://wdr.doleta.gov/directives/attach/TEGL/TEGL\\_10-16-Change1.pdf](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_10-16-Change1.pdf) (page 34)
- TEGL 19-16: [https://wdr.doleta.gov/directives/attach/TEGL/TEGL\\_19-16\\_acc.pdf](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_19-16_acc.pdf)
- TEGL 21-16: [https://wdr.doleta.gov/directives/attach/TEGL/TEGL\\_21-16\\_Acc.pdf](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_21-16_Acc.pdf) (page 19)
- Youth Program Technical Assistance Guide: [Microsoft Word - WIOA Youth Program Elements Technical Assistance Guide.docx \(nj.gov\)](#)

**Contact: Inquiries regarding this policy should be directed to [WIOAPolicy@dol.nj.gov](mailto:WIOAPolicy@dol.nj.gov).**

# WIOA Closure and Common Exit Form

Participant Name: \_\_\_\_\_ AOSOS #: \_\_\_\_\_

Closure Date: \_\_\_\_\_ Exit Date: \_\_\_\_\_

Program: Adult  Dislocated Worker  Youth ISY  OSY  Other Programs: \_\_\_\_\_

Employed: Yes  No  Employer Name: \_\_\_\_\_  
*If Yes, Attach Completed Employment Verification Form*

Post-Secondary: Yes  No  Institution: \_\_\_\_\_  
*If Yes, Attach Completed Enrollment Verification Form/Class Schedule*

**Youth School Status at Exit**

In School – High School or Less  Not Attending School – H.S. Dropout   
 In School – Alternative School  Not Attending School – H.S. Graduate   
 In School – Post High School  Not Attending School – Within Age of Compulsory School Attendance

**Youth Placement at Exit**

Entered Post-Secondary Training  Entered Military Service   
 Entered Advanced Training  Entered A Qualified Apprenticeship

**Exemptions (Manager Review/Initial and Signature Required)**

Incarcerated/Institutionalized for More Than 90 Days During Participation  Initials: \_\_\_\_\_  
 Health/Medical treatment that is expected to last longer than 90 days  Initials: \_\_\_\_\_  
 Participant is deceased  Initials: \_\_\_\_\_  
 National Guard or other Reserve Forces called to Active Duty for at least 90 days  Initials: \_\_\_\_\_  
 Youth participant is in the foster care system moved from the area as part of system  Initials: \_\_\_\_\_

**Other Exit Reasons – (Manager Review/Initial and Signature Required)**

Cannot Locate  Manager reviewed/assisted with locating participant Initials: \_\_\_\_\_  
 Refused to Continue  Reason: \_\_\_\_\_ Initials: \_\_\_\_\_  
 Family Care  Describe: \_\_\_\_\_ Initials: \_\_\_\_\_

\_\_\_\_\_  
 Staff Signature

\_\_\_\_\_  
 Date

\_\_\_\_\_  
 Manager Signature

\_\_\_\_\_  
 Date

# UNION COUNTY AMERICAN JOB CENTER

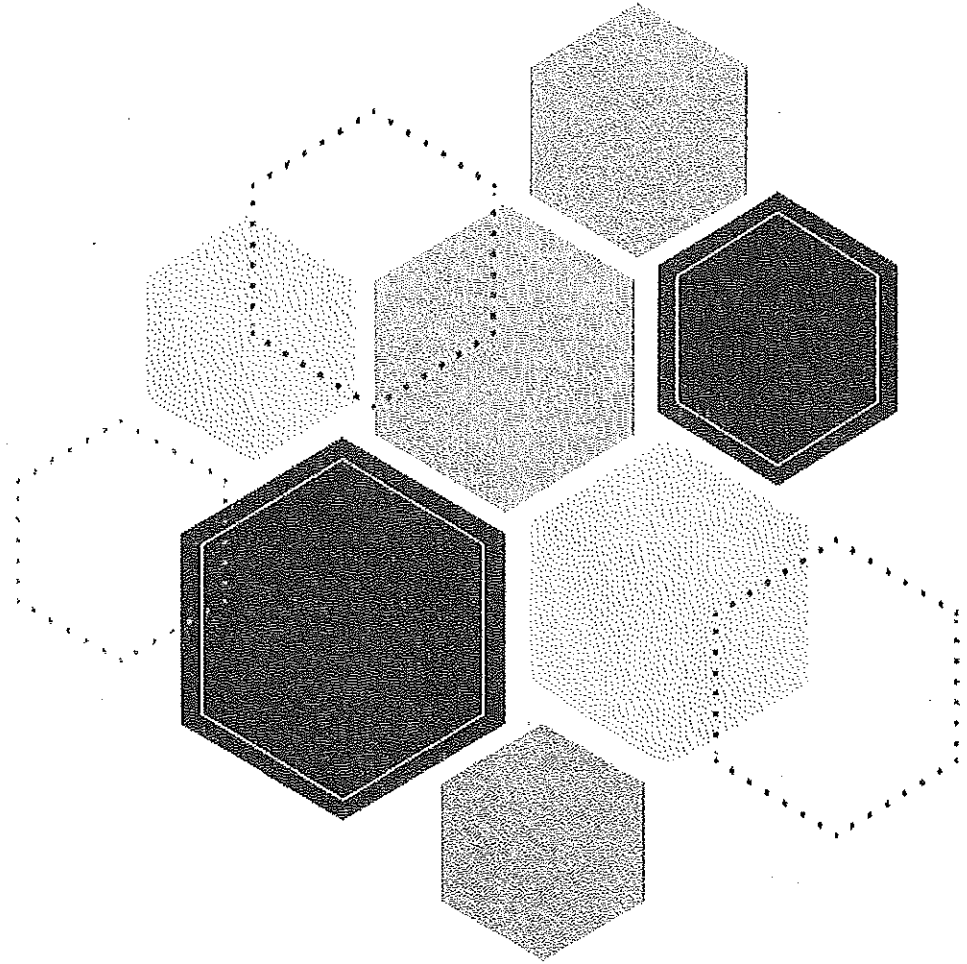
## Employment Verification Form

Customer Name: _____			
Address: _____		City _____	Zip _____
Phone# _____		AOSOS # _____	
Training Program _____			
Training Start Date: _____		Training End Date: _____	
Funding: (Circle One) <u>Adult</u> Dislocated      Youth			

Exit Date: _____	
Reason for Exit: _____	
Completion Date: _____	Was a Credential Obtained: Yes or No      Date: _____

Employer's Name: _____	
Address: _____	
Phone # _____	Start Date: _____
Position/Title _____	
Hourly Wage per week      \$ _____	Hours Worked per week _____
Employer Representative - Name and Title: _____	
Employer Contact information _____	
180 & 365 day Job Retention Dates: _____	

Forward to		Forward to	
Email:		Email:	
Phone #		Phone #	



# AOSOS Technical Guide for **TITLE I SERVICE DELIVERY**

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This guide provides a comprehensive overview of how to enter various elements of WIOA Title I Service Delivery into AOSOS. This serves as a resource for NJDOL Employment Services staff and local area WIOA staff operating Title I programs.

Updated December 2021  
Version 1.1



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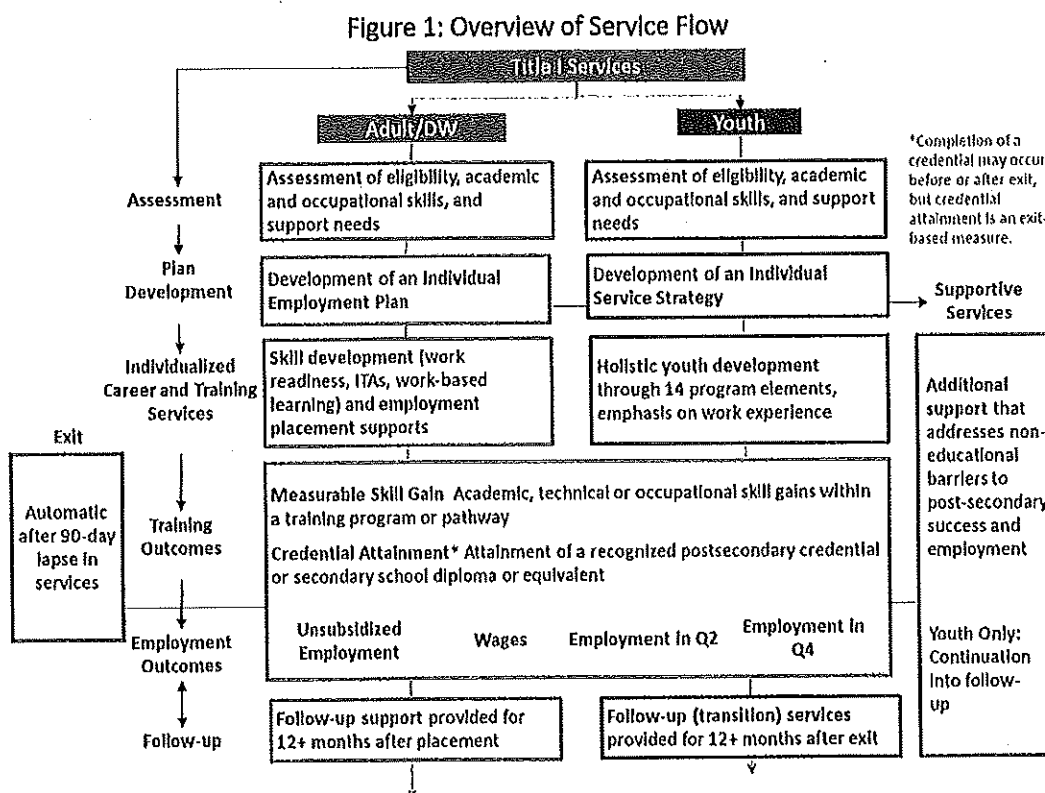
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## Introduction to AOSOS Technical Guide for Title I Service Delivery

This guide provides a comprehensive overview of how to enter various elements of WIOA Title I Service Delivery into AOSOS. This serves as a resource for NJDOL Employment Services staff and local area WIOA staff operating Title I programs.

This guide targets practitioners who have some knowledge of and experience using AOSOS – including familiarity with various modules and tabs. Existing AOSOS resources should be used in conjunction with this guide regarding navigation of AOSOS. Specifically, the AOSOS Toolkit offers a robust overview of AOSOS entry practices applicable to all elements highlighted in this guide. The Toolkit can be found here: <https://towork.dol.state.nj.us/aosotrainingmaterials/layouts/15/start.aspx#/>. Appendix A provides an overview of access information and the training modules include in the AOSOS Toolkit.

The guide is organized around five key phases of service delivery: (1) Assessment, (2) Plan Development, (3) Service Engagement (including provision of individualized career services, training services, and supportive services), (4) Outcomes (including training and employment outcomes), and (5) Follow-Up. Figure 1 provides an overview of this service flow.



1. Maximize our electronic record of participant engagement in ways that enhance the potential for using these data to monitor and review existing practices in a consistent and ongoing way
2. Ensuring the accuracy of reports to the US Department of Labor (USDOL) shared via the PIRL



For additional resources outlining specific policies related to this guide please refer to our existing policy trainings and policies:

- Policy videos: [https://www.youtube.com/channel/UCPoTaed\\_Iei21g4xqgLaMFw](https://www.youtube.com/channel/UCPoTaed_Iei21g4xqgLaMFw)
- Additional policy resources: <https://www.nj.gov/labor/wioa/resources/>

If you have any questions about this guide, please don't hesitate to reach out to your assigned monitor or at [WIOAPolicy@dol.nj.gov](mailto:WIOAPolicy@dol.nj.gov).

## SECTION 1: ASSESSMENT

Assessment including intake, documentation of eligibility criteria, and assessment of academic and occupational skills and interests, as well as supportive service needs are all expected elements in the initial engagement of Title I Adult, Dislocated Worker, and Youth participants.

## Recording Assessment Activities

Specific actions with a customer during the assessment process can be documented as activities in the Activities tab in Customer Detail. Table 1 below provides an overview of specific activities that are often part of assessment. Please note, in some cases, a single engagement with a participant may result in the documentation of more than one activity in AOSOS.

**Table 1: Overview of Assessment Activities**

When documenting...	Please enter the following activity....
Initial intake and eligibility assessments	Assessment Interview, Initial Assessment
Basic skills assessments	Literacy Test and/or Math Test
Career interest assessments	Interest Inventory
Occupational skills assessments	Assessment Services – Career Assessment
Supportive service assessments	Supportive Services Assessment <sup>1</sup>

While other assessment activities in AOSOS may also be appropriate to use in certain circumstances, the activities highlighted above are the primary assessment activities recommended for use.

### Mapping Assessment Phases and Assessment Activities

The WIOA Assessment Technical Assistance Guidance highlights three unique phases of assessment: (1) Initial Assessment, (2) Comprehensive Assessment, and (3) Ongoing

- Assessment. The “Assessment Interview, Initial Assessment” service code corresponds most often to Initial Assessment activities.
- “Literacy Test” and “Math Test” service codes may be part of Initial Assessment and/or are often the first step in a Comprehensive Assessment.
- A Comprehensive Assessment process will usually also include additional “Interest Inventory,” “Assessment Service – Career Assessment,” and/or “Supportive Services Assessment” activities.
- Ongoing assessment can include many of these service codes as well, for example a retest of literacy/math skills, a return to career interest or occupational skills assessments, or the need for additional assessment of Supportive Services needs.

<sup>1</sup> Supportive Services Assessment is a new activity added to AOSOS in Fall 2021. This activity can be found in the Employment and Training Folder when adding an activity in AOSOS.

## Recording Assessment Results

In addition to documenting engagement in particular intake and assessment activities, information and results from assessments must also be entered into AOSOS. The NJ Intake and Initial Assessment form offers a tool for gathering initial intake information that must be entered when creating or updating AOSOS records. Appendix B provides an overview of the intake fields required in AOSOS. However, in addition to intake fields, specific details of assessment results must also be captured in AOSOS. We provide a crosswalk of where specific assessment results should be captured in Table 2 below.

Table 2: Assessment Results Documentation

Type	Specific Assessment Details	AOSOS Module	AOSOS Tab	AOSOS Fields
Academic	Education Attainment Level <sup>2</sup>	Customer Detail	General Info	Education Level
	Specific Degree/ Certificate Info	Customer Detail	Ed/Lic	Certificates/Licenses
	Basic Skills Test Results	Customer Detail	Tests	All Test Details
	Basic Skills Deficiency/Low Literacy Level Status	Comp Assess	Education	Basic Skills Deficiency/ Low Levels of Literacy (Y/N)
	English Language Learner Status	Comp Assess	Education	English Language Learner (Y/N)
Occupational	Employment history	Customer Detail	Work History	Work History Details
	Cultural Barriers to Employment	Comp Assess	Employment	Cultural Barriers to Employment
	Areas of skill strength and improvement identified through assessments	Comp Assess	Employment	Summary of Occupational Strengths and Weaknesses
	Specific occupational interests identified through assessments	Comp Assess	Education	Job-Related Interests
Personal	Family and child care needs	Comp Assess	Family	Family Needs
	Health insurance status	Comp Assess	Health	Insurance Providers
	Medical and mental health needs <sup>3</sup>	Comp Assess	Health	Health Information
	Medical and mental health treatment access <sup>3</sup>	Comp Assess	Treatments	Health Treatment Information
	Criminal background/history	Comp Assess	Legal	Legal Information
	Housing status	Comp Assess	Housing	Housing Information
	Driver's License status	Customer Detail	Ed/Lic	Driver License
	Transportation needs	Comp Assess	Transportation	Transportation Information
Technology needs <sup>4</sup>	Comp Assess	Technology	Technology Accessibility Information	

<sup>2</sup> Education level based on local policy determines whether basic skills assessments are required.

<sup>3</sup> Please see information on page 6 about documenting sensitive and confidential information in Counseling Statements.

<sup>4</sup> The Technology tab in Comp Assess is a custom tab that is being added to AOSOS in Winter 2022.

## Documenting Additional Assessment and Eligibility Information

As part of the assessment process, additional details should be captured in the Comp Assess module either in Counseling Statements or Comp Assess Comments tabs. Counseling Statements are generally available to Individuals in Counseling roles, although some exceptions for other roles may be made on a case-by-case basis with justification. The Comp Assess Comments tab is available to all AOSOS users. In addition to recording details in Counseling Statements and Comp Assess Comments tab, additional information and details about an individual's engagement in activities and services must be recorded in the joint Customer Detail and Services Comments tabs.

Table 3 below provides an overview of how to differentiate where to document various details providing information about an individual's engagement.

**Table 3: Guidelines for Entering Details**

AOSOS Tabs	Guidelines for Use
Counseling Statements	Counseling statements must be used to record confidential and sensitive information related to assessment and eligibility. This includes logging sensitive information associated with ongoing assessment that may arise at different points in time during an individual's active service period. This includes details related to: personal health, family health, legal, UI fraud concerns, and/or anything else that the client may not feel comfortable sharing beyond their counselor. For the most part, general career assessments and expressed training interests unrelated to training eligibility and justification may be noted in Comp Assess comments (see below).
Comp Assess Comments	Comp Assess Comments must be used to record most information related to assessment activities and results, particularly details about academic and occupational assessments. This information is critical to multiple personnel serving the needs of Title I participants. These comments together with comments in Customer Detail/Services Comments should offer a full story of the customer's engagement in activities and services. If additional confidential/sensitive details are entered in Counseling Statements, a specific note to view the Counseling Statement must be highlighted in a general note in the Comp Assess Comments tab. In other words, individuals without access to Counseling Statement must have general awareness that additional details around a specific barrier or issue exist in a Counseling Statement so that they can follow up with counselors as needed.
Customer Detail/Services Comments	Additional details related to engagement in job assistance activities and service plans and engagement must be entered in the joint Customer Detail/Service Comments tabs. Comments entered in either tab show up in one stream of comments. This includes information related to IEP/ISS development, engagement in services, identification of additional supportive service needs, training and employment outcomes, and follow-up services.

***An additional note about Counseling Statements:*** A single counseling statement must be used to record all information related to an individual's ongoing engagement around a particular IEP or ISS. Please edit the same Counseling Statement when including new confidential information related to an individual's ongoing engagement. All new entries to an edited statement must include the date of entry and be entered at the top of the Counseling Statement so that information is sequential. Counselors should not create new Counseling Statements each time they enter new information.

#### **Access to AOSOS Counseling Statements**

Access to Counseling Statements in AOSOS is available to counselors who have graduated from an accredited college or university with a Bachelor's degree including or supplemented by fifteen (15) semester hour credits in vocational guidance or other courses directly related to vocational counseling preparation (including sociology, psychology, education, counseling, personnel administration and other related courses). In some cases, individuals in additional monitoring, supervisory, or partnership roles may gain access to these statements on a case-by-case basis. Supervisors may submit requests to NJDOL's MIS team for specific employees in the One Stop system to gain access to Counseling Statements. These requests are then shared with NJDOL's lead counselor for approval.

## SECTION 2: PLAN DEVELOPMENT

Plan development includes the process of developing specific employment education goals and plans, specifically identifying services and opportunities for achieving those goals. These plans are reflected in Individual Employment Plans (IEPs) for Title I Adult and Dislocated Worker participants and in Individual Service Strategies (ISSs) for Title Youth participants.

## Recording Plan Development Activities

Specific actions with a customer during the plan development process can be documented as activities in the Activities tab in Customer Detail. Table 4 below provides an overview of specific activities that are often part of plan development. Please note, in some cases, a single engagement with a participant may result in the documentation of more than one activity in AOSOS.

Table 4: Overview of Plan Development Activities

When documenting...	Please enter the following activity....
One-on-one engagement in reviewing assessment results and developing an IEP or ISS	Counseling – Individual & Career Planning <sup>5</sup>
The creation of or updates to an IEP or ISS	Individual Employment Plan

## Recording IEP/ISS Details

Assessment results are a key element of IEP and ISS documents. We have offered a standard for capturing those results in AOSOS in Table 2. Additionally, IEPs and ISSs also include information about participant employment and education goals and planned actions. This additional information should also be captured in AOSOS. Table 5 below provides specific information about how to capture planned actions, as well as short-term and long-term employment and education goals.

Table 5: Goals and Planned Actions

Goals and Objectives	AOSOS Module	AOSOS Tab	Details
Education and Employment Goals	Customer Detail	Objective	Details about education and employment goals included in the IEP and ISS must be documented in the "Employment Objective" field. This narrative must include details about relevant short-term and long-term goals, as well as career pathways.
Planned Actions/ Services	Services	Achievement Objectives	An IEP and ISS must include details about planned service elements related to education and employment goals. The "Employment Objective" field in the Achievement Objectives tab includes goals entered in Customer Detail. Each unique service element must be documented as an Individual Achievement Objective. These entries support tracking planned vs. actual service engagement.

Including planned services as individual achievement objective offers an opportunity to document the services that have been identified as part of an IEP or an ISS. We discuss later in this guide, on page 15, how these achievement objectives (planned services) get connected to actual service provision.

<sup>5</sup> This activity can be entered by anyone engaging participants in this activity. Individuals do not have to be "counselors" to enter this activity.



## Documenting Additional Plan Development Details

In addition to documenting engagement in IEP and ISS activities and the plans that result from EP and ISS development, comments documenting additional details about engagement and interaction with the customer must be logged in the Comments tab within the Services module. Specifically, Comments must include details documenting changes to the IEP or ISS and the reasons for changes – including changes in goals, barriers, and/or services planned.

It is also important to note, that ISSs and IEPs must be revisited with customers during the course of their engagement. In particular, ISSs must be reviewed and updated every six months. In addition to taking the IEP activity documenting these points of engagements, comments must capture specific details about the nature of the conversation and engagement with a customer at that time.

## SECTION 3: SERVICE ENGAGEMENT

Service engagement includes the variety of activities and services in which the participant engages to achieve identified employment and education goals, as outlined in their Individual Employment Plans (IEPs) and Individual Service Strategies (ISSs). This includes a variety of Basic Career Services, Individualized Career Services (including Supportive Services), and Training Services.

## Recording Funded Services for Adult/DW Participants

Specific Individualized Career Services, Training Services, and Supportive Services must be captured in the Services tab in the Services module in AOSOS as a same-day or multi-day service. A complete list of SSTs available in AOSOS are highlighted in Appendix C. Although many different service codes are available for use, this guide establishes a core set of service codes that must be used for specific service elements and entered as services in the Services tab in AOSOS. Table 6 on the next page provides an overview of the specific Seeker Service Types (SSTs) that we request use of to document the engagement of Adult/DW participants in specific supports. Details about the support must also be captured in Achievement Objective details (see page 6).

*Various Modes for Recording Service Engagement (Please note this section is also applicable to entry of Youth Services.)*

Additionally, it is important to note that depending on the nature of the service, these services may be entered in a couple different ways: (1) as an activity or funded services, and/or (2) as a same-day or multi-day funded service. More details about entering activities and funded services are highlighted in the text box on page 13.

The submission of a multi-day service assumes that regular weekly engagement and interaction is occurring with a participant. Work experiences and training activities, specifically, can be added as multi-day services. However, many other services may happen over a period of time, but as needed or on an appointment basis, these must be entered as same-day services each time the service is offered.

Three key points about entering services that ensure accurate records and reporting:

- The service record must offer a clear overview of all the unique service elements, specifically individual program elements for Youth, in which a participant is engaging.
- To ensure that a participant is tagged as actively engaged in services, local areas must ensure that a counseling touch point occurs minimally every quarter and that a corresponding "Counseling – Individual and Career Planning" activity, and comment with details about the interaction, are entered in AOSOS each time.
- All services must include actual start and end dates that align with service provision. Careful attention must be paid to ensure that services are not keeping a participant's record active after their engagement as a WIOA participant has ended. This applies to services funded through WIOA, WFNJ, and any other funding sources.

### Activities, Same-Day Services, and Multi-Day Services

As noted, engagement can be entered in a few different ways in AOSOS. The type of entry depends on the type of service. These service entry options include:

**Entering an activity:** As a rule, Basic Career Services in which a Title I participant engages during their period of participation must be entered as activities rather than funded services. Each time an individual engages in these activities an activity must be entered in AOSOS. Many individualized career services may also be entered in this way. IEPs and ISSs specifically must be entered as activities, and additionally, specific instances of counseling for example, may be entered as activities.

**Entering a same-day (funded) service:** Many individualized career services, including many supportive services, some financial literacy and work experiences, and all follow-up services must be entered as same-day services. A same-day service must be entered every time a participant engages in these services. (Please note: case management and counseling activities may be entered as same-day activities or services depending on the participant's status. More information is provided on page 16.)

**Entering a multi-day (funded) service:** As a general rule if a support reflects a skill development service, including work experience and various trainings, that happens over a period time and in which a participant engages regularly over a course of time, these elements may be entered as services with dates reflecting their duration over multiple days.

Table 6: Overview of Core Service Types for Adult/Dislocated Worker Participants

Type	Service Elements	Service Type	Service Entry <sup>6</sup>
Preparation Supports (Training or Individualizing Career Services)	Basic Skills Development (Basic Literacy and Life Skills Training)	128 – Basic Skills/Life Skills	Same-day or Multi-day Service
	HSE Preparation	127 - Academic Learning	
	ESL Training	130 - English as a Second Language (ESL)	
	Work Readiness Skill Development	142 - Work-Related/Job Readiness Training	
Work Experiences (Individualized Career Services)	Work Experience	113 – Internships 120 - Summer-Related Employment 144 - Job Shadowing 256 - Other Work Experience	Same-day or Multi-day Service
		Transitional Job	
	Pre-Apprenticeship	255 -Pre-Apprenticeship Program - Individualized/ITA Training (non-Youth)	
Classroom-Based Training (Training Services)	Individual Training Account (ITA) <sup>7</sup>	134 – Occupational Skills Training	Multi-day Service
Work-Based Training (Training Services)	Apprenticeship	397 – Apprenticeship Training	Multi-day Service
	On-the-Job Training	135 – On the Job Training (OJT)	
	Incumbent Worker Training/Customized Training <sup>8</sup>	141- Workplace Training	
Supportive Services (Individualized Career Services)	Supportive Services (Supporting associated training costs)	125 - Supportive Services – Transportation 300 – Supportive Services (Other)	Same-day or Multi-day Service
	Supportive Services (Supporting removal of barriers to employment)	122 - Supportive Services – Housing 123 - Supportive Services - Child Care 124 - Supportive Services - Dependent Care 125 - Supportive Services – Transportation 300 – Supportive Services (Other)	

<sup>6</sup> Please see page 13 for a description of multi-day and same-day service entry.

<sup>7</sup> This is the only SST that should be entered as ITA training. All other training should be entered as non-ITA training. If a Pre-Apprenticeship, Apprenticeship, or OJT opportunity includes an ITA, the ITA should also be added as a funded service.

<sup>8</sup> Individuals in these training services are not Title I participants. These services are for individuals participating in employer-based training when already employed.

## Recording Funded Services for Youth Participants

Youth program elements provided to participants should be captured in the Services tab in the Services module in AOSOS. Table 7 provides an overview of specific Seeker Service Types (SSTs) that should be used to document the engagement of participants in specific supports. This table also provides an overview of whether these services should be entered as same-day or multi-day services (see page 12). Additional details about youth program elements are highlighted in Appendix D.

**Table 7: Overview of Core Service Types (Program Elements) for Youth Participants**

Program Element	Service Seeker Type (SST)	Service Entry
Tutoring, study skills, and dropout prevention	140 – Tutoring Study Skills Training, Drop Out Prevention Strategies (Youth Only)	Same-day or Multi-day Service
Alternative secondary school services or dropout recovery services	104 - Alternative Secondary School Services (Youth Only)	Multi-day Service
Paid and unpaid work experience	144 - Job Shadowing 120 - Summer-Related Employment Opportunities 113 - Internships 253 - Pre-Apprenticeship Program - Work Experience (Youth Only) 135 - On the Job Training (OJT) 143 - Work Experience Opportunity (Youth Only)	Same-day or Multi-day Service
Occupational Skills Training	134 - Occupational Skills Training	Multi-day Service
Education offered concurrently with and in the same context as workforce preparation activities and training	281 - Education with Workforce Preparation - Contextualized Instruction (Youth Only)	Same-day or Multi-day Service
Leadership development	115 - Leadership Development Opportunities (Youth Only)	Same-day or Multi-day Service
Supportive services <sup>9</sup>	122 - Supportive Services – Housing 123 - Supportive Services - Child Care 124 - Supportive Services - Dependent Care 125 - Supportive Services – Transportation 300 - Supportive Services (Other) 118 - Needs Related Payments	Same-day or Multi-day Service
Adult mentoring for at least 12 months <sup>9</sup>	41 – Mentoring	Same-day Service
Follow-up services	110 – Follow Up	Same-day Service
Comprehensive guidance and counseling	109 - Comprehensive Guidance and Counseling (Youth Only) 330 – Career Guidance	Same-day or Multi-day Service
Financial Literacy Education <sup>9</sup>	277 - Received Financial Literacy Services	Same-day or Multi-day Service
Entrepreneurial Skills Training	131 - Entrepreneurial Training	Same-day or Multi-day Service
Services that provide Labor Market Information <sup>9</sup>	258 - Workforce Information Services Staff Assisted (LMI) (Youth Only)	Same-day Service
Postsecondary Preparation and Transition activities <sup>9</sup>	282 - Postsecondary Preparation and Transition Activities (Youth Only)	Same-day Service

<sup>9</sup> These program elements may also be entered as follow-up services.

## Details about Entering Services

### *Attaching Appropriate SSTs to Provider and Service*

Service Seeker Types (SSTs) are underlying service codes that describe services and connect NJDOL data to the PIRL. In order to add a service to a participant record, SSTs reflecting the specific services a provider offers must be connected to a provider's record in the Provider module. In other words, the first step in entering a service is first ensuring that the correct SSTs and services are entered in the provider's record in the Services tab (in the Provider module) and that these services align with the SSTs highlighted in Tables 6 and 7 above. If a provider offers more than one service type, multiple services and service IDs must be created for each service. For example, if a youth provider named Excellent Youth Corps offers Work Experience, Financial Literacy, Adult Mentoring, and Entrepreneurship services – four unique service IDs must be created that include aligned SST codes, Excellent Youth Corps- Work Experience, Excellent Youth Corps-Financial Literacy, Excellent Youth Corps-Adult Mentoring, and Excellent Youth Corps-Entrepreneurship.

### *Connecting Achievement Objectives and Funded Services*

Planned actions/services from the IEP or ISS must be entered as individual Achievement Objectives (see Plan Development section of this guide). When an actual funded service is entered this information will include connection to the Specific Achievement Objective that was created and entered for this planned service, as part of the record.

Additional details about the provision of the actual service must be recorded in the Outcome/Status field in the Achievement Objectives tab (once the Achievement Objective is connected to a service provided). In particular, specific details about work experience, supportive services, and/or follow-up must be entered in this field in the attached Achievement Objective information. Table 8 below provides information about the types of details that should be recorded in the Outcome/Status field for each of these service types.

**Table 8: Additional Service Documentation Requirements**

<b>Work Experience</b>	<b>Supportive Services</b>	<b>Follow-Up Services</b>
Details should include information about: <ul style="list-style-type: none"> <li>• Type of work experience</li> <li>• Placement Info</li> <li>• Duration of work experience</li> <li>• Academic and occupational components</li> <li>• Career pathway alignment</li> </ul>	Details should include information about: <ul style="list-style-type: none"> <li>• Type of service</li> <li>• Amounts expended on services</li> <li>• All dates when supportive services have been provided</li> </ul>	Details should include information about: <ul style="list-style-type: none"> <li>• Individual dates of follow-up connection</li> <li>• Duration of connection with client</li> <li>• Topics discussed</li> <li>• Specific supports provided</li> </ul>

### *Work Experience Offered*

In addition to providing documentation of work experience details, documentation must also be provided verifying that each youth has had the opportunity to engage in a work experience. In other words, work experience must be offered to all youth as part of their engagement in youth services. When work experience is offered, the activity "Work Experience Offered" must be entered into AOSOS.

Table 9: Overview of Work Experience Access

When documenting...	Please enter the following activity...
A youth has been provided access to work experience	Work Experience Offered <sup>10</sup>

In particular, any youth who is assessed as capable of participating in work activities should have a work experience incorporated into their service strategy. Youth who could benefit from work activities include individuals with no previous work experience, only informal work experience, and unsuccessful work history.

### Recording Counseling and Case Management Support for Adult, DW, and Youth Participants

Each counseling and case management interaction must be documented in AOSOS individually. Appropriate case management or counseling activities OR a same-day funded service must be entered indicating engagement with the customer each time an interaction takes place. In addition to entry as activities or same-day funded services, specific details about the nature of the conversation and support provided in each interaction must be highlighted in Confidential Statements, Comp Assess, or Customer Detail/Service Comments. Please refer to Table 3 on page 6 for specific information about when to make use of these different narrative fields. An AOSOS record must offer specific details about each case management and/or counseling interaction. Please note: Case management and counseling supports must not be entered as a multi-day funded service in AOSOS.

#### Counseling and Case Management Entry

Whether these supports are entered as a funded service or activity depends on:

1. Whether this individual is being served as a Wagner Peyser (activity) or Title I participant (service)
2. Whether engagement in counseling or case management activities are the first service in a Title I experience
3. Whether other funded services have already been entered to trigger Title I participation

### Recording Additional Job Preparation, Search and Placement Activities for Adult, DW, and Youth Participants

In addition to the specific funded services highlighted above, various Activities in the Activities tab may also be entered to document engagement of a participant in specific supports – particularly engagement in job preparation, search, and placement activities. These supports occur within a single day, rather than representing an ongoing engagement. Specific activities that are commonly used are highlighted in Table 10 (on the next page).

<sup>10</sup> Work experience offered is a new activity added to AOSOS in Fall 2021. This activity can be found in the Employment and Training Folder when adding an activity in AOSOS.



Table 10: Overview of Job Preparation, Search and Placement Activities

Job Ready Area	Service Seeker Type (SST)
Job Preparation	34-Resume Writing Workshop 37-Resume Preparation Assistance 39 – Workforce Information Services Staff Assisted (LMI)
Job Search	32-Job Search Planning (WSR) 35-Job Search Workshop (WSR) 36-Job Finding Club (WSR) 44-Job Fair (WSR) 286 – Job Search Assistance (WSR)
Job Placement	38-Job Development Contact 287-Placement Assistance

## SECTION 4: OUTCOMES

Outcomes include specific information related to skills gained as a result of training (Measurable Skill Gains), completion of training courses, the full attainment of credentials (Credential Attainment), and ultimately placement in a high-quality employment opportunity, i.e., placements that align with the type of work, wages, and number of hours identified in a customer's employment goals (Employment Q2, Employment Q4, Median Wages).

## Recording Training Outcomes

Training outcomes include several different elements of documentation, including whether a training was completed, what skills the customer gained, what additional steps may be necessary for attaining a credential, and whether these steps were completed and the customer ultimately attained the credential. All of these elements must be captured in the Training Outcomes tab in the Services module. Furthermore, this tab should provide an active summary of current training status. Table 11 provides an overview of the fields and elements used to capture information about a training and credential attainment status.

Table 11: Overview of Training Outcomes Information

AOSOS Field	Entry Details	Entry Timing
Category	Select secondary, postsecondary, or occupational skills/advanced training	Enter data at enrollment
Type	Select option that best describes type of training	
Enroll Date	Enter date of training start	
Completion Date	Enter (expected and actual) date of training end	Enter data at enrollment and when customer's status/info changes
Attainment Status	Enter attainment status based on current progress (attainment statuses differentiate between course completion and credential attainment): <ul style="list-style-type: none"> <li><i>In Process – no intended credential:</i> individual is in a training course that hasn't ended that does not have an intended credential</li> <li><i>In Process – intended credential pending:</i> individual is in a training course that hasn't ended and has a specific intended credential</li> <li><i>Completed – Attained Intended Credential:</i> customer has completed a training course and received the intended credential (including completion of any exams and/or licensing requirements)</li> <li><i>Completed – Did Not Attain or Intend Credential:</i> customer has completed training but has not received the intended credential (did not complete additional credentialing steps) OR no credential was intended upon training completion</li> <li><i>Incomplete – Did Not Attain or Intend Credential:</i> individual did not complete the training</li> </ul>	
Leads to Cred/Empl	Select Yes or No to indicate that 1. A certificate of training completion is sufficient for entry-level or advancement in employment, OR 2. the training leads to a specific exam-based credential/license	
Major/Program	Enter the name of the training	
Degree/Cert/Cred	Enter the intended culminating document signifying completion of credential: <ul style="list-style-type: none"> <li>Certificate of Completion – when training completion is the final step in a credentialing process</li> <li>Exam-Based Credential – when passage of an exam is required upon completion of a training and is the final step in a credentialing process</li> <li>License – when additional fees and documents must be filed as the final step in a credentialing process</li> <li>Other – when credential attainment occurs through another final step</li> </ul>	Enter data at enrollment
School	Enter the provider (school/training entity) that provided this training	

**Performance Measure Credit: Credential Attainment and Youth Post-Secondary Enrollment**

Including accurate information in the Training Outcomes tab is critical to ensuring that outcomes are reported correctly on the Participant Individual Record Layout (PIRL) for USDOL. Credential attainment requires entry of "Completed – Attained Intended Credential" in the Attainment Status field. Youth Post-Secondary Enrollment requires entry of an occupational skills training or postsecondary program that continues after exit and an entry of "In Process-No Credential" in the Attainment Status Field.

In addition to these Training Outcomes fields, additional details about Measurable Skill Gains must be entered in the Training Outcome Details pop-up of the Training Outcomes tab. (The Outcome Details button can be found underneath Training Outcomes tab fields). Table 12 provides an overview of the fields and elements used to capture information about Measurable Skill Gains.

**Table 12: Overview of Training Outcome Details (Measurable Skill Gains)**

AOSOS Field	Entry Details	Entry Timing
Type/Enroll Date/Completion Date	These fields automatically update based on information entered in the Training Outcomes fields.	N/A
Effective Date	Enter date of Measurable Skill Gain (MSG) achieved <sup>11</sup>	Data must be entered when MSG is achieved
Type	Enter the appropriate type of Measurable Skill Gain: <ul style="list-style-type: none"> <li>• For ITAs – Skills Progression or Postsecondary Transcript</li> <li>• For OJT and Apprenticeship<sup>12</sup> – Training Milestone or Skills Progression</li> <li>• For HSE – EFL or Secondary Transcript</li> </ul>	
Additional "Type" Information	For Training Milestone or Skills Progression, an additional Field will pop up below to record additional details about the type; Enter the selection that best describes the type of milestone or skill progression	
Contact Info OR Attachment	Upload documentation of the MSG or contact information for the training provider to offer verification of the MSG	
Notes	Enter any additional notes providing details of the MSG	

<sup>11</sup> The effective date is the date reported to USDOL for performance. The date decides the program year and quarter in which the MSG will correspond. The effective date must be within the enrollment and completion date of the participant in order for the MSG to count positively towards performance measures.

<sup>12</sup> Apprenticeships should be recorded in the Employment Outcomes tab instead of the Training Outcomes tab. Apprenticeship outcome details related to MSGs can be entered via the Outcome Details button in the Employment Outcomes tab.

## Recording Employment Outcomes

Employment outcomes are reported to USDOL through a match with employment data. While these data are used to verify employment and calculate employment outcome performance, this information is not updated in AOSOS. In other words, this information must be updated manually. Customer's employment information must be entered in the Employment Outcomes tab by local area staff. This provides a record that local areas are engaging in appropriate follow up and management of information related to outcomes. Employment outcomes may be entered through three different mechanisms: (1) receipt of information and documentation directly from the customer, (2) lookup of employment information via LOOPS, and (3) review of employment information that populates from LOOPS in the Outcomes tab after a six-month period. Table 13 provides an overview of the fields and information for documenting employment outcomes.

**Table 13: Overview of Employment Outcomes Information**

AOSOS Field	Entry Details	Entry Timing
Type	Select Unsubsidized Employment, Apprenticeship, or Military	Data must be entered when employment information is received and verified
Start Date	Enter date of employment start	
Self-Employed	Select Yes/No to indicate whether the customer is self-employed	
Employer EIN/ID	Use the Employer Lookup to select an Employer (see AOSOS tip below)	
Employer Name	This information will pre-populate via the Employer Lookup function	
NAICS	Enter the NAICS code that best reflects the employment placement	
City/State/Zip	Enter the location of the employment placement	
OSOS Job ID	If this is a job that has been registered in AOSOS, enter the OSOS Job number	

### **AOSOS Tip: Logging Employment Outcomes Using Employer Lookup**

In the Employment Outcomes tab, there is an Employer Lookup button. For individuals with access to this button, entering one letter in the Employer Name will activate this button and a dropdown arrow. Click on the dropdown arrow to bring up the Quarterly Earnings pop up. If an individual has had earnings, these earnings and employers will be highlighted in this pop up. If one of these earning/employer lines corresponds to employment connected to their WIOA engagement, select the line and hit OK. Information from this entry will automatically populate fields in the Employment Outcomes tab.

## SECTION 5: FOLLOW-UP

Follow-up services and supports refer to specific engagements after a customer has exited from Title I services. Follow-up services must be provided to Youth for 12 months following exit; and for Adult and Dislocated Worker participants, follow-up services must be provided for 12 months after placement in unsubsidized employment or after receiving WIOA-funded training whether or not placed in unsubsidized employment. Follow-up services help to support participants in transitioning to next step opportunities and ensuring successful employment and education outcomes. Specific follow-up services for engaging Youth participants during their follow up period include provision of supportive services, adult mentoring, financial literacy education, LMI services, and postsecondary preparation.

## Recording Follow-up Attempts

Specific attempts to follow-up with a customer after Exit must be documented as an activity in the Activities tab in Customer Detail, see Table 14 below.

**Table 14: Overview of Assessment Activities**

When documenting...	Please enter the following activity....
An attempt to follow-up and make contact with a customer	Follow Up Attempted <sup>13</sup>

Counselors and other staff must use this activity to document making follow-up attempts even if connection and specific follow-up services are not offered. In addition, additional details about these attempts, must be documented in Comments in the Services tab – including information about the medium used to attempt contact and any specific information provided.

## Recording Follow-up Services

A same-day follow-up service should be entered each time a customer engages directly in additional contact and receives support during the follow-up period. Follow up can be entered as a generic follow-up service, however additional details about the nature of the follow-up engagement must be recorded in the Outcome/Status field of the “Achievement Objectives” tab in the Services module.

In addition to entering a general follow-up service and details, five program elements are specifically allowable as part of youth follow-up services: Supportive Services, Adult Mentoring, Financial Literacy Education, services that provide Labor Market & Employment Information, and activities that help youth prepare for and transition to postsecondary education and training. Specific SSTs associated with these program elements (highlighted in Table 7 on page 9) can be entered as specific services provided as part of follow-up.

As with other services, specific details about these follow-up services should be captured in the Outcome/Status field of the “Achievement Objectives” tab.

### About Same-Day Services

Follow-up services must always be entered as a same-day service, in other words the actual start and end dates should reflect the same date.

Entry of a same-day follow-up service indicates direct contact and support of a customer.

Follow-up services must be attempted quarterly for Adult/DW participants and monthly for Youth participants. When these attempts result in service, a same day follow-up service must be entered.

<sup>13</sup> Follow-up attempted is a new activity added to AOSOS in Fall 2021. This activity can be found in the Employment and Training folder when adding an activity in AOSOS.

## Additional Follow-up Documentation

In addition to documenting (1) follow-up attempts as activities and (2) follow-up services and details as same-day services in the Achievement Objectives tab, additional information must be documented in comments.

Overall, an AOSOS record should offer a clear picture of follow-up attempts recorded through follow-up activities, same day service entries, details recorded in Achievement Objectives, and additional notes in the Comments tab in Services.

Specifically, if follow-up services and attempts are terminated, a comment summarizing follow-up attempts and support must be recorded in Comments in the Services tab. Furthermore, termination practices must be consistent with a local area's follow-up policy. In other words, documented attempts must correspond with requirements highlighted in the local follow-up policy.

Lastly, supplemental data relevant to training and employment outcomes must be collected during follow-up. This includes information about personal contact information (address, phone, other contact numbers, name changes), credential attainment (status), and employment (employer, wages, hours and position). If related to training completion or credential attainment, this information must be entered in the Training Outcomes tab. If information is related to employment, this information must be entered in the Employment Outcomes tab. Changes to personal contact information must be documented in the Customer Detail module.



## Appendix A: Overview of AOSOS Toolkit

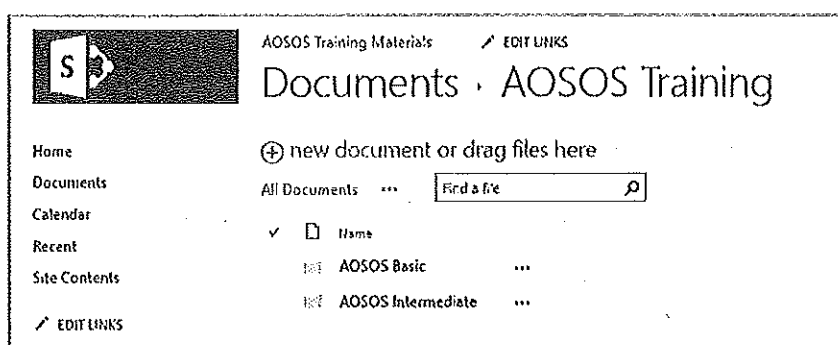
The AOSOS Toolkit offers a series of narrated videos and presentations for learning how to enter data and use AOSOS effectively.

The toolkit can be found using this link:

<https://towork.doi.state.nj.us/aosotrainingmaterials/layouts/15/start.aspx#/>

Please use the following username and password to access the toolkit:

- Username: AOSOS.Toolkit
- Password: Yorax\*87



Both Basic and Intermediate Training include several modules for both new and advanced AOSOS users.

The **AOSOS Basic** folder includes presentations starting from, how to setup AOSOS to all the modules up to Comp Assess.

1. **AOSOS Computer Setup** – Provides background on requirements for AOSOS to function correctly.
2. **AOSOS Customer Search** - Explains how to search and retrieve Customer records using different techniques.
3. **AOSOS Customer Detail** - Provides details of existing customer records including Comp Assess and Services details for that customer.
4. **AOSOS Comp Assess** - Provides details & documentation of Work History, Assessment, Barriers to Employment, & Counseling type information for a customer.
5. **AOSOS Programs & Public Assistance** – Provides explanation of various programs
6. **AOSOS Activities & Comments** – Addresses adding activities and comments for a customer through the Customer Detail module.

The **AOSOS Intermediate** folder includes presentations on entering Services, Outcomes, Provider Setup, and Follow-up Services.

1. **AOSOS Customer Services** – Addresses entry of funded services information for a customer.
2. **AOSOS Providers** – Addresses the use of the Provider Module including Training providers.
3. **AOSOS Outcomes** – Addresses where and how outcomes are entered in the system, to capture performance for customers.
4. **AOSOS Follow-up** – Addresses how to capture follow-up service information in AOSOS for a customer.

Appendix B: Overview of Intake Fields in AOSOS

Module	Tab	Field
Customer Detail	Addl Info	Service Veteran
		Employment Objective
	Objective	O*Net Title
		Acceptable Job Location
	Work Hist.	Work History
		Certificates/Licenses
	Ed/Lic	Schools
		Professional Associations
	Skills	Additional Skills Text
		Cultural Barriers to Employment
Comp Assess	Employment	Youth Needing Additional Assistance
		Basic Skills Deficient
	Education	English Language Learner
Family	Family	Marital Status
		Family Status
Housing	Housing	Is Customer parenting youth?
		Current Housing

Module	Tab	Field
Customer Detail	General Info	SSN
		Job Seeker
		Username
		Password
		Last Name
		First Name
		Date of Birth
		Gender
		Address
		City
		Zip
		County
		Email
		Ethnic Heritage and Race
		Education Level
	School Status	
	Employment Status	
	Contact Preference	
	Eligibility	Lower Living Standard
		Income 70% LLSIL
Disability Status		
Migrant/Seasonal		
High Poverty Area		

## Appendix C: Overview of AOSOS Service Codes – Service Seeker Types (SSTs)

### Reportables

14 / Orientation (UI Profiling)  
21 / Eligibility Determination  
39 / Workforce Information Services Staff Assisted (LMI)  
45 / Self Service Systems (non-OSOS)  
46 / Utilizing Resource Rooms (Self Service)  
93 / Resume-Based Job Search (Self Service)  
119 / Orientation (Other)  
258 / Workforce Information Services Staff Assisted (LMI) (Youth Only)  
283 / Training Provider Information  
284 / Performance Information  
285 / Supportive Service Information  
302 / Orientation (Self Employment Program)  
361 / Workforce Information Services Self-Service (LMI)  
362 / Orientation (UI Reemployment Service)  
364 / Staff Assistance in the Resource Room  
372 / Self Service (OSOS)  
377 / Rapid Response Orientation

**Participant: Basic Career Services**

9 / Assessment Interview, Initial Assessment  
12 / Counseling - Individual & Career Planning  
13 / Counseling - Group Sessions  
15 / Assigned Case Manager (Vets Only Service)  
16 / Assigned Case Manager (Dislocated Worker, Profiles Claimant, TANF, Food Stamp)  
19 / Vocational Guidance (VET)  
20 / Vocational Guidance (Other)  
22 / Bonding Assistance  
23 / GATB Test  
24 / NATB Test  
25 / BEAG Test  
26 / Literacy Test  
27 / Math test  
28 / Proficiency Test  
29 / SATB Test  
30 / Other Test  
31 / Interest Inventory  
32 / Job Search Planning  
34 / Resume Writing Workshop  
35 / Job Search Workshop  
36 / Job Finding Club  
37 / Resume Preparation Assistance  
38 / Job Development Contact  
43 / Job Referral  
44 / Job Fair  
50 / Referred to Job FT Regular (Over 150 Days)  
51 / Referred to Job FT Temporary (4 - 150 Days)  
52 / Referred to Job PT Regular (Over 150 Days)  
53 / Referred to Job PT Temporary (4 - 150 Days)  
56 / Referred to Supportive Services - Partner  
57 / Referred to Supportive Services - Non-Partner  
60 / Referred to Basic Skills Training  
62 / Vocational Rehab from Vet Admin  
63 / Vocational Rehab from other  
64 / Referred to Job Corps  
71 / Other reportable services (ES, DVOP, LVER)  
72 / Other reportable service-follow up (vet)  
86 / Placement FT Regular (Over 150 days)  
87 / Placement FT Temporary (4 -150 days)  
88 / Placement PT Regular (Over 150 days)  
89 / Placement PT Temporary (4 -150 days)  
91 / Referred to Job FT Short-Term (1 - 3 Days)  
92 / Referred to Job PT Short-Term (1 - 3 Days)  
103 / Other Service  
106 / Case Management  
114 / Job Search, Placement Assistance, Career Counseling  
126 / Tax Credit Eligibility Determination

203 / GATB/VG  
204 / Referred to WIA  
205 / Referred to Training  
210 / Placed in Training (WIA)  
211 / Placed in Training (Job Corps)  
212 / Placed in Training (Other Federal)  
218 / Interstate Placement  
222 / Placement FT Short Term (1 - 3 days)  
231 / Placement PT Short Term (1 - 3 days)  
262 / Received UI Claim Assistance  
263 / Referred to SNAP  
264 / Referred to TANF  
265 / Referred to Health Insurance Assistance  
266 / Referred to Child Support Assistance  
267 / Referred to Tax Preparation Support  
268 / Referred to Other Federal or State Assistance Programs  
269 / Referred to JVSG Services - Significant Barriers to Employment  
270 / Referred to JVSG Services - TSM in need of Individualized Career Services  
271 / Referred to JVSG Services - Wounded, Ill or Injured  
272 / Referred to JVSG Services - Other  
273 / Referred to VA Services - VR&E  
274 / Referred to VA Services - Post 9/11 GI Bill  
275 / Referred to VA Services - Montgomery GI Bill  
276 / Referred to VA Services - Other VA Services  
286 / Job Search Assistance  
287 / Placement Assistance  
301 / Rapid Response Career Counseling  
310 / Interstate Job Referral  
330 / Career Guidance  
371 / External Job Referral

**Participant: Individualized Career Services**

11 / Assessment Services - Career Assessment  
12 / Counseling - Individual & Career Planning  
13 / Counseling - Group Sessions  
17 / Received Case Management Services (Vets Only Service)  
18 / Received Case Mgmt Svcs (Dislocated Worker, Profile Claimant, TANF, Food Stamp)  
40 / Job Coaching  
42 / Post Placement Counseling  
105 / Alternative Work Experience  
106 / Case Management  
108 / Assessment - Comprehensive and Specialized Skill Level and Service Needs Assess 111 /  
Individual Employment Plan  
113 / Internships  
120 / Summer-Related Employment Opportunities 127 / Academic Learning  
128 / Basic Skills/Life Skills  
130 / English as a Second Language (ESL) 132 / Literacy Training  
133 / Mobility Training  
135 / On the Job Training (OJT)  
137 / Short-term Pre-Vocational Skills to Prepare for Employment or Training 141 / Workplace Training  
/ Work-Related/Job Readiness Training  
/ Work Experience Opportunity (Youth Only) 144 / Job Shadowing  
253 / Pre-Apprenticeship Program - Work Experience (Youth Only) 254 / Transitional Job  
255 / Pre-Apprenticeship Program - Individualized/ITA Training (non-Youth) 256 / Other Work  
Experience  
277 / Received Financial Literacy Services 278 / Received ESL Services (non-Training) 279 / ESL in  
Combination with Training 365 / Disaster Relief Temporary Job  
376 / ABE or ESL in Combination with Training  
397 / Apprenticeship Training

**Participant: Training Services**

107 / Combined Workplace Learning with Related Instruction (Co-Op Education)  
127 / Academic Learning  
128 / Basic Skills/Life Skills  
129 / Customized Training  
130 / English as a Second Language (ESL)  
131 / Entrepreneurial Training  
132 / Literacy Training  
133 / Mobility Training  
134 / Occupational Skills Training  
135 / On the Job Training (OJT)  
138 / Skills Upgrading and Retraining  
139 / Training Programs Operated by the Private Sector  
141 / Workplace Training  
142 / Work-Related/Job Readiness Training  
255 / Pre-Apprenticeship Program – Individualized/ITA Training (non Youth)  
257 / Pre-Apprenticeship Program - ITA Training (Youth Only)  
279 / ESL in Combination with Training  
280 / ABE In Combination with Training  
376 / ABE or ESL in Combination with Training  
396 / Prerequisite Training  
397 / Apprenticeship Training

**Youth Services****WIOA Youth All Framework Services and Program Element Services**

- 9 / Assessment Interview, Initial Assessment
- 11 / Assessment Services - Career Assessment
- 12 / Counseling - Individual & Career Planning
- 13 / Counseling - Group Sessions
- 41 / Mentoring
- 104 / Alternative Secondary School Services (Youth Only)
- 105 / Alternative Work Experience
- 107 / Combined Workplace Learning with Related Instruction (Co-Op Education)
- 109 / Comprehensive Guidance and Counseling (Youth Only)
- 111 / Individual Employment Plan
- 113 / Internships
- 115 / Leadership Development Opportunities (Youth Only)
- 118 / Needs Related Payments
- 120 / Summer-Related Employment Opportunities
- 122 / Supportive Services - Housing
- 123 / Supportive Services - Child Care
- 124 / Supportive Services - Dependent Care
- 125 / Supportive Services - Transportation
- 127 / Academic Learning
- 128 / Basic Skills/Life Skills
- 129 / Customized Training
- 130 / English as a Second Language (ESL)
- 131 / Entrepreneurial Training
- 132 / Literacy Training
- 133 / Mobility Training
- 134 / Occupational Skills Training
- 135 / On the Job Training (OJT)
- 138 / Skills Upgrading and Retraining
- 139 / Training Programs Operated by the Private Sector
- 140 / Tutoring Study Skills Training, Drop Out Prevention Strategies (Youth Only)
- 141 / Workplace Training
- 142 / Work-Related/Job Readiness Training
- 143 / Work Experience Opportunity (Youth Only)
- 144 / Job Shadowing
- 253 / Pre-Apprenticeship Program - Work Experience (Youth Only)
- 257 / Pre-Apprenticeship Program - ITA Training (Youth Only)
- 258 / Workforce Information Services Staff Assisted (LMI) (Youth Only)
- 277 / Received Financial Literacy Services
- 279 / ESL in Combination with Training
- 280 / ABE in Combination with Training
- 281 / Education with Workforce Preparation - Contextualized Instruction (Youth Only)
- 282 / Postsecondary Preparation and Transition Activities (Youth Only)
- 300 / Supportive Services (Other)
- 330 / Career Guidance
- 376 / ABE or ESL in Combination with Training
- 396 / Prerequisite Training
- 397 / Apprenticeship Training



**WIOA Youth Training Services**

134 / Occupational Skills Training

139 / Training Programs Operated by the Private Sector

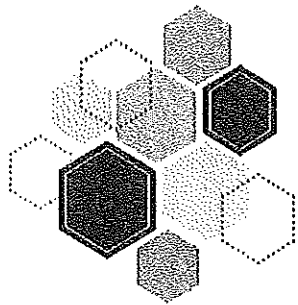
257 / Pre-Apprenticeship Program - ITA Training (Youth Only)

### Appendix D: Description and Examples of 14 Youth Program Elements

Program Elements	Brief Description	Examples of Qualifying Activities
Tutoring, study skills, and dropout prevention	Used for in-school youth focuses on providing academic support, identifying areas of academic concern, assisting in overcoming learning obstacles and providing tool and resources to develop learning strategies.	Actual instruction provided one-on-one or in a group setting, instruction based on goals derived from the youth's ISS, teaching the importance of study habits.
Alternative secondary school services or dropout recovery services	Used for out-of-school or drop-out youth assists youth who've struggled in traditional secondary education.	Basic education skills training, individualized academic instruction, ESL, second-chance programs, programs that use small learning communities
Paid and unpaid work experience	Planned, structured learning experiences that provide the youth with opportunities for career exploration and skill development that take place in a workplace for a limited time.	Employment for which the youth are paid wages, employment that is linked to the career or employment goal in the ISS.
Occupational Skills Training	An organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions by certain occupational fields.	Training that is tied to a career pathway and leads to entry or advancement in a specific field, and results in a recognized post-secondary credential
Education offered concurrently with workforce preparation activities	Refers to the concurrent delivery of program elements 2,3, and 4 which make up an integrated education and training model.	Programs that emphasize workforce preparation activities and basic skills concurrently that prepare youth for employment in a specific occupation.
Leadership development	Opportunities that encourage responsibility, confidence, employability, self-determination and other positive social behaviors.	Community volunteering, service learning, peer mentoring or tutoring, character education, citizenship education, serving on youth councils or other community or advocacy groups, leadership training, parenting education, conflict resolution.
Supportive services	Services that enable an individual to participate in WIOA activities.	Linkages to community services, transportation, child/dependent care, needs-related payments, educational testing, reasonable accommodations for youth with disabilities, uniforms, work related tools, driver's education course.

Program Elements	Brief Description	Examples of Qualifying Activities
Adult mentoring for at least 12 months	Formal relationship between a youth participant and an adult mentor that includes structured activities where the mentor offers guidance, support, and encouragement to develop the competence and character of the mentee.	Participation in Big Brothers Big Sister, virtual adult mentoring, long-term/structured programs that provide training and support to mentors as well as youth, adult mentoring programs that foster career awareness or positive social behaviors, supplementing adult mentoring activities with additional materials and resources.
Follow-up services	Critical services provided following a youth's exit from the program to help ensure the is successful in employment and/or postsecondary education and training.	Leadership development, supportive services, contact with employer, assistance in securing better paying job, work-related peer support groups, adult mentoring, services necessary to ensure the success of youth in employment and/or postsecondary education, financial literacy, LMI.
Comprehensive guidance and counseling	Provides individualized counseling to participants. This includes career and academic counseling, drug and alcohol abuse counseling, mental health counseling, and referral to partner programs, as appropriate	Drug and alcohol counseling, Mental health counseling/therapy, Career counseling, Educational counseling, Supplementing guidance and counseling activities with additional materials and resources
Financial literacy	Provides support in gaining knowledge, skills and confidence to make informed financial decision, including around budgeting, managing money, teaching participants about credit and how to be informed consumers of financial products, dealing with identity theft	Creating budgets, setting up checking and saving accounts, managing spending, credit, and debt, understanding credit reports and credit scores, and protecting against Identify theft
Entrepreneurial Skills Training	Provides the basics of starting and operating a small business. Such training must develop the skills associated with entrepreneurship and include, but not limited to, the ability to take initiative, creatively seek out and identify business opportunities, develop budgets and forecast resource needs, understand various options for acquiring capital and trade-offs associated with each option and communicate effectively and market oneself and one's ideas.	Introduction to the values and basics of starting and running a business, programs guiding youth through the development of a business plan and business start-up simulations, supports and services that incubate and help youth develop their own businesses, access to small loans or grants that are needed to begin business operation, experiential programs that provide youth with experience in the day-to-day operation of a business

Program Elements	Brief Description	Examples of Qualifying Activities
Services that provide Labor Market Information	All WIOA youth participants should be provided LMI. This includes services that provide LMI 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.	Career Planning, career counseling that includes job requirements and employment prospects, utilizing current LMI tools that are provided by State and Federal agencies.
Postsecondary Preparation and Transition activities	Prepare youth for advancement to postsecondary education after attaining a high school diploma or equivalent.	Assisting youth prepare for SAT/ACT testing, assisting with college admission applications, searching and applying for scholarships and grants, filling out the proper financial aid applications, connecting youth to postsecondary education programs.



AOSOS Technical Guide for  
**TITLE I SERVICE DELIVERY**