

	NORTH CAROLINA DEPARTMENT OF COMMERCE DIVISION OF WORKFORCE SOLUTIONS
	DWS Policy Statement Number: PS 05-2020
	Date: May 4, 2020
	Subject: NCWorks Online Service Activity Codes and Definitions; Guidance on Case Notes and Exit Dates
	From:  _____ Jessica Englert Assistant Secretary for Workforce

Purpose: To provide updates to NCWorks Online participant service activity codes; guidance on corresponding case notes and service exit dates; and rescind Policy Statement 01-2018, Change 2.

Background: Participant service activity codes are necessary to correctly code participant services in NCWorks Online for Career (Adult Basic, Individualized, and Follow-up) and Training Services. The provision of services includes assisting individuals in their efforts to obtain and maintain employment.

All services and activities provided to Workforce Innovation and Opportunity Act (WIOA) participants are required to be documented in NCWorks Online. Each service/activity that is provided has its own individual code and definition. These services and activities may be provided by local contractors/service providers or by various outside entities such as community colleges and private training facilities. Prior to staff selecting service activity codes in NCWorks Online, service provider information must be entered for each service activity code available for selection. When service activity codes are selected, date ranges must also be entered that detail the length of time each service is provided. The most up-to-date version of the Service Activity Codes and Definitions, in addition to other relevant service code information, is located on NCWorks Online in the “Staff Online Resources” section, under “NCWorks Training Resources”. Some of the service activity codes listed may not be available in all workforce centers or may not be provided based upon local Workforce Development Board policy.

In order to promote the social distancing recommended to prevent the spread of COVID-19 and adhere to the requirements of Executive Order 121, the service activity codes have been updated to reflect which services may be provided either virtually or by online resources. The updated service activity code list should be utilized along with guidance provided in the updated WIOA and Wagner-Peyser Employment Act Participant Eligibility Reference Guide.

WIOA Title I and Title III programs are required to document services in case notes. Exited participants should have case notes that clearly indicate the last WIOA or partner-funded service(s) received and correspond with the “soft exit date” (defined below) in NCWorks Online. All case notes shall follow the established guidelines found in the attached “Guidance on Case Notes, Services, and Exit Dates”.

In addition, all services provided during WIOA enrollment must be detailed on either an Individual Employment Plan (IEP) for Adults and Dislocated Workers or an Individual Service Strategy (ISS) for Youth. It is recommended that the IEPs and ISSs should be reviewed at least once on a quarterly basis. Updated IEPs and ISSs must be signed by the participant and uploaded into NCWorks Online. Under no circumstances should services be entered into NCWorks Online prior to meeting with the individual and discussing his or her needs as related to obtaining employment.

The U.S. Department of Labor requires that an individual’s WIOA exit date be the date on which the last service funded by the program or partner program is received by the individual. When an individual has not received a documented WIOA or partner-funded service for 90 days, the system will “soft exit” the individual based on entries completed. Individuals who are participating in more than one program will have a single common exit date, following 90 days of no activity across ALL program enrollments. Follow-up and support services do not qualify as NCWorks Online activities that extend the exit date.

Action: Staff are to use the Service Activity Codes and Definitions, Guidance on Case Notes, Services, and Exit Dates to document WIOA service delivery. The most up-to-date version of the Service Activity Codes and Definitions is located on NCWorks Online in the “Staff Online Resources” section, under “NCWorks Training Resources”. Staff are also to use the guidance provided in the updated WIOA and Wagner-Peyser Employment Act Participant Eligibility Reference Guide in conjunction with the Service Activity Codes and Definitions.

Effective Date: Immediately

Expiration: Indefinite

Contact: Regional Analysts, Field Services Program Staff

Attachment 1: Guidance on Case Notes, Services, and Exit Dates in NCWorks Online