ATTACHMENT 4: RECORDING SERVICES IN CONNECTING COLORADO

Service Code Definitions: Service code definitions will be made available on the help screens in Connecting Colorado.

Service Code	Name of Service	Service Code Definition
R0	Refer to Links To Reemployment Orientation	R0 will automatically generate when a WFC representative submits the invited list of UI claimants to a Links To Reemployment IVR. This allows state to start tracking information on services and progress (self-directed or in-person). This admin marker should only be used for customers who have been identified to participate in Links To Reemployment activities. Referrals include claimants who were referred to services in the report quarter whether they were put in the pool in prior quarters. A claimant can only be counted once in any individual service category during a benefit year regardless of the number of services provided within the distinct category. *MANDATORY automatic service for all selected claimants.*
OR	Links To Reemployment – Attended Orientation	OR will automatically generate when WFC representative reports Y (yes) on the attendance worksheet in the Links to Reemployment Orientation Attendance report. Orientation SHALL include: Overview of workforce programs and services available; Criteria and UI requirements for program participation and receipt of services; AND Understanding of what is required and what is optional. OPTIONAL: Information on community services; Completing Forms. This service should only be used for customers who have been identified to participate in Links To Reemployment activities. MANDATORY SERVICE for Attendees.
R1	Individualized Reemployment Plan	Services that evaluate the claimant's employment history, education, interests and/or skills and that result in the identification of employment goals, barriers, and services needed to obtain employment. This assessment SHALL include **ALL** of the following: completion and review of updated Connecting Colorado registration; work-search activities; standardized testing or assessments; 1:1 interviews, AND joint development of an IEP/EDP/ISS *(signed document discusses strategies to remove employment barriers, next steps and referrals).* This service is associated with the UI - Links To Reemployment and other Reemployment and Eligibility Assessment (REA) initiatives. OPTIONAL SERVICE for Links To Reemployment Attendees.
R2	UI Eligibility Review	WFCs will record this service when they have completed a 1:1 assessment of a claimant's work-search records and have assessed the continued eligibility for unemployment insurance benefits. This service is associated with the UI - Links To Reemployment and Reemployment and Eligibility Assessment (REA) initiative. OPTIONAL SERVICE for Links To Reemployment Attendees. This topic can be presented in a group setting initially.
AT	UI Approved Training Status	WFCs will record an AT service code when a request is submitted for approved training status to the UI Division. Refer to Regular Approved Training guidance for details on the approval process. All programs, including ES may use this service code when working with UI claimants.

NE	Potential Eligibility Issue	Potential eligibility issue identified by a local workforce center. Provide administrative marker service code for one of the following reasons: • Failure to complete all required activities and documentation during a mandatory UI scheduled meeting. *NOTE: Claimant can be scheduled for a follow-up meeting to complete any remaining activities the same week of the orientation. This should be scheduled during/after the mandatory meeting.* • Potential Exclusion (EX): P=Program Attached; S=Similar Service; A=Approved Training; B=Banned/Flagged A Case Note is required, describing the reason for the service. Examples of Acceptable Notes: • "NE: Incomplete job-search records for weeks starting 01/06-01/19/2013. 3 job contacts/week instead of five" • "NE: Transportation. Car broke down. No bus to WFC" • "EX: Program Attached. DW enrolled on 7/1/2015" • "EX: Similar Service. Attended UI claimant orientation on 7/13/2015" Recorded on any UI claimant who identifies a potential eligibility issue through any discussion or meeting.
SH	UI Reschedule	A reschedule administrative marker service allows WFCs to reschedule a customer for a mandatory meeting to meet UI requirements. The SH is optional but can be made available if the customer requests a reschedule in advance. WFCs must enter a "Start" date, "Est Compl" and "Start Time" in the service screen. CC will automatically generate the date and time in the comments line of the display service screen and on the ES notes screen. If a reschedule occurs due to inclement weather or another uncontrollable circumstance, WFCs should enter a brief ES case note as to why this was done. A Case Note is required, describing the reason for the service. Examples of Acceptable Notes: • "SH: Inclement Weather. Snow storm for whole week" UI mandated meeting initiatives, as appropriate
NS	UI No Show	Failure to report (no show) for a scheduled appointment. (Administrative marker, one day service). A Case Note is required, describing the reason for the service. Examples of Acceptable Notes: • "NS: Started working. ABC company on 8/5/2015" • "NS: Weather. Snow storm closed roads to WFC"

USDOL Recognized Service Codes for *Links to Reemployment*

USDOL has specific definitions for what constitutes a reemployment service and be counted in the Federal ETA 9048 and 9049 report. This document is meant to guide WFC staff on tracking and reporting services. Any services provided to the customer, whether listed on this document or not, should be tracked in Connecting Colorado so that the state can evaluate the effectiveness of our efforts and what has helped to reduce the duration on unemployment benefits.

1) **Referred to Links to Reemployment** (R0)

2) **Attended Orientation** – Links To Reemployment Orientation (OR)

3) **Individualized UI Reemployment Plan** * - (R1)

    *This service code must include all four parts to be counted as a reemployment plan for Links to Reemployment purposes. 1) Updated Connecting Colorado registration; 2) Standardized testing; 3) Interviews; AND 4) Documented and signed individualized reemployment plan

    Appropriate Service Codes:
- Key Train (KT)
- Work Keys (WK)
- Employability Development Plan (ED)
- Individual Employment Plan (IE)
- Comprehensive Assessment (CA)
- Initial Assessment (IA)

    The above list is not complete and may contain elements of the information described below. By entering the R1 service code, the WFC agent certifies that all four components have been completed and that this service can be documented through notes and/or a combination of other service codes in Connecting Colorado.

    Definitions for each required component:
A) Connecting Colorado registration meets occupational goals(s). WFC should assess whether registration is current and will allow the customer to be selected for the most appropriate jobs that lead towards their current occupational goal. WDP encourages WFC staff to review the following elements of the registration at a minimum: 1) Contact information; 2) Occupational goals; 3) Skills; 4) Work experience; and 5) Education and credentials
B) Standardized Testing. Standardized testing is any formalized assessment that evaluates a participant's individualized career goals, interests, skills, abilities,

aptitudes and personality which might lead towards the development of an individual employment plan.

    C) <u>Interviews.</u> Interviews are one-on-one discussions about the results of standardized tests, labor market information, and other relevant information that would help to define an individual employment plan

    D) <u>Individualized Reemployment Plan.</u> This encompasses the joint development of a customized employment plan that will lead the customer to the overall all occupational goal. The plan may list a schedule of workshops and reemployment activities to complete over a specific period of time. The employment plan is a fluid document that may be revised with new goals established once activities have been completed. The plan is meant to assist the participant into successful reemployment.

4) **Counseling -** Any one of the following services may be counted as counseling

   Vocational Guidance (VG)
   Counseling (CS)
   Pre-Vocational Services (PV)

5) **Job Placement Services and Referrals to Employers** – Any one of the following services may be counted.

   Job Referrals (staff –assisted)
   Job Development (JD)
   Individualized File Search (FS)

6) **Job Search Workshops or Job Clubs** - Any one of the following services may be counted.

   Job Finding Club (JC)
   Job Readiness (JR)
   Job Search Assistance (JS)
   Job Search Workshop (JW)
   Resume Preparation (RP)
   Labor Market Information (LM)
   Work Readiness Skill Development (WR)
   Non-ES Job Search (WJ)

7) **Referral to Education and Training** – Any one of the following services may be counted.

   Referral to WIA Training (RW)
   Referral to Local Training (LT)
   Referral to Training (RT)

8) **Self-Employment Program** - Entrepreneurial Training (ET)