

New CalJOBS SM Service Code	Service Code Description*	Definition
001	Planned Break in Service: Training, Health/Medical	A participant has a planned gap in service of greater than 90 days due to either of the following: (1) a delay before the beginning of training, or (2) the participant is receiving medical treatment or providing care for a family member with a health/medical condition that precludes entry into unsubsidized employment or continued participation in the program (does not include temporary conditions or situations expected to last for less than 90 days). The gap in service may last no more than 180 consecutive calendar days from the date of the most recent service to allow time to address the barriers to continued participation. However, service providers may initiate a consecutive gap in service of up to an additional 180 days for the participant that follows the initial 180 day period to resolve the issues that prevent the participant from completing program services that lead to employment. A case note should be created for this activity explaining the reason for such a gap in service. By using this activity code it will create a suspension on the 90 day soft exit clock.
002	AJCC Employment And Workforce Information Service	A participant accessed self-service activities or workforce information available in the America Job Center of California SM (AJCC). Workforce information includes topics such as local performance, availability of supportive services, filing claims for unemployment compensation, and performance and program cost information of training providers. This definition also includes a staff member providing the participant with information on how to access services in the America's Job Center of California SM (AJCC). This definition does not include self-service information on training providers (004), self-service labor market research (005), or the local AJCC orientation (101).
003	Self Service Registration	A participant registered in CalJOBS SM using a computer in a physical location, such as a AJCC resource room, partner agency, or EDD stand alone office. The participant required minimal or no staff assistance.
004	Self Service Information On Training Providers, Performance Outcomes	A participant accessed information regarding training providers and/or how the local area is performing on local performance measures. The participant required minimal or no staff assistance.

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005	Self Service Labor Market Research	A participant accessed labor market information, such as information on state and local labor market conditions; industries, occupations, and characteristics of the workforce; employer wage and benefit trends; short and long term industry and occupational projections; worker supply and demand; area business identified skills needs; job vacancies survey results; workforce availability; business turnover rates; job creation; and job identification of high growth and high demand industries. The participant required minimal or no staff assistance.
006	Self Service Job Search through VOS	A participant conducted an online job search using a computer in a physical location, such as a AJCC resource room, partner agency, or EDD stand alone office. The participant required minimal or no staff assistance.
007	Self Service Initial Resume	A participant prepared their resume using a computer in a physical location such as a AJCC resource room, partner agency, or EDD stand alone office. The participant required minimal or no staff assistance.
008	Self Service Resume - Update and Additions	A participant revised their resume using a computer in a physical location such as a AJCC resource room, partner agency, or EDD stand alone office. The participant required minimal or no staff assistance.
080	Complaint Process Information	A participant was informed of the grievance and complaint procedures established by the local area or EDD Staff either through self service or by a staff member.
089	Self-Service Informed of Veteran Priority of Service	This activity is system generated when a veteran self identifies at the time of registration in CalJOBS SM . A pop up window informs the Veteran of the Priority of Service policy.
090	Skills Self-Assessment	A participant accessed a core service designed to inform and educate them about their employment strengths and weaknesses. The participant required minimal or no staff assistance.
101	Orientation	A participant attended a local office orientation informing them of the information and services available through the AJCC delivery system. This includes but not limited to: Veteran Orientation, WIA Orientation, Local Office Orientation.
102	Initial Assessment	Staff conducted an initial assessment of the participant's skill level, aptitude, abilities, interests, and supportive service needs.
103	Provision Information On Training Providers, Performance Outcomes	Staff provided a participant with readily available information on training providers that did not require an assessment by the staff member of the participant's skills, education, or career objectives.

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104	Workshop	A participant attended a workshop that provides instruction relative to employment. A workshop consists of two or more clients participating. The workshop instructor may be an EDD or partner staff. This definition does not include job finding clubs (105), resume preparation assistance (115), job search assistance (125), or Initial Assistance Workshops (149).
105	Job Finding Club	A participant attended an organized activity that provided instructions on resume writing, application preparation, interviewing skills, and/or job lead development, and included a period of structured application where participants attempted to obtain jobs.
106	Follow-up Services after Employment (prior to Exit)	<p>This activity is used when a participant who was placed into unsubsidized employment and has not soft exited from the program.</p> <p>Adult and Dislocated Workers—could include, but are not limited to: Additional career planning and counseling; Contact with the participant's employer, including assistance with work-related problems that may arise; Peer support groups; A telephone call, letter, or visit by staff concerning the progress of a client following placement on a job, enrollment in training; Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate.</p> <p>All youth participants—The types of services provided and the duration of services must be determined based on the needs of the individual. Follow-up services for youth may include, but are not limited to: Adult mentoring (for example, job shadowing, tutoring, etc.); Assistance in securing a better paying job, career development, and further education; Leadership development; Regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise; Tracking the progress of youth in employment after training; Work-related peer support groups. 20 CFR664.450</p> <p>Please note: Supportive Services should be reported by their specific activity code.</p>
107	Provision Of Labor Market Research	Staff provided a participant with readily available information on training providers that does not require an assessment by the staff member of the participant's skills, education, or career objectives. Examples include preprinted lists of employers, wage rates, or occupations; DMV printouts; and generally available civil service job announcements, flyers, or applications.
108	Referred to WIA Services (not Training)	A participant was referred to a Core B or Intensive service funded under WIA Title IB.

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110	Attended Rapid Response	A participant took part in rapid response activities at any time prior to or subsequent to their participation in the program.
111	TAP Workshop	A participant attended a Transition Assistance Program (TAP) employment workshop
112	Job Fair	Staff provided a participant with information regarding an upcoming job fair (e.g., physical address, date, and time) in order to assist the participant with locating employment opportunities.
114	Job Referral - FCJL - Federal Contractor Job	A participant who is either a special disabled veteran, campaign veteran, or recently separated veteran was referred to a job opening listed by an employer identified as a Federal contractor.
115	Resume Preparation Assistance	Staff provided a participant instruction on the content and format of resumes and cover letters and assistance in the development and production of the same. Assisting a participant by inputting their resume into CalJOBS SM does not meet the scope of work to record this activity.
116	Received Significant Service From Staff Not Classified - note in case notes	A participant received a service requiring significant staff involvement that is not included in any other CalJOBS SM service code. The staff member must enter a description of the service rendered in the participant's case notes.
120	Use Of AJCC Resource Room / Equipment	A participant used the services and/or equipment in the AJCC resource room. This definition also includes a staff member providing the participant with information or instruction on how to access the tools or equipment in the resource room.
121	Job Referral -Job Outside CalJOBS SM (non Federal)	Staff referred a participant to a job opening that was neither listed in CalJOBS SM nor listed by a federal department or agency.
122	Job Referral - Federal	Staff referred a participant to a job opening listed by a federal department or agency or other entity under the jurisdiction of the U.S. Office of Personnel Management. This definition does not include referrals to federal contractor jobs (114).
123	Job Development Contacts (working with Employer and Job Seeker)	Staff assisted a participant by working with the employer and job seeker. Activities include, but are not limited to: securing a job interview (either in-person, by telephone, or through a mail inquiry) of a job opening not currently on file; and calling a union or employer on behalf of a particular applicant. Referrals to governmental and/or local public agencies with a currently advertised job listing (all sources) are not considered a valid Job Development Contact. Job Development Contacts through mail inquiries must include a cover letter introducing the client(s) and explaining the purpose of the enclosed applications or resumes.

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124	Received Bonding Assistance	Staff, designated as responsible for providing bonding services, completed the steps required to provide an at-risk or hard-to-place participant with a fidelity bond. These steps include, but are not limited to: confirming the participant has a firm job offer and the legal right-to-work; completing the EDD Fidelity Bonding Certification Request; completing EDD Fidelity Bonding Employer Confirmation Letter; and submitting bonding requests to the Workforce Services Division Bonding Coordinator.
125	Job Search/Placement Asst., inc. Career Counseling	Staff provided career counseling to assist the participant in determining whether more intensive services were required to obtain employment. This could include the development of a plan (not necessarily a written plan) that includes the necessary steps and timetables to achieve employment in specific occupational, industry, or geographic area.
126	Tax Credit Eligibility Determination (include WOTC)	Staff determined whether a participant qualified as a member of a Work Opportunity Tax Credit (WOTC) target group, and if so, assisted them in completing the applicable forms, including, but not limited to the: IRS 8850 (Prescreening Notice and Certification Request); ETA 9061 (Individual Characteristics Form); and ETA 9154 (Youth Self-Attestation Form).
130	Proficiency Testing	Staff tested an individual's ability to read, write, and speak in English, and to compute, and solve problems, at levels of proficiency necessary to function on the job, in the family of the individual, and in society.
131	Testing/ background check as required by employer	Staff ensured testing and background checks were conducted for a participant as required by an employer.
147	PJSA - Group	An Unemployment Insurance claimant attended a Personalized Job Search Assistance (PJSA) session in a group setting. PJSA activities include, but are not limited to: entering a résumé in New CalJOBS SM , inquiring about the claimant's search for work, confirming the claimant has the legal right-to-work, providing information on supportive services and partner services available in AJCC, searching New CalJOBS SM for employment, searching other web-based job banks, providing specific labor market information, and referring or scheduling the claimant to other available workshops or case-managed services.

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148	PJSA - Individual	An Unemployment Insurance claimant attended a one-on-one Personalized Job Search Assistance (PJSA) session. PJSA activities include, but are not limited to: entering a résumé in New CalJOBS SM , inquiring about the claimant's search for work, confirming the claimant has the legal right-to-work, providing information on supportive services and partner services available in AJCC, searching New CalJOBS SM for employment, searching other web-based job banks, providing specific labor market information, and referring or scheduling the claimant to other available workshops or case-managed services.
149	Initial Assistance Workshop (IAW)	An Unemployment Insurance claimant attended an Initial Assistance Workshop covering at a minimum: profiling and UI eligibility information; labor market information; employment resources; ways to maintain UI benefits while in training; principal training resources including community college and adult school; completion and approval of a reemployment plan; and referrals to subsequent services.
151	Job Service Intake Profiling (including Worker Profiling and Reemployment Services - WPRS)	Staff performed an activity associated with providing a claimant with Worker Profiling and Reemployment Services. These activities include, but are not limited to: reviewing a claimant's reemployment plan (DE 8181); making an appointment for a claimant's reemployment activity in the Activity Calendar & Event Scheduler (ACES); and reporting a claimant's attendance for a mandatory reemployment service in ACES. This definition does not include a participant attending an Initial Assistance Workshop (149).
157	UI Navigator	A participant received assistance from a UI Navigator.
180	Support Service - Child/Dependent Care	A participant received assistance with child care or dependent care which enabled him or her to participate in job training or job search activities authorized under WIA Title IB.
181	Supportive Service - Transportation Assistance	A participant received assistance with transportation which enabled him or her to participate in activities authorized under WIA Title IB.
182	Supportive Service - Medical	A participant was referred to medical services which enabled him or her to participate in activities authorized under WIA Title IB.
183	Support Service - Incentives/Bonuses	A participant received an incentive or bonus which enabled them to participate in activities authorized under WIA Title IB. This definition does not include needs-related payments which enable participants to participate in WIA training (326).
184	Supportive Service - Temporary Shelter	A participant received assistance with temporary shelter which enabled him or her to participate in activities authorized under WIA Title IB.

Activity Code Definitions

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185	Support Service -Other	A participant received supportive services that were necessary to enable the individual to participate in activities authorized under WIA Title IB. This does not include child/dependent care (180), transportation assistance (181), medical (182), incentives/bonuses (183), temporary shelter (184), seminar/workshop allowance (186), job search allowance (187), relocation assistance (217), or needs-related payments (326).
186	Support Service - Seminar/Workshop Allowance	A participant received an allowance to attend an employment related seminar or workshop.
187	Support Service - Job Search Allowance	A participant received an allowance to purchase items necessary for conducting a successful job search. These items include, but are not limited to: interview clothing, appropriate shoes, money for gas, and money for parking.
193	Reemployment And Eligibility Assessment Services - UI Requirement (RES/REA)	A participant received reemployment and eligibility assessment services which may include, but are not limited to: orientation of AJCC services, provision of labor market information, registration in CalJOBS SM , development of reemployment plan, and referral to other AJCC services.
199	Conversion Core Service	This is a conversion code and will not be used going forward.
200	Individual Counseling	Staff provided counseling, career planning and vocational guidance to a participant in a one-on-one setting to help the individual achieve employment goals and make decisions about employment and training opportunities based on the participant's assessment.
201	Group Counseling	Staff provided counseling to a participant in a group setting to help the individual achieve employment goals and make decisions about employment and training opportunities.
202	Career Guidance/Planning	Staff provided information, materials, suggestions, and/or advice to a participant to help the individual make occupation or career decisions.
203	Objective Assessment	Staff conducted a comprehensive and specialized assessment of the skill level and service needs of a participant. The assessment may include: diagnostic testing and use of other assessment tools; and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
204	Interest And Aptitude Testing	Staff tested the aptitude of a participant to determine whether the individual had the skills and qualifications necessary to achieve his or her employment goals or successfully participate in a selected program of training services.

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205	Development of IEP/ISS/EDP	Staff and a participant jointly developed an ongoing strategy that identified the participant's employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals.
206	Referred To Registered Apprenticeship Program	Staff referred a participant to an apprenticeship program approved and recorded by the U.S. Department of Labor, Employment and Training Administration, Bureau of Apprenticeship and Training, or by a recognized state apprenticeship agency or council, such as the California Department of Industrial Relations, Division of Apprenticeship Standards.
207	Referred To Job Corps	Staff referred a participant to the WIA Title IC program, Job Corps.
208	Referred To Other Federal (Non-WIA) Training	Staff referred a participant to a training program supported by the federal government, such as TAA. This definition does not include referrals to Job Corps (207) or WIA funded training (211).
209	Referred To State And Local Training (non WIA)	Staff referred a participant to a training program funded with monies from state and/or local agencies. This definition does not include referrals to WIA funded training (211).
210	Referred To Educational Services (non Federal/State/Local)	Staff referred a participant to a service provider (not funded with monies from federal, state, or local agencies) to receive educational services leading to completion of the participant's educational goals. These services include, but are not limited to tutoring, study skills training, and instruction.
211	Referred To WIA Training	Staff referred a participant to a training program funded under WIA Title IB. This definition does not include referrals to registered apprenticeship programs (206).
212	Other Intensive Services Not Otherwise Classified-Case Note Required	Staff provided a participant with a staff-assisted intensive service that is not included in any of the other CalJOBS SM intensive service code. A case note is required.
213	Mentorship	A participant was paired with a mentor experienced in one or more areas that would benefit the participant. The mentor shared their knowledge, wisdom, and experience with the participant, and facilitated learning through methods such as instructing, coaching, providing experiences, modeling, and advising. The mentorship could include a contract for learning and should last for a specified period of time.
214	Adult Literacy, Basic Skills or GED Preparation	Staff referred a participant to a program or course of study designed to develop competency in basic educational skills such as reading, comprehension, mathematics, writing, speaking, and reasoning and/or programs leading to education credentials such as GED, high school diploma, or college degree.

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215	Short Term Pre-Vocational Services	A participant is receiving short term pre-vocation services, including the development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare the individual for unsubsidized employment or training.
216	Out-of-area job search asst.	Staff assisted a participant with an out-of-area job search. The assistance was deemed appropriate based on an assessment of the participant or the participant's individual employment plan.
217	Supportive Service - Relocation assistance	A participant received financial assistance to relocate in order to accept employment, as provided for by local policy.
218	Internships	Staff referred a participant to an internship opportunity. The internship was deemed appropriate for the participant based on an assessment of the participant or the participant's individual employment plan.
219	Work Experience	A participant took part in a planned, structured learning experience that took place in a private, for-profit, non-profit, or public sector workplace for a limited period of time. Work experience may be paid or unpaid, as appropriate.
220	Case Management	Staff provided a client-centered approach in the delivery of services to a participant, by: (A) preparing and coordinating a comprehensive employment plan, such as a service strategy, for the participant to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and (B) providing job and career counseling during program participation and after job placement.
222	English as a Second Language (ESL)	A participant attended an English as a Second Language (ESL) program.
223	Conversion Non-WIA Co-Enrolled Miscellaneous Services	This is a conversion code and will not be used going forward.
226	Reading and/or Math Testing	Staff tested a participant's skill level and competencies in reading and math.
231	Waiver - Recall	The Trade Act requires individuals to be enrolled in or have completed an approved training course in order to receive Trade Readjustment Assistance (TRA) allowances (additional UI benefits under the Trade Act). This requirement may be waived if the worker has been notified that the worker will be recalled by the firm from which the separation occurred.

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232	Waiver - Marketable Skills	The Trade Act requires individuals to be enrolled in or have completed an approved training course in order to receive Trade Readjustment Assistance (TRA) allowances (additional UI benefits under the Trade Act). This requirement may be waived if the worker possesses marketable skills for suitable employment and there is reasonable expectation of employment at equivalent wages in the foreseeable future.
233	Waiver- Retirement	The Trade Act requires individuals to be enrolled in or have completed an approved training course in order to receive Trade Readjustment Assistance (TRA) allowances (additional UI benefits under the Trade Act). This requirement may be waived if the worker is within 2 years of meeting all requirements for entitlement to either (a) old age insurance benefits under Title II of the Social Security Act, or (b) a private pension sponsored by an employer or labor organization.
234	Waiver- Poor Health	The Trade Act requires individuals to be enrolled in or have completed an approved training course in order to receive Trade Readjustment Assistance (TRA) allowances (additional UI benefits under the Trade Act). This requirement may be waived if the worker is unable to participate in training due to the health of the worker.
235	Waiver - Delay for Training	The Trade Act requires individuals to be enrolled in or have completed an approved training course in order to receive Trade Readjustment Assistance (TRA) allowances (additional UI benefits under the Trade Act). This requirement may be waived if the first available enrollment date for the approved training of the worker is within 60 days after the date of determination of a waiver, or if later, there are extenuating circumstances for delay in enrollment.
236	Waiver - Training Not Available	The Trade Act requires individuals to be enrolled in or have completed an approved training course in order to receive Trade Readjustment Assistance (TRA) allowances (additional UI benefits under the Trade Act). This requirement may be waived if training is not reasonably available to the worker from either governmental agencies or private sources, no training that is suitable for the worker is available at a reasonable cost, or no training funds are available.
237	TAA - Approved Out of Area Job Search Allowance	Job search allowances are designed to assist an adversely affected dislocated worker in obtaining employment in areas outside his/her normal labor market.

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280	ATAA - Wage Subsidy	Established as an alternative assistance program for older workers certified eligible to apply for TAA. Workers in an eligible group who are at least 50 years of age and who obtain different, full-time employment within 26 weeks of separation from adversely affected employment, at wages less than those earned in adversely-affected employment, may receive up to half the difference between the old wage and the new wage. The new wage subsidy may be paid up to a maximum of \$10,000 during a two-year eligibility period. To be eligible for the ATAA program, workers may not earn more than \$50,000 per year in the new employment.
299	Conversion Intensive Service	This is a conversion code and will not be used going forward.
300	Occupational Skills Training - Approved Provider List (ITA)	A participant attended training designed to provide the technical skills necessary to perform a specific job or group of jobs. The training was funded with WIA formula funds and the training provider was on the statewide Eligible Training Provider List (ETPL).
301	On-The-Job Training	A participant took part in paid training while engaged in productive work in a job. The training: (A) Provided knowledge or skills essential to the full and adequate performance of the job; and (B) Provided reimbursement to the employer of up to 50 percent of the wage rate of the participant, for the extraordinary costs of providing the training and additional supervision related to the training; and (C) Was limited in duration that was appropriate to the occupation for which the participant was being trained, taking into account the content of the training, the prior work experience of the participant, and the service strategy of the participant, as appropriate.
302	Entrepreneurial Training	A participant attended entrepreneurial training.
304	Customized Training	An individual took part in an employer's customized training program. The training was designed to meet the special requirements of the employer and was conducted with a commitment by the employer to employ, or in the case of an incumbent worker, continue to employ, the individual upon successful completion of the training. The employer paid at least 50 percent of the cost of the training.
305	Skills Upgrading & Retraining	Training was provided for the purpose of upgrading the skills and/or retraining the participant.
306	WIA Prerequisite Training	Prerequisite education is coursework that a training institution requires before entry into an approved training program.
311	Placed In Job Corps	Staff verified that a participant entered the WIA Title IC program, Job Corps.

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312	Placed In Federal Training (includes TAA and WIA)	Staff verified that a participant entered a training program supported by the federal government, such as a WIA funded project or TAA. This definition does not include placement in Job Corps (311) or apprenticeship (314).
313	Placed In State And Local Training (non TAA, WIA)	Staff verified that a participant entered a training program funded with monies from state and/or local agencies. This definition does not include placement in federal training (312) or Job Corps (311).
314	Enrolled In Apprenticeship Training	W-PA Staff has been informed that their client has been enrolled in apprenticeship program for tracking purposes.
320	Private Sector Training	A participant attended a training program operated by the private sector.
322	Job Readiness Training	A participant received training regarding the skills necessary to be successful in the workplace. The training provided the participant with specific occupational competencies needed to perform specific work tasks on the job. These competencies include, but are not limited to: how to communicate in an office environment, how to function as part of a team, and how to work in a deadline driven workplace. This definition does not include skills needed to find and apply for a job, such as job search skills (125), interviewing skills (215), or how to write a resume (115).
323	Workplace Training & Cooperative Education	A participant attended a training program that combined workplace training with related instruction. This definition includes cooperative education programs.
325	Apprenticeship Training	A participant was enrolled into an apprenticeship program approved and recorded by the U.S. Department of Labor, Employment and Training Administration, Bureau of Apprenticeship and Training, or by a recognized state apprenticeship agency or council such as the California Department of Industrial Relations, Division of Apprenticeship Standards.
326	Support Service - Needs Related Payments (Training)	A unemployed adult or dislocated worker who does not qualify for (or has ceased to qualify for) unemployment compensation received financial assistance for the purpose of enabling the individual to participate in WIA funded training.
327	Support Service - Training Allowance	Approved allowances for training needed in conjunction with the original training or education. For example, a participant with a nursing degree receives training allowance for CPR training.
328	Occupational Skills Training - Non Approv Provider (No ITA)	A participant attended training designed to provide the technical skills necessary to perform a specific job or group of jobs. The training provider was not on the statewide Eligible Training Provider List (ETPL).
329	Other Training Service	Staff provided a participant with a training service that is not included in any of the other New CalJOBS SM service codes.

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331	TAA - Approved Travel in Training	Approved allowances if training is outside a normal commute area. The definition of a normal commute is 25 miles or one hour (each way).
332	TAA - Approved Subsistence in Training	Payments when a TAA client must live away from home to attend TAA approved training.
333	TAA - Approved Remedial Training (for those with GED/HS Diploma)	Pre-vocational training in the elementary skills that every worker must have in order to achieve employment.
335	TAA - Approved Occupational Skills Training - Approved by Other State	Agent/Liable client in TAA approved training. The state in which the individual will be attending training pays for training (Agent State). The state where petition is certified and weekly UI/TRA benefits are paid (Liable state). (i.e., an out of state TAA client attending occupational training in CA...and is paid for by the TAA program in CA)
339	TAA - Approved GED Training	Certificate of High School Equivalency training taken before entering vocational/occupational training.
341	TAA - Approved Remedial Training (for those with GED HS Diploma) Approved by Other State	Refer to code 333 for definition. Also: Agent/Liable client in TAA approved training. The state in which the individual will be attending training pays for training (Agent State). The state where petition is certified and weekly UI/TRA benefits are paid (Liable state). (i.e., an out of state TAA client attending remedial training in CA...and is paid for by the TAA program in CA)
342	TAA - Approved Prerequisite Training	Prerequisite education is coursework that a training institution requires before entry into an approved training program.
353	Institutes of Higher Education Contracting Training-IHECT (Formula Only)	A participant was enrolled in an institute of higher education or other eligible training provider based on LWIA receiving a waiver for using the institution per Directive 12-20. Refer to Directive 12-20 for the definition and qualifications of a "Institution of Higher Education."
398	Higher Education Waiver - Community College/University Training	A participant was enrolled in an occupational skills training program, Adult Education and literacy service, or customized training program at an institution of higher education that contracted directly with a local board. This activity code should only be used for participants enrolled at institutions of higher education in training programs that are not on the statewide Eligible Training Provider List (ETPL).
399	Conversion Training Services	This is a conversion code and will not be used going forward.
400	Youth Summer Employment	A youth participant received summer employment opportunities directly linked to academic and occupational learning.

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401	Pre-Employment Training/Work Maturity	A youth participant received services that encourage responsibility, employability, and other positive social behaviors, such as: exposure to post-secondary educational opportunities; community and service learning projects; and citizenship training, including life skills training such as parenting, work behavior training, and budgeting of resources.
402	Other Youth Services	A youth participant received supports for youth services primarily provided to assist the youth in achieving employment-related success. This definition does not include adult mentoring (411) or comprehensive guidance and counseling (417).
403	Conversion Youth Educational Achievement Services	This is a conversion code and will not be used going forward.
404	Conversion Youth Employment Services	This is a conversion code and will not be used going forward.
406	Tutoring, study skills training & instruction	A youth participant received educational achievement services, including but not limited to: tutoring, study skills training, and instruction leading to secondary school completion, including dropout prevention strategies; and alternative secondary school offerings. This definition does not include basic skills training (414).
408	Youth Internship - Un-Paid	A youth participant took part in an unpaid internship in the private, for-profit, non-profit, or public sector.
409	Youth - Job Shadowing	A youth participant took part in a job shadowing experience in the private, for-profit, non-profit, or public sector.
410	Leadership Development Services	A youth participant received services that encourage leadership development, such as: (a) peer-centered activities, including peer mentoring and tutoring; (b) organizational and team work training, including team leadership training; and (c) training in decision making, including determining priorities.
411	Adult Mentoring	A youth participant received adult mentoring for a duration of at least twelve months. The mentoring may occur both during and after program participation.
412	Objective Assessment	Staff conducted an objective assessment of the academic levels, skill levels, and service needs of a youth participant which included a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for nontraditional jobs), supportive service needs, and developmental needs.
413	Develop Service Strategies (IEP/ISS/EDP)	Staff developed a service strategy for a youth participant that identified an employment goal (including, in appropriate circumstances, nontraditional employment), appropriate achievement objectives, and appropriate services for the participant taking into account the objective assessment conducted for the individual.

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414	Basic Skills Training	A youth participant received basic skills training including, but not limited to: reading comprehension, math computation, writing, speaking, listening, problem solving, and reasoning.
415	Enrolled in Alternative Secondary Education	A youth participant was enrolled in an alternative secondary education program. This definition applies to youth who are either already enrolled in education at the time of participation in the program or became enrolled in education at any point while participating in the program. This definition does not include youth participants enrolled in adult education (418).
416	Occupational Skills Training - Approved provider List	A youth participant attended an organized program of study that provided specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels. The training was: (1) outcome-oriented and focused on a long-term goal as specified in the Individual Service Strategy, (2) long-term in nature and commenced upon program exit rather than being short-term training that is part of services received while enrolled in ETA-funded youth programs, and (3) resulted in attainment of a certificate.
417	Comprehensive Guidance and Counseling	A youth participant received comprehensive guidance and counseling, including drug and alcohol abuse counseling, or a referral to counseling, as appropriate to the needs of the individual youth.
418	Adult Education (GED)	A youth participant was enrolled in an adult education program. This definition applies to youth who are either already enrolled in education at the time of participation in the program or became enrolled in education at any point while participating in the program. This definition does not include youth participants enrolled in alternative secondary education (415).
419	Support Services - Stipends	A youth participant received a stipend which enabled them to participate in activities authorized under WIA Title IB and is included in the participant's individual needs assessment and individual service strategy.
420	Case Management	A youth participant received client-centered, case management services designed to: (a) prepare and coordinate a comprehensive employment plan, such as a service strategy, for the participant to ensure access to necessary workforce investment activities and supportive services; and (b) provide job and career counseling to the individual during program participation and after job placement.
423	Conversion Non-WIA Co-Enrolled Miscellaneous Services	This is a conversion code and will not be used going forward.

Activity Code Definitions

New CalJOBS SM Service Code	Service Code Description*	Definition
425	Work Experience - Paid	A youth participant took part in a paid, planned, structured learning experience that took place in a private, for-profit, non-profit, or public sector workplace for a limited period of time. The experience included such elements as: instruction in employability skills or generic workplace skills; exposure to various aspects of an industry; progressively more complex tasks; the integration of basic academic skills into work activities; supported work, work adjustment, and other transition activities; entrepreneurship; service learning; or paid and unpaid community service. This definition does not include unpaid internships (408), paid internships (427), job shadowing (409), or on-the-job training (428).
426	Work Experience - Un-Paid	A youth participant took part in an unpaid, planned, structured learning experience that took place in a private, for-profit, non-profit, or public sector workplace for a limited period of time. The experience included such elements as: instruction in employability skills or generic workplace skills; exposure to various aspects of an industry; progressively more complex tasks; the integration of basic academic skills into work activities; supported work, work adjustment, and other transition activities; entrepreneurship; service learning; or paid and unpaid community service. This definition does not include unpaid internships (408), paid internships (427), job shadowing (409), or on-the-job training (428).
427	Internship - Paid	A youth participant took part in a paid internship in the private, for-profit, non-profit, or public sector.
428	Youth On-the-Job Training	A youth participant took part in an on-the-job training experience in the private, for-profit, non-profit, or public sector. For youth participants under age 18, this service should only be utilized when the objective assessment of the individual identifies needs that would be appropriately met with on-the-job training.
429	Enrolled in Secondary School (H.S.)	A youth participant was enrolled in secondary school, post-secondary school, or any other organized program of study. This definition applies to youth who are either already enrolled in education at the time of participation in the program or became enrolled in education at any point while participating in the program. This definition does not apply to alternative secondary education (415) or adult education programs (418).
430	Occupational Skills Training - Non Approv Provider	A youth participant attended training designed to provide the technical skills necessary to perform a specific job or group of jobs. The training provider was not on the statewide Eligible Training Provider List (ETPL).
480	Support Service - Child/Dependent Care	A youth participant received assistance with child care or dependent care which enabled them to participate in activities authorized under WIA Title IB.

Activity Code Definitions

New CalJOBS SM Service Code	Service Code Description*	Definition
481	Support Service - Transportation Assistance	A youth participant received assistance with transportation which enabled them to participate in activities authorized under WIA Title IB.
482	Support Service - Medical	A youth participant was referred to medical services which enabled them to participate in activities authorized under WIA Title IB.
483	Support Service - Temporary Shelter	A youth participant received assistance with temporary shelter which enabled them to participate in activities authorized under WIA Title IB.
484	Support Service - Incentives / Bonuses	A youth participant received an incentive or bonus which enabled them to participate in activities authorized under WIA Title IB. This definition does not include needs-related payments which enable participants to participate in WIA training (326).
485	Support Service -Other	A youth participant received supportive services, such as assistance with uniforms or other appropriate work attire, assistance with work related tools, or linkages to community services, which were necessary to enable the individual to participate in activities authorized under WIA Title IB. This definition does not include stipends (419) child/dependent care (480), transportation assistance (481), medical (482), temporary shelter (483), incentives/bonuses (484), or counseling (486).
486	Support Service - Counseling	A youth participant received a referral to counseling services which enabled them to participate in activities authorized under WIA Title IB.
499	Conversion Youth Services	This is a conversion code and will not be used going forward.
500	Referred To Job 150 Day or Greater	The act of bringing to the attention of an employer a job seeker or a group of registered job seekers who are available for a job and the job is hiring for 150 days or greater. This code is system generated.
501	Referred To Job 4 - 150 Day In Length	The act of bringing to the attention of an employer a job seeker or a group of registered job seekers who are available for a job and the job is hiring for 4-150 days or length. This code is system generated.
502	Referred To Job 3 Days Or Less	The act of bringing to the attention of an employer a job seeker or a group of registered job seekers who are available for a job and the job is hiring for 3 days or less. This code is system generated.
503	Negative Referral Result	Staff member updated a job seeker referral profile to not hire. This code is system generated.
504	Refused Referral To Job / Training	Jobseeker refused to be referred to a job and/or training.
589	Notification of Jobs via Virtual Recruiter	Notifies a job seeker of a potential job when utilizing the virtual recruiter.
590	Notification to Jobseeker of potential job	Notifies a job seeker of a potential job.

Activity Code Definitions

New CalJOBS SM Service Code	Service Code Description*	Definition
E01	Alien Labor Certification	Under the H-2A program, staff developed a hiring agreement with an employer that took into account the resources available in the local Workforce Services site and did not negatively affect the site's ability to adequately serve other employers. The hiring agreement may not include provisions for staff members to assist the employer in pre-employment activities such as verifying prior employment or obtaining references.
E02	Americans With Disabilities	Staff contacted an employer that submitted a job listing appearing to be discriminatory under the Americans with Disabilities Act of 1990 to: notify them of the legal requirements for job listings, and inform them that if they cannot legally justify the job specifications, their request cannot be accommodated.
E03	America's Job Bank	Staff provided an employer with information regarding New CalJOBS SM , or assisted an employer with registering in New CalJOBS SM .
E04	Apprenticeship	Staff member informed employer of apprenticeship requirements and utilization of job order posting.
E05	Bonding	Staff, designated as responsible for providing bonding services, completed the steps required to provide an employer with a fidelity bond for an at-risk or hard-to-place participant. These steps include, but are not limited to: ensuring the employer meets all eligibility requirements; completing the EDD Fidelity Bonding Certification Request; completing the EDD Fidelity Bonding Employer Confirmation Letter; and submitting bonding requests to the Workforce Services Division Bonding Coordinator.
E06	CalJOBS SM Recruitment	After it was determined that the New CalJOBS SM job seeker pool did not include individuals qualified for a specific job opening, staff conducted recruitment efforts to locate qualified individuals. These efforts include, but are not limited to: contacting colleges, trade schools, professional organizations, and other employment and training providers who may have access to individuals with the skills and qualifications required by the employer; using the office "job hot line" or a job opening broadcast on the local media to inform job seekers of the opening; and posting the job opening, with employer identification suppressed, on a publicly accessible bulletin board in the Workforce Services site or AJCC lobby.
E07	Disability Insurance	The EDD sponsored a seminar for employers regarding Disability Insurance.

Activity Code Definitions

New CalJOBS SM Service Code	Service Code Description*	Definition
E08	Employer Advisory Council	Staff participated in Employer Advisory Council (EAC)-related activities including, but not limited to: assisting the EAC with coordinating breakfast/lunch seminars and other activities; communicating information on EDD programs/services to the California Employer Advisory Council (CEAC) and EAC; responding to CEAC requests; having EAC members review draft policies; and sharing administration and marketing duties with the EAC including seminar and meeting event preparation, development and distribution of EAC-related materials, conducting the event, and wrap-up and evaluation of the event.
E09	Employer Application Issuance	At the request of an employer, staff issued the employer's work application to job seekers. Prior to agreeing to issue the employer's work application, the staff member reviewed the work application to ensure compliance with Department of Fair Employment and Housing pre-employment guidelines.
E10	Employer Recall	Staff suspended an employer's access to New CalJOBS SM after determining the employer violated Workforce Services regulations and/or federal, State, or local employment-related laws. Reasons for suspension of access include, but are not limited to, the employer: includes discriminatory specifications in the job listing; fails to adhere to federal, State, or local employment-related laws; misrepresents terms or conditions of employment; causes the Workforce Services to receive formal or informal complaints from job seekers which are substantiated; and posts an invalid job opening, such as one due to a trade dispute.
E11	Employment & Training Program (ETP)	Staff assisted the employer with information regarding the programs and services available through The Employment and Training Program (ETP), including eligibility requirements, application assistance and programs specific to the employers business. This definition does not include Training for New Employees (E40) and Training for Current Employees (E41)
E12	Employment Law	The EDD sponsored a seminar for employers regarding labor law.
E13	Employment Taxes	The EDD sponsored a seminar for employers regarding payroll tax.
E14	Enterprise Zone (EZ) Tax Credits	Staff identified a potentially eligible job seeker and referred them to the nearest Enterprise Zone certifying agency or Enterprise Zone employer. Staff may not perform eligibility determinations, request documentation, or sign the Enterprise Zone Tax Voucher (DOC. EZ1).
E15	Exclusive Hiring Agreement	Staff and an employer established an agreement that the employer would require all job seekers to apply through EDD. This agreement reduces business interruptions to the employer when there are no openings and expands the pool of job seekers in New CalJOBS SM .

Activity Code Definitions

New CalJOBS SM Service Code	Service Code Description*	Definition
E16	Federal Contractor Job Listing	Staff assisted an employer with a federal contractor job listing. Staff ensured the federal contractor was properly identified, and that their special employment needs, particularly those relating to the hiring of qualified veterans, were met to the fullest extent possible.
E17	Fraud Reporting	After receiving a job listing from a questionable employer, staff ensured the request was genuine and represented an actual job opportunity. Examples of questionable employers include: employers who require unusual pre-employment action on the part of the job seeker (e.g., a deposit for some alleged service such as training, transportation, dues, fees, or food and lodging; employers who require monetary deposits or payments; unknown employers who request permission to interview at the EDD or partner's office, or ask job seekers be sent to an address which is not a normal place of business (e.g., a hotel room); unknown employers who offer to provide transportation to the job site; and employers whose address or the job location is vague.
E18	High Density Unemployment Area Residents	Staff assisted an employer in hiring a high density unemployment area resident.
E19	Internship	Staff either entered an internship into New CalJOBS SM for an employer, or publicized the internship in the AJCC.
E20	Job Development Contact	Staff contacted an employer regarding participation in a Job Development Contact. If the employer is not registered then staff would need to complete the employer registration in CalJOBS SM to collect this information.
E21	Job Fairs	Staff partnered with an appropriate entity in the community to present and/or participate in a job fair.
E22	Job Identification Contact	Staff contacted registered employer for any available jobs for posting.
E23	Job Listing Fax Forms	Staff assisted an employer with filling out a job listing form (DE 8203) over the phone, via email, or via FAX.
E24	Job Referrals	Staff referred a participant to an employer with a job opening.
E25	Job Shadowing	Staff coordinated a job shadowing experience for a qualified job seeker with an employer. The employer would like to hire an individual, but would like the individual to do a job shadowing first.
E26	Labor Market Information	Staff either provided an employer with national, state, or local area labor market information to help them plan for business expansion, relocation, or future hiring and training needs, or referred the employer to a labor market information consultant who prepared detailed occupational labor market information for them.
E27	Local Planning, Zoning, Permits	Staff provided an employer with information pertaining to Local Planning, Zoning, and Permits.

Activity Code Definitions

New CalJOBSSM Service Code	Service Code Description*	Definition
E28	Marketing Package	Staff provided an employer marketing materials containing information regarding EDD's services. The marketing materials could include, but are not limited to: DE forms, brochures geared toward employers, Labor Market Information Fact Sheets, Workforce Services Fact Sheets, and flyers.
E29	New Employee Registry	Staff provided an employer with the specific information pertaining to the California New Employee Registry.
E30	On the Job Training	Staff established an on-the-job training contract with an employer. Under the contract, the employer provided occupational training to a WIA participant in exchange for reimbursement of a percentage of the participant's wage rate.
E31	Older Worker Hiring	Staff conducted outreach efforts to employers highlighting the potential of older workers and their contribution to a diverse workforce. The outreach efforts highlighted traits that make older workers ideal candidates for employment, including their reliability, commitment, enthusiasm, and a keen know-how that comes from a lifetime of experience
E32	Rapid Response--Layoff or Closures	Staff provided rapid response activities to an employer that experienced a permanent closure or mass layoff, or a disaster that resulted in mass job dislocation. Rapid response activities include, but are not limited to: establishing onsite contact with employers and employee representatives; providing information and access to available employment and training activities; providing an onsite presentation to employees regarding when to file for, how to file for, and who qualifies for Unemployment Insurance; assisting in establishing a labor-management committee, voluntarily agreed to by labor and management, with the ability to devise and implement a strategy for assessing the employment and training needs of dislocated workers and obtaining services to meet such needs; providing emergency assistance adapted to the particular closure, layoff, or disaster; and providing assistance to the local community in developing a coordinated response and in obtaining access to State economic development assistance.
E33	Recruitment at EDD	An employer utilized EDD or partner facilities and scheduling services to screen and interview applicants.
E34	Reverse Referral Agreement	Staff and an employer established an agreement that the employer would provide a handout or poster to encourage job seekers to enroll and enter a resume in New CalJOBS SM . The rationale for this agreement is that when the employer has openings and lists the openings in New CalJOBS SM , those job seekers resumes can be accessed. This agreement reduces business interruptions to the employer when there are no openings and expands the pool of job seekers in New CalJOBS SM .

Activity Code Definitions

New CalJOBSSM Service Code	Service Code Description*	Definition
E35	Send Resumes	Staff conducted a resume search to find job seekers matching the job requirements of an employer and sent those resumes to the employer.
E36	School to Career Programs	Staff informed employer of School to Career Programs, also know as Regional Occupation Program (ROP), in their local area.
E37	Targeted Recruitment	Staff coordinated a focused recruitment campaign for a new business venture or a facility needing a large number of specialized workers.
E38	Tax Credit Programs	Staff informed an employer about available hiring incentives and tax credits including, but not limited to: the Work Opportunity Tax Credit (WOTC), Empowerment Zone/Renewal Community Tax Incentives, the Disabled Access Credit, and the Architectural and Transportation Tax Deduction. This definition does not include the veteran hiring incentive program (E43).
E39	Trade Reemployment Act REVISED-- Should State Trade Assistance Act (TAA)	Staff informed employer of programs associated with the Trade Assistance Act (TAA).
E40	Training for New Employees	Staff informed an employer of funding available through the Employment Training Panel (ETP) for workforce training programs, and referred them to the ETP website or phone number for more information.
E41	Training for Current Employees	Staff informed an employer of funding available through the Employment Training Panel (ETP) for workforce training programs, and referred them to the ETP website or phone number for more information.
E42	Unemployment Insurance	The EDD sponsored a seminar for employers regarding Unemployment Insurance.
E43	Veteran Hiring Incentive Program	Staff informed an employer about the Work Opportunity Tax Credit (WOTC) and that "Qualified Veterans" is one of the WOTC target groups that may qualify them for a tax credit.
E44	Welfare Recipient Hiring	Staff assisted an employer in hiring a welfare recipient.
E45	Work Experience Programs	Staff coordinated with an employer to provide a participant with a work experience opportunity. Work experience is a planned, structured learning experience that takes place in a workplace for a limited period of time. It may be paid or unpaid, as appropriate, and may be in the private for profit sector, the nonprofit sector, or the public sector.
E46	Workforce Investment Act	This could be, "Staff informed an employer of available Workforce Investment Act services for employers including, but not limited to customized training, on-the-job training reimbursement assistance, and training subsidies."

Activity Code Definitions

New CalJOBSSM Service Code	Service Code Description*	Definition
E47	Work Opportunity Tax Credit	Staff processed an employer's application for a Work Opportunity Tax Credit (WOTC) certification. These activities include, but are not limited to: ensuring the applicable forms [i.e., IRS 8850 (Prescreening Notice and Certification Request), ETA 9061 (Individual Characteristics Form), and ETA 9154 (Youth Self-Attestation Form)] are accurately completed; conducting a background check on the employee to ensure the employer receives the highest tax credit they are eligible for; informing the employer that the application must be postmarked no later than the 28th calendar day following the new employee's start date; if necessary, sending a request to the employer for more information; and sending the employer a letter of certification or denial.
E48	Youth	A Youth Employment Opportunity Program (YEOP) Specialist contacted an employer for the purposes of informing them about YEOP and encouraging them to hire a youth participant.
E49	Other (Describe in Notes)	Staff provided a participant with a service that is not included in any of the other New CalJOBS SM employer service codes.
E51	CalJOBS SM Suppressed Listing Referral	Staff entered a suppressed job listing into New CalJOBS SM and assisted the employer in filling the opening through either of the following service levels: Resume Search Service (staff search and send the resumes of job seekers who match the job requirements) or Mediated Service (staff screen and select job seekers and provide them with employer contact instructions).
F01	Referral to Community Resources	A participant was referred to a community resource after being placed in unsubsidized employment, education, or training. This follow-up service was provided to the individual to enable them to progress further in their occupation or retain their employment.
F02	Referral to Medical Services	A participant was referred to medical services after being placed in unsubsidized employment, education, or training. This follow-up service was provided to the individual to enable them to progress further in their occupation or retain their employment.
F03	Tracking Progress on the Job	Staff tracked a participant's progress on the job, and identified which, if any, additional follow-up services the participant required to progress further in their occupation or retain their employment.
F04	Work Related Peer Support Group	A participant was referred to a work related peer support group after being placed in unsubsidized employment, education, or training. This follow-up service was provided to the individual to enable them to progress further in their occupation or retain their employment.
F05	Assistance securing better paying job	A participant received assistance securing a job paying a higher wage.

Activity Code Definitions

New CalJOBSSM Service Code	Service Code Description*	Definition
F06	Career development and further education planning	A participant received additional career planning and counseling after being placed in unsubsidized employment, education, or training. This follow-up service was provided to the individual to enable them to progress further in their occupation or retain their employment.
F07	Assistance with Job/Work Related Problems	Staff assisted a participant with a work-related problem, which may have included contacting the participant's employer. This follow-up service was provided to the individual to enable them to progress further in their occupation or retain their employment.
F08	Adult Mentoring	A participant received adult mentoring after being placed in unsubsidized employment, education, or training. This follow-up service was provided to the individual to enable them to progress further in their occupation or retain their employment.
F09	Tutoring	A participant received tutoring after being placed in unsubsidized employment, education, or training. This follow-up service was provided to the individual to enable them to progress further in their occupation or retain their employment.
F10	Leadership Development	A participant received leadership development training after being placed in unsubsidized employment, education, or training. This follow-up service was provided to the individual to enable them to progress further in their occupation or retain their employment.
F11	Other Follow Up Service, not classified	A participant received a follow-up service (not included in service codes F01 - F19) necessary to enable them to progress further in their occupation or retain their employment
F12	SS-Transportation	A participant received assistance with transportation after being placed in unsubsidized employment, education, or training. This follow-up supportive service was provided to the individual to enable them to progress further in their occupation or retain their employment.
F13	SS- Purchase work related uniforms/attire	A participant received an allowance to purchase work related uniforms or attire after being placed in unsubsidized employment, education, or training. This follow-up supportive service was provided to the individual to enable them to progress further in their occupation or retain their employment.
F14	SS-Purchase work related tools	A participant received an allowance to purchase work related tools after being placed in unsubsidized employment, education, or training. This follow-up supportive service was provided to the individual to enable them to progress further in their occupation or retain their employment.
F15	SS-Housing Assistance	A participant received assistance with housing after being placed in unsubsidized employment, education, or training. This follow-up supportive service was provided to the individual to enable them to progress further in their occupation or retain their employment.

Activity Code Definitions

New CalJOBSSM Service Code	Service Code Description*	Definition
F16	SS-Utilities	A participant received assistance with utilities after being placed in unsubsidized employment, education, or training. This follow-up supportive service was provided to the individual to enable them to progress further in their occupation or retain their employment.
F17	SS-Dependent Care	A participant received assistance with child care or dependent care after being placed in unsubsidized employment, education, or training. This follow-up supportive service was provided to the individual to enable them to progress further in their occupation or retain their employment.
F18	SS-Medical	A participant received financial assistance for medical services after being placed in unsubsidized employment. This follow-up supportive service was provided to the individual to enable them to progress further in their occupation or retain their employment.
F19	SS-Incentives/Bonus	A participant received an incentive or bonus after being placed in unsubsidized employment, education, or training. This follow-up supportive service was provided to the individual to enable them to progress further in their occupation or retain their employment.
F99	Conversion Follow Up Service	Do not define. This is a conversion code and will not be used going forward.