

<b>L1 – SELF-SERVICE/INFORMATIONAL ONLY</b>			
<b>Enrolling</b>	<b>Service</b>	<b>Definition</b>	<b>Guidance</b>
	<b>Informational/Self-Service</b>		
Yes	Utilizing Resource Rooms (Self Service)	<p>To record that a <b>job seeker accessed workforce information using self-service tools/applications.</b> Workforce information may be delivered using a variety of methods including web-based applications, PC applications, or printed materials. This service may also be used to record information only activities, such as a general overview of the services available in the One Stop Center, including labor market information.</p> <p><b>**The service must be initiated by the customer; unsolicited correspondence to a customer is not considered a self-service.</b></p>	<p>COMMENTS should detail the information accessed.</p> <p>Note: No staff assistance should be provided other than general instruction on how to use/access the self-service tools.</p> <p>If the workforce information services provided go beyond these parameters, then the service should be recorded under L1 Core (Staff Assisted).</p>
<b>L1 – Staff Assisted Basic</b>			
<b>Enrolling</b>	<b>Service</b>	<b>Definition</b>	<b>Guidance</b>
	<b>Assessment</b>		
Yes	Assessment Interview, Initial Assessment	<p>To collect information to determine WIOA program eligibility and analyze information on a job seeker’s educational level, work history, employment barriers, employment goal and occupational knowledge, skills, and ability, to determine the job seeker’s likely employment opportunities in the local labor market (or in a labor market to which he/she is willing to work in), which services are needed, and whether referrals are appropriate.</p>	<p>In COMMENTS, indicate any next steps/referrals that were arranged.</p> <p>Veterans determined to be DVOP eligible should be assigned a veteran program case manager to ensure the services are coordinated.</p>

<b>Counseling</b>			
Yes	Career Guidance – Basic (WSR)	The provision of information, materials, suggestions, or advice which are intended to assist the job seeker in making occupational or career (vocational) decisions.	In COMMENTS, indicate pertinent details of guidance provided and/or career objectives discussed.
Yes	Rapid Response Career Counseling	Assist job seekers and employers who are affected by cutbacks and site closings. Goal is to connect and assist job seekers with re-employment through job placement assistance within a local area. Provide services such as job searching assistance, resume development, interviewing techniques, and advocacy for job recommendations.	In COMMENTS, identify what services were provided and next steps.
<b>Job Search Assistance</b>			
Yes	Bonding Assistance	To record that the job seeker has been provided Federal Bonding coverage in order to start a job for which bonding is required and the employer's bonding company will not provide coverage.	In COMMENTS, indicate the employer and the date the job seeker will start work.
Yes	Career Exploration Workshop	To record that the job seeker participated in a workshop focusing on learning the career exploration process, identifying resources to further their career exploration; and outlining the next steps of their career exploration process.	No COMMENT required.
Yes	Employer Outreach for Individual Customer with Disability	<p>To record when staff contacts an employer in an effort to assist in accessing opportunities for employment. This outreach is conducted on behalf of customers with disabilities who have already, or who are willing to disclose their disabilities.</p> <p>Employer outreach activities include assisting employers in understanding tax incentives such as Work Opportunity Tax Credit (WOTC) and Worker's with Disabilities Employment Tax Credit (WETC).</p> <p>Workforce staff assistance should include providing information to the employer concerning who is eligible to apply and what is required of employers who are</p>	In COMMENTS, record the name of the employer that was contacted and what the outcome of the outreach activity was, as well as any next steps both the staff and the employer will take on behalf of the customer, if any.

		eligible to apply. Employers should be directed to applicable forms located on the NYSDOL website.	
Yes	Identification of Resources to Support Job Placement	<p>To record when staff have identified resources in order to support job placement for customers with a disability.</p> <p>Resources include the Medicaid Buy-In Program for Working People with Disabilities (MBI), SSA's Plan to Achieve Self-Support (PASS), and local resources which assist customers with disabilities in accessing or maintaining employment.</p>	In COMMENTS, record any resources identified and/or applications submitted.
Yes	Interviewing Workshop	To record that the job seeker participated in an organized activity that provided instructions and exercises on the following: the purpose of an interview, how to prepare for an interview, types of interviews, how to respond to different interview questions, how to research the company, corporation, or employer prior to an interview, how to describe strengths and skills, how to deal with nerves and anxiety prior/during an interview, dress for success, verbal and non-verbal communication cues, interviewing mistakes, ending an interview and thank you notes and follow-up emails.	No COMMENT required.
Yes	Job Accommodation Assistance	<p>To record activities associated with assisting a customer with a disability, returning to work or currently employed, on matters involving workplace accommodations.</p> <p>Examples of applicable Job Accommodation Assistance activities include:</p> <ol style="list-style-type: none"> <li>1. provide guidance to the customer on the proper way to disclose a disability to an employer</li> <li>2. provide guidance to the customer on how to effectively make a request for a reasonable accommodation to an employer</li> <li>3. provide guidance to an employer (on behalf of a customer) regarding the Americans with</li> </ol>	In COMMENTS, indicate what type(s) of guidance was provided and to whom the guidance was provided (e.g., job seeker, employer, etc.). Describe any related outcome(s) and/or next step(s).

		<p>Disabilities Act and employer responsibility regarding reasonable accommodations</p> <p>4. provide guidance to a customer and their employer regarding Assistive Technology products available to support continued employment</p>	
Yes	Job Development Contact	To record that a telephone or other personal contact to an employer was made on behalf of the job seeker when no suitable job order/opening is currently on file.	In COMMENTS, identify the employers that were contacted and any resulting referrals.
Yes	Job Finding Club	To record that the job seeker participated in a Job Finding Club. A Job Finding Club is an organized activity including a period of structured application where participants attempt to find jobs. It encompasses all the elements of a Job Search Workshop (see separate definition), plus a one- to two-week period of structured, supervised group activity where participants attempt to obtain jobs.	This service can be recorded for each day the job seeker participates. Note any special occurrences (e.g., job interview with XYZ company scheduled for 8/9/08).
Yes	Job Search Planning	To record that the job seeker received services designed to assist in developing their job search skills so that they can obtain employment. Such assistance can include but is not limited to developing a work search plan, interviewing advice, conducting a mock interview, discussing how applicant felt he/she did after an interview, compiling a portfolio of important information for job search activities, showing the applicant how to maintain a record of his/her job efforts, or providing any other advice that would expedite or improve the seeker's job search.	In COMMENTS, indicate the specific services provided.

Yes	Job Search Workshop	To record that the job seeker participated in a Job Search Workshop. A Job Search Workshop provides job seekers with knowledge that will enable them to find jobs. It is an organized activity that provides instructions on subjects including, but not limited to, labor market information, finding job openings/leads, creating a job search plan/strategy, applying for jobs, techniques to maximize job search, expressing or identifying accomplishments, finding resources, and getting assistance while searching for a job.	No COMMENT required.
Yes	Mock Interviewing	Interview preparation offered virtually or in-person to job seekers who have been on several interviews, but not offered jobs, not confident about interviewing skills, have not had any recent interviews, or wish to gain extra practice. Job seekers can work with a counselor or conduct a mock interview using InterviewStream.	In COMMENTS, indicate the specific services provided.
Yes	Networking Workshop	To record that the job seeker participated in an organized activity that provided instructions and exercises on; using social media tools to network, the benefits of networking, different types of networks and recognize existing networks, how to build a networking contact list, how to contact individuals on their networking list, how to maintain a list of contacts, how to plan, schedule, and conduct an informational interview, career networking tips and tricks, most common networking mistakes, and strategies to market themselves better during networking opportunities.	No COMMENT required.
Yes	Transferable Skills Workshop	To record that the job seeker participated in an organized activity that provided instructions and exercises on the following: identifying transferable	No COMMENT required.

		skills, identifying resources to aid in identifying transferable skills, using identified transferable skills to explore potential occupations, how to market transferable skills on a resume, cover letter and in an interview.	
Yes	Workshop (Other)	To record that the job seeker participated in an organized activity that provided instructions and exercises on a specific topic to support their job search efforts.	Record the name of the workshop and a brief description of the content/purpose of the workshop.
Yes	Resume Preparation Assistance	To record that staff has provided information to a job seeker, individually or in a group setting, on the various formats and the type of content considered appropriate in resumes and cover letters. This service should be recorded when providing resume information/instruction that goes beyond general information only and includes more specific individualized information/advice, such as actual creation of the resume. This could include resume critiquing or review of the job seeker's resume.	No specific content documentation required.  Note: Record whichever of the two (but not both) of the resume-related services available in OSOS (Resume Preparation Assistance or Resume Writing Workshop) that best describes the activity provided.
Yes	Resume Writing Workshop	To record that the job seeker participated in an organized group setting activity that provided instruction on resume writing, on the content and format of resumes and cover letters and provided general instructions to aid in the development and production of an individual resume.	Note: Record whichever of the two (but not both) of the resume-related services available in OSOS (Resume Preparation Assistance or Resume Writing Workshop) that best describes the activity provided.  The Resume Writing Workshop activity is intended for use when providing resume information/instruction of a very general nature, not individualized information/instruction.
Yes	Transition Assistance Program Workshop (TAP)	To record services delivered during the three-day job search workshop provided to transitioning service members and their spouses at one of four military	No COMMENTS required.

		installations in New York State.	
Yes	Workforce Information Services Staff Assisted (LMI)	<p>To record when staff provides a job seeker with workforce information services. This activity should be recorded only when the activity reflects significant staff time invested in giving the job seeker specific information in relation to their questions or individual needs. Staff assisted workforce information services may include, but are not limited to, information on the following:</p> <ul style="list-style-type: none"> <li>• Labor market conditions</li> <li>• Industries, occupations, and characteristics of the workforce</li> <li>• Area business-identified skill needs</li> <li>• Employer wage and benefit trends</li> <li>• Short- and long-term industry and occupational projections</li> <li>• Worker supply and demand info</li> <li>• High-growth and high-demand industries</li> <li>• Business turnover and new hire rates</li> </ul>	<p>In COMMENTS, indicate the specific type of LMI information provided to the job seeker.</p> <p>Note: This service must represent more staff effort than just providing the customer with basic information or direction. The following types of activities do not meet the definition: providing information on how to use Resource Room or Internet tools to research/find LMI; simply handing out readily available LMI brochures or publications with no further explanation, providing general information about upcoming recruitments/job fairs, or providing information about Civil Service exams or Federal employment opportunities.</p>
<b>Orientation</b>			
No	Abbreviated Orientation (Rapid Response)	To record that the job seeker received an abbreviated Rapid Response Orientation to include customer registration and information on the array of services available in the workforce system.	No COMMENTS required.
Yes	Orientation (Other)	To record that the job seeker was provided information on the array of services available in the Workforce system so that the individual can decide which services meet their needs. This is a core service.	No COMMENTS required.
Yes	Orientation (Self Employment Program)	To record that the job seeker participated in an orientation provided to those UI claimants who are applying to participate in the NYS Self-Employment Program offered by the UI Division.	No COMMENTS required.

Yes	Orientation (UI Profiling)	To record that the job seeker was provided information about services available to those UI claimants identified as likely to exhaust through the federal UI profiling process.	Record this activity only for UI profiling orientations conducted separately.  No COMMENTS required.  Note: UI Profiling Orientation information can be delivered as part of the Reemployment Services Orientation (RSO), rather than scheduling/conducting separate UI Profiling orientations.  If the UI profiling information is combined as part of the RSO process, there is no need to separately record the Orientation (UI Profiling) service as long as the Orientation (UI Reemployment Services) service is recorded.
Yes	Orientation (UI Reemployment Service)	To record that the UI claimant attended a scheduled Reemployment Services Orientation (RSO).	No COMMENTS required.
	<b>Referred to Job</b>		
Yes	External Job Referral	To record that staff identified and referred the customer to an outside job listing (a job opening that was not listed in the New York Job Bank, AJE or its successor) based on the customer's qualifications and experience as compared to the listed job requirements.	In COMMENTS, indicate the specifics of the outside job referral, provide details describing the specific job opening (employer, title, salary) and source of posting (newspaper, web address).
	<b>Tax Credit Eligibility Determination</b>		
Yes	Tax Credit Eligibility Determination	To record that a job seeker meets a tax credit eligibility requirement and has been either pre-screened or pre-qualified for the program.	If pre-screened or pre-qualified record this credit and document the employer's name in COMMENTS.



<b>L1 – Staff Assisted Individualized</b>			
<b>Enrolling</b>	<b>Service</b>	<b>Definition</b>	<b>Guidance</b>
	<b>Assessment</b>		
Yes	L1 Assessment – Comprehensive and Specialized Skill Levels/Service Needs	To record that the job seeker received a comprehensive and/or specialized assessment of his/her barriers to employment, occupational goal, along with the occupational knowledge, skills and abilities associated with that goal, and service needs. This service may include interpreting the results of assessment tools as well as in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals. Comprehensive assessment is usually conducted after an initial assessment has taken place.	In COMMENTS, identify the assessment instrument used (interview, ability profiler) and a summary statement that details the delivery, outcome and interpretation.
	<b>Counseling</b>		
Yes	Career Guidance – Individualized (WSR)	The provision of information, materials, suggestions, or advice which are intended to assist the job seeker in making occupational or career (vocational) decisions. Staff expends a significant amount of time and effort in helping the job seeker to analyze and understand the career information, identifying additional materials or information as necessary to help the job seeker refine his/her career goal.	In COMMENTS, detail the significant factors of the career guidance. Use the SSAN model or comparable to organize session notes.
Yes	Counseling – Individual	To record that the job seeker participated in a one-on-one counseling session with a professional counselor. The purpose of such session(s), whether one time only or on an ongoing basis, is to aid job seekers to gain a better understanding of themselves using information gained through various assessment tools and/or strategies so that they can more realistically choose or change their occupations, or make suitable job adjustments.	In COMMENTS, detail the significant factors of the career guidance. Use the SENSE model or comparable to organize session notes.
Yes	Counseling- Group	To record that the job seeker participated in a group counseling session with a professional counselor. The purpose of such session(s), whether one time only or on an ongoing basis, is to aid job seekers to gain a better understanding of themselves using information gained	In COMMENTS, detail the significant factors of the career guidance. Use the SENSE model or comparable to organize session notes.

		through various assessment tools and/or strategies so that they can more realistically choose or change their occupations, or make suitable job adjustments.	
	<b>Individual Employment Plan</b>		
Yes	Individual Employment Plan	<p>To record that the job seeker and staff have identified the employment goals, appropriate achievement objectives (which may include education or training), and appropriate combination of services for the job seeker to achieve their employment goals.</p> <p>The IEP should include the necessary steps and timetables to achieve employment in a specific occupation, industry, and/geographic area.</p>	<p>In COMMENTS, briefly describe the IEP including the goal and steps to achieve.</p> <p>This service is appropriate for job seekers needing a long-term plan. A more immediate, short-term work search plan should be considered Job Search Planning (a staff assisted core service).</p>
	<b>Short-term Pre-Vocational Skills</b>		
Yes	Short-term Pre-vocational Skills to Prepare for Employment or Training	To record that the job seeker has participated in a short term service to develop his/her learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, in preparation for unsubsidized employment or training. In addition, a short-term service to develop the participant's vocational or job readiness skills for training or employment would be skills development services.	Enter the name of the pre-vocational session and its beginning and ending dates in COMMENTS. At a minimum, you should record the service on the date the customer started, as well as on the date the session ended or the customer stopped attending to ensure participation is properly extended.
	<b>Testing</b>		
Yes	Test Administration	To record that a job seeker took a test or used an assessment tool to help identify skills, aptitudes, interests, or other relevant information related to career decision making.	<p>The test type and results should be entered under the Test Tab in Customer Detail.</p> <p>In COMMENTS detail the administration and interpretation of the test administration.</p>
	<b>Training</b>		
Yes	Referred to Training	To record that a job seeker has been referred (specific information as to whom, when and where) to a Federal job training program. The date of enrollment must have been entered	In COMMENTS, indicate the specifics of the referral. To be considered a referral an appointment or specific contact information must have been

			given and documented
<b>L1 – Staff State Specific</b>			
	<b>RESEA/REA Grant</b>		
No	RESEA/REA Enrollment ES Only	Customer is enrolled in the REA program and was scheduled for a 1st REA.	This is entered automatically after the 1st REA appointment is scheduled in REOS.
Yes	1st RESEA/REA	Customer attended 1st REA appointment.	Activities should also be recorded for each service provided during the appointment.  Comments should include a summary of the interview following the SENSE model.
Yes	2nd RESEA/REA	<ul style="list-style-type: none"> <li>Customer attended 2nd REA appointment.</li> </ul>	Activities should also be recorded for each service provided during the appointment.  Comments should include a summary of the interview following the SENSE model.
Yes	3rd RESEA/REA	<ul style="list-style-type: none"> <li>Customer attended 3rd REA appointment.</li> </ul>	Activities should also be recorded for each service provided during the appointment.  Comments should include a summary of the interview following the SENSE model.
Yes	RESEA Case Management	To record that the RESEA customer is continuing to receive services beyond the 3rd RESEA appointment.	In COMMENTS detail continued services provided through case management and next steps.
	<b>Other</b>		
No	Customer Served Virtually	Indicates the customer was not served in-person at the Career Center but received services through a virtual platform.	Activities should also be recorded for each service provided during the virtual appointment.