

WIOA Case Note Flow

The Workforce Innovation and Opportunity Act (WIOA) provides a workforce system that delivers career and training services throughout California at the America's Job Centers of California (AJCC).

For staff who enter data into CalJOBS, these services are tracked in the CalJOBS system through the use of CalJOBS activity codes. Activity codes can be applied to an individual account.

The use of activity codes has a direct relationship to federal reporting and WIOA performance indicators, and should be evaluated closely to ensure the service provided aligns with the definition of the activity code selected for entry into CalJOBS. The CalJOBS Activity Dictionary is available online at https://www.edd.ca.gov/Jobs_and_Training/pubs/wsd19-06att1.pdf

Case note description boxes should contain details regarding: • Who • What • Where • When • Why • How • Next Step

- **Objective Assessment (Match date to Activity Code 412)**
 - Explaining why the youth is enrolled into the WIOA Youth program
 - Detail barriers to education and/or employment
 - Detail what will they receive from the program
- **Individual Service Strategy (Match date to Activity Code 413)**
 - Note that youth established goals.
 - Note that the youth understands this document is a live document that can be altered and that their progress towards goals noted on ISS will be reviewed on a Bi-monthly basis
 - Note that the ISS is scanned into the CalJOBS system
- **Career Awareness/Career Exploration (Match date to Activity Code 433 or 434)**
 - State the platform or activity that youth engaged in i.e.; ONET Interest Profiler,
 - Note the results of any career assessments they may have completed
 - Note details from discussion i.e. career pathways selection, preparation for entry level jobs in a particular industry
 - Note how the Case manager will continue to work with youth on career pathways and development of career goals and career plan
- **Enrolled in Adult Education/ Secondary School / Alternative Secondary Education/ (Match date to Activity Code 415, 418 or 429)**
 - (ISY) at beginning of program year, case note their GPA, grade level, school of attendance, and when youth is expected to graduate
 - (OSY) at time of enrollment, note credits youth has on their transcript, school of attendance, and class schedule
 - (ISY) on a quarterly basis, youth who are basic skills deficient should have progress reports collected to showing their GPA or grades in Math or English are improving
- **Tutoring/ Basic Skills Training (Match date to Activity Code 406 or 414)**
 - State the platform and duration of activity that youth engaged i.e. IXL for 2 hours, Khan Academy for 2 hours, live tutoring for 2 hours
 - State an overview of the subjects and lessons they engaged in i.e. Algebraic equations, linear equations and functions, adding/subtracting fractions, converting percentages, etc.
- **Leadership Development Services (Match date to Activity Code 410)**
 - State the platform and duration of activity the youth engaged in i.e. local community college information session on CTE courses and Associate Degree programs, work behavior training workshops, community civic engagement workshop/event, etc.
 - Note what youth learned in the activity i.e. What CTE programs local community college offers, how to draft and revise a resume, how to register to vote and how to locate non-partisan information on ballot measures.
 - Note if the youth engaged i.e. asked questions, made comments, etc.

- **Financial Literacy Education (Match date to Activity Code 407)**
 - State the date, time, and platform of the activity the youth engaged in i.e.
 - Credit union workshops on: Savings Accounts, Building Credit, Building a budget, etc.
 - Workshops utilizing Consumer Financial Protection Bureau lesson plans for: comparing high education prices, learning how federal financial aid can help you pay for higher education, learning the significance of credit reports and credit scores, exploring the minimum wage
 - Note if the youth engaged i.e. asked questions, made comments, etc.
- **Comprehensive Guidance and Counseling (Match Activity Code 417)**
 - State the date, time, and platform of the activity the youth engaged in
 - State the purpose and to which end the activity was conducive i.e.
 - Activities leading to secondary school diploma attainment, or its equivalent; preparation for post-secondary and training opportunities;
 - Strong linkages between academic instruction and occupational education that lead to the attainment of recognized post-secondary credentials;
 - Preparation for unsubsidized employment opportunities
 - Effective connections to employers
 - Drug and alcohol abuse counseling, mental health counseling, and referral to partner programs as appropriate.
 - Note if the youth engaged i.e. asked questions, made comments, etc.
- **Education Offered Concurrently w/Workforce Prep and Training (Match Activity Code 439)**
 - This code is not the appropriate code to utilize for work readiness workshops
 - The 439 code is for youth enrolled in an integrated education and training model that teaches workforce preparation activities, basic academic skills, and hands-on occupational skills training within the same time frame and connected to training in a specific occupation, occupational cluster, or career pathway.
 - Note what kind of occupational skills training the youth is enrolled in and what workforce preparation activities they are engaging in so they can be prepared to land a job in their chose field of study after they complete the occupation skills training program.
 - Note if youth is engaged i.e. asked questions, made comments, etc.
- **Adult Mentoring (Match date to Activity Code 411)**
 - Adult mentoring must last at least 12 months, and be a formal relationship between a youth participant and an adult mentor that includes structured activities
 - Note date mentoring started
 - Note why service is needed and the medium through which the service is provided
- **Supportive Services (Match date to Activity Code 480-493)**
 - Justification of why supportive services are needed
 - Documented each time you give out a supportive service
- **Incentive Payment (Match activity code 419)**
 - Detail why youth received the incentive i.e. reaching a pre-established benchmark noted on ISS such as; completing increments of 10 hours of tutoring, attending 5 work readiness workshops, or their providing high school diploma.
- **Interview (Work Experience) (Associated with Activity Code 425)**
 - State an overview of WEX worksite selection
 - State date of interview
 - Outcome
- **Paid Work Experience (Match date to Activity Code 425)**
 - Employer name and address
 - Duration of WEX (hours)
 - Title of youth participants at the WEX site

- Detail work schedule
- Hourly Wage
- Contact Name/Number
- **Paycheck (Associated with Activity Code 425)– separate case note**
 - Date youth received check
 - Amount of check
- **Timesheet Information (Associated with activity code 425)– separate case note**
 - Hours worked
 - Pay Period
 - Evaluation
- **Completion of WIOA Youth Program**
 - Before exiting make sure you have completed all WIOA Performance measures and completed the required elements.
- **Case note any:**
 - Conflict
 - Incidents
 - Check-ins
 - Positive feedback
 - Changing of worksites
- **Exit Information**
 - Review of services received and performances met or needing to meet
- **Follow-Up Information**
 - 1st Qtr. Follow-up
 - 2nd Qtr. Follow - up
 - 3rd Qtr. Follow - up
 - 4th Qtr. Follow - up

The above is an example for how case notes may flow. It does not include all youth activity codes. When writing case notes providers should refrain from inputting notes with solely one sentence. There may be times when a youth provider may enter a one sentence case note when detailing check-ins but not when detailing activities youth engaged in or services the youth provider rendered. For example, case noting when a provider called or emailed a youth to remind them of an event or detailing when a provider contacted a youth to invite them to come in for services and attempting to schedule a date for a service may deem a one sentence case note. Youth should be contacted and engaged at least monthly. Case notes should be entered in real time as services are provided.

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- **14 Elements:**
 - *Secondary School Completion/Alternative Secondary Services (Degree/Diploma)*
 - *Paid or Unpaid work experience*
 - *Occupational Skills*
 - *Education offered concurrently with and in the same context as workforce activities and training for a specific occupation*
 - *Leadership skills*
 - *Supportive Services*
 - *Adult Mentoring*
 - *Comprehensive Guidance and Counseling*
 - *Financial Literacy education*
 - *Entrepreneurial Skills Training*
 - *Career Awareness, Career Counseling and Career Exploration services about in-demand industry sectors/occupations*
 - *Activities that help youth prepare for and transition to post-secondary education and training*
 - *Follow-up services*