

RECORDING BASIC CAREER SERVICES IN ETO

Any of these services can be delivered to a customer co-registered into the WIOA Adult program with only self-attestation of program eligibility.

Note: Any locally created service found in the Non-Federal Activity TouchPoint list can also be considered a Basic Career Service.

BASIC CAREER SERVICES: Delivered in a Group	
These services should not be entered in conjunction with any Individual Basic Services	
ETO Touch Point	Service Catalog Definition
JOB CLUB	Activities that involve multiple customers in the development of appropriate job search strategies, networking surrounding available job opportunities and facilitated discussion on topics of common interest to group participants.
MISCELLANEOUS WORKSHOP	A group service that is not a WorkSource Module or Job Club; that provides additional employment or training information or instruction.
MODULE 1 ORIENTATION TO WORKSOURCE SERVICES	Learning objectives: increased knowledge of WorkSource services and local community resources; understand the features of WorkSourceWA.com website in relation to job search; identify work search requirements for various programs; identify job search skills and abilities; set goals for job search; identify additional workshops that will help in job search.
MODULE 2 SKILLS AND ABILITIES ANALYSIS	Learning objectives: identify interests and compatible work environments; identify 15 self-management, transferable, and job skills to present to an employer; write out these skills and qualities in a form to present to an employer.
MODULE 3 JOB SEARCH STRATEGIES	Learning objectives: increase your understanding of the current labor market; learn what makes an effective job search; develop the ability to evaluate and change your work search habits; learn how to use the Internet as a job search tool.
MODULE 4 PERFECTING APPLICATIONS	Learning objectives: learn the basic rules for completing applications; complete a master application; learn how to submit an electronic application.
MODULE 5 EFFECTIVE RESUMES AND COVER LETTER	Learning objectives: learn how to create a cover letter; prepare a resume worksheet.
MODULE 6 INTERVIEWING TECHNIQUES	Learning objectives: learn what employers expect from an interview; prepare effective, impressive answers to frequently asked questions; improve your interviewing skills.
STRATEGIES FOR SUCCESS MODULES 1 -6	To be used by RISE Contractors only

BASIC CAREER SERVICES: Delivered one-on-one or deskside
 These services should not be entered in conjunction with any Group Services

ETO Touch Point	Service Catalog Definition
BASIC ASSESSMENT (2.0)	Assessment of a participant's skills, education, or career objectives in order to achieve any of the following: assist the participant in deciding on appropriate next steps, search for employment, training, and related services, including job referral; assist participant in assessing his/her personal barriers to employment; assist participant in accessing other related services necessary to enhance his/her employability and individual employment related needs.
CAREER GUIDANCE SERVICES (2.0)	Assessment process to assist participants in planning career or vocational paths, preparing for the job market, and identifying or creating steps that lead to employment. Expected outcome is to help participants identify, define and verbalize their career goals, overcome obstacles, and articulate skills and accomplishments. Assessment includes a determination of the possible need for training services.
DESKSIDE JOB SEEKER ASSISTANCE (2.0)	Assistance provided to job seekers who: - have already attended a workshop or - who demonstrate the same level of skills/abilities expected from workshop attendees or - are in need of workshop assistance but no workshop is available. This service is tailored to his/her individual needs regarding one or more of the following: matching ones skills and abilities to the job market; job search techniques; resumes, job applications and other job search related materials, and interviewing techniques. The seeker has already attempted self-service and has attended group services but requires deskside assistance in order to find successful employment.
EMPLOYMENT REFERRAL (2.0)	A referral to any employment opportunity not listed in WorkSourceWA.com.
FINANCIAL AID ELIGIBILITY	Assistance in establishing financial aid assistance eligibility for training and education programs not funded under WIOA.
JOB DEVELOPMENT	A facilitated introduction of a job seeker to a private or public employer for the purpose of securing a job interview or creating the opportunity for the applicant to be considered for current or future job opportunities. This service is provided when there are few (if any) available job listings consistent with the unique skills, experiences or interests of a job applicant.
KEYTRAIN ACTIVITY	Any two-way communication with a job seeker regarding any KeyTrain activity.
MEANINGFUL UNEMPLOYMENT ASSISTANCE	A provision of information and assistance regarding filing claims under UI programs by staff who are properly trained in UI claims, filing, and/or the acceptance of information necessary to file a claim by answering questions, provide advice, or make decisions that could affect claimant's eligibility. May be provided in-person at a One Stop or via phone.
PROVIDED WORKFORCE INFORMATION (2.0)	Providing readily available information that does not require an assessment of the job seeker's skills or abilities. This may include any of the following: explanation of the types of services available through the WorkSource system and how to access them; provide/discuss labor market information; training/retraining information, including vocational exploration, length of training, costs, funding resources and prerequisites needed for the training; general information regarding Unemployment Insurance to potential and current UI claimants (including phone, fax, submission of information to the Claim Center); information on eligible training providers and their outcomes; and information on local area performance accountability measures and outcomes.
RAPID RESPONSE SERVICES (2.0)	Rapid response services are provided by the State or local workforce entities to assist dislocated workers in obtaining reemployment upon notification that a layoff or closure will occur. Rapid response coordinates and shares information regarding programs and services available for dislocated workers. Rapid response includes activities such as information sessions, worker surveys, on-site transition services, outreach activities.

BASIC CAREER SERVICES: Delivered one-on-one or deskside (continued)

These services should not be entered in conjunction with any Group Services

ETO Touch Point	Service Catalog Definition
REFERRAL TO A FEDERAL JOB OPENING NOT IN JOB MATCHING SYSTEM	Referral to a job opening filed with a placement office by a department or agency of the Federal government or other entity under the jurisdiction of the U.S. Office of Personnel Management.
REFERRAL TO ADDITIONAL SERVICES (2.0)	Referral to services available from other WorkSource partners or community services, beyond Basic Career Services. This referral identifies that the seeker has additional barriers to employment that Basic Career Services cannot address that perhaps Individualized Career Services, Training services or Supportive services help overcome. Information and referrals may also be provided for child care, child support, transportation, housing, medical insurance, TANF, SNAP, EITC, etc.
REFERRAL TO INTERSTATE JOB OPENING	Job seekers who are in the placement process involving joint action of local offices in different states for distributing job order information and referring and placing of qualified registered job seekers. This only applies to agricultural placement activity.
REFERRAL TO INTRASTATE JOB OPENING	Job seekers who are in the placement process involving joint action of local offices within the state for distributing job order information and referring and placing of qualified registered job seekers. This only applies to agricultural placement activity.
REFERRAL TO WIOA SERVICES	Registered job seekers referred to a service delivery component funded under the Workforce Innovation and Opportunity Act of 2014.
RESUME REVIEW	Desk-side review of an existing resume created by the customer through attendance of the group resume workshop or through the customer's own means. This review can include assistance with targeting a resume, providing spelling, grammar changes and layout suggestions. Desk-side review should not be used to create a resume for the customer.
TRANSLATION / INTERPRETATION SERVICES PROVIDED	A supportive service which involves a bilingual agent who hears or reads the language of one party and speaks or writes another language for another party.
Other BASIC CAREER SERVICES: These services should only be recorded when program specific services are delivered	
ETO Touch Point	Service Catalog Definition
OFF BASE TAP WORKSHOP (Veterans Only)	The Off Base Transition Assistance Program (TAP) workshop is provided by Department of Labor contract staff and is supported by local DVOP / LVER representatives. The Off Base TAP workshop, held at a WorkSource or partner agency office, offers transition assistance for persons who have previously left military service and their spouses. Topics covered include transition planning, career exploration, job-search planning, building effective resumes and mock interviews.
REA ORIENTATION - NO FOLLOW UP	Unemployment Insurance (UI) claimants who have a work search requirement are called into WorkSource offices and receive a mandatory orientation and a one-on-one meeting to review the claimant's UI eligibility, create and review a job search action plan, validate their desired occupations, provide labor market information, and provide job matching and job referrals when appropriate. A mandatory scheduled follow-up is not needed.
REA FOLLOW UP - NO ADDITIONAL	Unemployment Insurance (UI) claimants who have attended an REA Orientation and were indicated that a follow-up appointment was needed. Follow-up includes reviewing and updating: the claimant's job search action plan, their UI eligibility, their desired occupations, their labor market information, and providing job matching and job referrals when appropriate. A second mandatory follow up is not needed.

REA FOLLOW UP – FOLLOW UP IN 3 WEEKS	Unemployment Insurance (UI) claimants who have attended an REA Orientation and were indicated that a follow-up appointment was needed. Follow-up includes reviewing and updating: the claimant’s job search action plan, their UI eligibility, their desired occupations, their labor market information, and providing job matching and job referrals when appropriate. A second mandatory follow up is needed in three weeks.
REA FOLLOW UP – FOLLOW UP IN 4 WEEKS	Unemployment Insurance (UI) claimants who have attended an REA Orientation and were indicated that a follow-up appointment was needed. Follow-up includes reviewing and updating: the claimant’s job search action plan, their UI eligibility, their desired occupations, their labor market information, and providing job matching and job referrals when appropriate. A second mandatory follow up is needed in four weeks.
REA ORIENTATION - FOLLOW UP IN 3 WEEKS	Unemployment Insurance (UI) claimants who have a work search requirement are called into WorkSource offices and receive a mandatory orientation and a one-on-one meeting to review the claimant's UI eligibility, create and review a job search action plan, validate their desired occupations, provide labor market information, and provide job matching and job referrals when appropriate. A mandatory scheduled follow-up is needed in three weeks.
REA ORIENTATION - FOLLOW UP IN 4 WEEKS	Unemployment Insurance (UI) claimants who have a work search requirement are called into WorkSource offices and receive a mandatory orientation and a one-on-one meeting to review the claimant's UI eligibility, create and review a job search action plan, validate their desired occupations, provide labor market information, and provide job matching and job referrals when appropriate. A mandatory scheduled follow-up is needed in four weeks.
TAACCCT FUNDED COURSE	A TAA participant is enrolled in a TAACCCT funded community college course, verified by the community college.
UI REEMPLOYMENT ORIENTATION	A specialized orientation for unemployment insurance claimants about requirements and rights related to receiving UI Benefits and the reemployment assistance they can receive through WorkSource.