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4/10/2025

Service Matrix Changes



WEBINAR GUIDANCE AND TIPS

- ❖ This webinar is for LWIA 7 (The Partnership) only.
- ❖ Your lines are muted.
- ❖ Please post all questions and comments in the chat.
- ❖ This session is being recorded.
- ❖ The recording and power point will be posted on the help desk.

Presenters



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Objectives



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- Review Service Matrix: Where can you find it?
- Review Service Changes: What are they?
 - Adult & Dislocated Worker
 - Youth
- Review Updated Definitions
- Reminders
- Help Desk Tickets
- Q & A



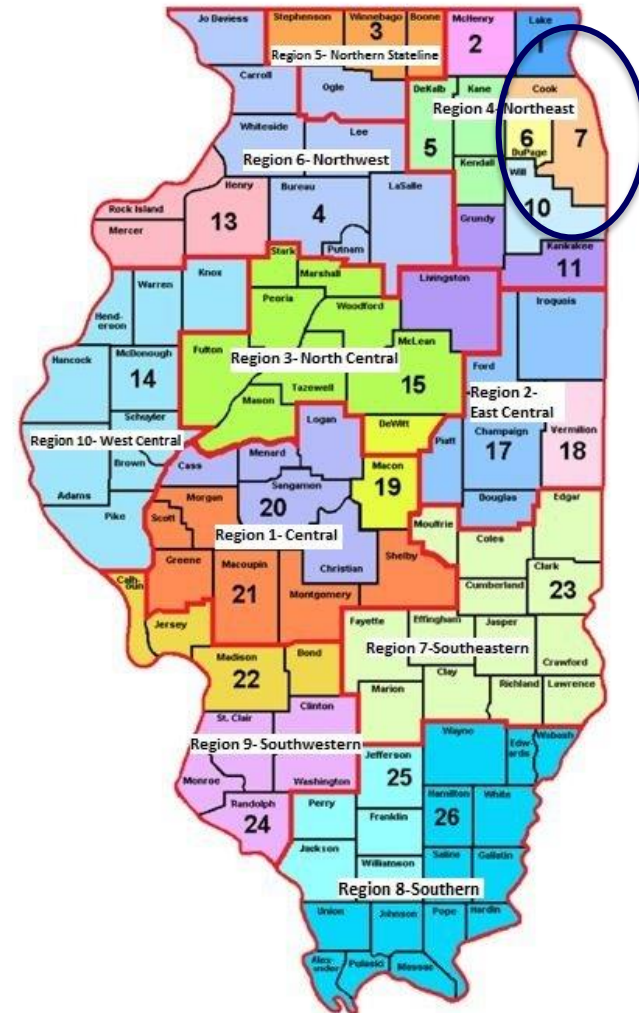
WIOA Program Fun Facts



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- Illinois receives money from Department of Labor (DOL) through the Illinois Department of Commerce & Economic Opportunity (DCEO)
- The state is broken up into 22 different Local Workforce Areas (LWA)
- Chicago Cook Workforce Partnership administers Cook County and the City of Chicago as LWA 7



Announcement: IWDS 2.0



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- Will be moving to the new state data management system called IWDS 2.0
- Career Connect will sunset when the new data system is ready
- Anticipated late 2025
- More details to come
- Public website: www.illinoisworknet.com/IWDST



General Rules for Service Entry



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- Document every service provided within 10 days of it being given.
- Ensure the services are outlined in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS).
- Case Notes are used to describe and document the service provided.
- Do not use Career Planning service to capture another service listed in the Matrix. Use the Service Matrix to determine what to select before entering in Career Connect.
- There is no required sequence or order of services for the **Adult/Dislocated Worker** programs. However, we have a suggested order of services.
- **Youth** programs do have a required order of services

What is the Service Matrix?



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- A document that houses all services and definitions available for use under WIOA guidance.
- A reference tool for clear, concise up to date service information
- Separated by different categories of services:
 - Adult & Dislocated Worker Career
 - Adult & Dislocated Worker Training
 - Youth Program Elements
 - Supportive Services
 - Follow Up



Service Matrix



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➤ The Service Matrix can be found on the Help Desk:

<https://workforceboard.zendesk.com/hc/en-us/articles/360050548012>

- ✓ Each tab is color coded by Category of service
- ✓ Column indicating if the service Extends 90-day Exit Window
- ✓ Pre-Requisite column indicates what rules apply to each service
- ✓ Performance Measure column has been updated to include all applicable measures

Adult & Dislocated Worker Career Services - 2/24/2023						
The services appear in the Career Connect alphabetically by Activity Title.						
Activity Code	Activity Title	Extends 90-day Exit Window ¹	Same Day Service ²	Definition	Pre-Requisite	WIOA Performance Measure(s) ³
205	Development of an IEP (Same Day Service)	Yes	Yes	The Individual Employment Plan (IEP) is jointly developed by the participant and career planner. The plan is an ongoing strategy to identify employment goals, achievement objectives, and an appropriate combination of services for the participant to achieve the employment and career goals, including providing information on eligible providers of training services and career pathways to attain career objectives. The IEP is the basic instrument for the LWIAs to document the appropriateness of the decisions made about the combination of services for the participant, including referrals to other programs for specified activities.	Completed Assessment	Employment Measures (AER2/DER2 AER4/DER4 AMER/DMER)

Five Categories of Services



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1. Basic Career Staff Assisted

2. Individualized Career

3. Training

4. Supportive

5. Follow-Up

Three Types of Services



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Within the 5 Categories of services there are three general Types of services.

1. **Active/Enrollment Services**

➤ Triggers participation

- Makes the individual a WIOA Participant (registrant)
- Service record extends participation by resetting the clock on the “90-Day Rule” for exit.

➤ Extends 90 Day Exit Window

- Each additional enrollment service begins a new 90-Day window to program exit date
- Extends participation period and exit
- Related to 90-Day Exit rule compliance
- Column on Matrix – “Extends 90-Day Exit Window”

Types of Services continued



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2. Non-Enrollment Services and Activities

- Services or activities that continue supporting the education or employment plan, but don't trigger participation or extend the exit date.
- Example: 3 Youth Activities (services 468, 469 & 470)
 - Non-Enrolling Tracking Services
 - ✓ Some are unique to Career Connect
 - ✓ These services are used to transmit & track data across systems and are not considered true services.
 - ✓ Example: Initial ITA Request service

3. Same-Day Services

- Staff-assisted services and activities that are completed in one day
- The service or activity start and end on the “same day.”
- Service **cannot** be left open.
- Case notes are **required** for all Same-Day services.



What Services are changing & when?



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➤ Adult & Dislocated Worker Service changes

- ✓ 2 new services
- ✓ 1 service type change
- ✓ 3 name changes
- ✓ 1 service being replaced/removed
- ✓ Updated definitions

➤ Youth Program Element changes

- ✓ 2 service type changes
- ✓ 1 new service
- ✓ 1 name change
- ✓ 1 service being removed
- ✓ Updated definitions



➤ When will these changes take place?

✓ **Monday, April 14, 2025**

New! Basic Career Service (1A & 1D only)



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228: Initial Assessment of Skill Levels & Other Needs (STAFF ASSISTED)

Initial steps of customer engagement. Collecting preliminary information in a one-on-one setting about the individual's skill levels (including literacy, numeracy, and English language proficiency), aptitudes, abilities (including skills gaps), barriers, and supportive service needs. The initial assessment is intended to be a brief, preliminary information-gathering process that, among other things, provides sufficient information about an individual's basic literacy and occupational skill levels to enable appropriate referrals to services available through the One-Stop operator and partner programs.

The initial assessment can also capture intake information about eligibility and additional details - such as work history, educational attainment levels, income, and family status - that support initial conversations about the career service and training needs of the individual. While this initial step of assessment provides an important administrative function, staff must also consider the opportunities for utilizing the initial assessment as a first step in the programmatic engagement of the individual. Individualized career and/or training services identified through the initial assessment offer the starting point for engaging in a comprehensive and specialized assessment process.

New! Basic Career Service (1A & 1D only)



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228: Initial Assessment of Skill Levels & Other Needs (STAFF ASSISTED)

Continued:

NOTE: This basic career service differs from the Individualized Career Service "Comprehensive and Specialized Assessments" because it is provided initially to gather preliminary information (requiring staff assistance), whereas the latter is a more in-depth assessment of a participant.

Required prior to Development of an IEP.

Recommendation for Adult & Dislocated Worker programs:

- *This should be your first service. Service 207, Comprehensive Specialized Assessment must still be used. However, it should no longer be the first service. This service, 228 will now be your first service*



New! Basic Career Service (1A & 1D only)



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228: Initial Assessment of Skill Levels & Other Needs (STAFF ASSISTED)

Example of when/how to use this service:

- First meeting, customer engagement
- Initial conversation of customer needs (not the OAS)
- Providing the Basic Skills Screening Tool (BSST)
- When collecting work history, education level, income and family status
- Starting point for the Comprehensive & Specialized Assessment (OAS) service (207)

How does this change the customer flow?

- This service will be entered as the first service for Adult & Dislocated customers.



New! Basic Career Service (1A & 1D only)



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208: Career Information Services (STAFF ASSISTED)

Provision of career and training information in a one-on-one setting with significant staff involvement designed to help participants find the right career path. This includes the provision of information (including information on local performance and eligible training providers), materials, suggestions, or advice intended to assist the job seeker in making occupation or career decisions.

Examples of Career Information include providing labor market information (LMI) and demand occupations, wages, job openings, etc.

Note: This basic career service differs from the Individualized Career Service "Career Planning" because it only provides information (requiring staff assistance), whereas the latter involves the day-to-day career counseling of a participant.



NOTE: This service will replace Career Exploration (224)

New! Basic Career Service (1A & 1D only)



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208: Career Information Services (STAFF ASSISTED)

Example of when/how to use this service:

- Providing information on careers
- Helping customers find the right career path
- Providing labor market information (LMI)
- Providing customers information on eligible training providers
- Demand occupations
- Wages, job openings, etc.



How does this change the customer flow?

- Career Exploration (224) will be removed and will no longer appear as a selection to choose
- Career Information Services (208) should be used instead of Career Exploration

Customer Flow (1A & 1D only)



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Customer Flow Recommendation

First Service:

1. *Initial Assessment of Skill Levels & Other Needs (228)*

Next choices:

2. *Comprehensive & Specialized Assessment (207)*
3. *Career Information Service (208)*

4. *Development of an IEP (205)*

- In order to create a good plan, you must “get to know” your customer through both Assessments and you must know what career the participant is interested in.



NOTE: All three services (228, 207 & 208) MUST be provided before Developing the IEP (205)

Customer Flow (1A & 1D only)



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Customer Flow Recommendation

- These services do not have to take place all in one day.
- These could be a series of appointments.
- If more than one service takes place in one day, all services provided must be recorded.
- You must do this work up front.
- These first few appointments will be lengthy, so prepare yourself and your customer.
- Let them know the steps up front and what information will be collected.
- This will assist so you and the customer can come up with a realistic plan.

Update! Individualized Career Service (1A & 1D only)

201: Group Workforce Research/Workshops/Job Clubs

- Definition has not changed
- This will now be considered a **Non-Enrolling** service
- What does this mean?
 - ✓ Can use it as many times as needed, but it will not extend exit.
 - ✓ It will not “re-set the clock” for the 90-day service requirement

Definition:

Workshops - Facilitator-led, organized workshop intended to provide participants with knowledge of labor market information, skills assessment, applications/resume preparation, interviewing techniques, and job search techniques to enhance their search for employment.

Job Clubs - Provide resource materials on job openings and job search skills as well as descriptive materials about vocations and the skills sets that are required to successfully gain employment. They may also provide group activities which support participants in conducting an independent job search.

Update! Definition (1A & 1D only)



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205 Development of an IEP (Same Day Service)

Definition: The Individual Employment Plan (IEP), an administrative document, is developed jointly by the participant and career planner. The plan is an ongoing strategy to identify employment goals, achievement objectives, and an appropriate combination of services for the participant to achieve the employment and career goals, including providing information on eligible providers of training services and career pathways to attain career objectives. The IEP is the basic instrument for the LWIAs to document the appropriateness of the decisions made about the combination of services for the participant, including referrals to other programs for specified activities and assists the career planner in ensuring they address everything fully that was identified in the assessment.

To develop the IEP, an initial and comprehensive assessment must be completed. Therefore, the enrolling services of Initial Assessment of Skill Levels & Other Needs (STAFF ASSISTED) and Comprehensive and Specialized Assessment must be recorded before the Development of the IEP service is recorded. The initial entry of the Development of an IEP is an enrolling service; however, all subsequent modifications and updates to the IEP is an activity and does not extend participation or delay exit.

See Career Planning policy.

Update! Definition (1A & 1D only)



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202 Career Planning (Same Day Service)

Definition: The provision of a client-centered approach in the delivery of services, designed to prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies and to provide job, education, and career counseling, as appropriate during program participation and after job placement.

Career planners are to provide one-on-one staff-assisted career counseling. These activities are to assess the areas in which WIOA participants have the greatest needs and assist them in determining whether or not their existing skills are in demand in the local economy. This includes providing materials, recommendations, suggestions, or advice to assist the participant in making occupation or career decisions.

Note: This service should not be used to record general interactions (case management) with participants. Speaking with a participant about day-to-day issues is not career planning and should not be recorded as such. Those types of interactions should be recorded as case notes.

See Career Planning policy.

Update! Definition (1A & 1D only)



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305 Prerequisite Training

Definition: Per TEN 19-22, Change 1 prerequisite training consists of a separate, distinct training that satisfies the requirements for participating in a subsequent, planned training. Prerequisite training may be the only training at certain times during participation or if the participant discontinues receiving training services. An example would be the career pathway of a required CNA training that results in a certificate before a participant can be enrolled into an LPN or ADN program of study.

Single course(s) that aren't a separate training program and are required for entry into a program of study should be combined with the Occupational Skills Training service. An example would be the need for BIO100 before entry into a CNA program of study.

Additionally, general education courses listed in the training provider's catalog as part of a program of study's course requirements should also be included in the Occupational Skills Training service. General education courses that are not listed as courses in the program of study's course requirements are not considered training.

Training program must be on the Illinois ETPL.



See the Training and Individual Training Accounts (ITAs) policies.

Service Name Changes (1A & 1D only)



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Old Service Name		New Service Name
<i>Service 211: Job Search Activities and Assistance</i>		211: Job Search Assistance
<i>Service 202: Career Planning (Case Management)</i>		202: Career Planning
<i>Service 200: Workforce Preparation Activities</i>		200: Workforce Preparation Skills

****Service codes will remain the same****

Career Connect



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- All the services we just covered, Basic and Individualized Career Services are listed in Career Connect as “Career Services.”

Grant: None Selected ▼

WIOA or Non-WIOA Partner Program: ☐ Yes, service is a WIOA or Non-WIOA Partner Program.

*** Service Activity Level:** Career Services ▼

*** Activity Code:** None Selected
Training Services
Career Services
[\[Select Activity Code \]](#)

*** An actual begin date or a projected begin date is required.**

Projected Begin Date: (mm/dd/yyyy) [Today](#)

Actual Begin Date: (mm/dd/yyyy) [Today](#)



➤ New Adult & Dislocated Worker Services available for selection

Enrollment Information

Grant: None Selected ▼

WIOA or Non-WIOA Partner Program: ☐ Yes, service is a WIOA or Non-WIOA Partner Program.

*** Service Activity Level:** Career Services ▼

*** Activity Code:**
[\[Select Activity Code \]](#)

*** An actual Begin date or projected start date is required.**

Projected Begin Date: (mm/dd/yyyy) Today

Actual Begin Date: 03/15/2025
Actual begin date may not be modified on the first activity.

*** Projected End Date:** (mm/dd/yyyy) Today

Service Provided
[Virtual/Online](#) [\[?\]](#): No Virtual/Online, In-person Only ▼

CareerConnect - Enrollment Field Selection - Google Chrome

train-app-vos17000031.geosolinc.com/vosnet/programs/Enrollment/enrollfieldselect.aspx...

239	UI Filing Information (Staff Assisted) - Same Day Service	Same Day Service: must be opened & closed on the same day with the same Actual Begin Date and Actual End Date. Case note is required.	PS - Office Services
208	Career Information Services (STAFF ASSISTED)-Same Day Service	Same Day Service: must be opened & closed on the same day with the same Actual Begin Date and Actual End Date. Case note is required.	PS - Office Services
228	Initial Assessment of Skill Levels and Other Needs (STAFF ASSISTED)-Same Day Service	Same Day Service: must be opened & closed on the same day with the same Actual Begin Date and Actual End Date. Case note is required.	PS - Office Services

Close Window

Sapphire

Career Connect



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- New Adult & Dislocated Worker recommended customer flow
- In this example, customer came in on 3 separate occasions.
 1. Determine Initial Skill Levels
 2. Time to “get to know” the customer more in depth & assign “homework”
 3. Review career choices (homework) and develop an employment plan

PE ⓘ	EE ⓘ	Status	ID #	Activity / Provider	Actions	Funding / Grant	Projected Begin Date	Actual Begin Date	Projected End Date	Actual End Date
			300585	205 - Develop IEP -Same Day Service National Able Network, Inc		Adult	N/A	03/25/2025	03/25/2025	03/25/2025 Successful Completion
			300584	208 - Career Information Services (STAFF ASSISTED)- Same Day Service National Able Network, Inc		Adult	N/A	03/25/2025	03/25/2025	03/25/2025 Successful Completion
			300583	207 - Comprehensive & Specialized Assessment (Same Day Service) National Able Network, Inc		Adult	N/A	03/18/2025	03/18/2025	03/18/2025 Successful Completion
			300581	228 - Initial Assessment of Skill Levels and Other Needs (STAFF ASSISTED)-Same Day Service National Able Network, Inc		Adult	N/A	03/12/2025	03/12/2025	03/12/2025 Successful Completion

⏪ Page 1 of 1 ▶ ⏩
Rows: 10

Showing 1 to 4 of 4 entries

Update! Youth Program Element 13 (Youth only)



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Service 404: Youth Career Planning

- This will now be considered an Active/Enrolling service
- What does this mean?
 - ✓ This service will count when considering the 90-day service requirement
 - ✓ This service will now re-set the clock and will extend exit.



Update! Youth Program Element 13 (Youth only)



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Service 404: Youth Career Planning

Definition (updated):

The provision of a client-centered approach in the delivery of services, designed to prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies, and to provide job, education, and career counseling, as appropriate during program participation and after job placement.

Career planners are to provide one-on-one staff assistance and career counseling. These activities are to assess the areas in which WIOA participants have the greatest needs and assist them in determining whether or not their existing skills are in demand in the local economy. This includes providing materials, recommendations, suggestions, or advice intended to assist the participant in making occupation or career decisions.

Note: This service should not be used to record general interactions (case management) with participants. Speaking with a participant about day-to-day issues is not career planning and should not be recorded as such. Those types of interactions should be recorded as case notes.

New! Youth Non-Enrolling Activity



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Service 468: Youth Eligibility Determination/Intake

Definition:

Determination of eligibility in the WIOA Youth program. Staff collect an application and documentation to determine if the individual is eligible for the in-school or out-of-school program.

See the Youth Eligibility Policy.

NOTE: Service code change to 468

NOTE: This service is replacing Career Planning as one of the 3 Non-Enrolling services



Customer Flow



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Customer Flow Youth Requirements

First 3 Non-Enrolling Activities for youth are REQUIRED:

468 – New! Youth Eligibility Determination/Intake (replacing Career Planning)

469 – Youth Objective Assessment

470 – Develop Individual Service Strategy (ISS) Same Day Service

NEXT

Any Enrolling Youth Program Element Service



**Please Note: Service code changes
for a more logical sequence**

Update! Name Change & Definition (Youth only)



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469 Youth Objective Assessment

Definition: This activity is provided to determine participants' skill levels and service needs. It is used to record various allowable assessments, including in-depth interviews and evaluations, of a youth's barriers to employment, occupational goal(s) and career pathway, occupational knowledge, skills, and abilities associated with that goal and pathway, and service needs. This activity may include interpreting the results of assessment tools and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals. **Assessments must also consider a youth's strengths rather than just focusing on areas that need improvement.**

See Career Planning and Basic Skills Deficiency Assessment Requirements policies.

Career Planners providing objective assessments as part of the eligibility process is not reported as one of the 14 youth program elements in the PIRL. This is not a service tied to a program element, but a documentation mechanism for the comprehensive and specialized assessments, which is one of the three pre-enrollment requirements.

NOTE: Service code change to 469

Update! Definition (Youth only)



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431 Vocational Exploration (Same Day Service)

Definition: Vocational Exploration is the process of learning about yourself and the world of work, identifying and exploring potentially satisfying occupations and developing an effective strategy to realize goals. This would include in-depth career awareness, career counseling, and career exploration services which consist of:

- a) Career awareness begins the process of developing knowledge of the variety of careers and occupations available, their skill requirements, working conditions and training prerequisites, and job opportunities across a wide range of industry sectors.
- b) Career counseling or guidance provides advice and support in making decisions about what career paths to take. Services may include providing information about resume preparation, interview skills, potential opportunities for job shadowing, and the long-term benefits of postsecondary education and training (e.g., increased earning power and career mobility).
- c) Career exploration can be described as the process in which youth choose an educational path and training or a job that fits their interests, skills and abilities.

Included under this element is Job Readiness/Workforce Preparation which provides for fundamental skills for finding a job and meeting general job requirements that are not specific to a career or industry. It may include the development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services such as teamwork, collaboration, and customer service to prepare individuals for unsubsidized employment or training.

Update! Youth Non-Enrolling Activity



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Service 437: Group Workforce Research/Workshops/Job Clubs

- Definition has not changed
- This will now be considered a **Non-Enrolling** service
- What does this mean?
 - ✓ Can use it as many times as needed, but it will not extend exit.
 - ✓ It will not “re-set the clock” for the 90-day service requirement

Definition:

Workshops - Facilitator-led, organized workshop intended to provide participants with knowledge of labor market information, skills assessment, applications/resume preparation, interviewing techniques, and job search techniques to enhance their search for employment.

Job Clubs - Provide resource materials on job openings and job search skills as well as descriptive materials about vocations and the skills sets that are required to successfully gain employment. They may also provide group activities which support participants in conducting an independent job search.

Service Name Changes (Youth only)



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Old Service Name	New Service Name
<i>Service 468: Youth Comprehensive and Specialized Assessments</i>	 469 – Youth Objective Assessment
<i>Service 445: Other Non-Occupational Skills Training</i> 	Will be removed and can no longer be selected for use



➤ Youth Service selection

Enrollment Information

Grant: None Selected ▾

WIOA or Non-WIOA Partner Program: ☐ Yes, service is a WIOA or Non-WIOA Partner Program.

*** Service Activity Level:** Youth Service Elements: Education/Training/Career ▾

*** Activity Code:** None Selected
Youth Service Elements: Education/Training/Career
[Select Activity Code \[?\]](#)

* An actual Begin date or projected start date is required.

Projected Begin Date: (mm/dd/yyyy) [Today](#)

Actual Begin Date: 04/09/2025
Actual begin date may not be modified on the first activity.

*** Projected End Date:** (mm/dd/yyyy) [Today](#)

Service Provided
[Virtual/Online \[?\]](#): No Virtual/Online, In-person Only ▾

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➤ Youth Service selection

Enrollment Information

Grant: None Selected ▼

WIOA or Non-WIOA Partner Program: ☐ Yes, service is a WIOA or Non-WIOA Partner Program.

*** Service Activity Level:** Youth Service Elements: Education/Training/Career ▼

*** Activity Code:**
[\[Select Activity Code \(?\) \]](#)

*** An actual Begin date or projected start date is required.**

Projected Begin Date: (mm/dd/yyyy) Today

Actual Begin Date: (mm/dd/yyyy) Today

*** Projected End Date:** (mm/dd/yyyy) Today

Service Provided
[Virtual/Online \(?\)](#): No Virtual/Online, In-person Only ▼

Activity Code	Activity Title	Description	Provider Type
469	Youth Objective Assessment - Same Day Service	Required NON-ENROLLING youth activity. Does NOT extend the 90-day exit period. Same Day Service: must be opened & closed on the same day with the same Actual Begin Date and Actual End Date. Case note is required.	PS - Office Services
470	Develop Individual Service Strategy - ISS (Same Day Service)	Required NON-ENROLLING youth activity. Does NOT extend the 90-day exit period. Same Day Service: must be opened & closed on the same day with the same Actual Begin Date and Actual End Date. Case note is required.	PS - Office Services
468	Youth Eligibility Determination/Intake (Same Day Service)	Required NON-ENROLLING youth activity. Does NOT extend the 90-day exit period. Same Day Service: must be opened & closed on the same day with the same Actual Begin Date and Actual End Date. Case note is required.	PS - Office Services

Career Connect



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- New Youth Customer Flow
- Columns PE & EE
 - ✓ PE = Program Entry
 - ✓ EE = Extends exit
- If you notice the first 3 services (468, 469 & 470), have no check mark, therefore they do not indicate program entry nor do they extend exit.
- If you look at service 404 Career Planning, that service now can be used for program entry, and it also extends the exit.

PE ⓘ	EE ⓘ	Status	ID #	Activity / Provider	Actions	Funding / Grant	Projected Begin Date	Actual Begin Date	Projected End Date	Actual End Date
✓	✓	C	300589	404 - Youth Career Planning - Same Day Service Business And Career Services Inc.	W	Youth	N/A	04/09/2025	04/09/2025	04/09/2025 Successful Completion
○	○	C	300588	470 - Develop Individual Service Strategy - ISS (Same Day Service) Business And Career Services Inc.	W	Youth	N/A	04/09/2025	04/09/2025	04/09/2025 Successful Completion
○	○	C	300587	469 - Youth Objective Assessment - Same Day Service Business And Career Services Inc.	W	Youth	N/A	04/09/2025	04/09/2025	04/09/2025 Successful Completion
○	○	C	300586	468 - Youth Eligibility Determination/Intake (Same Day Service) ⓘ Business And Career Services Inc.	W	Youth	N/A	04/09/2025	04/09/2025	04/09/2025 Successful Completion

Page 1 of 1

Rows: 10

Showing 1 to 4 of 4 entries

New! Testing Changes (Youth only)



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Youth Basic Skills Assessment

- New Basic Skills For Priority of Service and Referral Policy Letter issued by DCEO on 3/25/2025
- Youth customers will no longer be required to take the TABE or CASAS test unless they will be attending an ITA.
- If you need to determine Basic Skills for a Youth customer for eligibility purposes the Basic Skills Screening Tool can be used.
- If a Youth customer will be attending an ITA a reading and math test must be issued before they begin training.

LINK: - [WIOA Policy](#) Ch 5. Section 9.3





Service 001: Future Scheduled Service

Definition:

A participant may be scheduled for future service(s) when a situation arises that will temporarily prevent program participation for greater than ninety (90) consecutive calendar days with a specific date on which the participant will return for planned services. Future services must be scheduled for no less than ninety (90) days but fewer than one hundred and eighty (180) days. The delay in service will provide time for the participant to address barriers to continued participation without exiting the program. All future scheduled services must be referenced in case notes detailing the reason for the delay in service. A participant who has an active future scheduled service activity entered will not exit after ninety (90) days, unless the participant fails to return to services by the scheduled service date. If a participatory service does not occur within fourteen (14) days of the scheduled return to services and ninety (90) or more days have passed since the last participatory service, an exit will be calculated as of the date of the individual's last participatory service. Eligibility does not need to be re-determined when the future scheduled service begins.



Service 001: Future Scheduled Service (cont.)

- A Future Scheduled service must be entered when there is:
 - ✓ A delay before the beginning of training;
 - ✓ A health/medical condition, or providing care for a family member with a health/medical condition; or
 - ✓ A temporary move from the area that prevents the individual from participation in services, including National Guard or other related military service.

Examples of instances that may require a Future Scheduled service include the following: a participant has a medical procedure that requires the participant to be out of class for a certain period of time, but the participant expects to return to class on a particular date; or a participant must leave class to care for a family member but will return to class on a particular date.

Please note: In order to use this service, participant must have at least one Individualized Career Service other than Career Planning, Assessment, IEP or a Training Service. No other services may be opened while this service remains open.

Reminders: Follow Up Services



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Adult & Dislocated Workers

1. Follow up services must be provided for up to twelve (12) months after the first date of employment for adults and dislocated workers who are placed in unsubsidized employment.
2. Follow-up services are tied to the first date of **unsubsidized employment** and are not tied to the date of program exit for adults and dislocated workers who have been placed in unsubsidized employment.
3. Follow-up services are not allowed when an Adult or Dislocated Worker does not obtain unsubsidized employment.

Note: Adult & Dislocated Workers who are placed in employment cannot opt out of Follow Up services.

Reminders: Follow Up Services

Adult & Dislocated Workers

4. When an adult or dislocated worker participant obtains unsubsidized employment while still receiving an active, open WIOA service, currently, Career Connect does not allow a Follow-Up Service to be opened; however, follow-up must be provided.

- ❖ In this instance, documenting the follow-up in Case Notes should be included and recorded during the routine, two-way communication between the Career Coach and the participant.
 - ✓ Career Coaches should enter case notes along the lines of “transitioned to follow up services today, as the participant is done receiving services” or “closed this case administratively (not an exit) and am moving into follow-up because the participant needs no more services.”

Our Adult & Dislocated Worker Follow Up Policy can be found on the Help Desk:
<https://workforceboard.zendesk.com/hc/en-us/articles/22328476203533->

Reminders: Follow Up Services



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Youth

- ❖ Follow-up services must be made available to all youth for a minimum of twelve (12) months from the date of program exit.
- ❖ Youth can decline follow-up services altogether. There are two (2) options:
 1. Unable to Locate (Youth Only). The career planner has determined that in the event a youth participant cannot be located, the case notes should record all efforts that were taken to locate the individual. These same methods must be periodically utilized through at least the first two (2) quarters following exit.
 2. Opting Out (Youth Only). Youth in the twelve (12)-month follow-up period may request to opt out of follow-up services at any time. The request to opt-out or discontinue follow-up services must be clearly documented in the case notes. Career Coaches should not encourage youth to opt out of these services.

Our Youth Follow Up Policy can be found on the Help Desk:

<https://workforceboard.zendesk.com/hc/en-us/articles/22328591064845->

Reminders: Exiting



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- Use the Exit Checklist on our Help Desk.
<https://workforceboard.zendesk.com/hc/en-us/articles/360001375152->
- Do not hold on to customers who are working and not in need of services. If you are not able to confirm employment with using traditional methods, please use the Affidavit of Employment for exit.
- If customer is working and you are not able to confirm employment at all, please still exit as “Other Services complete.” The wages will reflect a positive impact in your performance measures.
- If no services have been provided to customer in 90 days, they **must** be exited.



Reminders: Service vs. Case Note



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➤ Service

- Is provided when staff uses information to determine a course of action or next steps for a participant.
- Something “actionable” must take place between the participant and the Career Coach.
- When an action is taking place with participant, refer to the Service Matrix to ensure the correct service is recorded.

➤ Case Note

- For example, you held a brief conversation to verify employment or ensure everything is going well with the participant, and no requests are made of you for more services.
- You are NOT providing a service.
- General Case Note is the method of documentation.
- Individual cases should be reviewed for exit when no service is provided.



When will you see these changes in Career Connect?

Monday, April 14, 2025



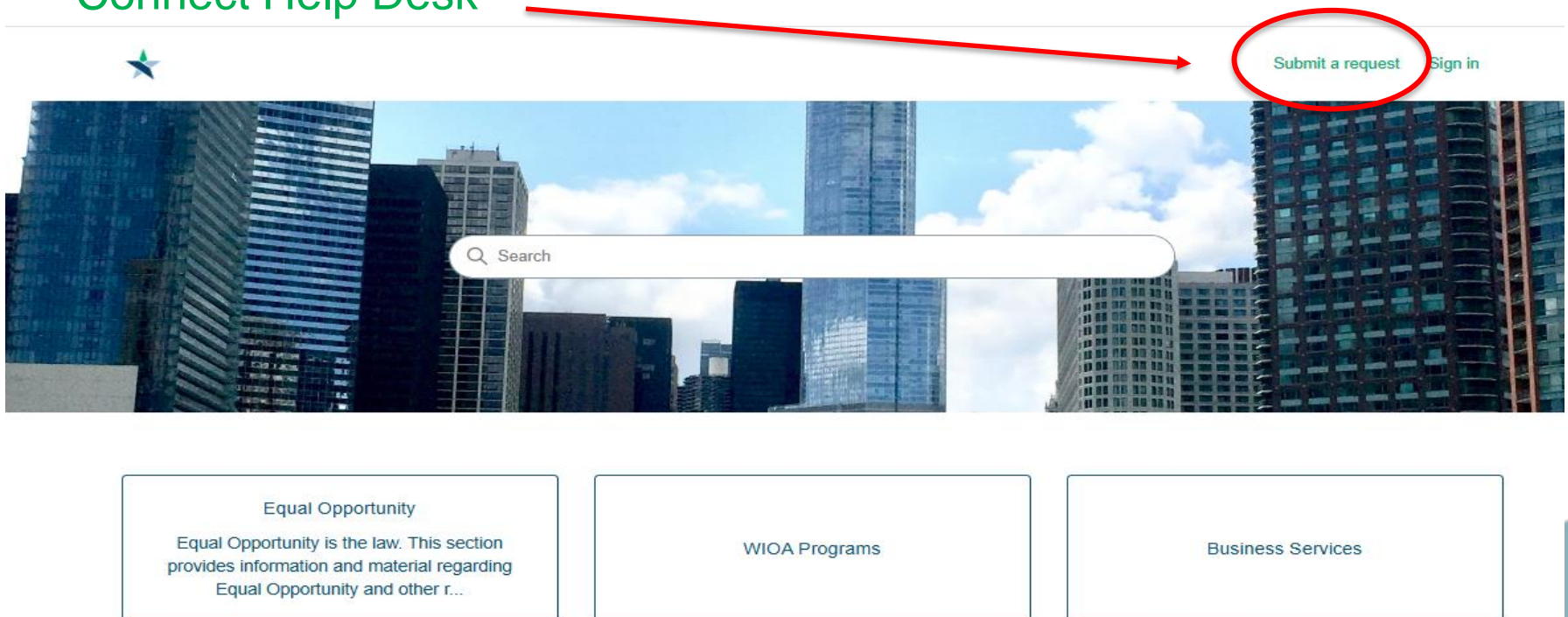
New! Help Desk Tickets



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- New way to submit Help Desk tickets
- Please DO NOT make a request using the help desk email: helpdesk@chicookworks.org This email will no longer be monitored.
- Requests must now be submitted through a new form on the Career Connect Help Desk



Help Desk Tickets



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[Submit a request](#) [Sign in](#)

[Chicago Cook Workforce Partnership](#) > [Submit a request](#)

Submit a request

Fields marked with an asterisk (*) are required.

Your email address*

Client or Employer's Full Name *

If not applicable, type N/A

Agency Name *

Select a location so your request can be assigned to the proper team member.

Workforce Staff Name*

Please enter your name.

Customer State ID# *

This is unique customer ID # located in Staff Profiles>General Profile>Summary Tab If not applicable, type N/A

Help Desk Tickets



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Type of Request*

Use this to identify what type of assistance you need with the Program/Screen you identified above. Pick the closest option to your issue. If none are applicable, select "Other" and explain in the Description.

Description for Ticket Request*

Enter the details of your request. Be as specific as possible. Example: --For data corrections, provide service codes, descriptions, dates, etc. --For technical issues provide the step-by-step process that lead to error including page of error, error message, screenshots, etc. --For reports, include report name and filters used.

Paragraph

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99

Attachments

Choose a file or drag and drop here

Submit

1. Help Desk email will no longer be monitored on a regular basis

2. Submitting this form will ensure your ticket goes to the correct person

3. This will ensure a timelier response

Upcoming: Office Hours



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The Partnership will be conducting Office Hours on the changes to the Service Matrix. We will not go over any new material. We will answer any questions you may have regarding the changes that were discussed today. Please register by using the LINK below:

Office Hours: Service Matrix

Monday, April 21, 2025

2 – 3:30pm



Register Here:

<https://workforceboard.zendesk.com/hc/en-us/articles/35746894532621->

If you would like to submit questions in advance, please email them to kchevali@chicookworks.org

Upcoming Webinars



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The Partnership will be hosting the following webinars. Please join us for:

- **Career Coaching 101**
April 23, 2025
10am – 12pm
- **WIOA Supervisors Training**
April 30, 2025
10am – 12pm



Register Here:

<https://workforceboard.zendesk.com/hc/en-us/sections/360000173031->

Questions?



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Thank You!!!



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