

WAGNER PEYSER EMPLOY FLORIDA MARKETPLACE

JOBSEEKER SERVICE CODES GUIDE

How to Use This Guide

This guide is designed to help Regional Workforce Boards (RWB) assign services codes appropriately. It includes a table of available jobseeker service codes in Employ Florida Marketplace (EFM) with code numbers and names, corresponding definitions, available authority, as well as documentation requirements, suggestions, and sample case note language. The requirements specified in this guide are the minimum requirements as defined by the Department of Economic Opportunity (DEO). Local policy may require more restrictive criteria for service code use and documentation. Service definitions preceded by three asterisks denote reportable services in EFM that commence or extend participation by 90 days.

Authority

[Training and Employment Guidance Letter 17-05](#)

[UI Reports Handbook No. 401](#)

[20 CFR 651.10](#)

[Federal Bonding Program](#)

[Florida Veteran's Program Service Guide](#)

[AWI-FG 00-016](#)

[DEO FG 03-035](#)

Types of Services		
Core	Intensive	Training
<ul style="list-style-type: none"> • Self service • Staff-assisted services • Provided onsite at One-Stop Career Center • Used by various programs • Universally accessible 	<ul style="list-style-type: none"> • Activities offered onsite • Used by various programs • Includes case management services • Customer should have received a core service before intensive services 	<ul style="list-style-type: none"> • Customers enrolled in training programs: <ul style="list-style-type: none"> ✓ Federal workforce funded (includes classroom occupational skills, OJT, customized training) ✓ State public and private postsecondary institutions ✓ Job Corps ✓ Registered apprenticeships

EFM Service Code Groupings	
000	Self-Service ¹ or Staff-assisted ² Self-service
100-179	Core Services (i.e. orientation, job search workshops and placement services)
180-187	Support Services: WP - Referral to Support Services WIA - Fundable (e.g. transportation)
200's	Core and Intensive Services
311-314	Enrolled in Training
370	Completed Training (WP/Vets)
500's	Job Referrals and Notifications (system-generated)
600's	Non-reportable Tags to Identify Special Populations
700's & 800's	Job Order Placements and Obtained Employment
Non-numeric Identifiers	Codes used to identify associations with special activities or programs

¹ Self-service occurs when participants do not have staff assistance in accessing workforce investment system information and activities in either a physical location, such as a One-Stop Career Center resource room or partner agency, or remotely via the use of electronic technologies. See TEGL 17-05

² A staff-assisted service is any service or information provided to a jobseeker beyond those basic services available to the general public to inform and educate them about available employment and career services and/or current labor market conditions.

Jobseeker Service Codes

EFM Service Codes	EFM Service Code Title	Definition	Requirements, Suggestions, Sample Documentation, and Other Considerations
003	Self-Service Registration	A system-generated service code which indicates that a jobseeker has recently completed a self-service registration.	Note: Jobseekers who have completed a self-service registration are not participants in a program until they have received a reportable service.
004	*** Self-Service Information on Training Providers, Performance Outcomes	A system-generated self-service or staff-assisted self-service code recorded when jobseekers or staff assisting a jobseeker research information on training providers and performance outcomes.	N/A.
005	*** Self-Service Labor Market Research	A system-generated self-service or staff-assisted self-service code recorded when a jobseeker or staff assisting a jobseeker looks up labor market information in EFM.	N/A.
006	*** Self-Service Job Search through Virtual One-Stop (VOS)	A system-generated self-service or staff-assisted self-service recorded when a jobseeker or staff assisting a jobseeker conducts a job search in EFM.	N/A.
007	*** Self-Service Résumé	A system-generated self-service or staff-assisted self-service recorded when a jobseeker or staff assisting a jobseeker completes a résumé in EFM.	N/A.
089	Automated Veteran Priority of Service Notification	An automated service code which records when a jobseeker completes a registration and indicates that he or she is a veteran or eligible spouse.	N/A.
090	*** Skills Self-Assessment	A system-generated service code that automatically records when a jobseeker completes the skills assessment in EFM.	N/A.
098	*** Online Orientation, Self-Assisted	A virtual session that provides an overview of the programs and services available in the One-Stop Career Center, criteria and requirements for program participation and receipt of services.	N/A.
099	511N Issued and Explained	Farm workers must be provided with a 511N that explains services available through the One-Stop Career Center.	N/A.
100	Validate I-9	Recorded by staff when Employment Eligibility Form I-9 has been completed for a jobseeker, as required by federal law or at the request of an employer.	N/A.

EFM Service Codes	EFM Service Code Title	Definition	Requirements, Suggestions, Sample Documentation, and Other Considerations
101	***Orientation	An individual or group structured, onsite session that provides an overview of the programs and services available in the One-Stop Career Center, criteria and requirements for program participation and receipt of services, and an understanding of what is optional.	Suggested Documentation: Case notes should include a description of information provided and the date of the Orientation.
102	***Initial Assessment	An evaluation of a jobseeker's employment history, education, skills, and interests that results in the identification of employment goals, barriers to employment, and services needed to obtain goals.	<p>Required Documentation: For an initial assessment, case notes must record results of the assessment, including identification of strengths, barriers to education and employment, and skills. Case notes should provide sufficient detail so that other staff can review the summary of the assessment and provide follow-up.</p> <p>Example: Mr. Smith received his high school diploma and has applied for fall entry into XXX community college seeking an Associate degree in Business Administration; has previous work experience in retail as a cashier (two years) and assistant store manager for five years; laid off three months ago due to store closing; currently unemployed, claiming unemployment benefits and seeking full-time retail positions; does not have transportation, but lives near a bus route; strengths – interpersonal skills, public speaking, leadership and management; barriers – education, transportation, criminal history; scheduled to take xxx assessment on 3/3/2013 to determine xxx program eligibility.</p>
103	***Information on Training Providers, Performance Outcomes	Staff's review, provision and/or explanation of information on training providers and associated outcomes with a jobseeker.	N/A.
104	***Job Search Workshop	A short seminar that provides participants with techniques that enable them to perform a comprehensive job search. It is mandatory that customers receive at minimum, labor market information, application preparation and résumé writing, interviewing techniques, networking, developing a job search plan; and instruction on following up on job leads and how to find job openings before credit can be taken. Additional topics may be discussed, at the discretion of the region.	Note: Each subject can be broken down into individual components scheduled at separate times, but credit cannot be taken until all mandatory components are provided.

EFM Service Codes	EFM Service Code Title	Definition	Requirements, Suggestions, Sample Documentation, and Other Considerations
105	*** Job Finding Club	Encompasses all the elements of the job search workshop (labor market information, résumé writing, interviewing skills, and how to search for a job). The club should include at least one week of structured, supervised individual and/or group support where participants learn the skills necessary to obtain jobs and actively seek vacant positions.	Note: Each subject can be broken down into individual components scheduled at separate times, but credit cannot be taken until all mandatory components are provided.
106	*** Provided Internet Job Search Support Training	Recorded when staff provides support to a jobseeker on using the Internet for job search activities. Staff may assist customers with basic computer instruction such as learning the mouse, basic keyboarding, and using a computer to search job banks such as Employ Florida Marketplace (EFM) or CareerBuilder.	N/A.
107	*** Provision of Labor Market Information	Provides a jobseeker with information pertaining to the socio-economic forces which may influence the employment outlook in the local labor market. Labor market information (LMI) provides occupational staffing and hiring patterns, working conditions, and wage information that can guide jobseekers with their job search. LMI services can be provided as often as needed, in person, or by phone or mail. However, duplication of the same “Provision of Labor Market Information” service is prohibited. REA requires that LMI be specific and unique to the customer.	Suggested Documentation – If more than one LMI service is provided in a program year, it is suggested that staff case note the specific LMI that was provided to minimize duplication of information. Note: Program areas may have specific LMI requirements which may be more restrictive regarding the type of LMI that must be provided. Please consult the applicable program guidance and policy for additional instruction
109	*** Case Coordinated Services	Community agencies may refer their clients to participate in workforce services administered by or through the One-Stops to meet eligibility requirements. This code may be used to document coordination with these community agencies and other federal, state and local governments.	N/A.
110	*** Attended Rapid Response	Used to document that staff provided information to a jobseeker during a rapid response event. Rapid response events are held when a company is downsizing or closing and typically involve a large number of displaced employees who may need the services offered by the One-Stop Career Center. When recording this service, staff should also record the rapid response event number in the designated field in EFM, if available.	Suggested Documentation - Identify the employer’s name in the case note.
111	*** TAP Workshop	Used to document veteran participation in a TAP Workshop.	Suggested Documentation – Identify date and location of workshop.

EFM Service Codes	EFM Service Code Title	Definition	Requirements, Suggestions, Sample Documentation, and Other Considerations
112	*** Job Fair	A structured gathering in an appointed place with jobseekers and multiple employers who are seeking workers. Job fairs can be provided at an employer's business location, the One-Stop Career Center, or another designated location with prior arrangements made by or in conjunction with One-Stop staff.	Suggested Documentation - Identify the date of and the job fair attended. This service code must only be recorded after the jobseeker has attended the job fair. Referral to a job fair is not sufficient to obtain credit with this code.
113	*** Job Search Plan	Development of a plan (not necessarily a written plan) that includes the necessary steps and timetable to achieve employment in specific occupational, industry, or geographic area.	Suggested topics may include job search sources, networking opportunities, organization in preparation for a job search, application submission and follow-up, etc.
114	*** Staff-Assisted Job Search	A job search that is conducted by staff using EFM, other job banks, or other means such as newspapers and other printed advertisements.	N/A.
115	*** Résumé Preparation Assistance	Providing instructions on the content and format of résumés and cover letters and providing assistance in the development and production of same. Staff should assist the jobseeker with the creation and/or critique of a written résumé.	Note: It is suggested that each jobseeker leave with a résumé in hand.
116	*** Received Service from Staff Not Classified	Used when staff has expended time providing a service which is not listed in EFM.	Suggested Documentation - Case notes should provide the specific service with the action and the results. Note: This code should not be used to record an activity for which there is an existing code.
117	Outreach Vet/MSFW	Used when staff perform an outreach service to a veteran or MSFW. The outreach may include providing information about services available for veterans or MSFWs. This code does not commence or extend participation, but is necessary for performance of duties.	
118	Failed to Respond to Call In	Can be used to note a jobseeker's failure to respond to a request by staff to report to the One-Stop.	N/A.
119	*** Recruitment Event	A structured event organized and hosted by the One-Stop Career Center for one employer seeking qualified jobseekers to fill positions. Recruitment events may be for new companies entering the state, agricultural employers, etc.	Suggested Documentation: Case note should document the name of the employer and date of the event. This service code can only be recorded after the jobseeker has attended the event. Referral to a recruitment event is not sufficient to obtain credit with this code.
120	*** Use of a One-Stop Resource Room/ Equipment	Indicates that a jobseeker has received staff assistance using the resource room to perform a service. Services may include use of the telephone, fax or copy machine.	N/A.

EFM Service Codes	EFM Service Code Title	Definition	Requirements, Suggestions, Sample Documentation, and Other Considerations
121	*** PPN (Professional Placement Network)	A workshop geared toward the professional customer that focuses on seeking employment opportunities that will lead to gainful employment or assistance with career choices and changes.	Suggested Documentation: There should be predetermined criteria for PPN entry and participation (e.g. bachelor's degree, three years management experience, salary of \$30,000 or more, etc.). Case notes are suggested to document the specific topic covered during each session and other essential information.
123	*** Job Development Contacts	The process of securing a job interview with a public or private employer for a specific jobseeker for whom the One-Stop Career Center has no suitable opening on file. If there are no suitable openings on file, job development contacts should be made on behalf of the customer to seek vacancies related to the jobseeker's skills and employment history.	Documentation Requirement: The case note must include the employer's name and other relevant information. Additional information may include the name of the individual contacted, the date an interview was arranged or application submitted, address, position. Case Note Example: Reviewed jobseeker's skills with the following employer and arranged an interview for 2/3/13. Employers Name: ABC Corp Phone: (850) 555-2299 Contact Person: James Smith Date of contact: 1/25/13 Position Title: Laborer Address: (optional) 123 Main St. Tallahassee, FL
124	*** Received Bonding Assistance	Record this code only when the federal fidelity bond paperwork has been issued for a jobseeker to DEO. This code may only be recorded by the staff writing the bond.	Documentation Requirement: The case note must identify the employer, start-to-work date, and amount of bond to be issued. Note: In addition to ex-offenders, bonds can be issued to ex-addicts or recovering substance abusers, persons rehabilitated through treatment for alcohol or drug abuse, individuals with poor credit or who have declared bankruptcy, individuals dishonorably discharged from the military, persons with no work history who are from families with low income and anyone who cannot secure employment without bonding.

EFM Service Codes	EFM Service Code Title	Definition	Requirements, Suggestions, Sample Documentation, and Other Considerations
125	*** Job Search/ Placement Assistance, Including Career Counseling	Staff-assisted job search with career counseling. This activity is designed to assist jobseekers identify and obtain tools to become employable. Career counseling is the process of helping a jobseeker define a course of action or study to them become more employable and ultimately get a job. Staff helps the jobseeker get into a career that is suited to their aptitude, personality, interests, and skills. The focus is generally on issues such as career exploration, career change, personal career development, and other career-related issues.	N/A.
126	*** Tax Credit Information	A jobseeker has been provided information regarding tax credits that employers may receive as a result of hiring the jobseeker, such as the Work Opportunity Tax Credit (WOTC). This code may also be used to record information provided about other tax credit programs for individuals, such as the Earned Income Tax Credit (EITC).	N/A.
127	*** Reportable Service from DVOP/LVER	Used when a Disabled Veteran Outreach Program (DVOP) staff member or Local Veterans Employment Representative (LVER) expends time to provide a service to a veteran customer which is not otherwise listed in EFM.	Documentation Requirement: The case note must list the activity/action and the result of the action. Note: This code should not be used to record an activity for which there is an existing code.
128	*** CH 31 Vocational Rehab - Case Management, Vets Only	For Veterans only - (Chapter 31 Voc Rehab) The Vocational Rehabilitation and Employment (VR&E) Program is authorized by Congress under Title 38, USC, Chapter 31 and Part 21 of the Code of Federal Regulations. It is sometimes referred to as the Chapter 31 program. This program assists Veterans with service-connected disabilities to prepare for, find, and retain suitable jobs. For Veterans with service-connected disabilities so severe that they cannot immediately consider work, this program offers services to improve their ability to live as independently as possible. Use this code to record case management that a veteran customer will receive after being assigned to the One-Stop by the Veterans Administration.	Documentation Requirement: Requires completion and documentation of an initial or objective assessment service and development of an employability plan. Note: Code should be recorded by DVOPs.

EFM Service Codes	EFM Service Code Title	Definition	Requirements, Suggestions, Sample Documentation, and Other Considerations
129	*** Veteran Case Management, Other	Used to identify veterans, other than Chapter 31 vets, who receive case management services from a DVOP.	Documentation Requirement: Requires completion and documentation of an initial or objective assessment service and development of an employability plan (EDP/ISS/IEP). Note: Code should be recorded by DVOPs.
130	*** Proficiency Testing	Records proficiency tests that examine the level of knowledge or skill an individual has in a particular area. These types of tests tell staff and employers whether the customer can perform a job. This code may be recorded if the One-Stop Career Center provides any type of proficiency testing, such as computer skills or workplace knowledge.	Documentation Requirement: The case note must include the type of test and the results, or the information may be placed on the assessment tab in EFM, as appropriate. Case Note Example: Administered Microsoft Excel proficiency test on 2/2/13. Customer scored a xxx indicating intermediate proficiency. If scores can be recorded on assessment tab, staff may choose to case note where the score is located in a case note by stating: <i>Please refer to the assessment tab for the results.</i>
131	*** Testing as required by employer	One-Stop provides any testing to jobseekers for an employer. The type of test may vary (aptitude, personality, interest, etc).	Documentation Requirement: The case note must include the type of test and the results, or the information may be placed on the assessment tab in EFM, as appropriate. Case Note Example: Administered Microsoft Excel proficiency test on 2/2/13. Customer scored a xxx indicating intermediate proficiency. If scores can be recorded on assessment tab, staff may choose to case note where the score is located in a case note by stating: <i>Please refer to the assessment tab for the results.</i>
132	*** Testing-Other	Captures other types of testing services that may be provided by the One-Stop Career Center, such as career assessments. Testing must be performed by One-Stop staff.	Documentation Requirement: The case note must include the type of test, the name of the test and the results, or the information may be placed on the assessment tab in EFM, as appropriate. Example: On 1/16/13, jobseeker completed (name of assessment), (type of assessment) and the results are as follows: xx.
134	*** Employer Pre-screening	Used when staff pre-screens an applicant's qualifications before referring them to a job order. This code may also be used to document staff efforts to screen applicants on the <i>referral pending review list</i> of suppressed job orders when the screening does not result in a referral.	Suggested Documentation: Identify the job orders for which a jobseeker was screened.

EFM Service Codes	EFM Service Code Title	Definition	Requirements, Suggestions, Sample Documentation, and Other Considerations
135	Local Office Contact	Used to note that the jobseeker came into the One-Stop Career Center as a result of a call-in.	Note: Codes other than 135 may be more appropriate to indicate the activities or services that are provided.
136	Follow-up Contact	Denotes that follow-up has been provided to a jobseeker, such as following up after reemployment services, job referrals, or soft exit report.	Suggested Documentation: A case note should be entered to document the nature of the follow-up and results of the follow-up contact.
153	*** Computer Skills Workshop	A group or individual session which provides instruction about using any type of computer application. This may include keyboarding skills, e-mail use, or the use of the Microsoft Office Suite.	N/A.
154	*** Social Networking Workshop	A group or individual session where information has been provided on how to use social networking sites to search for employment and networking opportunities. Topics may include proper conduct while using these sites to contact employers or networking with other users and may be used to document any social networking site, such as Facebook, Twitter, LinkedIn, etc.	N/A.
155	*** Interview Skills Workshop	A group or individual session which reviews guidelines and best practices on how to successfully participate in an interview.	Note: Topics may address how to dress appropriately, a review of frequently asked questions, mock interview sessions, etc.
156	*** Soft Skills Workshop	A group or individual session which identifies and discusses key soft skills useful in the workplace. Soft skills are those behavioral attributes which enhance a person's job performance or career success. Soft skills may include interpersonal communications, professionalism and work ethic, critical thinking and problem solving, teamwork, creating a self image and reputation maintenance, etc.	N/A.
157	*** Financial Management Workshop	A group or individual session which provides customers with information on personal finances. Topics may include: basic financial terminology, building a budget, money management, saving and retirement planning. This code can also be used to document a customer's attendance at a seminar or workshop hosted by a partner organization as long as the one-stop center has involvement in the activity.	N/A.

EFM Service Codes	EFM Service Code Title	Definition	Requirements, Suggestions, Sample Documentation, and Other Considerations
179	*** Outside Web-link Job Referral	This system-generated service automatically records when staff assists a jobseeker with a job search and clicks on the “get more information” link on a spidered/external job. It also records when the jobseeker click on the link. Spidered/external jobs are vacancies imported into EFM from other job search sites such as Career Builder.	N/A.
180-187	*** Supportive Services	Used to document when customers who face barriers that hinder their employment or training opportunities are referred to services. This information may be provided in person, by telephone, via e-mail or regular mail. The One-Stop Career Center may offer supportive services in the form of child care vouchers, transportation assistance, medical attention, temporary shelter, etc.	Documentation Requirement: Case note must include type of service and the name of the agency to which a referral was made. Case note example: Jobseeker was referred to XYZ Inc. to inquire about rental assistance due to being out of work for three months and facing eviction in thirty days if payment is not made. Note: It is the staff’s responsibility to provide customers with specific information regarding the service provider, the type of service, and how to access the services. It is the customer’s choice whether to accept the service and the code should only be recorded if a referral is provided or funds expended for the service.
189	Notification of Veteran Priority of Service	Used when staff explain the Veteran Priority of Service (POS) to veterans. Note: This code is not exclusive to Vet staff (LVER/DVOP) and should be used by all staff.	Note: If a Veteran does not have a Code 089 recorded on the activity service plan, staff must verbally provide POS and record code 189 on the activity service plan. Handouts regarding POS alone are not sufficient to record code 189.
200	*** Individual Counseling	A private, face-to-face session where One-Stop staff and a jobseeker designed to establish realistic employment related goals. The counseling must relate to choosing, changing, or adapting to a vocation. Assistance may include support in choosing or changing occupations; making a suitable job adjustment; and addressing personal issues that may limit the jobseeker's ability to achieve employment related goals. A written plan outlining steps to move forward with obtaining employment and/or training goals is developed. The counseling session should include a discussion of the customer’s present situation in relation to realistically choosing, changing or adapting to a vocation.	Documentation Requirement: Individual counseling must be documented in a hard copy or electronically in a case note and detail what services were provided, outcomes, and steps to be taken going forward (for example, additional assessments, workshops, etc.) along with a timeline and dates. Example: Met with jobseeker today to discuss changing careers. Jobseeker completed CHOICES; the results were discussed and it has been determined that additional assessment is needed. He will return for a ___workshop on 1/25 at 9:00.

EFM Service Codes	EFM Service Code Title	Definition	Requirements, Suggestions, Sample Documentation, and Other Considerations
201	*** Group Counseling	<p>One-Stop staff and jobseekers work together in group activities to facilitate discussion on work-related topics so that the jobseekers may establish realistic employment-related goals. Assistance may include support in choosing or changing occupations, making a suitable job adjustment, and addressing personal issues that may limit the jobseeker's ability to achieve employment related goals. Each jobseeker must develop a written plan of action describing how the jobseeker will address identified issues and steps to be taken to move forward.</p> <p>Note: Topics may include the customer's difficulty obtaining or keeping a job due to work-related attitudes, behaviors, or habits.</p>	<p>Documentation Requirement: Hard copy or electronic notes screen in EFM.</p> <p>Documentation should include any identified challenge, employment/training goals and future action steps to achieve those goals. Documentation should also include a summary of discussion.</p> <p>Case Note Example: Customer attended a group counseling session where we discussed acceptable workplace behaviors. Customer has had difficulties with time management in the past which has resulted in multiple short-term placements. Customer is currently seeking a full or part-time position in retail. A job development has been conducted with XXX retail and customer has a job interview on 2/2/13 at 2 p.m. Customer will report to interview at 1:30 p.m. to ensure she is on time. Customer has been provided with a take-home activity to complete which will review time management concepts. She will complete the activity and return to the next group counseling session on 2/17/13 at 10 a.m. at N.E. One-Stop Room 232.</p>
202	*** Career Guidance/ Planning	<p>Career guidance helps jobseekers acquire the knowledge, skills, and experience necessary to identify educational and occupational options and explore alternatives to succeed in the workplace. Career guidance may include discussion of labor market changes, decision-making skills, maximizing career opportunities, etc.</p>	<p>Suggested Documentation: Case notes should include the specific guidance provided and document the plan that was developed. Provide as much detail as possible about the meeting with jobseeker and note the steps that need to be taken in order for him to reach his goals and an approximate timeline for completing the goals if possible.</p> <p>Case Note Example: Jobseeker attended a career guidance session today. We discussed the career path he wants to pursue as a nurse. We also took a look at LMI information for Leon county. Customer decided to apply to XXX Technical for fall entry into the LPN program. Customer will return on 5/1/13 to review his application prior to submission.</p>

EFM Service Codes	EFM Service Code Title	Definition	Requirements, Suggestions, Sample Documentation, and Other Considerations
203	*** Objective Assessment	<p>An objective assessment is more intensive than an initial assessment and is utilized to collect specific information regarding a customer's service needs, goals, interests, academic levels, abilities, aptitudes, supportive service needs, and measures barriers and strengths.</p> <p>Note: It also includes a review of basic and occupational skills, prior work experience, the potential for employment, and developmental needs.</p>	<p>Documentation Requirement: Client records must detail the testing, interview and employment/education history evaluation results, barriers & strengths, and supportive service needs. The assessment in EFM or a locally-developed format may be used. A case note may be created to summarize the results of the assessment or a brief note letting others know where they may locate the information.</p> <p>Example: Objective Assessment completed today, the results of the assessment are as follows: customer's highest grade level is 8th grade; currently homeless and resides in a local shelter; unemployed with minimal work experience; previous work experience includes six months at XXX as a cashier and volunteer experience at a local charity performing fundraising duties that include marketing, outbound calls to collect sponsors, and organizing of events.</p>
204	*** Interest and Aptitude Testing	<p>Interest tests measure an individual's likes and dislikes of a variety of activities. Aptitude tests measure the skills a customer has acquired through life experience, study or training. This code may be recorded to indicate the administration of an interest or aptitude test.</p>	<p>Note: This service should be documented by the person administering the test to ensure all details of the test are noted.</p>

EFM Service Codes	EFM Service Code Title	Definition	Requirements, Suggestions, Sample Documentation, and Other Considerations
205	*** Develop Service Strategies (EDP/IEP/ISS)	Service strategies consolidate information uncovered during an initial or objective assessment into a living document to map out the customer's process to achieve educational and/or occupational goals. This document, prepared jointly between staff and jobseeker, summarizes the jobseeker's strengths, barriers, services needed and/or provided, and educational and employment goals. It also includes short and long-term goals and a planned series of action steps to achieve these goals.	<p>Documentation Required: The document (hard copy, case note or electronic plan in EFM) must provide detailed information to include the jobseeker's strengths, weaknesses, barriers, services needed/provided, short and long term goals and the future action steps needed to accomplish the goals. Requires One-Stop staff and customer's signature and a copy provided to the customer.</p> <p>Goals should not be generally stated, but should be specific, measurable, attainable, relevant, and time-bound (SMART).</p> <p>Example: Strengths – Mathematical skills (count money, balance accounts); Leadership and management skills (team lead for a team of five employees); Barriers – Transportation and childcare. Services needed – Full EFM registration. Short term goal – Obtain a Cashier position for 25 – 30 hours a week in retail. Long term goal – Complete manager trainee program for Sears and obtain a Store Manager position.</p> <p>Future actions – Scheduled to attend EFM registration workshop at N.E. One-Stop on 12/3/12 in room 234A; Follow-up appointment with Ms. Smith on 12/15/12 to review EFM registration to include a completed résumé. If assistance is needed on résumé completion, a workshop is going to be held on 12/10/12 at N.E. One-Stop in room 112B 3:00 p.m. – 4:00 p.m.; After follow up meeting, submit an online application for the Cashier position at www.needajob.com no later than 3/3/13.</p>
206-211 and 215-219, 222	*** Referral to Training	Used when referring customers interested in obtaining training to orientations or training institutions to find out more information and/or register.	These codes cover referral to the following training: registered apprenticeships, Job Corps, federal non-WIA training, state and local training, educational services, WIA, adult literacy, basic skills or GED, short-term pre-vocational services and English as a second language.
212	*** Other Intensive Services Not Otherwise Classified	Can be used when WP staff time is used to provide an intensive service that cannot be captured using any other EFM service code	<p>Documentation Requirement: The case note or other documentation for this code will vary depending on the type of service offered. However, staff must detail the intensive service that was provided and the results of that action.</p> <p>Note: This code should not be used to record an activity for which there is an existing code.</p>

EFM Service Codes	EFM Service Code Title	Definition	Requirements, Suggestions, Sample Documentation, and Other Considerations
213	*** Mentorship	Used when a jobseeker is assigned a mentor.	Documentation Suggestion: Case note the name of the mentor.
226	*** Reading or Math Testing	A reading or math test has been administered by staff. (TABE test, e.g.).	Documentation Requirements: Case note must include the name of the test, the results and any other pertinent information. Sample: Jobseeker took the TABE test on 1/3/13 and the results are as follows: Reading: 6.6 Math: 6.7 Next steps are as follows: xxx
311	*** Enrolled in Job Corps	Used to document when a Wagner Peyser participant has enrolled in a Job Corps Training program	Documentation Requirement: The case note must describe the training in which the participant is enrolled.
312	*** Enrolled in Other Federal Training	Used to document when a Wagner Peyser participant has enrolled in a federal training program other than Job Corps (could include WIA and TAA).	Documentation Requirement: The case note must describe the training in which the participant is enrolled.
313	*** Enrolled in State and Local Training	Used to document when a Wagner Peyser participant has enrolled in a state or local training program.	Documentation Requirement: The case note must describe the training in which the participant is enrolled.
314	*** Enrolled in Apprenticeship Training	Used to document when a Wagner Peyser participant has enrolled in a registered apprenticeship training program.	Documentation Requirement: The case note must describe the training in which the participant is enrolled.
370	***Completed Training WP/Vets	Used to record the outcome of the training.	Required Note: A referred to training service code must be recorded before this service can be taken. The case note must include the training that was completed, where it was completed and when it was completed.
500s	*** Referral Information	Reflects system-generated referral information from job orders.	N/A.
640	Florida Back to Work Enrollment	Used to identify Florida Back to Work participants.	N/A.
642	FLNG Member Service	Used to identify Florida National Guard Member jobseekers.	N/A.
643	Gold Card	Used to identify participants of the program pursuant to TEN 15-11.	N/A.
750 - 879	Preferred Job Order Placement	System-generated when staff records a placement obtained as a result of a prior job referral or job development.	Documentation Requirement: The referral result and salary type, wage, employer name, verification of employment, job start date, and region information must be recorded.

EFM Service Codes	EFM Service Code Title	Definition	Requirements, Suggestions, Sample Documentation, and Other Considerations
880	Obtained Employment Manual Entry	Jobseekers who secure employment within 180 calendar days of receiving one or more services which are funded by the state employment service agency where the placement does not meet the federal definition for a job placement.	Documentation Requirement: When recording code 880 on the activity service plan, required fields are marked with a red asterisk. These fields include the employer's name, actual service date, source of verification, actual job start date and region information. If a 750 series, 880 or 881 has been previously recorded for the jobseeker, staff must also certify that they are not duplicating a previously documented placement.
881	Obtained Employment Automatic Entry	System-generated based on Department of Revenue new hire listing.	N/A.
BRA	BRAC Base Re-Alignment	Used to identify participants affected by a military base realignment.	N/A.
EAV	Elevate America Vets	Used to identify participants of the Elevate America Vets initiative. Includes both veterans and their spouses.	N/A.
HVR	R8 Homeless Veteran's Reintegration Program	Specific to Region 8 – Used to identify program participants.	N/A.
P4P	P4P - Paychecks for Patriots	Used to identify veterans participating in designated job fairs.	N/A.
T2W	Ticket to Work	Used to document jobseekers that have a Social Security Administration Ticket to Work.	N/A.
VRE	Vocational Rehabilitation and Employment Services (VR& E)	<p>This code is only an identifier and will assist with tracking and monitoring of activity for Chapter 31 vets who have not actively begun case management services with staff. This code should primarily be used by Disabled Veterans Outreach Program (DVOP) specialists to identify Chapter 31 veterans who have been referred by Vocational Rehabilitation and Employment Services (VR&E) to seek job placement and referral services at the One-Stop Career Center.</p> <p>Local Veterans Employment Representatives (LVER) may be assigned VR & E cases and use the VRE code, as necessary, when DVOP Specialists are unavailable.</p>	<p>Documentation Requirement: Upon receipt of the veteran's information from VR&E, staff must complete the following:</p> <p>Check EFM for an existing registration.</p> <ol style="list-style-type: none"> a) If a registration exists and is open, add the VRE code to the veteran's Activity History/Service Plan. b) If a registration exists, but the veteran has exited the system and staff has been unsuccessful in their attempt to contact the veteran, maintain a hard copy file with written case notes describing actions taken to contact the veteran. c) If a registration does not exist, maintain a hard copy file with written case notes describing actions taken to contact the veteran.
VRP	VRAP Participant	Used to identify participants of the Veterans Retraining Assistance Program pursuant to TEN 12-11.	N/A.