SERVICE MAP _____ REGION

Adult Ed/Literacy Combined with other Skills Training (I-BEST) - Training that combines the adult education/literacy skills training defined above with occupational skills, on-the-job, private sector, upgrading, retraining, entrepreneurial, and/or job readiness training.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION

Basic Computer Skills - Basic technology skills that includes basic computer operations, (turning the computer on and off, data entry, file maintenance, working the mouse, internet access, email.)

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION

Basic Education - Services or instruction for individuals (including those with learning disabilities) functioning at or below the 8th grade level that will: 1) enable educationally disadvantaged individuals to acquire the basic educational skills necessary to function in everyday life; (2) provide individuals with sufficient basic education to enable them to benefit from job training and retraining programs and obtain and retain productive employment; and/or (3) enable eligible adults to continue their education to at least the level of completion of secondary school.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION

Career Planning - Assisting the individual to interpret his/her assessment results (basic and technical skills, interests and aptitudes, life situation, personality and learning style preferences, physical limitations and strengths, and salary needs), match them with career information and identify a job/career goal.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION

Customized Training - Training 1) that is designed to meet the special requirements of an employer (including a group of employers), 2) that is conducted with a commitment by the employer to employ an individual upon successful completion of the training, and, 3) for which the employer pays for some of the cost of the training

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION

Eligibility - Reviewing gathered data about the individual against predetermined criteria to verity the individual's opportunity to receive service by a particular funding source

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION

Employment-Based Case Management - 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 and career counseling during program participation and after job placement.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION

Entrepreneurial - Training provided to individuals interested in starting a business. Such training may include such items as developing a business plan, market research, finding available funding streams and capital investment, legal aspects to starting a business, and developing a marketing strategy.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION

ESL Preparation - English as a Second Language training provides individuals with limited English proficiency (including those with learning disabilities) the opportunity to develop English language and acculturation skills as well as world of work language.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION

GED Preparation - General Educational Development – Classes that prepare the participant (including those with learning disabilities) to test and earn a general equivalency diploma.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION

Guidance and Counseling - Using a strength-based approach assists an individual (through individual and/or group means) to identify and address social problems and personal barriers to self-sufficiency. Assisting in developing their educational and vocational objectives. Involves collecting and evaluating information about the individual's abilities, interests, and personality characteristics to recommend the necessary steps to achieve personal, academic and occupational goals.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION

In-depth Assessment - The individualized, comprehensive and customized diagnostic review of a job seeker's key elements (interests, occupational skills, aptitudes, basic skills achievement and education levels, personality and learning style preferences, and, life situation and salary needs) based upon the results of the "initial" assessment data, that identify what services are required to meet the gaps between a person's current level and the employer's expectations and requirements. Examples are TABE Easy, Medium or Difficult Levels, CASAS Diagnostic

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION

Initial Assessment - The universal and uniform quick appraisal, of the job seeker's key elements/needs (interests, occupational skills, aptitudes, basic skills achievement and education levels, personality and learning style preferences, and, life situation and salary needs), that impact what services may be required to prepare for, or be placed into a job. It includes the data gathered for agency intake/registration/ application and the initial determination of why the person is visiting the agency. Examples are the TABE Locator and CASAS.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION

Initial Plan Development - Determining the series of steps to address the gaps between an individual's key elements and the requirements of the job or career choice, resulting in a written plan of action to address the individual's service needs.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION

Intake/Registration/Application - Gathering and capturing data elements about potential users of the system and its agencies to assist in determining eligibility for services and funding streams or to assist them in enrolling in services

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION

Internships -A structured work experience involving specific occupational skill development goals in addition to learning goals; involves the awarding of outcome verification upon successful completion; and includes the expectation that the customer, upon completion of the internship, will demonstrate the skills necessary for entry-level employment in the occupational area of the internship.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION

Job Advancement - The act of maintaining contact with a person who has been placed in a job to identify/provide the services needed to move towards a better job at self-sufficiency wages; and/or, to retain their self-sufficiency wage job.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION

Job Development - Activities by a job developer that first identifies the needs the applicant can meet in the workforce, then finds businesses who have those needs, and/or first identifies the needs the business has and seeks to offer referrals from the list of available job seeking customers.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION

Job Placement Assistance - Interviewing job applicants for referral to prospective job openings. Review applicant's work history, education, training, job skills, compensation needs and other qualifications. Review available job orders and match applicants with job requirements, duties, work schedules, compensation and other related information (including applicant's interests, occupational skills, aptitudes, basic skills achievement, education levels, personality and learning style preferences, and life situation and salary needs. Refer qualified applicants to prospective employers.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION										
Job Search - The job seeker's activities (including making employer contacts) to find employment.										
Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION										
Job Shadowing - A formalized, structured activity to familiarize the individual with the tasks and duties of a specific job by watching a worker perform the daily activities on the job.										
Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION										
Labor Market Information Distribution - The process of gathering and disseminating information on current and future job opportunities, including current job openings, local businesses, career information, high demand occupations lists, UI rates, labor										
Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION										
Literacy Skills - Services or instruction for individuals (including those with learning disabilities) functioning at or below the 3rd grade level.										
Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION										
Mentoring - Establishing an on-going relationship with a person to provide guidance and advice that helps give direction in the person's academic, work and/or personal life.										
Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION

Non-traditional High School Completion - Alternative means/class delivery systems to achieving a high school diploma

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION

Occupational Skills Technical Training - Training in a classroom to assist the individual in learning both primary and secondary occupational skills. Primary occupational skills encompass the proficiency to perform actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels. Secondary occupational skills entail familiarity with and use of set-up procedures, safety measures, work-related terminology, record keeping and paperwork formats, tools, equipment and materials, and breakdown and clean-up routines. Training that will upgrade the current existing specific skills of the individual to a higher level of achievement, or the training of new and different skills that will enable an individual to begin a new line of work.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION

On-the Job Training - Training by an employer that is provided to a paid participant while engaged in productive work in a job that 1) o provides knowledge or skills essential to the full and adequate performance of the job; 2) provides reimbursement to the employer of up to 50 percent of the wage rate of the participant, for the extraordinary costs of providing the training and additional supervision related to the training, and 3) is limited in duration as appropriate to the occupation for which the participant is being trained, taking into account the content of the training, the prior work experience of the participant, and the service strategy of the participant, as appropriate

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION										
Orientation - Providing information about all the services and funding streams within the career pathways system and how to access them										
Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION										
Outreach/Recruitment - Activities performed to identify potential users of the workforce development system										
Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION

Referrals -The act of identifying other agencies that can provide a needed service for the customer and assisting him/her to access it.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/ Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION										
Retention/Job Coaching/Post Employment Support - On or off site coaching or mentoring of work related skills after being placed in employment.										
Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION

Retraining - The training of new and different skills that will enable an individual to begin a new line of work

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION

Skills Upgrade - Training that will upgrade the current existing specific skills of the individual to a higher performance.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION

Soft Skills Management - Providing training to enhance customers job keeping and coping skills. This would include life skills, conflict resolution, attendance and punctuality, teamwork, problem solving, time management, family resources/money management, budgeting of resources, parenting, work behavior training, and accessing support services etc.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION

Specialized Certification Assessment - Licensing, certification and performance or benchmark testing after training completion

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION										
Study Skills - Training that provides participant with assessment of cognitive learning styles and helps them to gain new insight about learning styles with the purpose of enhancing study skills.										
Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION

Support Service Information Distribution - The process of gathering and disseminating information on vendors and providers of support services, including child care, transportation, health care (medical, dental, vision and substance abuse assistance), legal, domestic violence, food, clothing, housing, or utilities, that are necessary to enable an individual to participate in career pathways services an/'or to get and keep a job.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION

Training Provider Information Distribution - The process of gathering and disseminating information on agencies that provide training, including their locations and contact information, costs/fee structures, entrance requirements, application processes, available financial aid opportunities, curricula and current courses offered, and performance data.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION

Work Experience - Placement in a job (volunteer, or for pay that is subsidized, or unsubsidized by the program) that will teach job keeping skills, interpersonal skills, communications skills, work skills and some technical skills in order to better prepare the customer for full time employment at a self-sufficiency wage.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered

SERVICE MAP _____ REGION

Work Readiness Skills Development - Providing training to prepare customers for an employment search. This would include completion of job applications, resume preparation, interviewing techniques, telephone techniques, networking, finding the hidden jobs, child labor law information (work permits, I-9's and allowable work hours and activities) etc.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered