

System Services Matrix Category Definitions

Following is a list of categories and their definitions. The categories are used in the System Services Matrix on the Intranet (http://www.twc.state.tx.us/development/plan/system_services_matrix_locked.xls) to divide service codes and assist Texas Workforce Center staff in locating the appropriate service codes for services provided to participants.

Category	Definition
Administrative	Includes activities that are business process oriented and not services provided directly to the customer.
Assessment and Planning	Includes activities that identify capabilities and limitations related to successful attainment of employment, the possibility of entering and successfully completing training services, and/or completing educational goals as well as those activities that plan and provide a diagram of participant goals and activities necessary to meet employment and training needs.
Case Management	Includes activities related to case management. Case management is the process that implements, coordinates, monitors, and evaluates the services required to meet the participant's employment and training needs.
Contacts	Includes actions performed automatically by WorkInTexas.com, which may be generated by a staff-provided service.
Education	Includes activities that are academic in nature and lead to a diploma or degree, or support those activities.
Employment Experience	Includes activities designed to increase a participant's employability through paid or unpaid work experience and those workplace activities required to continue participation in Supplemental Nutrition Assistance Program Employment and Training and Choices.
Follow-up Services	Includes activities designed to support a participant after program completion. <u>WIA Adult and Dislocated Workers</u> Includes services provided to adults or dislocated workers referred to unsubsidized employment to ensure job retention, wage gains, and career progress.

	<p><u>WIA Youth</u> Includes leadership development activities and support services designed to support continued progress.</p>
Informational Services	<p>Includes activities that are made available and accessible to the general public, which are designed to inform and educate individuals about:</p> <ul style="list-style-type: none"> • services available through Texas Workforce Centers and other sources; • the local labor market; and • an individual's employment strengths and weaknesses and the range of services appropriate to that individual's situation. <p>These services do not require a significant staff commitment of resources or time.</p>
Job Search Services	Includes activities provided to assist participants in their search for employment.
Life Skills	Includes activities designed to assist participants with personal development.
Miscellaneous Services	Includes specialized activities not covered within other service codes.
Pre-Employment Activities	<p>Includes activities completed by Texas Workforce Center staff in support of a participant for a particular position.</p> <p>Example: Assisting an employer with Work Opportunity Tax Credit requirements before placing the participant with the employer.</p>
Registration	Includes WorkInTexas.com activities related to registration.
Support Services	Includes services that are designed to assist participants in overcoming any barriers that may interfere with their ability to successfully participate in program or work activities, or to gain employment.
Training Services – Occupational Skills	Includes activities that provide paid or unpaid employment-related training.
Work Readiness	Includes those activities that provide a client with basic employment skills within a short (six months or less) time frame.