



LOCAL INSTRUCTION NUMBER 25-03

To: Local Workforce Development Area Grantee

Subject: Entering WIOA Activity Codes

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Effective Date: 05/01/2026

Purpose : To provide guidance requirements for entering activity codes in the workforce case management system (SCWOS) for participants served under the Workforce Innovation and Opportunity Act (WIOA) Title I program participants.

Background: Accurate activity code entry is required to:

- document services provided to participants;
- support participation, case management, and service flow;
- align data entry with case notes and source documentation;
- ensure accurate reporting for state and federal performance;
- support local oversight, fiscal review, and monitoring.

Activity codes must reflect actual services, activities, and case status as supported by the participant record.

Policy: This guidance applies to all local workforce area staff, contracted service providers, and any other personnel responsible for entering, reviewing, or approving WIOA participant activities in the case management system (SCWOS). This guidance applies to all activity code entries related to:

- enrollment and participation
- career services
- training services
- Youth services
- Supportive services
- Work based learning
- Follow-up services
- Closure/exit-related activities

Staff must enter the correct WIOA activity code for each service or activity provided to a participant. Activity codes must be entered timely, accurately, and consistently, and must be supported by:

- A detailed case note

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- Eligibility or service documentation
- Service authorizations
- Supporting source documents in the participant file

No activity code may be entered unless the participant record supports the service and the activity occurred or was properly initiated. No activity code should be entered if staff is simply checking on the participant and no actual service or guidance was provided.

If an activity is entered in the system, the participant file must clearly support it. If a service was provided, but no activity code was entered when required, the record could be considered incomplete.

Activity codes must:

- Align with case note subject and content
- Service dates
- Supporting forms or authorizations
- Vendor, provider, or employer documentation
- Participant status at the time of service
- Start and end dates must reflect the actual services dates verified by attendance records, provider contact, or progress reports. Dates must not be estimates or used as a placeholder.

Staff must avoid duplicate, overlapping, or unnecessary activity entries for the same service unless specifically required.

Before entering an activity code, staff must ensure the file contains:

- Participant eligibility and enrollment documentation
- Completed assessment or service need documentation
- ISS/IEP reflecting the planned service
- Approval of training or supportive service
- Referral documentation
- Provider or employer information
- Case note describing the service or action
- Required signatures, invoices, attendance, or receipts

REQUIRED DATA ENTRY ELEMENTS

For each activity code entered, staff must complete all required system fields, including as applicable:

- activity code;
- activity projected and actual start date;
- activity projected and actual end date;
- funding stream;
- service provider;
- training provider or employer;
- cost information;
- credential/training information;

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- outcome or completion status.

Note: Activity start date must reflect the actual date the participant began the service or training, and the end date must reflect the actual end date the participant completed, dropped out, or discontinued the service. These dates should be verified by training documentation and/or case notes.

Open activities should remain open only while the participant is actively engaged in that activity. Staff must review open activities regularly to ensure they remain accurate. Open activities should be closed promptly when:

- the service is completed
- the participant withdraws
- the participant is no longer participating
- the activity was entered in error
- the system requires closure before a new related activity can begin

Management should monitor aged open activities to prevent inaccurate reporting, system closures, and file discrepancies.

Staff should refer to WIOA activity codes definitions found in SCWOS online resources when determining the correct activity code to use for a service provided.

https://jobs.scworks.org/admin/gsipub/htmlarea/Uploads/Activity_Code_Info/Adult-DW%20Activity%20Codes%20-%2020251020.pdf

https://jobs.scworks.org/admin/gsipub/htmlarea/uploads/Activity_Code_Info/Youth%20Activity%20Codes%20-%2020230410.pdf

Activity Codes and Case Notes

Every activity code entry must be supported by a corresponding case note. Case notes and activity codes must tell the same story. Discrepancies between notes and activity entries may result in monitoring findings or required corrections.

Activity Codes:

- should not be entered without supporting documentation
- should not be entered if it's the wrong code and entered to trigger participation or performance outcomes
- should not be left open when services have ended
- should not be duplicated for the same time frame without justification
- Training activity entered before approved
- Rely on case notes alone when the system requires a formal activity entry

Corrections to Activity Codes

If an activity code is entered incorrectly, staff must correct the record promptly.

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Corrections should include:

- Update to incorrect activity entry, if systems allows, if not a change notice must be submitted to local area administrator

NOTE: Staff have 15 days to correct incorrect dates, close activity from date of projected end date, and enter actual start date, if participant is waiting to start training.

- Case note documenting the correction
- Fiscal correction, if funds were involved

Action: Please ensure that all appropriate staff receive and understand this policy guidance.

Inquiries: Questions may be directed to Amanda Baker at abaker@catawbacog.org.



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